

PATIENTS CHARTER AND
INFORMATION LEAFLET
www.handsworthmedicalpractice.co.uk



Main Surgery:
432 Handsworth Road
Handsworth, Sheffield S13 9BZ
Tel: 0114 2697505 Fax: 0114 2698535

Branch Surgery:
1 Fitzalan Road
Handsworth, Sheffield S13 9AW
Tel: 0114 2889777 Fax 0114 2548592

WELCOME TO THE SURGERY

WE AIM TO TREAT ALL OUR PATIENTS EQUALLY AND TO GIVE A HIGH QUALITY OF SERVICE THAT IS SENSITIVE TO YOUR NEEDS.

This leaflet tells you about our services and some of the standards we aim to achieve.

We also need your help to do this.

Please help us to help you

DOCTORS

Partners:

Dr Afzal R Shaikh	MB BCh, DCH, DRCOG, MRCGP
Dr Katherine Otten	MB ChB, MRCGP
Dr Aamir Khawaja	PhD, MBChB, MRCGP

Salaried Doctors:

Dr Caroline Downard	MBChB, MRCGP
Dr Rana Farooq	MBChB, DFFP, RCGP



ABOUT US

Handsworth Medical Practice serves Sheffield 13, which includes, Handsworth, Woodhouse, Richmond, Stradbroke and a section of Darnall which is Sheffield 9. Our team includes Doctors, GP Registrars, Practice Manager, Practice Nurses, Health Care Assistants, Phlebotomists, Reception and Administration Staff.

We offer a full, general practice service and run numerous clinics mentioned separately in this leaflet.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

USEFUL NUMBERS

Practice sites

Handsworth Medical Practice (main site)	0114 269 7505
Fitzalan (branch site)	0114 288 9777

Hospitals

Royal Hallamshire Hospital	0114 271 1900
Northern General Hospital	0114 243 4343
Jessop's Hospital	0114 266 8000
Children's Hospital	0114 276 1111

District Nurses	0114 305 4280
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Out of Hours	111
Walk in Centre (75 Broad Lane)	0114 241 2700
Family Planning	0845 122 8600
Travel Clinic (Royal Hallamshire Hospital)	0114 271 1884
Community Chiropodist	0114 237 1182

Chemists

Lloyds	Handsworth	0114 2692461
	Woodhouse	0114 2692136
	Richmond	0114 2397260
	Crystal Peaks	0114 2478335

Wicker Pharmacy	0114 2758578
Weldricks Pharmacy (Darnall)	0114 2441749

NHS Complaints department:
NHS England
South Yorkshire and Bassetlaw Area Team
Oak House
Moorhead Way
Bramley
Rotherham, S66 1YY
Telephone: 01709 302000
E-mail: england.contactus@nhs.net



We are a Training Practice

Handsworth Medical Practice is a Training Practice where qualified junior doctors can finish their Training, these are known as GP Registrars. We also through out the year have medical students who attend for a 6 week introduction into general practice.

TO CONTACT THE SURGERY

To contact the main surgery please telephone 0114 2697505, Monday to Friday, between the hours of 8.00am and 12 noon and between 1.30pm and 6.30pm Monday, Tuesday, Wednesday and Friday. Thursday between 8.00am and 1.00pm.

To contact the branch surgery, please telephone 0114 2889777, Monday to Friday between the hours of 8.00am and 12 noon and between 1.30pm and 6.30pm. Thursday between 8.00am and 1.00pm



HOW TO SEE A DOCTOR

All consultations are by appointment. To make an appointment please telephone or call personally at the surgery.

We will do our best to enable you to see the Doctor of your choice at a time that suits you, but this is not always possible.

We also offer a Doctor triage service on a daily basis from where you can contact the surgery, leave you name and telephone number and a Doctor will phone you back and deal with your condition.

If your condition is **non-urgent**, you can book a routine appointment to see a Doctor. Nurses based in our practice treat patients for a wide range of common conditions and will offer telephone advice where appropriate.

