

# 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
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  
STORRS ROAD  
BRAMPTON  
CHESTERFIELD S40 3PY

TELEPHONE 01246 568065

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

Practice Email: [NDERCCG.CRMAdmin@nhs.net](mailto:NDERCCG.CRMAdmin@nhs.net)

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

Facebook Page—Link found on our website

## OPENING TIMES

Monday	8.00am -6.30 pm
Tuesday	8.00am -6.30 pm
Wednesday	8.00am -6.30 pm
Thursday	8.00am -6.30 pm
Friday	8.00am -6.30 pm

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

## 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 Pharmacist regarding this.

## Community Nursing Team

The District Nurse Team are employed by DCHS and are community based. There 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—available 7days a week 8am—4pm.

## Health Visitors

The Health Visitors are community based and can be contacted on 01246 253025.

## 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.
- Violent, bullying or verbally abusive behaviour will not be tolerated.

## Disabled Access

Our main building is accessible via automatic doors. There are designated disabled parking bays in the practice car park. Please let the receptionist know if you need any help because of 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.

## 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.

## 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.

## 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

On ringing the surgery you will be greeted by a message asking you to **Press 1 for doctor appointments** and **Press 2 for nurse appointments and all other enquiries**. Please be prepared to explain to or trained receptionist the reason for your call so we can deal with your concern as efficiently as possible.

### Appointments

During the COVID pandemic We are currently operating a **telephone first access system**. We will continue to ask patients to attend face to face services only when it is deemed necessary and has been screened by a Clinician. Appointments are offered using remote services such as telephone consultations or video consultation and you may be asked to send in photographs ahead of your appointment via our messaging service.

### 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). The base for this is at Avenue house surgery on Saltergate S40 1LE.

### Home Visits

Doctors can visit patients at home if they are truly house-bound and if their clinical condition requires it. All visit request will be assessed by telephone consultation in the first instance.

### Online Services

Patients who are registered to use SystmOnline can request repeat prescriptions, book GP appointments and view your medical record online. Please ask your doctor or the admin team for details of how to register.

### Out of Hours Emergencies

If you require urgent medical attention and the surgery is closed you will need to telephone '111' free of charge. If you need to be seen by a doctor you will be asked to attend the emergency surgery 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 and psychological therapy services.

### Practice Nurses

*Sister Andrea Rodgers*

*Sister Jenny Strange*

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 at present . These include :

#### ***Chronic disease management***

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

*Mandy McGuinness*

*Claire Ward*

*Sam Warwick*

Our health care assistants takes blood samples and perform blood pressure checks.

They also undertake Cardiovascular Risk Screening and advice / Health MOT.

Please contact the surgery for further details.

### Attending appointments

If you have an in person appointment during the pandemic:

- Arrive on time **not early** to avoid waiting
- Come alone if possible
- Do not attend if you have symptoms of Covid or have been told to self isolate– we will happily rearrange

### Results

If you have had any laboratory tests or x-rays you may be asked to ring back for the results.

The telephone lines are busiest between 8.00am-10.30am so it is helpful if you can ring the general enquiries lines outside these times.

PLEASE NOTE: if the test has been requested by the hospital then up to the hospital to inform you of the result and any action required.

### 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
- Via our practice prescription email
- Via a pharmacy reordering scheme

If you are unable to request your medication using any of the above we will accept your request via 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.

### Electronic Prescription Service (EPS):

**We will transfer your prescription electronically directly to the pharmacy of your choice.**

Please contact your usual pharmacy to nominate them to receive your prescriptions, we do not have the rights to nominate a pharmacy for you at the surgery.

For more information regarding EPS please speak to your local pharmacy.