

Welcome to Clifton Medical Centre

Thank you for choosing to register at one of our surgeries. We have two sites one is Clifton Medical Centre which is our main surgery and the other is Wickersley Health Centre. This leaflet is to give you basic information about our sites. The practice leaflet is available on our website at www.cliftonmedicalcentre.co.uk or you can ask at reception for a copy.

Our practice team is changing as we try to meet the increasing needs of our patients with a reduction in the NHS budget and workforce.

GPs across the country participated in an audit which identified that approx 25% of appointments made i.e. 25 out of every 100 with a GP, were avoidable.

The avoidable appointments fell in to the following areas:

- Patients who could have been seen by others in the practice
- Patients who could have been seen by other services such as pharmacies
- Patients, who could, with the right support, have been in a position to self-care
- Requests for documentation for gyms, benefit appeals

Care Navigation

Our population is living longer, often with multiple illnesses which are complex.

As a result there is a need to change our current frontline services to one which is more integrated with health and social care so we can best meet the needs of our population.

Care navigators are being introduced to assist patients to access the most appropriate services for their needs.

Our reception teams have recently undergone care navigation training to help our patients access the most appropriate care.

If our reception teams appear to be asking additional questions this is because they are trying to help you make the right choice when needing to access care.

Please do not be offended if the receptionist asks what the problem is when you call to make an appointment, you always have the right to refuse, but the above will be the reasoning behind our questions.

The receptionist might suggest that you see someone else who can help you better, such as:

IAPT – Physiological therapy team

Self care via Pharmacy

Sexual Health

Physio first

Stop smoking
Midwifery

Care Quality Commission - Clifton Medical Centre is regulated by the Care Quality Commission under reference 1-199713213. The practice was routinely inspected on 17th February 2016. The practice is pleased to announce that we received an overall rating of Good for the services we provide to our patients. Please visit our website to read the full report.

Dementia Friendly

We are pleased to say that our organisation has been recognised as dementia-friendly.

Family and Friends Test

Was introduced in December 2014 and it is a requirement that all GP practices undertake the NHS Friends and Family test. The idea behind the test is that anyone who uses NHS services has the opportunity to provide feedback on their experience so that the information can be used to improve services where it is appropriate to do so. Please see our results on our website and displayed in the waiting room.

Telephone Numbers and availability

Clifton Medical Centre 0844 477 3622 incorporates a queuing system and 01709 363950 patients will receive the engage tone if the number is busy. Telephone availability is from 8.00 am until 6.00 pm.

Wickersley Health Centre 01709 544000. Telephone availability is from 8.00 am until 5.00 pm.

Our telephone lines are very busy first thing in the morning where the demand for appointments is high. Patients wishing to be seen on the day should call as close to 8 o' clock as possible as appointment availability decreases as the morning progresses. If the matter is routine, it might be more convenient for patients to call after 10.30.

Our opening times

Clifton Medical Centre – Weekdays 7.00am – 6.00pm

Wickersley Health Centre – Weekdays 8.00am – 5.00pm except Tuesdays when the surgery is open until 8.00pm

In case of emergency outside normal working hours (08:00 – 18:00) **or when surgery is closed** telephone **111**.

You will be put through to the out-of-hours service. Please allow plenty of time for an answer. You may be offered advice, an opportunity to visit an emergency surgery, or a home visit if necessary. This service is commissioned by NHS Rotherham.

Online Health Services

- Appointment booking
- Prescription ordering
- Access to medical records

Please contact reception for more information.

Days and Dates we are closed:-

Saturday and Sunday

Public holidays

August	Monday 28 th August 2017
Christmas Day	Monday 25 th December 2017
Boxing Day	Monday 26 th December 2017
New Year's Day	Monday 1 st January 2018

Training Days - Thursday training days closed from 12 o' clock

17th August 2017
7th September 2017
12th October 2017
9th November 2017
14th December 2017

The availability to see your preferred GP may take longer when the practice has been closed. Traditionally we experience our highest demand on Monday, Friday and after a Bank Holiday. For a routine appointment you may prefer to organise outside of these times.