We aim to see **urgent cases** on the day wherever possible.

Say immediately if your call is an emergency.

Let us know if more than one person in the family needs to be seen as individual appointment times will need to be given.

Tell us if you want someone to accompany you during an examination or if a private room is needed to discuss matters.

To maintain our code of confidentiality, if an appointment is required for emergency contraception, please indicate by asking the receptionist for a "RED" appointment.

Internet booking

This service enables you to order repeat prescriptions online and also to book and cancel selected appointments by yourself.

All you need to do is call into surgery with photo identification and ask one of the receptionists to register you for this service, you will be issued with a username and password. You will need to wait for at least 2 hours after registering and you must log on within 2 days of being given your username and password

You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit before 10.00am or an urgent appointment before 9.00am if possible



HOME VISITS

Please only ask for a visit if you are too ill to come to the surgery. Try to telephone before 10.00am on 0114 2697505 / 0114 2889777. Please remember however, that most consultations are far better undertaken at the surgery with the benefit of the equipment on site. Very rarely should a child be seen at home.

When telephoning, explain the problem clearly to the receptionist. A Doctor from the practice will aim to visit you within four hours, after the end of morning surgery. You may have to wait if the Doctor is very busy and/or attending a more urgent call. We are unable to offer a choice of Doctor for home visits.

The Doctor may telephone you to advise on the best course of action in relation to your illness. A receptionist will take a contact number, so the Doctor can get in touch with you.

Emergency Visits

During normal working hours, the reception staff will take your request and pass it on to the Doctor on call as soon as possible or telephone for an ambulance if appropriate, particularly for chest pains or injury and if the doctor is unable to attend quickly.

COMMENTS, SUGGESTIONS AND PROBLEMS

If you are unhappy, disappointed or have any suggestions on how we can improve our service, please tell us.

You can talk to the Practice Manager or put comments/suggestions in writing and post in box situated in reception.

If you are still unhappy or feel you cannot talk to us, you can get help from:

Complaints Team (open: Mon-Fri 8am-6pm)

NHS England

PO Box 16738

Redditch B97 9PT

Tel: 0300 311 2233

Email: contactus@nhs.net

www.england.nhs.uk/contact-us/

The Parliamentary & Health Service Ombudsman

Millbank Tower

Millbank

London

SW1 4QP

Telephone number: 0345 0154033



PATIENT'S RESPONSIBILITY

- To look after your health; take regular exercise, cut down on fatty foods, cut down on alcohol and stop smoking.
- To request night visits only when it is truly necessary and home visits by the Doctor only when the patient is too ill to visit surgery.
- To recognise that attending the surgery can often have social and mobility benefits, particularly for the elderly and that there are few circumstances where a child cannot be brought to surgery.
- To inform us if you are unable to keep an appointment in plenty of time, so that the appointment can be made available to another patient.
- To read and act upon information provided on various matters, e.g. requests by the doctors to see them before issuing further medication, health promotion leaflets etc.
- To ensure that you give us at least 48 hours notice for repeat prescriptions. 72 hours for collection via the chemist
- To not expect a prescription without consultation.
- To co-operate with the practice to ensure that children's behaviour in surgery does not endanger the safety of others.
- To treat doctors and staff with respect and courtesy. A staff complaints procedure is in operation, which gives members of staff the opportunity to complain about aggressive or abusive patients. These complaints will be investigated and the outcome notified to the patient and staff member involved.
- To listen and follow advice given to you. If you are unsure about anything, please ask questions.
- The surgery will be kept warm in winter, cool in summer and clean and tidy. Please help us to keep it that the way for the benefit of all patients and staff.



