

## 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 Pharmacy regarding this.

## GP Registrars

We are an approved training practice. Our GPs supervise fully qualified doctors who have decided to specialise as a GP.

## Practice Pharmacist Team

Our PCN employed team run clinics and conduct medication reviews. You may be offered an appointment with this service if it is appropriate.

## 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.

## Disabled Access

Our buildings are accessible via automatic doors. There are designated disabled parking bays in the practice car park. Please inform the receptionist if you need any help due to 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. Please leave your details with a member of the admin team if you are interested in joining the PPG. This will be passed to a lead member of the PPG who will get in touch.

# 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 DFSEM(UK) |
| 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  
BRAMPTON  
CHESTERFIELD  
S40 3PY**

**TELEPHONE 01246 568065**

**Website:** [www.chatsworthroadmedicalcentre.nhs.uk](http://www.chatsworthroadmedicalcentre.nhs.uk)

**Practice Email:** [ddicb.crmcadmin@nhs.net](mailto:ddicb.crmcadmin@nhs.net)

**Prescription Email:** [ddicb.crmcprescriptions@nhs.net](mailto:ddicb.crmcprescriptions@nhs.net)

**Facebook—Link found on website, follow us for updates**

## **OPENING TIMES**

|           |               |
|-----------|---------------|
| 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

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

Please be prepared to explain to our trained receptionist the reason for your call so we can direct you to the right clinician or service the first time. All calls are recorded for training and dispute resolution purposes.

### Appointments

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. If you are booking an appointment at reception, please be aware that you will need to discuss the reason for the appointment in reception. If you are not comfortable doing this, we suggest calling the practice.

**Please remember**, only one problem can be dealt with per appointment. If you need longer, please ask for longer.

### 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

Home visits can be arranged for patients who are truly housebound and if their clinical condition requires it. All visit requests will be assessed by telephone consultation in the first instance. Where a home visit is necessary this will usually be undertaken by staff of the Ageing Well Team, employed by the PCN on behalf of the practice and may be undertaken by a GP, Nurse Practitioner or Paramedic.

### Out of Hours Emergencies

If you require medical advice whilst the surgery is closed you will need to contact NHS111 through either their online service <https://111.nhs.uk> or by calling '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, opticians and psychological therapy services.

### Practice Nurses

*Sister Jenny Strange*

*Sister Andrea Wrath*

*Sister Jeanette Ravey*

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. 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 NHSApp without the need for contacting the surgery. Alternatively, use the surgery's online service SystmOnline. 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/NHSApp
- 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.