

**Dr N Williams Dr K Turner Dr R Chilton
Mr N Normington (Managing Partner)**



**Green
Cross
Group
Practice**

**Main Site: The Health Care Surgery
63 Palgrave Road
Sheffield
S5 8 GS**

**Branch Site: Dunninc Road Surgery
28 Dunninc Road
Sheffield
S5 0AE**

PATIENT INFORMATION BROCHURE

Telephone: 0114 2344729

Opening hours: Monday to Friday 8.15am until 6pm

Thursdays 8.15am until 3pm (The Health Care Surgery)

Thursdays 8.15am until 1pm (Dunninc Road Surgery)

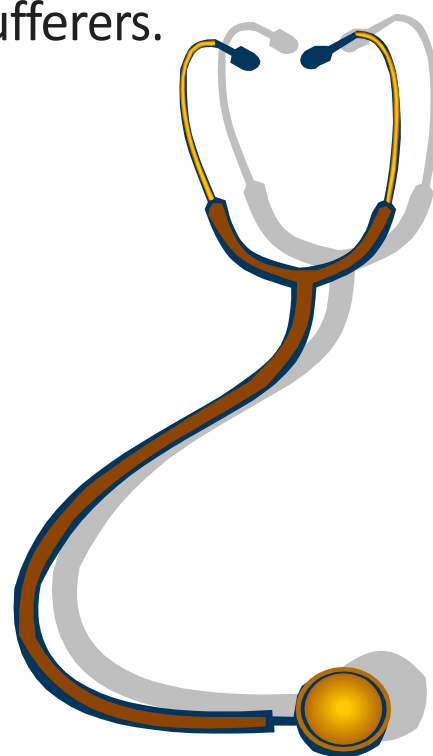
**This practice is within the Sheffield
Primary Care Trust area**



Welcome

Green Cross Group Practice has 2 sites which serve the S5 area as well as closely attached postcodes. Our team includes 7 GPs, 1 Advanced Care Practitioner, 2 practice nurses, 1 nurse associate, 1 health care assistant & 1 phlebotomist, as well as our Management Team and Patient Advisors. We offer a full general practice service and run specialist clinics for children and pregnant women, diabetes and asthma sufferers.

At Green Cross Group Practice, we aim to treat all our patients promptly, courteously and in complete confidence. We are a 'training practice'. This means hospital doctors wanting to enter general practice spend 6 months or 12 months with us in order to gain the experience they need to become family doctors.



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. If you live in our practice area and would like to register with us, you can do so via our website or by scanning the QR code within our 2 branches, paper copies are also available

Meet Our Team

The Partners

Dr. Nikki Williams (Female)

Dr Kathryn Turner (Female)

Dr. Richard Cilton (Male)

Mr Nicky Normington

Managing Partner

Our Other Doctors

Dr Emma Solman

Dr Stephanie Faulding

Dr Frances Cundill

Dr Rachel Steen

Practice Managers

Nicky Normington (Managing Partner)

Ian Moorhouse (Practice Manager)

Emma Hannah (Reception Manager)

The Managers are responsible for the day-to-day running of the practice. If you wish to make a suggestion about the practice or make a complaint, please ask reception staff to contact them.

Clinical Team

Martin Drye (*Advanced Care Practitioner*)

Chloe Smith *RGN (Lead Nurse)*

Nicole Bestall *RGN (Practice Nurse)*

Gemma Catlyn (*Nurse Associate*)

Nicola Cawthorne

(*Health Care Assistant*)

Our highly qualified nurses deal with a range of conditions and health concerns. They examine patients, make a diagnosis and plan care, including prescribing certain products.

They are experts in many areas of disease management, such as diabetes and asthma.

Patient Advisor & Admin Team

Our Patient Advisors are here to help. They answer the phone, deal with enquires and take repeat prescriptions. Their job is very demanding so please be patient. They have all undergone care navigation training.

Using Our Services

GP Appointments

We operate a total triage system within the practice via the Anima system.

All requests for clinical appointments go through the anima system which are then directly triaged by one of our GP's to determine the most appropriate clinical route for your request dependent on clinical need, this could be a same day appointment, a pre booked appointment or signposting to an appropriate service.

Requests can be made via our website, by calling the surgery or by using the tablets in the waiting room and both sites

Home Visits

Our doctors can typically see 4 patients in surgery in the time it takes to complete a single home visit.

For this reason we ask our patients to come into the practice if at all possible. However, we can visit you at home if your condition means you cannot attend one of our surgeries.

