

203 School Road, Crookes, Sheffield, S10 1GN

Tel: 0114 267 1280 Fax: 0114 266 4526

www.thecrookespractice.co.uk

Practice GP Partners:

Dr Elizabeth Wolff (Female) MB ChB DRCOG MRCGP

Dr Heather Inniss (Female) MBBS, BSc (hons), MRCGP (2004), DFSRH

Dr Julie White (Female)

Dr Melanie Howse (Female)

Dr Tom McAnea (Male)

Practice Manager/Business Partner: *Kate Carr - Dip Cert.*

Salaried GPs:

Dr Ellie Carr (Female) MB BS MRCGP DRCOG FPCert Cert PHC

Dr Heather Pagden (Female)

Assistant Manager: *Amanda Hobson*

Patient Services Manager: *Paula Stones*

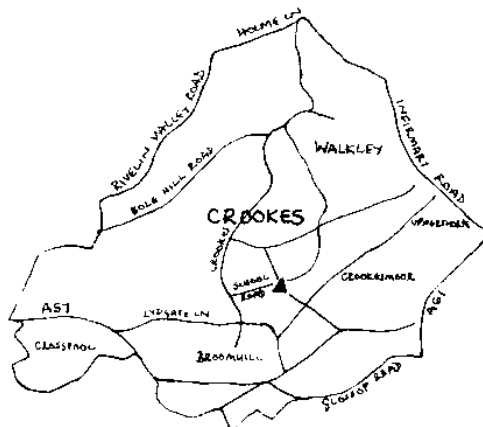
The Crookes Practice

TELEPHONE NUMBERS:

Appointments and general enquiries:	0114 267 1280
Repeat prescriptions (9.00am-3.00 pm Mon-Fri):	0114 372 3000
Out of hours emergencies (Sheffield GP Collaborative):	0114 267 1280
Health Visitor	0114 2711 332/3
District nursing 24hr contact no:	0114 305 4281

Practice Area: Our practice area covers Crookes, Walkley & parts of Broomhill & Upperthorpe. You may fully register as a patient at practice if you live within the area shown below by completing a registration form, available from reception or through our website. We also ask all new patients to complete a questionnaire, Summary Care Form & Sharing Information Form when they register.

We have full disabled access to the surgery building.



PRACTICE OPENING HOURS:

MONDAY	8.15am - 6pm
TUESDAY	8.15am - 6pm
WEDNESDAY	8.15am - 6pm
THURSDAY	8.15am - 3.30 pm
FRIDAY	8.15am - 6pm

TELEPHONE ACCESS:

8.15am - 12.30pm	2.30pm - 6pm
8.15am - 12.30pm	2.30pm - 6pm
8.15am - 12.30pm	2.30pm - 6pm
8.15am - 12.30pm	
8.15am - 12.30pm	2.30pm - 6pm

DOCTORS' SURGERIES:

MONDAY	8.30am-12.00pm, 3.30-6pm
TUESDAY	8.30am-12.00pm, 2.30-6pm & **6.30 pm – 7.30 pm
WEDNESDAY	8.30am-12.00pm, 3.30-6pm & **6.30pm -7.30pm
THURSDAY	8.20am-12.00pm
FRIDAY	8.20am-12.00pm, 3.30-6pm
SATURDAY:	9.00 am-11.am, once a month - Gp & Practice Nurse

All by booked appointment only.

HOME VISITS: Please ask us to visit you at home **ONLY IF IT IS IMPOSSIBLE FOR YOU TO ATTEND THE SURGERY** because you are too ill or infirm.

Please try and phone before 10.00 am on 0114 267 1280 so that the doctors can plan visits for the day.

Appointments:

- Doctor's appointments are booked for 10 minute slot and are bookable up to 1 month in advance. .
- Our gp on call times are between 8.15 am to 12.30 am and 2.30 pm – 6.00 pm each day. Please leave your name, contact number and brief details of the problem with the receptionist and a GP or Nurse Practitioner will call you back that morning/afternoon.
- If you wish to book ahead to see a particular doctor for a non urgent problem then you may have to wait longer for an appointment as none of the doctors work every day.
- If you have a number of issues to discuss with the Doctor then it may not be possible to address all of these in 10 minutes. It is possible to book a longer appointment if necessary. For gynaecological examinations please request a 20 minute appointment.
- Please let us know in good time if you have to cancel an appointment so that there is an opportunity for someone else to be seen.
- The Crookes Practice is a Group Practice. You may ask to see any of our doctors, not just the doctor whose name appears on your NHS card. We do however encourage you to try and see the same doctor for the same problem as this helps us to offer you good care.
- Please cancel appointments as soon as possible if you no longer need them so that they can be offered to other patients.