Parking

We are fortunate enough to be able to offer parking at both of our sites, however both are very busy. You may want to allow extra time prior to your appointment to ensure that you are able to park. Traffic wardens are in operation at our Clifton site as the council own some of the land so please park in the appropriate bays.

Re-development of our site

The expected completion date is autumn 2018 for the development of a new university building.

Please be vigilant for the new routes to and from the site and allow extra time for parking.

Disabled Patients

Our premises provide disabled friendly facilities such as car parking, wheelchair access and an induction loop for the hard of hearing. Please tell us if you need assistance in any way in order to access any of our services.

Our services

Our medical centre provides a range of GP and nursing services. Additionally to complement our team we have additional services such as, counselling, midwifery and alcohol misuse.

Interpretation Services

If you do not speak English, or if you are deaf, hard of hearing, or deaf/blind, you can have interpretation services provided for you at no charge. Tell the person helping you that you need an interpreter.

Recording of telephone calls

For quality and training purposes all calls are recorded.

CCTV

CCTV is in operation at the Practice. Images are being recorded for the purpose of crime prevention and public safety. Please contact the Practice Manager for further information.

Our team

Our healthcare team consists of Doctors, Nurses, Pharmacist, Health Care Assistants, Phlebotomist, Reception and Admin teams. Our Reception teams are here to help you and direct you to the most appropriate team members.

Named GP for patients

As part of a national programme, all practices are required to provide their patients with a named accountable GP who will have overall responsibility for the care and support that the surgery provides to them. Your named GP will have overall responsibility for your care but it does not prevent or restrict you from seeing any other GP or nurse in the practice.

For patients your named GP is your usual GP. If you wish to confirm your usual GP please ask at reception when you next attend.

If you wish to change your usual GP please inform reception of your preferred GP at the time.

Doctors working hours

We have a complement of 7 GP's. 4 male GP's work full time and hold sessions at both of our sites. 2 female GPs who work part time and hold sessions at both of our sites. Unfortunately this may mean you wait longer to see a female GP.

Please see below the GPs name, their special area of knowledge and location within Clifton Medical Centre.

DOCTORS	SPECIALITY	LOCATION IN THE BUILDING	AVAILABILITY
FEMALE GP's			
Dr Karen Cleminson	Women's Health and Family Planning	Ground floor	Part-time
Dr Anjumane Auckloo		Ground floor	Part time
MALE GP's			
Dr John Byrne	Long term conditions	First floor	Full-time
Dr James Byrne	Tutors Foundation Doctors	First floor	Full-time
Dr Matt Capehorn	Drug, Weight Management/Obesity and Andrology	First floor	Full-time
Dr Paul Vohra (salaried GP)		Ground floor	Full-time
Foundation Doctor		First floor	Works with us for 4 months
Judith Wilde	Pharmacist	First floor	

Self Care

Health services are very busy at the moment. Help us to help those most in need. Follow these steps to use the right treatment: Please see the link below. Getting the right care, first time will ensure you receive the best possible treatment, leaving health services free for those who need them most.

You can treat most common ailments and illnesses at home by keeping a well-stocked medicine cabinet. This should include:

Pain relief e.g. paracetamol or ibuprofen

Children's paracetamol oral suspension and ibuprofen syrups – free from pharmacy if you receive free prescriptions.

Mild laxatives to relieve constipation.

Cold relief products.

Rehydration mixtures to use if feeling dehydrated after a bout of sickness or diarrhoea.

Indigestion remedy.

A range of bandages, plasters, non-absorbent cotton wool, elastic bandages and dressings for minor cuts, sprains and bruises.

<http://www.rotherhamccg.nhs.uk/rightcare-firsttime.htm>

Appointments

When a patient contacts the surgery for an appointment our receptionists are trained to identify whether your condition would be more suited to see either the Minor Illness Nurse or a Doctor.

Our Minor Illness Nurses are specifically trained to diagnose and treat more common conditions. They also offer a daily telephone advice service. If you prefer to speak to the Doctor for advice ask the receptionist for a telephone consultation.

For continuity of care patients sometimes prefer to see a particular Doctor. So this can be accommodated our reception team will offer you an appointment at either of our surgeries i.e. Clifton or Wickersley. Our computer system enables us to view medical records at either site.