Home visits are only given to patients living within our practice boundary and are only for vulnerable, end of life, palliative or housebound patients. Please request visits by 11am if possible.

Nurses Appointments

Our nurses see patients for a range of medical problems. Please contact the surgery to book an appointment. Please be aware that you may be asked what the problem is to ensure that you see the correct nurse.

Patient Responsibilities

To help us provide the best service possible, we ask patients to:

- Be on time and prompt for your appointment.
- Inform us in advance if you need to cancel so we may offer to another patient.
- Only book the required number of appointments.
- Order repeat medications through reception, not a GP, unless requested by us.

Prescriptions

Repeat Prescriptions

If you take medication on a long-term basis, you can ask for a repeat prescription by:

- Ordering online via the NHS App
- Dropping your request into the box situated on reception.
- Posting your request.
- Email your request to reception.team4@nhs.net.
- Order via the anima system
- **WE DO NOT ACCEPT TELEPHONE ORDERS**

To allow for the request to be processed please order all medications in good time before you require them. You may request to collect your prescriptions from:

- The **surgery**. This requires **48 hours** notice.
- A **local pharmacy** of your choice via EPS*. Please specify when ordering your prescription. This requires **72 hours** notice.

Medication Reviews

Patients on some medications must have an annual review; you may be declined further medication if the GP feels you need to be seen before further prescriptions can be issued.

If so, please book in for a review with our practice pharmacist before your next prescription is due.



*Electronic Prescription Service

This service allows the surgery to send paperless prescriptions to the pharmacy of your choice. This will:

- **Speed up** the delivery time and processing time your chemist.
- Allow you to collect from a **greater range of pharmacies**.

If you currently have your prescriptions sent to a chemist or wish to, please fill in a form available from reception and nominate the chemist you use.

Alternatively, you can inform your pharmacist when collecting a prescription.

This can be changed at any time by either method above.

Surgery Clinics

These are a few details on the other services we provide. For an appointment or further details, please contact the surgery.

Child Health and Immunisation

All new babies are invited for their baby check at 8 weeks old. This is performed by one of our GPs, followed by an appointment with our practice nurses for childhood immunisations.

Diabetes

This clinic, led by our specialist diabetic nurse, offers long term surveillance of patients with diabetes. It is aimed at helping with any aspect of medical care and keeping their condition stable.

Asthma/COPD

This clinic sees patients with diagnosed with Asthma and/or COPD, to ensure they are on the best treatment and that they understand how to take their treatment and what to do if their condition changes.

Wound Care

These appointments are for short-term wound care including wound care/dressing and stitch removal.

For surgery-run clinics there is an automatic text message reminder system that will inform you 1 day before your booked appointment. If you do not wish to receive this service, then please indicate to a member of reception.

Attached Clinics

These are a series of external clinics that are hosted at the surgery. If appropriate, they can be accessed through referral via a GP.

IAPT (Improving Access to Psychological Therapies)

This is a service offered by the mental health team who offer a range of treatments. A GP will refer you if they feel this is appropriate treatment for you, or you can self refer into the service

Physiotherapy

We also have a physio on which patients can self-refer into. Please ask at reception for more information.

Social Prescribing

If you need support with any social issue we have a social prescribing team to support with this

Extended access Clinics

We offer extended clinics on Wednesday 7am-8am at our Palgrave site, these can be booked via the anima system when making your request

Out of hour clinics are also available at hubs across the city to support with demand for primary care services. You may be offered this service if we are unable to see you in our practice.

Other Local NHS Services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment.

Helping Yourself

Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.

We suggest you keep the following:

- Paracetamol and Aspirin (children under 16 and people with asthma should not take aspirin).
- Mild laxatives.
- Anti-diarrhea medicines.
- Rehydration mixture.
- Indigestion remedy (for example, antacids).
- Travel sickness tablets.
- Sunscreen – SPF15 or higher.
- Sunburn treatment (for example, calamine).
- Tweezers and sharp scissors.
- A thermometer.
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

Remember:

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose.
- Watch expiry dates – don't keep or use medicines past their sell-by date.
- Take all unwanted and out-of-date medicines back to the pharmacy. We **do not** dispose in surgery.

Your Local Pharmacist

Your local pharmacist is a highly trained healthcare professional and can give you advice on common illnesses and the medicines that you need to treat them. Most now have a dedicated quiet area if our wish to discuss more private matters.

Many pharmacies operate extended hours on a rota basis, open weekends and evenings.