PRACTICE OPENING TIMES

Main surgery

Day	Morning / Afternoon
Monday	8.00 am – 6.30 pm
Tuesday	8.00 am – 6.30 pm
Wednesday	8.00 am – 6.30 pm
Thursday	8.00 am – 1.00 pm
Friday	8.00 am – 6.30 pm

PATIENT PRACTICE TELEPHONE TIMES

The main surgery line is open Monday to Friday 8.00am until 12.00 pm and then 1.30 until 6.30pm, with the exception of Thursday when the lines close at 1.00 pm

The branch surgery line is open Monday to Friday 8.00am to 12.00 pm and 1.30pm until 6.30pm, with the exception of Thursday when they close at 1.00 pm.

Branch surgery

Day	Morning	Afternoon
Monday	8.00 am – 12.20 pm	1.00 pm – 6.30 pm
Tuesday	8.00 am – 12.20 pm	1.00 pm – 6.30 pm
Wednesday	8.00 am – 12.20 pm	1.00 pm – 6.30 pm
Thursday	8.00 am – 1.00 pm	Closed
Friday	8.00 am – 12.20 pm	1.00 pm – 6.30 pm

EXTENDED HOURS

Days	Time
Saturdays (main site)	9.00 am – 12.00 pm
Tuesday Nights (branch site)	6.30 pm – 8.30 pm

We have installed Touch screens for patients to book in on arrival, these are situated in the reception areas to try to prevent queuing. The Touch screens offer many different languages.

HOW TO SEE A NURSE

All consultations are by appointment. The Nurses are available as follows:

Monday, Tuesday, Wednesday, Thursday (am only) and Friday

WAITING TIMES

We will try and see you within 15 minutes of your appointment time. However, delays can happen, often caused by emergencies.

CHAPERONES

If you would like a chaperone present during your appointment, please let a receptionist know when you check in on your day of your appointment.



CLINICS

We run a range of clinics, for an appointment or further details, please call the Main Surgery on 0114 2697505 or Branch Surgery 0114 2889777. If an interpreter is required for your appointment please inform the receptionist who can arrange this for you. We will need 48 hours notice prior to your appointment.

Antenatal

If you become pregnant, we will try and book you an appointment the following week. If this is not possible you will be given a triage telephone number to book an appointment to suit yourself. The midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital or both.

Child Health and Immunisation health visitor

All new babies are invited for regular and scheduled check-ups from eight weeks.

Minor surgery procedures are by appointment only. The minor surgery clinic is usually held once a month.

STANDARDS OF SERVICE

- All our patients will be treated equally and their personal dignity respected at all times.
- Patients have the right to personal privacy throughout their treatment. A separate room is available at all times to talk to Practice Staff in private.
- All members of the Practice Team will have regular training and education to maintain our standard of service.
- We will keep you informed about the services we provide throughout this leaflet, on our website and in displays/ posters within the waiting rooms. We will also provide you with information concerning waiting times for hospital admissions and referral to an outpatient clinic or service when necessary.
- Patients will have access to their own medical records in accordance with the Access to Health Records Act 1990, Data Protection Act 1998 and the 2002 Guide to the NHS.
- Patients will receive full information concerning the nature of their medical condition and treatment (including associated risks) investigations or procedures and alternatives available, before agreement on a course of action is reached. The patient has the right to refuse or terminate a service or treatment after full discussion.
- Patients have the right to be referred to a Consultant of their choice when your Doctor thinks it is necessary and to be referred for a second opinion if you and your Doctor agree this is desirable.
- We will investigate all complaints fully and within specified time limits. The outcome of the investigation will always be notified to the patient. Please ask to see our complaints procedure.
- The surgery premises will be maintained to comply with Health and Safety legislation. Disabled access and a disabled toilet are available. Baby changing facilities are also available.
- Confidentiality – All information given to the Doctors and staff will be treated in confidence
- If you change to a new surgery we will transfer your medical records to the Patient Service Department in Doncaster from the date we are electronically requested to do so.
- Patient information is regulated by the Data Protection Act 1988 and the Access to Health Records Act 1990.

Care Planning

This is a programme to help patients with the self-management of long-standing conditions.

We as a team constantly strive to review and improve the services we provide therefore further additional services may be available in the future.