Patients who choose to visit a particular site may have to wait to see the GP they prefer.

There will be times when Wickersley patients will be offered appointments at our main Clifton site for example when Wickersley do not have any appointments left for that day. Also our late night surgery is at Wickersley so Clifton patients will also be offered the opportunity of going to Wickersley.

Patients are called to the appropriate consultation room via our display system which operates in the waiting rooms. The display indicates the patient name please tell us if you prefer to be identified by your unique computer number (of which you will need to keep a note when you visit the centre for an appointment).

Please remember GPs have annual holidays and variable working patterns and this may affect their availability. Patients who have a preference for which GP they see may also experience an extended waiting time for an appointment.

We also offer appointments online please enquire at reception if you wish to register for the online service.

Head of NHS England Simon Stevens issued a statement in March to say waiting times for routine operations will be longer as part of a trade off to enable improvements in cancer care and A and E performances. If your GP refers you to the hospital please be aware that your wait times will be longer.

Cancelling appointments

We do send out text messages to patients to remind them of their appointments and there is an option to cancel the appointment if you no longer wish to attend.

Please ensure that you do contact the surgery as soon as possible to cancel an appointment that is no longer required. Patient demand is high for appointments and this enables us to offer the appointment to another patient.

Unfortunately there are occasions where unexpectedly we have to cancel a clinic. We will make every effort to contact you to re-arrange your appointment. Please make sure that if you change your contact details you advise the practice of this.

Did Not Attend

Approximately 300 appointments per month are classified as 'Did Not Attend' (DNA) - i.e. the patient did not turn up for the appointment with a member of the healthcare professional team and did not contact the surgery in advance to cancel/change appointment. The effects of these are:

An increase in the waiting time for appointments

Frustration for both staff and patients

A waste of resources

A potential risk to the health of the patient

In conjunction with our patient group we have developed a policy where we will monitor patients who fail to attend for their appointment. These patients will be followed up by letter and if their pattern of behaviour continues we may remove the patient from our list. Posters are displayed in our waiting rooms informing patients of our new policy.

Review Appointments

A lot of what we do at Clifton Medical Centre is preventing illness.

Therefore patients with long-term conditions need checking twice a year to make sure they are well. Patients are often confused about this and the language used, so here is a glossary – please feel free to learn the medical term or use normal language, as below.

In medicine, chronic means long-term, not severe.

Chronic Disease List

Computer Language	Normal Language
CVD (Cerebrovascular Disease)	Stroke Disease
CHD (Coronary Heart Disease)	Heart Disease
CKD (Chronic Kidney Disease)	Kidney Disease
COPD (Chronic Obstructive Pulmonary Disease)	Lung Disease *
Asthma	Asthma *
Diabetes	Diabetes
Hypertension	Blood Pressure

Monitoring	Spot Check/Small 6-monthly check (10 mins)
Annual Review	MOT/Big Annual check-up (usually 20 mins)

* Only one check a year needed

All cars have a yearly M.O.T. and you are more important – please make sure you plan and keep your own M.O.T and Spot Checks. Help us to help you stay healthy

Appointments at the hospital

Please check with the practice that the outcome of your hospital appointment has been communicated to the practice before you make an appointment to see a GP to discuss.

The hospital letter will communicate to the GP what decisions and clinical management has been agreed during your hospital appointment. In most cases the GP is unable to act without seeing the hospital letter.

Young People

We recognise that many young people – especially teenagers- have their own sets of problems and may want to either talk to someone in complete confidence about these or as a minimum want access to information about certain issues.

We write to all patients once they are 14, advising them about the services we offer and how they access our GPs and our Nurse led Minor Illness clinics.

This letter was introduced some years ago in response to what was called ‘Gillick competency’ in conjunction with Fraser guidelines. This was a legal case which specifically looked at whether Doctors should be able to give contraceptive advice or treatment to under 16 year olds without parental consent. One of the key areas is “parental right yields to the child right to make his own decisions when they reach a sufficient understanding and intelligence to be capable of making up their own minds on the matter requiring decision. Please see the reference below to the nspcc website for more information.