To find your nearest pharmacy visit www.nhs.uk/service-search or call **111**

Out-of-Hours

These services are there for you medical needs when the surgery is closed or you cannot make it to one of our routine sessions.

NHS 111

NHS 111 offers **free** expert health information and advice 24-hours a day on by ringing **111**.

This service is available 24 hours a day, 7 days a week. You will be assessed by a member of their team and triaged into the appropriate local medical service.

For deaf people and those hard of hearing, a telephone service is available on **0845 606 4647**. If English is not your preferred language, you can choose to use a confidential translation service.

Sheffield NHS Walk-in Centre

You can also see a Nurse for treatment, seven days a week for minor illnesses and ailments.

GP's are available out of hours.

Sheffield NHS Walk-in Centre, Broad Lane.

You do not need an appointment.

Tel: 0114 241 2700

Sheffield NHS Minor Injuries Unit (Adults over 16 only)

For less serious injuries, such as sprains, cuts, grazes.

Royal Hallamshire Hospital

Glossop Road, Sheffield, S10 2JF

A&E or 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest Accident and Emergency (**NGH**) department or call **999**.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Emergency services are very busy and these services should only be used in serious and life threatening situations.

A&E for Adults

Northern General Hospital
Glossop Road
S5 7AU

A&E for Children

Sheffield Children's Hospital
Western Bank
S10 2TH



NHS in Sheffield



Abusive Behaviour

We aim to treat our patients courteously at all times and expect our patients to treat our staff and others in a similar respectful way.

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients. The Police will also be contacted .

Complaints

Green Cross Group Practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our services then please let us know.

Speak to whomever you feel most comfortable—our practice manager or our reception staff will be happy to help. In the majority of cases concerns can be resolved quite easily.

We would encourage you to raise any concerns or complaints with us directly, If you wish to make a complaint to NHS England you can contact them in three ways.

By Post

NHS England
South Yorkshire and Bassetlaw Area Team
Oak House
Moorhead Way
Bramley
Rotherham
S66 1YY

By E-mail

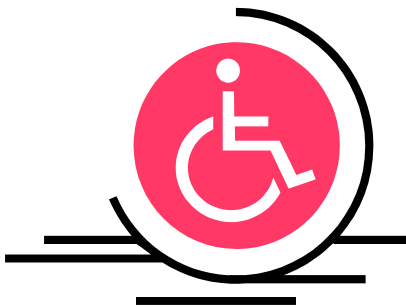
england.contactus@nhs.net

With 'For the attention of the complaints manager' in the subject line'.

Patients with Particular Needs

Mobility

Our surgery is accessible to patients using a wheelchair via the main entrance. We also have designated parking spaces available outside the practice where required.



Non-English Speakers

For patients for whom English is not their first language, we are able to arrange interpretation and translation services. Please let us know if you require this service. This can be done via telephone or in person dependant on the notice given in advance. However, please ensure that if you are unable to attend you inform us well in advance to allow for cancellation.

Hearing/Deafness

The surgery has an induction loop for patients using hearing aids. We are also able to arrange signing interpreters with advance notice. If you require either service, please make reception aware.

Your Records

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

Accessing Your Records

You have the right to know about your information and what we hold about you. If you would like to see your records, please contact us and we will advise you on the process.

Service Guidance Summary

GP Appointments

Requests can be made via anima between 8:00am – 5:30pm . Mon – Wed & Fri, Thursday 8am – 12pm

Prescriptions

You can order prescriptions online via the NHS APP, in person at the surgery, or by emailing reception.team4@nhs.net.

WE DO NOT TAKE MEDICATION ORDERS OVER THE PHONE

Abusive Behaviour

The surgery does not tolerate any patient using aggressive language or behaviour. If patients do not cease once warned, they will be removed from the list in line with the NHS policy on zero tolerance.

Catchment Area

Patients who move outside the practice boundary will be informed they can stay registered with us providing they accept they will be registered as out of area patients, this means we will not be able to offer any home visiting services

Patient Feedback

We value the opinion of our patients and our website below allows you to feedback any suggestions you may wish to put across.

Extended access Clinics

We offer extended clinics on Mondays 6pm-8pm and Wednesday 7am-8am at our Palgrave site, these can be booked via reception

Out of hour clinics are also available at hubs across the city to support with demand for primary care services. You may be offered this service if we are unable to see you in our practice. The

<https://greencrossgrouppractice.co.uk>

Or visit our Facebook page for up-to-date information on clinics and health



promotions by searching

'Green Cross Group Practice'



Tel: 0114 2344729