VIOLENT OR ABUSIVE PATIENTS

Violence and abuse is a growing concern. Doctors and their staff have the right to care for others without fear of being attacked or abused. The right of the practice to remove a violent patient will be extended to safeguard all those who might have reasonable fears for their safety. This includes practice staff, other patients and other bystanders present when the act of violence is committed or the behaviour took place.

Violence includes actual or threatening physical violence or verbal abuse, leading to fearing for a person's safety.

We ask that you treat your Doctor and the practice staff with respect.

Patient Participation Group

In April 2011 we set up a Patient Participation Group (PPG). We have approximately 9,600 patients, we aim to involve a diverse cross section of patients in the group to discuss how the Practice runs and to continually improve our services.

We meet 2—3 times a year and the group includes a Practice Manager, secretary and a number of our patients. We have found that these meetings give the groups a clearer understanding why we do things and the way we do them; by government decree we have to follow certain patterns of work.

We have also set up a Virtual group which is for patients who wish to contribute but who may not be able to / not wish to get into surgery for the PPG, this Virtual group corresponds with the surgery by email.

If you are interested in joining either group:

Phone Nicola Harrison on 0114 2697505 or
email Chris Marsh on — christophermarsh@nhs.net

Diabetes

This clinic offers follow up help and support with the management of diabetes to enable patients to achieve optimum diabetic control.

Asthma/COPD

Patients with these conditions are invited to an annual assessment to discuss treatment options and management with our Specialist Practice Nurse.

Cervical smears

This service is offered 6 days per week by our Practice Nurse

Community Family Planning clinics are available for late evening appointments – Central Health Clinic at Mulberry Street, Sheffield 1, Tel: 0114 3054000

Smoking cessation

This clinic is run by our health care assistant. We offer one to one smoking cessation help and advice at the surgery. Please contact reception for further details.

New Patient Assessment

If you are a new patient you will be invited for a new patient assessment. This is a 10 minute appointment with the health care assistant to take some details of your medical history and check your height, weight, blood pressure and to take a urine sample. This is important because at first we will not have your medical records to refer to. Please also ask about your summary care record.

Children under the age of 16 will be asked to book a routine check with the Doctor.

Health Checks

As part of our care programme, patients aged between 45 and 70 years old are entitled to a free NHS Health check. This appointment will be with our Health Care assistant where they will take various blood tests and also check your height and weight. You will then be made a further appointment for the results.



Repeat Prescribing

Your repeat medication will be made available for a set period of time, but your medication will however need to be reviewed regularly. When you are due for such a check, a message will be attached to your medication when you call to collect it. **Please respond to this message**, as further repeats will not be available until you have seen the Doctor. This decision has been made by your Doctor and not by reception staff. This is for your own benefit to ensure that the medication is still appropriate and that you have no side effects. In addition to this, your Doctor has a responsibility to review repeat medication.

You can order a repeat prescription by calling into the surgery and putting your order into the box provided, submitting your request in writing or by using SystmOnline via the internet. We also offer a telephone prescription line Monday, Tuesday, Wednesday and Friday from 9.00am until 12.00pm.

If you require a repeat prescription we require a minimum of 2 full working days if collecting from the surgery.

If you collect directly from the chemist please allow 3 full working days before collecting.

ACCIDENT AND EMERGENCY / 999

Whatever the day or time, if you or someone else experiences severe chest pain or loss of blood please phone 999. Suspected broken bones, go to your nearest accident and emergency department.

The Accident and Emergency Department (Northern General Hospital) is open 24 hours a day, 365 days a year and can assess injuries and provide emergency treatment.

111 Telephone Service

Whatever the day or time you can call this service for medical advice and a trained professional can offer guidance.

RECEPTIONISTS

We have a team of receptionists who are experienced and regularly attend specialist courses qualifying them for their demanding job. They can probably answer many of your questions.

Please note that the reception staff act at all times in accordance with guidelines given to them by the Doctors and Practice Manager.

ADMINISTRATION STAFF

We also employ a number of administration staff.

