

THE FIRTH PARK SURGERY PRACTICE INFORMATION LEAFLET

400 Firth Park Road
Sheffield
S5 6HH

Tel: 0333 3232900

Fax: 0114 2421966

Web: www.firthparksurgery.co.uk



Opening times:

Monday 8.30am to 12.30pm and 1.30pm to 5.45pm

Tuesday 8.30am to 12.30pm and 1.30pm to 5.45pm

Wednesday 8.30am to 12.30pm and 1.30pm to 5.45 pm

Thursday 8.30am to 12.30pm and 1.30pm to 5.45 pm

Friday 8.30am to 12.30pm and 1.30pm to 5.45pm

Saturday 8.10am to 10.00am second Saturday of the month (for pre booked appointments only)

Extended hours appointments are also available Monday morning from 7am, Wednesday evening until 7.30pm (for pre booked appointments only)

Introduction

We hope that this booklet will provide you with the information necessary to help you make the best use of our services, We aim to: -

Provide high quality medical care

Encourage good health and prevent **SERIOUS ILLNESS**

Help you make informed decisions about your own health

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. We encourage you to read the information in this booklet and to contact our staff if you have any questions about any aspects of our service.

Area Covered by the Practice

We cover the following areas, Ecclesfield, Shiregreen, Firth Park, Parson Cross, Wincobank, Shirecliffe, Southey Green, Sheffield Lane Top, Page Hall, Firvale, Longley and Pitsmoor.

Our practice area is within the boundaries of Wheel Lane, High Street (Ecclesfield), Green Lane, Ecclesfield Road, Earl Marshall Road, Shirecliffe Road, Herries Road, Cookson Road and Halifax Road.

For a full detailed map of the practice area please refer to our website

Training Practice

We are proud to be an accredited training practice and sometimes you may see a foundation SHO or GP Registrar. They are qualified Doctors training to be GP's. We also have medical students and they may either be seeing patients or sitting in with a GP. If you would prefer to see the Doctor on your own please inform the receptionist. All the Junior Doctors are closely supervised by the partners.

As part of the junior doctors' assessment we will sometimes ask your permission to video your consultation. This is used by the trainers in the practice to assess their consulting style and to make a judgement on their progress in training and to use this as feedback to the trainee. If you would prefer the consultation not to be filmed please tell the receptionist.

We strongly believe that our involvement in training has many benefits to the practice, including us having to meet stringent quality standards, as well as bringing fresh ideas and enthusiasm, and acting as a prompt for maintaining our own learning.

YOUR LOCAL PRIMARY CARE ORGANISATION

Details of primary medical services in the area may be obtained from NHS Sheffield,

Clinical Commissioning Group,

722 Prince of Wales Road,

Sheffield, S9 4EU

Telephone 0114 3051000

Email: SHECCG.enquiries@nhs.net

Suggestions and Complaints

We are pleased to welcome any comments or suggestions that you may have about the service that we provide. We operate a practice based complaints system. Our system meets all the national criteria. If you would like to comment on any aspects of our service, would you please speak to or write to the Practice Manager at the surgery, we have a suggestion box in reception should you wish to leave any comments in there as well as our friends and family feedback box. All comments will be kept confidential if you so wish.

How to Complain

The easiest way to complain is to raise your concerns at the time with the person concerned. If you feel that you cannot do this and wish to take the matter up with someone else at a later date, please let us know as soon as you can, but certainly:

- A Within twelve months of the incident you are concerned about, or
- B Within twelve months of you finding out that there was something to complain about (as long as this is not more than one year after the incident).

Please address any complaints to the Practice Manager

NHS Complaints Advocacy

Sheffield Advocacy Hub

Citizens Advice Sheffield

Michael Carlisle Centre

75 Osborne Road

Sheffield

S11 9BF

Tel: 0800 0350396

Fax: 0114 509495

Email: referrals@sheffieldadvocacyhub.org.uk

website, www.sheffieldadvocacyhub.org.uk

Complaints on Behalf of Others

Due to strict patient confidentiality, if you complain on behalf of someone, even a close relative, we will require a note signed by that person allowing you to do so, unless that person is incapable of doing so.

How to manage common illnesses

Colds

To ease the symptoms of a cold drink plenty of fluids and try to rest. Steam inhalation and vapour rubs can also help. Prevent colds from spreading by washing your hands thoroughly, cleaning surfaces regularly and always sneeze and cough into tissues, throwing them away after use.

