

Health Care Assistants

Mandy McGuinness

Claire Ward

- Our health care assistants take blood samples and perform blood pressure checks.

They also undertake lung function tests, 24 hr BP monitoring and Cardiovascular Risk Screening and advice / Health MOT.

Please contact the surgery for further details.

Contraception

The practice offers a full range of contraceptive services including fitting of IUCDs and implants. Emergency contraception is available—please ask to see a doctor urgently if you need this.

Community Nursing Team

The District Nurse Team are employed by DCHS and work with the practice, they hold clinics at the surgery and in addition visit housebound patients.

The community nurses are key team members in our aim to provide high quality palliative care for terminally ill patients in their own homes.

Midwife

The Midwifery team are now based at Queens Park Leisure Centre 01246 206161—available 7 days a week 8am—4pm.

Health Visitors

The Health Visitors are now community based and can be contacted on 01246 253025.

Wellbeing Advisor

The free Wellbeing service can help you to identify and prioritise changes you might want to make to improve your overall health and wellbeing. Please speak to a GP about accessing this service. These are held at the surgery every Wednesday morning.

Citizens Advice Bureau:

We offer free Citizens Advice pre-bookable appointments on alternate Thursday afternoons.

If you have forms you need help filling in, please request a double appointment and bring the relevant paperwork with you.

Allocated Named Accountable GP

We are required to allocate a named accountable GP to each patient. This is a contract requirement and does not prevent you from seeing the GP of your choice at the practice. If you would like to know which GP you have been assigned to then please contact the surgery.

If you have a preference as to which GP you are allocated to, we will make reasonable efforts to accommodate this request.

Practice Area

The Practice takes patients within a limited geographical boundary. If you move house please ask the staff to clarify whether you are still within our area. Or please visit our website for further information.

Comments and Complaints

We constantly strive to provide high quality care to all our patients and are happy to receive your suggestions; comment slips are available in the waiting areas or can be completed on the website. Formal complaints should be directed through Lucie Wattam, our Practice Manager.

Help us to help you

- Please cancel unwanted appointments so they can be used by someone else who needs it.
- Order repeat prescriptions in good time.
- Arrive on time for your appointment—if you arrive after your appointment time do not be offended if we ask you to rebook and cannot see you that same day.
- We expect patients to be courteous to our staff.
- Violent, bullying or verbally abusive behaviour will not be tolerated.

Disabled Access

Our main building is accessible via automatic doors. There are designated disabled parking bays in the practice car park. Please let the receptionist know if you need any help because of visual, hearing, mobility or any other difficulty.

Patient Participation Group

The surgery has an active patient group, for further details see the website or the noticeboard in the waiting area.

Chatsworth Road Medical Centre



“Compassionate, Respectful Medical Care”

Dr E Riches

MB ChB (1991) MRCGP DRCOG DFFP DPD

Dr D Rash

MB ChB (2002) MRCP MRCGP DFSRH

Dr L Scriven

MB ChB (1999) MRCGP DRCOG DFFP DPD

Dr S Lewis

MBBS (2010) BSc MRCGP DRCOG

Dr A Galley

MB ChB (2006) MRCGP

Dr S Rackham

MB ChB (2011) MRCGP

Dr A Allaway

MB ChB (2005) MRCGP DRCOG DFSRH

**CHATSWORTH ROAD MEDICAL CENTRE
STORRS ROAD
BRAMPTON
CHESTERFIELD S40 3PY**

TELEPHONE 01246 568065

Website: www.chatsworthroadmedicalcentre.nhs.uk

Email: NDERCCG.CRMAdmin@nhs.net

Monday	8.00am -6.30 pm
Tuesday	8.00am -6.30 pm
Wednesday	8.00am -6.30 pm
Thursday	7.00am -6.30 pm
Friday	8.00am -6.30 pm
Saturday	By appointment only

**We close early one Wednesday every month for staff training
- Early closure dates and times are available on the practice notice board in the surgery reception area and on our website.**

Welcome to Chatsworth Road Medical Centre

We are a group of family doctors practising from our own premises, supported by the rest of our primary health care team. This leaflet provides a brief guide to the surgery, the team and the services offered.