If you have not been seen at the surgery for 3 years (or 1 year for those over 75) you can request a check up appointment if you wish.

Practice Nursing Team & Clinic Times:

Alison Whitton – Nurse Practitioner
Hayley Hewitt - Practice Nurse
Deborah Hattersley – Practice Nurse
Pat Hockley - Health Care Assistant

MONDAY	8.20am-12.10pm, 3.30-5.30pm
TUESDAY	8.20am-12.00pm, 3.00-5.30pm 12.20 pm – 7.30 pm
WEDNESDAY	8.20am-12.00pm 12.20 pm – 7.30 pm
THURSDAY	8.20am-12.00pm
FRIDAY	8.20am-12.30pm, 2.00-5.00pm
SATURDAY	1 Saturday a month 9.00 am – 11.00 am
All by appointment only	

Appointments can also be made by throughout the week with the practice nurses for:
Asthma, Diabetes & cervical smears.

When you book an appointment with the nurses the receptionist will ask what the appointment is for so that enough time can be allocated for your appointment. Some nurse appointments can now be booked online.

For routine blood tests please make a morning appointment, before 11.00 am with one of our Health Care Assistants.

TRAVEL ADVICE: Our practice nurses can give comprehensive and up to date advice on foreign travel, and can give most of the vaccinations necessary for travel abroad. There are charges for some non-NHS travel services - please refer to the information in reception. Please make an appointment with the Practice Nurse at least 8 weeks before you plan to travel as it can take this long to complete a course of vaccinations. Please also make sure that you complete a travel questionnaire, before your appointment is booked, and hand it in at reception.

CHILDHOOD VACCINATIONS AND IMMUNISATIONS: We provide a complete service for our patients.

WELL BABY CLINIC: Wednesday 12.20pm - 3.00pm by appointment only.
(Health Visitor, Doctor, Practice Nurse, Childhood Immunisations)

Children of pre-school age are welcome to attend. WE DO NOT SEE ILL CHILDREN AT THIS CLINIC.

Pregnancy Care: Fridays - by appointment only.

The Community Midwives see pregnant women in the Clinic and offer continuity of care in pregnancy. They can offer a home birth, delivery in hospital by a community midwife, organise tests and refer on to a consultant obstetrician where necessary.

Pregnancy testing is available at the Crookes Practice. Results take 5 working days. If you are newly pregnant please make a 1 hour appointment in one of our midwives clinics.

Contraceptive services: We are happy to provide a range of contraceptive services and advice. All the Doctors provide counselling for abortion.

Dr Wolff provides coil or IUS/IUS (mirena) fitting service and Dr Heather Inniss provides contraceptive implant fitting service.

The 'Morning After Pill' is also available at the NHS Walk In Centre at the Sheffield GP City Centre clinic, Broad Lane (8am-10pm daily).

Occupational Health Advice: Is available by arrangement with your GP

Counselling: Our practice counsellor is available by arrangement with your GP.

Smoking Cessation: Evidence shows that you are more likely to stop smoking for good if you get the right support. We can refer you for free of charge support with a smoking advisor.

Primary Care Mental Health Worker: Our practice Mental Health Worker sees patients for a variety of advice and support. You will need to see a GP first for referral to this service.

Physiotherapy: Your Doctor can refer you to the local Physiotherapy service or to the Out of Hours Physio service.

On line bookings & services: You can book and order prescriptions online via our website www.thecrookespractice.co.uk after you have obtained a password from reception, this has to be done in person we cannot give you a password over the telephone, by Email or post, or give it to anyone but the patient. You will need to bring identification to obtain a password i.e. passport, driving licence, and provide an email address for security purposes.

The Crookes Practice

Repeat prescriptions: The best way to order your repeat medications is via Sheffield Prescription Order Line – 0114 372 3000 lines are open 9 am to 3 pm Mon-Fri. Please do not phone the general surgery number for repeat prescriptions.