We detail below some useful website addresses which you may find of interest:

- www.bullying.co.uk
- www.nspcc.org.uk
- www.studenthealth.co.uk
- www.nhs.uk/LiveWell/TeenGirls/Pages/teengirlshome.aspx
- www.nhs.uk/LiveWell/TeenBoys/Pages/teenboyshome.aspx
- www.nhs.uk/Pages/HomePage.aspx
- www.talktofrank.com/

- www.divorceaid.co.uk/child/teenagers.htm
- www.therainbowproject.ork.uk

Whilst the Drs and Nurses offer a full range of advice about sex and contraception (including Chlamydia screening) if you feel you would rather seek advice elsewhere with regard to these matters you may contact:-

CASH contraception and sexual health services on 0179 423129

Sexwise Youth Clinic 820100

GUM 01709 307777

Thrybergh Drop in 851131(Mon 3-4.30 pm term time only Thrybergh Comp school)

Maltby Drop in 819581(Thurs 315-5 pm Maltby Linx youth and community centre)

Chaperones

We can provide a trained chaperone as required for intimate examinations. You are always welcome to have a friend or relative present at your consultation.

Self check in

We try and give everyone who comes to reception the time to resolve any queries they have. This sometimes results in delays at our reception desk. For the benefit of those patients who wish to avoid the queue at reception and simply want to tell us that they have arrived for their appointment we have introduced self check in screens.

Our team is spread over 2 floors. The nursing team including Healthcare Assistant is on the ground floor. Our RIO team (Rotherham Institute of Obesity) work on the first floor, along with our phlebotomist.

Please tell us if you need help with using these screens.

Home visits

Our Doctors typically see 4 patients in the practice in the time it takes to do a single home visit. Additionally our consulting rooms make it easier to examine patients. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend surgery. Whilst patients may request that a particular Doctor visits we are unable to guarantee this as it depends on the Doctors availability on the day of the request. Prior to visiting one of our Doctors may contact you to discuss your condition as not all cases require a visit. Please contact the surgery before 10.30am to arrange a visit. If you have not received any contact from the surgery by 2.00pm please contact the surgery again.

How to obtain results

When a patient has a blood test, the arrangements on how to obtain the result is normally discussed during the consultation. Please ensure before you leave the practice you are clear how many tests you have had and how to obtain your results. Patients are normally asked to contact reception in order to obtain your results preferably after 11.00am as this is when our telephone lines are less busy. If a result is abnormal and needs action the practice will automatically contact the patient by telephone or letter. If you haven't heard about the result in the advised time span, please ring reception requesting that the result is traced. In this way, results which haven't been received by us can be traced through the lab.

How to obtain prescriptions

If you have recently registered and been prescribed medication by your previous surgery, please bring the latest copy of the right hand side of your prescription with you when you see the Doctor so that we can undertake a medication review.

We take over the counter and postal prescription requests and also have an online order facility. Please ask at reception to organise a password for you. If you need to make alternative arrangements for requesting a prescription please advise reception.

48 working hours (excl Saturday and Sunday) notice is required for prescription requests. Please collect after 4 pm on the day of collection. This is the Department of Health standard which is set to allow practices to process the prescriptions, review the medication request and obtain the Doctor's signature.

Periodically there may be a note on your prescription asking you to have a review. This is important in order to check you are taking the correct medicines. However, sometimes you don't need to see the GP, but rather the Healthcare Assistant for blood tests, BP or other checks. Do ask us - the staff will be pleased to advise you.

Please remember to order your prescriptions 2 working days before you are due to run out of your medication and allow extra post handling time if you use the postal system.

For patient safety we do not routinely process requests made 7 days prior to the medication finishing.

Prescription collection service offered by pharmacies – patients can choose to nominate a preferred chemist for prescription collections.

Electronic Prescription Service (EPS) A system has been created to make it easier for some patients who have a stable medical condition to pick up their

repeat prescription. It is called the Electronic Prescription Service, or EPS for short.

The Electronic Prescription Service is an NHS service that sends your prescription from GP surgery to Pharmacy without the need for a paper copy.