Sore Throats

A sore throat is almost always caused by a viral infection, such as a cold. Try not to eat or drink anything that's too hot, as this could further irritate your throat. Cool or warm drinks and cool, soft foods should go down easier.

Asthma

A range of weather related triggers can set off asthma symptoms, including cold air. Covering your nose and mouth with a warm scarf when you're out can help.

Norovirus

This is known as the vomiting bug, symptoms include vomiting, diarrhoea, headaches, aching limbs and a raised temperature. The main thing to do is drink plenty of water to avoid dehydration. You can also take paracetamol for any aches, pains or fever and if you feel like eating, eat foods that are easy to digest. Norovirus can't be cured and you just have to let the virus run its course. It isn't generally dangerous and most people make a full recovery within a couple of days, without having to see a Doctor.

Tips to help stop the virus spreading include washing your hands frequently, avoid contact with other people in particular those in high risk such as patient in hospital or nursing homes, don't share towels, avoid eating raw, unwashed produce, disinfect or wash contaminated objects, surfaces, clothes and bedding.

Hayfever

There's currently no cure for hay fever, but most people are able to relieve symptoms with over the counter antihistamine treatment. The most effective way to control hay fever would be to avoid exposure to pollen however this is very difficult particularly during the summer months when you want to spend more time outdoors.

A well stocked medicine cabinet

A lot of illnesses or symptoms, such as coughs, colds, sore throats, upset stomachs and aches and pains can be treated in your home by using a well-stocked medicine cabinet Stock up with:

Paracetamol	Aspirin
Ibuprofen	Anti-diarrhoea medicine
Re-hydration mixtures	Indigestion remedies

The Practice Team

Partners

Dr. Joanne Hopkins, BM, MRCP
Qualified Southampton 1984

Dr. Robert Corker, MB, ChB, MRCP, MRCP, DRCOG, DFRH
Qualified Leicester 2000

Dr. Ruth Tupper, MB, ChB, MRCP, DHC, DRCOG, DFFP
Qualified Sheffield 1997

Dr. Angela Kirby— MB, ChB, MRCP, DFRH
Qualified Sheffield 2006

Dr. Luqman Ahmed, MD, MRCP
Qualified Grodno State University, Belarus 2004

Salaried Doctors

Dr Fatma Awadalla, MB, MRCP
Qualified Sudan 2008

Dr Pallavi Kasaraneni, BSc, MBBS, MRCP
Qualified Leicester 2005

Dr. Leigh Sorsbie, MB, Ch.B, MRCP
Qualified Sheffield 1990

We are obliged to inform you that the doctors are in partnership but not a limited partnership in law.

Doctor appointments are available Monday to Friday, morning surgeries run from 8.30am until 11am, afternoons vary from Doctor to Doctor but generally appointments are between 3.00pm & 5.30pm.

Nursing team

Dianne Tummon RGN	-	Practice Nurse
Michelle Green RGN	-	Senior Practice Nurse
Jayshree Dhorajiwala RGN	-	Senior Practice Nurse
Natalie Bestall	-	Health Care Assistant
Jane Grant	-	Health Care Assistant

Practice Staff

Tracey Dunbar	-	Practice Manager
Clare Whiteley	-	Deputy Practice Manager
Amanda Monks	-	Practice Administrator
Delphine Blacktin	-	Assistant Administrator
Darren Cartledge	-	I.T. Manager
Rita Farnsworth	-	Secretary
Karen Collinson	-	Secretary
Cheryl Bestall	-	Clerical Assistant
Kathryn Beadsley	-	Reception Supervisor
Angela Wainwright	-	Receptionist
Blanka Petnikova	-	Receptionist
Cheryl Loughlin	-	Receptionist
Jane Grant	-	Receptionist
Jenny Berridge	-	Receptionist
Julie France	-	Receptionist
Kerry Cox	-	Receptionist
Sharon Worboys	-	Receptionist

ATTACHED COMMUNITY STAFF

We have a number of other services that use our premises to be able to offer appointments to our patients such as Community Midwives, Psychological Wellbeing Practitioners, Occupational Health Therapists etc. If you are referred for an appointment with one of these then you will be seen at the Practice.

District Nursing team are based at Firth Park Clinic may be contacted on telephone 01143 054147

Community Midwives 01142 268301

Health Visitors 01142 433929

Help from your local pharmacy

Your local pharmacist can offer expert advice and treatment for many common illnesses, such as aches and pains, colds and flu, itchy skin conditions and simple eye infections so why wait for an appointment when you can see a pharmacist without one?