Telephone System

On ringing the surgery you will be greeted by a message asking you to **Press 1 for doctor appointments** and **Press 2 for nurse appointments and all other enquiries**. You will be put through to a member of the administration staff who can deal with nurse appointments, results, requests for home visits, prescription queries and all other enquiries.

Appointments

Our appointment system allows all patients to book up to 8 weeks in advance for all our GP's and nurses. We release most of the appointments to be booked in advance but a small number are held back for patients that need to be seen by a GP on the same day. When you need an appointment with a doctor that needs to be the same day, please telephone the surgery on that day from 8am. Where possible the appointment will be with the doctor of your choice.

Follow up appointments

If the doctor feels it is medically necessary to see you again you will be asked to make a follow up appointment on the way out.

Saturdays and early morning appointments

For the convenience of patients who work late or out of town we offer doctors appointments on Saturday mornings and also between 7-8am on Thursday mornings, there are also a small number of blood test appointments during this time. These sessions are by appointment only and telephone lines won't be available out of normal surgery hours. Emergencies are covered by the out of hours service at these times.

Home Visits

Home visits can be arranged for patients who are too ill to attend surgery. Please try to make your visit request before 10.30am. It is helpful if you can give the receptionist some idea of the problem to enable her to alert the doctor to the urgency of your call. Routine visits are between 12-2pm after GP's morning surgery has finished.

Online Services

Patients who are registered to use SystmOnline can request repeat prescriptions, book GP appointments and view your medical record online. Please ask your doctor or receptionist for details of how to register.

Out of Hours Emergencies

If you require urgent medical attention and the surgery is closed you will need to telephone '111' free of charge.

If you need to be seen by a doctor you will be asked to attend the emergency surgery at Ashgate Manor Medical Centre on Ashgate Road, Chesterfield S40 4AA.

The above information is also available when the surgery is closed via an answer phone message on 01246 568065.

Telephone Advice

We can often sort out your enquiries by telephone saving you a trip to the surgery, the reception staff can advise you of the most appropriate way to deal with a problem. The doctors are available to take telephone calls between 11.30 - 11.45am most days for problems that may not need a face to face consultation.

Practice Nurses

Sister Sue Sheridan

Sister Andrea Rodgers

Sister Jos Farrell - Nurse Practitioner

Our practice nurses provide the following services:

Chronic disease management

Asthma, diabetes, COPD, hypertension, cardiovascular disease, anticoagulant monitoring

Screening and advice

Cervical cytology, HRT, menopause, stop smoking / sexual health

Vaccination

Childhood immunisations, travel vaccination, flu, pneumonia and shingles vaccinations, plus other injections.

The Practice Nurses are available for telephone enquires after their clinics at the following times:
Monday, Tuesday & Thursday: 12.30-12.45pm
Friday: 14.00-15.00pm - Sister Sheridan Only

Sister Jos Farrell is also a Nurse Prescriber and can treat patients for Minor Illnesses without the need to see a GP for a prescription. This may include urine infections, contraception, chest infections, ear infections.

Results

If you have had any laboratory tests or x-rays you may be asked to ring back for the results.

The telephone lines are busiest between 8.30am-10.30am so it is helpful if you can ring the general enquiries lines outside these times.

PLEASE NOTE: if the test has been requested by the hospital, you will need to refer back to the hospital for the results.

Repeat Prescriptions

Repeat prescriptions can be requested:

*By submitting your repeat order form to the surgery in person or by post

*By completing a request form at reception

*Online via our website

*Via a pharmacy reordering scheme

For accuracy reasons we do not take any requests over the telephone.

Please only order the items you require.

Prescriptions will be ready to collect in 48 hours.

Please enclose a SAE if you would like us to post your prescription back to you and allow extra time for this to be processed and returned.

Electronic Prescription Service (EPS):

We are able to transfer your prescription electronically directly to the pharmacy of your choice - this saves collecting and taking a paper prescription to the pharmacy and should reduce the chance of prescriptions going astray.

Please contact your usual pharmacy to nominate them to receive your prescriptions, we do not have the rights to nominate a pharmacy for you at the surgery.

For more information regarding EPS please speak to your local pharmacist.

Data Protection & GDPR

Your medical records are confidential and are accessed only on a need to know basis. Some information including your repeat medication and recorded allergies is available nationally through the Summary Care Record. Further details on our website. **Please inform us if you wish to opt out.**