If you are interested in using the Electronic Prescription Service please speak to a member of our reception team.

Medicines piling up and don't know what to do about it?

Wasted medicines cost the NHS in Rotherham 1.5 million a year, money that could be spent on patient care.

If you tell us, we'll sort it so contact:

Our reception team who will ask you to complete a form to pass to the dedicated pharmacy team

Telephone our MedLine on 01709 308999

Email your telephone number to medicines.waste@rotherhamccg.nhs.uk

For emergencies out of hours

In an **ABSOLUTE EMERGENCY**, dial 999 for an emergency ambulance

New NHS 111 service – The 111 advisor will be able to decide what help you need and assist you with obtaining that help. 111 is available anytime of the day or night.

- You should call 111 if you think you need to go to **A&E** or another NHS urgent care service.
- You should call 111 if you don't know who to call for medical help.
- You should call 111 if you need information about a health issue.

How to obtain Travel Advice

The practice no longer provides travel vaccinations. The decision to stop providing travel vaccinations was made by the practice as these services could be delivered elsewhere. This would give us more capacity for clinics that are only provided in General Practice such as Diabetes, Asthma.

There are local pharmacies and hospital that run travel clinics.

You may find the following websites helpful:

www.areyouready2go.co.uk

www.fitfortravel.nhs.uk

Fitness to work

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on www.hmrc.gov.uk website.

Evidence that you are sick

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).

It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

Statement of Fitness for Work - 'Fit Note'

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

For more information see www.gov.uk (where this information was sourced)

Non NHS Services

Most of the services we provide are funded by our NHS contract. There are, however, some services which are not funded and a private charge applies such as examinations for insurance, employment, driving and legal purposes, travel vaccinations. If you require any of these, please ascertain the fee before arranging an appointment and the timescale that relates to this type of request.

Carers Corner

Please tell our reception team, if you are cared for by another person or you care for another person

A carer is someone who looks after a partner, relative, friend, an older person or someone who has a disability or long term illness.

Caring for someone is not always easy which is why the Rotherham Carers Corner is available to provide you with all the support you need under one roof.

The Rotherham Carers Corner can be contacted via:

Email - carerscorner@rotherham.gov.uk

Telephone - 01709 254138 or 01709 254809

Alternatively, you can call in Carers Corner 9am to 5pm, Monday to Friday:

Room 41 Rain Building
Market Hall
Eastwood Lane
Rotherham
S65 1EQ

Carers Resilience Service

'The Carers Resilience Service' offers short term support, information and advice for Carers of people with Dementia. The service, working in conjunction with Crossroads Care and Alzheimer's society, offers:

- Practical help with immediate and future needs
- Access to information and Advice
- Short term home based support in times of need
- Access to local support

If you would like to know more please:

Speak to a member of our reception team

Ring 01709 580543

Email doncaster@alzheimers.org.uk

Patient Group

Our Patient Group was formed in February 2012 and we meet on a quarterly basis. We welcome new members. Please ask to speak to the Practice Manager if you would like to join this group.

Comments, suggestions

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better. Feedback forms are available from reception and in the waiting room.

Complaints

We hope that, if you have a problem, you will use our practice complaints procedure in the first instance. We believe this will give us the best chance of putting right whatever has gone wrong. It also gives us an opportunity to improve our services.

If you would like help with making your complaint and would like to speak to someone outside of the Practice, Healthwatch Rotherham may be able to assist you. Healthwatch is the independent consumer champion who provide, a complaints advocacy service. You can contact them on 01709 717130. If you would prefer to write: Healthwatch Rotherham, 33 High Street, Rotherham S60 1AP or email to info@healthwatchrotherham.org.uk.

Please ask at reception for a copy of our complaints patient information leaflet or visit our website.

What is Safeguarding?

Everybody has the right to be safe no matter who they are or what their circumstances.

Safeguarding is about protecting children, young people and vulnerable adults from abuse or neglect.

Abuse may consist of a single act or repeated acts.