Reasons why you should think pharmacy first!

Your local community pharmacist is a trained healthcare professional who can provide free advice on the best treatment for a wide range of common illnesses and minor ailments.

Most pharmacists also have a quiet area where you can speak in private and many are open during the evenings and weekends.

Your pharmacist can also refer you to other NHS services if needed.

If you do go to see your pharmacist, remember to take details of any medication you may have been taking with you.

To find your nearest pharmacy visit www.nhs.uk, call NHS 111 or download the free NHS Sheffield CCG Choose Well app for iPhone or Android or just search for 'NHS Sheffield' on your app store.

Your pharmacist can help with a range of illnesses/ailments including:

Athletes Foot	Chicken Pox
Cold Sores	Conjunctivitis
Constipation	Diarrhoea
Eczema (Dermatitis)	Haemorrhoids (Piles)
Hay Fever	Head Lice
Headache/Earache/Temperature	Dental Pain
Indigestion/Heartburn	Tummy Upset
Insect Bites & Stings	Mouth Ulcers
Muscular Pain	Nappy Rash
Nasal Congestion	Period Pains
Pruritis (Itching)	Sore Throat
Teething	Threadworm
Thrush (inc Oral Thrush)	Toothache

Sheffield pharmacies offer a number of NHS services such as help with stopping smoking, flu vaccination, and emergency contraception. Your pharmacist can also advise you about other NHS services and refer you if necessary.

How can the surgery help me?

We have consistently met government targets for accessing appointments at this surgery and we invest a lot of time and resources in ensuring that our patients can generally see a doctor or nurse when they wish, either fairly quickly or planning a week or so in advance.

Help when we are closed

There are a number of places you can obtain help when we are closed,

Emergency Out-of-hours service

Out of hours care for our patients is provided via the Sheffield GP Collaborative. When you ring the normal surgery number (0333 3232900) please listen to the message given and re-dial as appropriate.

Sheffield Walk-in Centre

This service is based at the City GP Centre on Broad Lane, it is open from 8am to 10pm daily. You can attend this centre for treatment of minor illnesses, emergency contraception, sexual health and contraception advice and advice on health issues. Telephone 0114 2412700

NHS 111

Provides health advice 24 hours a day by calling 111 (free from both landlines and mobiles) or www.nhs.uk/111

Sheffield Minor Injuries Unit

Location: B Floor, Royal Hallamshire Hospital, Glossop Road, Sheffield, S10 2JF
Telephone: 0114 2712071

Provides treatment for adults for less serious injuries such as sprains, cuts and grazes.

Children should be taken to the Sheffield Children's Hospital Accident and Emergency

Department, Western Bank, Sheffield, S10 2TH

Emergencies

Please remember that if you have a life-threatening medical emergency please dial 999.

Health advice

Health advice for common illnesses can be found online using the NHS choices website www.nhs.uk

Health leaflets

We have a range of advice leaflets in the surgery displayed in the waiting rooms which you can take home with you.

What time are doctors available?

Please see our schedule for information on when individual doctors are available in surgery.

	Morning	Afternoon
Monday	Dr J Hopkins Dr R Corker Dr R Tupper Dr L Ahmed Dr P Kasaraneni Dr F Awadala	Dr A Kirby Dr R Corker Dr R Tupper Dr L Ahmed Dr P Kasaraneni Dr F Awadala
Tuesday	Dr R Tupper Dr A Kirby Dr P Kasaraneni Dr R Corker	Dr R Tupper Dr A Kirby Dr P Kasaraneni
Wednesday	Dr J Hopkins Dr R Corker Dr L Ahmed Dr F Awadala Dr A Kirby	Dr J Hopkins Dr R Corker Dr L Ahmed Dr F Awadala
Thursday	Dr J Hopkins Dr R Tupper Dr L Ahmed Dr F Awadala	Drs on a rota basis
Friday	Dr L Sorsbie Dr A Kirby Dr R Corker Dr P Kasaraneni	Dr L Sorsbie Dr A Kirby

Registering at the practice

If you wish to register with the Practice please check that we cover the area where you live. If we do, please contact reception to book a registration appointment. At the appointment you will need to bring some form of identification.

Upon registering we will offer you a New Patient check with the health care assistant so we can help identify any health needs you may have. You are then free to request to see any doctor or practice nurse at the surgery by pre-booking an appointment.

Certain doctors have specific interests in certain clinical areas or conditions and these are listed for your benefit later in this leaflet.