ATTACHED STAFF

Community Nurses

We have attached District Nurses who work with your Doctor to provide care for you in your own home. To contact the District Nurses Telephone: 0114 305 4280

COMMUNITY MIDWIFE

We have an attached midwife who cares for expectant mothers. She also organises parent craft classes and prepares expectant mothers for labour.

HEALTH VISITORS

We have Health Visitors who hold a new baby drop in clinic at Athelstan School. Please ask at reception for contact details.

COUNSELLOR

We have the services of counsellors who see patients at the surgery by appointment. Patients must be referred for this service.

PRACTICE STAFF

The following members of staff are employed directly by the doctors:

PRACTICE MANAGER

Our Practice Manager, is responsible for the day-to-day management of the practice. She plays a leading role in planning and organising the medical services we provide. If you have any suggestions or questions regarding these services, please contact the manager to discuss further.

PRACTICE NURSES

Our Nurses provide a range of services including chronic disease, dressings, ear syringing, immunisations, injections and cervical smears. All have intensive primary care experience and are happy to advise on common illnesses and injuries as well as giving dietary and other life style advice. Female patients may also wish to discuss contraception and menopausal issues with them. They run clinics for Asthma, Chronic Obstructive Pulmonary Disease, Diabetes and Hypertension. They also give travel advice and Immunisations.

HEALTH CARE ASSISTANT

Our Health Care Assistant's hold regular clinics for blood tests which have been requested by a Doctor. Blood pressure checks and new patient assessments are also carried out, plus a variety of other services, they also provide administrative support for the Practice Nurses.

MEDICAL SECRETARY

Our medical secretaries are responsible for providing a full secretarial service for the practice, dealing with NHS and private referrals and for day-to-day administration.



ADVICE AND INFORMATION BY TELEPHONE

If you need to speak to a Doctor, Nurse or Healthcare professional please contact the surgery and leave your message with the receptionist who will ensure your details are passed on to the relevant person. For non-urgent enquiries the call back from a health professional may not be made on the same day.

Please let them know if the matter is urgent.



HOW TO REGISTER AT THE SURGERY

The practice list is now OPEN. Please call into the surgery and pick up a registration form.

The receptionist will then make you any appropriate appointments that you may need. You will also require two forms of identification, one being a photo ID and another with proof of address.

CHANGE OF ADDRESS

If you or any of your family move, please let us know as soon as possible. If you move outside the practice area, you will have to register with another surgery.

TEMPORARY RESIDENTS

You are able to see a doctor anywhere in the UK if you are away from home and in need of medical help. You can do this by asking to see the nearest doctor as a 'temporary resident'.



PRIVATE SERVICES

Certain services such as HGV and PSV medicals, completion of insurance forms, holiday cancellation forms, etc are not covered by the National Health Service. You will be charged a fee for these. A list of current charges are available at reception or on our Website.

OUR STAFF



Dr Afzal R Shaikh (m) MBChB, DCH, DRCOG, MRCGP
Special interests – Paediatrics, Child Health and General Medicine

Handsworth Medical Practice – Monday, Wednesday, Friday
Fitzalan (branch) Tuesday, Thursday (am)

Dr Katherine A Otten (f) MBChB, MRCGP
Special interests– Mental health, Women’s Health including Contraception and IUCD fitting

Handsworth Medical Practice – Thursday (am), Friday
Fitzalan (branch) - Wednesday

Dr Aamir Khawaja (m) PHD, MBChB, MRCGP
Special Interest – General Medicine, Respiratory Medicine

Handsworth Medical Centre – Monday, Tuesday,
Wednesday
Fitzalan (branch) - Friday

Dr Caroline Downward (f) MBChB, MRCGP
Special Interest – Minor surgery

Handsworth Medical Centre – Tuesday, Wednesday
Fitzalan (branch) - Monday

Dr Rana Farooq (f) MBChB, DFFP, RCGP
Special Interest – Sexual Health, Paediatrics

Handsworth Medical Centre – Tuesday, Friday