We offer a repeat dispensing service for patients on long term medication. Please make an appointment with a doctor to discuss if it would be suitable for you

If you wish to order your medication by post please keep the right-hand side of your old prescription. When you need a repeat prescription tick the required items and bring or post your request to the surgery.

We also offer repeat prescription ordering via our web site www.thecrookespractice.co.uk, if you would like us to post your prescription please be sure to make this clear each time and kindly supply a SAE.

Repeat prescription requests will be ready for collection in 2 working days.

Samples: When leaving samples at the surgery please ensure that they are in a sterile container (available from reception) and are correctly labelled with the name and date of birth of the person from whom they are taken. Samples should be accompanied by a completed request form from either a doctor or nurse. Please bring all samples in before 1.00 pm to allow delivery to the hospital the same day.

Test results: Please phone to enquire about the results of any tests. Please allow 5 working days for results to arrive and phone after 3pm for results. For reasons of confidentiality results can only be given to the patient themselves. If you wish to discuss any results please book an appointment with a gp.

Violent or Abusive Behavior to Staff: This practice supports the Government's NHS Zero Tolerance Campaign. GPs and their staff have the right to care for others without fear of being attacked or abused. Violent patients will be reported to the police and struck off the list. We ask that you treat your GP and the Practice staff properly, without violence or abuse.

If you need to be seen when we are closed please use out of hours and other local NHS services which can be directly accessed by patients:

Out of hour's service: 111

NHS Walk In Centre Broad Lane, Sheffield S1 4BT and is open from 8am -10pm daily.

The Minor Injuries Unit at the Royal Hallamshire Hospital is open 8am-8pm daily.

Accident and Emergency Departments operate 24hrs at the Northern General Hospital (adults) and Sheffield Children's Hospital

The Crookes Practice

The Crookes Practice is a Training Practice: There is a GP Registrar attached to the practice. S/he is a fully qualified doctor getting specialist training in General Practice.

On occasion s/he may video their consultations, with your consent, for training purposes.

We also teach nursing and medical students. Part of their training is to sit in on consultations, however if you would prefer that the student was not present then please do say so.

COMMENTS & SUGGESTIONS: We welcome all comments and suggestions, verbal and written. We have comments slips in reception to be completed and handed to reception.

We have a complaints procedure which meets NHS guidelines. An explanatory leaflet is available from reception or from our Patient Services Manager. **Complaints should be addressed in the first instance to Paula Stones, Patient Services Manager or Kate Carr, Practice Manager/Business Partner.**

If satisfaction is not obtained please contact: The Complaints Manager, Sheffield NHS England, 722 Prince of Wales Road, Sheffield S9 4EU or telephone 0114 305 1093 or Care Quality Commission (CQC) Finsbury Tower, 103-105 Bunhill Row, London. EC1Y 8TG or telephone 03000 616161

NHS England Board Address & Contact Details: NHS England, South Yorkshire & Bassetlaw Area Team, Oak House, Moorhead Way, Bramley, Rotherham. S66 1YY Tele: 01709 302000 Email: England.contactus@nhs.net

The Crookes Practice is not a limited partnership.

Patient access to records: The Crookes Practice uses fully computerised patient records. This means that no entries are made in the written notes, but we still keep them. If you would like to see your notes please request them in writing. Copies of notes are available to patients at a small charge to cover photocopying.

Patient confidentiality: Patient confidentiality is important to us, when you register with the practice we will ask you for essential information which will be placed in our records where it will remain confidential. Additionally any information that you provide to the doctor during your consultation will remain confidential. Our GPs, nursing staff & administrative staff have access to both your written and computerised medical notes.

They are all governed by the same professional codes of confidentiality and will not disclose information without your consent.

The Crookes Practice

We ask for information about you so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again.

The NHS Central Register for England and Wales contains basic personal details of all patients registered with a GP. The register does not contain clinical information.

USEFUL PHONE NUMBERS:

Day Lewis Pharmacy, Crookes 0114 266 3550

Associated Chemists, The Wicker 0114 272 7676
(open 8.30am-10pm Mon-Sat, Sundays 10am-8pm)

Whitworths Chemist, School Road 0114 266 9613

Out of hours service – to replace NHS Direct 111

Northern General Hospital 0114 243 4343

Royal Hallamshire Hospital 0114 271 1900

Sheffield Children's Hospital 0114 276 1111

Weston Park Hospital 0114 267 0222