

Chatsworth Road Medical Centre



“Compassionate, Respectful Medical Care”

Dr E Riches	MB ChB (1991) MRCGP DRCOG DFFP DPD
Dr D Rash	MB ChB (2002) MRCGP 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

Practice Email: ddicb.crmcadmin@nhs.net

Prescription Email: ddicb.crmcprescriptions@nhs.net

Facebook—Link found on website, follow us for updates

Monday	8.00am— 6.30pm
Tuesday	8.00am— 6.30pm
Wednesday	8.00am— 6.30pm
Thursday	8.00am— 6.30pm
Friday	8.00am— 6.30pm

The surgeries phone lines are available from 8am until 6pm. From 6pm our phone lines will direct you to call NHS111, the out of hours service.

We close early one Wednesday every month for staff training. Early closure dates and times are available on the practice website.

Contraception

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

Community Nursing Team

The District Nurse Team are employed by DCHS and are community based. Their admin support can be contacted on 01332 564900. The District Nurses specialise in caring for housebound patients and patients who require palliative care.

Midwife

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

Health Visitors

The Health Visitors are community based and can be contacted on 01246 515100.

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. Any such behaviour may result in patients being removed from the practice list in accordance with our zero tolerance policy.

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.

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.

Up To Date Contact Details

Please ensure we have your up to date contact details in case we need to contact you urgently. It is your responsibility to inform us of any changes to your address, mobile number etc.

Practice Boundary

The Practice accepts patients within a limited geographical boundary. If you move house, please ask the admin team to clarify whether you are still within our boundary or please visit our website for further information.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list.

Comments and Complaints

We constantly strive to provide high quality care to all our patients and are happy to receive your suggestions. These can be submitted via our website. Formal complaints should be directed through Mrs Lucie Wattam, Practice Manager.

Data Protection and 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 are available nationally through the Summary Care Record. Further details on our website. **Please inform us if you wish to opt out.**

Patient Participation Group

The surgery has an active patient group, for further details visit our website or our Facebook page for up to date information.

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**. Please be prepared to explain to our trained receptionist the reason for your call so we can deal with your concern as efficiently as possible.

Appointments

As our appointment system has evolved since the pandemic, we offer patients a choice of telephone or face-to-face appointments according to their preference and need. Please give our admin team as much information as you can when you contact the surgery so we can ensure we can deal with your problem as efficiently as possible by directing you to the right person the first time—an appointment may not be necessary. **Please remember**, only one problem can be dealt with per appointment. If you need longer, please ask for a longer appointment.

Saturdays and Evening Appointments

GP, Nurse and phlebotomy appointments outside of standard hours are provided through collaboration with other practices in the PCN (Primary Care Network).

We specifically offer extended hours on Thursday 07.00-08.00 (HCA appointments only) and one Saturday a month 08.00-12.00 (GP, Practice Nurse and HCA appointments).

Cancelling Appointments

It is important to inform the practice if you are unable to attend your appointment, this will allow the appointment to be offered to another patient. Persistent defaulters may be removed from the practice list.

Home Visits

Doctors can visit patients at home if they are truly housebound and if their clinical condition requires it. All visit requests will be assessed by telephone consultation in the first instance.

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 out of hours service 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.

Signposting

We can often sort out your enquiries without you needing to speak to a clinician. The admin team can advise you of the most appropriate way to deal with a problem and may signpost you to a more appropriate service. You can find more information regarding direct access services on our website. This includes self-referral to physiotherapy, hearing tests and psychological therapy services.

Practice Nurses

Sister Jenny Strange

Sister Andrea Wrath

Our practice nurses offer a range of services, some of which may be done over the telephone to avoid you having to come into the surgery at present. These include:

Long Term Conditions

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.

Health Care Assistants/Phlebotomist

Sam Warwick

Debbie Briggs

Sara Sheppard

Our health care assistants take blood samples and perform blood pressure checks. They also undertake cardiovascular risk screening and advice / Health MOT. Please contact the surgery for further details.

Online Services

We strongly encourage patients to sign up to use online services. They provide a safe, secure and confidential method of contacting the surgery to order repeat medication, book appointments and view your medical record online. You can sign up to the NHS App without the need for contacting the surgery. Alternatively, use the surgery's online service SystemOnline. More information is available on our website.

Results of Tests and Investigations

If you have had any laboratory tests or x-rays you will be asked to view your results online or ring back for the results. We ask that you do not assume that a result is normal if we do not contact you. The telephone lines are busiest between 08:30 and 10.30 so it is helpful if you can ring the general enquiries lines **outside these times**.

We encourage you to register for online access to have the ability to view your results without having the need to call the practice.

We have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission or if they are not capable of understanding them.

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 posting your request in our prescription post box in the porch
- By post
- Online via our website/NHS App
- Via our practice prescription email
- Via a pharmacy reordering scheme

For accuracy reasons we **do not** take any requests over the telephone. Please only order the items you require.

We aim to process prescriptions within 48 hours and will send them electronically to your nominated pharmacy. For more information regarding the Electronic Prescription Service, please speak to your local pharmacy.