What facilities are there for patients with impaired mobility

We have a ramp approach and suitable toilet facilities. We have altered our premises to meet the Disability Discrimination Act regulations as far as reasonably possible. Unfortunately we do not have a lift however if you have difficulty with the stairs please inform the receptionist at the time of booking your appointment that you need to see a doctor or nurse on the ground floor and we can arrange this for you.

If you have a guide dog and wish for them to have a tour of the site please contact us to arrange this.

Contacting the surgery

We can be contacted by telephone whenever we are open, when we are closed the telephones are diverted to the GP Collaborative Out Of Hours team. If you are contacting us for routine matters we kindly ask that you do so after 10am as the phones are generally very busy in a morning with people requiring urgent appointments or home visits.

Home Visits

Home visits are for patients that are housebound or those who are genuinely too ill to travel to the surgery. If you or a family member require a home visit we ask that you telephone the surgery before 10.00 am. Please note that visits are generally carried out between morning and afternoon surgery (11.30am & 3.00pm)

Telephone Availability

The Clinicians do not routinely take telephone calls from patients as they do not have allocated time to do this. If you have a query please contact our reception team who will find out the answer on your behalf and come back to you.

Named GP

All patients on the Practice list have been allocated to a named accountable GP who is responsible for the patients overall care at the practice. You may contact the practice if you wish to know which GP you have been allocated please contact the practice. If you have a preference as to which GP you wish this to be then the practice will take reasonable efforts to accommodate this request. Please note although you have been allocated a named GP you are still free to see whichever GP you wish for pre booked appointments.

Patients that have not been seen within 3 years

If you are aged 16-75 and have not been seen at a surgery for over 3 years, you can request a consultation.

The over 75's

Many of you will probably be seeing your GP from time to time with medical problems and so will know your Doctor well. All patients over 75 now have a named GP with overall responsibility for their care which may include an annual check by a Doctor or Nurse, this is entirely voluntary.

Violent or Abusive Patients

The Practice will not tolerate rude, abusive or threatening behaviour to any of our staff and such conduct will result in a tough action being taken. If such behaviour is repeated the practice will have no alternative but to remove the patient from the practice list. If a patient is, or threatens to be violent to any member of our team, he/she will be removed from the practice list and may be offered healthcare only under the scheme set up locally for dealing with violent patients.

Safeguarding 'at risk' patients

Please advise our reception staff if you require any special arrangements. We are happy to discuss any concerns privately.

Confidentiality

It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can provide the best possible care

We respect your right to privacy and keep all your health information confidential and secure in line with data protection and access to medical records legislation. Identifiable information about you will only be shared with others:

- To provide further medical treatment for you (eg hospital services)
- To help you get other services/benefits—this would require your express permission
- When we have a duty to others (e.g in child protections cases)

Sickness Certificates

You do not require a doctor's sickness certificate for any illness lasting 7 days or less. Your employer may, however, require you to complete a self-certificate form SC2. We have forms SC1 for self employed and unemployed, but employed patients need to obtain form SC2 from their employer, these can also be found on our practice website. For illnesses lasting longer than a week your employer may require you to see a Doctor for them to issue a sickness certificate.

Non NHS Services

Certain services such as private sick notes, insurance claims and some medical examinations are not covered by the NHS. Charges are made for these services and can vary based on what information is needed. There is a list of charges available from reception. Please note that although we try to complete these requests as soon as possible any non NHS work can take up to 40 days.

Patient participation Group

We welcome the views of our patients on how services are delivered. Please let reception know if you would like to be part of this group, we have occasional meetings but also communicate via email using online surveys to gain your views and opinions.

Links to local services

For a detailed directory of local services, clubs and things to do in and around the Sheffield area you can look at the website www.sheffielddirectory.org.uk

Online Services

By using Emis Online you are able to book and cancel appointments or order prescriptions wherever, whenever you want, even when the surgery is closed. To use the site visit <https://patient.emisaccess.co.uk> if you are not already registered click on register, enter our postcode S5 6HH and select the surgery from the list presented, enter your details, this will then create an account, you need to allow us 24 hours to activate it at the surgery end before you are then able to log on.

Booking Appointments

You can book routine appointments in three ways, online (using the above site) by phoning the surgery on the number on the front of this booklet or by visiting the surgery in person. We can generally book a month in advance so if you have a particular Doctor you wish to see on a certain day please try and contact us ahead of time to secure an appointment. Please note that the Doctors do not work all day every day, they also attend training courses and have annual leave so whilst we will endeavour to give you the appointment of your choice this is not always possible and you may have to wait longer if there is a specific Doctor you want to see.