10 categories of adult abuse are:

Physical

Sexual

Financial

Organisational

Neglect and acts of omission

Discriminatory

Psychological

Domestic Abuse

Self-neglect

Modern slavery

4 categories of child abuse are:

Physical

Sexual

Emotional

Neglect

We are all responsible for the safety of children, young people and vulnerable adults. We must ensure that we are doing all we can to protect the most vulnerable members of our society.

If you see something, say something...

In order to protect people from abuse and harm it is important that everyone knows what to do if they suspect someone is being abused.

You may suspect that someone is being harmed or abused because:

- You have general concerns about someone's wellbeing

- You see or hear about something which could cause abuse
- Someone tells you something has happened or is happening to them which could be abuse

Rotherham Metropolitan Borough Council Safeguarding contact numbers for:

Children’s social services for children under 18 (MASH – multi-agency safeguarding hub) can be contacted on 01709 336080.

Adult social services (Assessment Direct can be contacted on 01709 822330 between 8.30-5.30 after 5.30 contact 01709 336080

Child Sexual Exploitation Helpline – 0800 7319 256

A new confidential helpline has been set up to provide support to victims and survivors of sexual exploitation. The 24-hour support service is a single point of contact for people who have suffered abuse in the past, or those who may be being exploited now. The Rotherham sexual exploitation helpline is being run by national charity, the NSPCC and provides **support to people of all ages**.

The confidential helpline and email address, rotherhamcsesupport@NSPCC.org.uk will be staffed 24 hours-a-day, seven days a week.

hscic Health and social Care Information Centre www.hscic.gov.uk and www.nhs.uk/caredata

Patient information is already used extensively by the NHS but we need to improve how we use the information. Your medical records are already used by healthcare teams to provide your care. You also need to be aware how your information can be used to improve the way NHS delivers care to all patients. A patient leaflet ‘How information about you helps us to provide better care’ is available on our website and in the leaflet display area in reception.

Please let us know if you have any questions or if you have been registered with another surgery and chose to opt out so we can amend your medical records accordingly.

Useful Websites/Numbers

Please Note: By listing a website on this leaflet Clifton Medical Centre does not want to be seen to be promoting a company or service, it is purely to help patients access resources more efficiently. All website addresses were up to date at the time of publishing.

www.sepsistrust.org – sepsis is a common potentially life threatening condition, triggered by an infection. Please visit the website to spot the signs.

Active Always – 01709 822453 www.rotherham.gov.uk/activealways

www.nhs.uk/conditions-health-check

www.nhs.uk/oneyou

www.connecttosupport.org/rotherham - a website for adults in Rotherham who need support to live independently

Domestic Abuse – If you are experiencing domestic abuse and would like advice, information or just someone to listen, these services are available to help: choices and options 01709 838400

<http://ceop.police.uk> – a website to assist parents and young people to provide advice regarding sexual abuse

<http://labtestsonline.org.uk> a website which has information about interpreting test results

NHS Rotherham – 01709 302000 www.rotherham.nhs.uk

www.nhs.uk/selfcare - how patients can help themselves and take responsibility for their own health

www.ageuk.org.uk/rotherham

www.nhs.uk/easy-mentalhealthact - know your rights 17 easy read fact sheets about the Mental Health Act Code of Practice – useful resource for patients

Cruse Bereavement Care offers a number of different types of support. Grief is a natural process, and most people will cope with the help and support from family or friends. Cruse can provide additional specialist help for those who need it.

National Helpline: 0844 477 9400

Email: helpline@cruse.org.uk

Emergency Dentist - If you are a Rotherham resident and need advice or treatment for a dental emergency such as persistent bleeding, swelling, trauma or pain that cannot be controlled:

- Contact your regular dentist in the first instance for an emergency appointment.

- If you do not have a regular dentist, please call 111
- For information on Rotherham NHS Dental Practices accepting new patients visit www.nhs.uk.

And finally

Our team are here to help you. Our aim is to be as polite and helpful as possible to all of our patients.

If you consider that you have been treated unfairly or inappropriately, please ask the receptionist to contact the manager, who will be happy to look into your concerns.

In return, we ask patients to treat our team with respect and politeness and advise you that shouting and swearing at our team will not be tolerated and patients who are abusive may be removed from our patient list. Thank you.