Urgent appointments

We appreciate that not every appointment can be pre-booked, If you feel you need to see a Doctor urgently please contact the surgery by 10am, the receptionist will ask you the nature of the problem so that we can help direct you to the most appropriate line of care, this may be an on the day appointment or the ring back list. If you are on the ring back list a Doctor will call you back the same morning and assess your symptoms over the phone. They may offer advice or treatment over the phone or alternatively may ask you to come in to see a Doctor in an emergency appointment. Please note that with the Duty Doctor and Emergency appointments you will not be given a choice of which Doctor you wish to see, they are urgent appointments and will be booked with which ever Doctor is on Duty that day.

Repeat prescriptions

You can order your repeat prescriptions via the online site (using the details above) by dropping the white side of your prescription into the surgery or posting it into us or you can ask your regular chemist to order it on your behalf. Prescriptions are ready after 2 working days. If you have nominated a chemist then your prescription will go to them electronically and will be ready for collection there rather than from the surgery however you will still need to wait the 2 working days. Please note that some items such as controlled drugs are unable to be sent electronically, for these items a prescription will need to be collected from the surgery as normal.

Automated Arrival System

We have a wall-mounted screen which will allow you to register that you have arrived for your appointment and will save you from waiting for the Receptionist. This also frees up the Receptionist to deal with other work within the Practice. All you need to do is touch the screen and follow the instructions, it will verify who you are and display the Doctor/Nurse/HCA that you are seeing & the time of your appointment on the screen along with which waiting room to sit in whilst simultaneously alerting the Receptionist/Clinician to your arrival. If you haven't used the machine before please ask a receptionist for a demonstration.

Appointments

An appointment is for one person only and one problem only. If more than one member of your family needs a consultation with the Doctor, please make a separate appointment for each person. If you have more than one problem to discuss you will need to request a double appointment. The Receptionist will ask for a reason for your appointment to ensure that you are seeing the appropriate clinician for your needs. We offer a text reminder service for all appointments, please ensure that your contact details are up to date with reception to enable you to receive the messages.

Patient Responsibilities

You are asked to attend on time for your appointments. If you are late it may not be possible for you to be seen that day depending on the Doctors/Nurses workload. Similarly, if you are unable to attend please give as much notice as possible this enables us to offer the appointment to another patient. It is very important that you cancel any appointment you no longer need as patients who regularly do not attend for appointments will be removed from the practice list. Please inform us of any change of details as soon as possible, if we do not have your correct details this could delay your medical care.

Minor Surgery

We provide a full and rapid service for all minor surgery procedures which can be undertaken by the surgery, thus bypassing waiting lists at the hospital. Your Doctor will advise you about any problems or queries you may have relating to this service.

Child Health Surveillance

Children under the age of five are offered regular developmental checks and full basic immunisation recommended by the Dept. of Health.

Change of Name and Address

Please let us know as soon as possible any change of name or address including postcode and telephone number. It is essential for us to keep our records up to date. If you change your name we need to see proof of this i.e. marriage certificate or deed poll notice.

Services for the under 16's

Our nurses offer a clinic for teenagers for contraception or any others you may wish to discuss. You do not need to bring a parent with you to your initial appointment. Young people have the same rights to confidentiality as adults which means that your conversation with the nurse will remain private.

Foreign Travel

We would advise you to contact the Practice at least 6 weeks in advance of foreign trips and holidays so that any necessary vaccinations and immunisations can be arranged. Please pop into the surgery and complete a travel questionnaire, the nurse will then look at this along with your records to see which immunisations you will need. There may be a charge involved with certain vaccinations.

Family Planning

We offer a full family planning service providing advice on all oral Contraceptives. We also undertake coil and implant fittings at this surgery

What other clinics are available?

- Minor Illness
- Contraceptive advice
- Travel advice
- Women's health including long acting reversible contraception
- Smoking cessation
- Advice on heart disease
- Blood pressure checks
- Young people's sexual health
- Baby clinic
- Diabetes clinic
- Asthma advice
- Blood pressure advice
- Vaccinations for flu, tetanus and travel

Hospital referrals

If, at the end of your consultation, you need referral to hospital for treatment you are now entitled to a choice of hospital. Most of our patients choose Sheffield hospitals but you can be referred outside the city.

Your doctor should offer this to you at the time of referral. If for any reason they do not and you would like to take up your right of choice please remind the Doctor at your consultation.