



PATIENT HANDBOOK



Welcome to Welbeck Road Health Centre and our branch Glapwell



*Welcome to Welbeck Road Health Centre in Bolsover
and our branch, The Surgery in Glapwell*

We aim to provide a high standard of medical care in a friendly and professional manner.

In order to make the most of our services, please take a few minutes to read this guide and keep it to hand for future reference.

You may wish to access information about the Practice in other forms, for example our website: www.welbeckroadsurgery.co.uk

Or please ask our Reception Team for more information.

This guide contains useful information and suggestions about how to get the most from a visit to the Practice as well as useful contact numbers should you need further information.

SECTION 1

CONTACTING US

Contact Details and Opening Times	7
Welbeck Road Health Centre	7
Glapwell Surgery	7
How to register as a patient	8
Our Catchment Area	9
Our Telephone System	10
Our Online Consultation system	10
Appointments	11
Extended Opening Hours	12
Home Visits	13
Community Nursing Services	13
Out of Hours Service/Freephone NHS 111 Service	14
Monthly Closure for training	14
Prescriptions	15
Repeat Prescriptions	15
Ordering Your Prescriptions	15
Electronic Prescription Service (EPS)	16

SECTION 2

THE PRIMARY HEALTH CARE TEAM

General Practitioners (GPs)	17
GP Partners	17
Salaried GPs	17
Advanced Clinical Practitioners	18
Practice Nurses	18
Health Care Assistants	18
Reception	18
Phlebotomist	18
Pharmacist	19
Community Support Team	20
Community Matron	20
Community Nursing Services	20
Health Visitors	21
Meet the Team	22
Care Co-Ordinator's	22
Reception	22
Practice Manager	22
Assistant Practice Manager	22
Professionals Undergoing Training	23

**SECTION 3
SERVICES***Clinical Services:*

Baby Health Checks	24
Child Immunisation	24
Long-term Condition Management	24
Contraception	24
Fitness to Work	25
Minor Injuries	25
Mental Health and Talking Therapies	25
NHS Health Checks	26
Physiotherapy	27
Non NHS Services	27
Self Help - Blood Pressure and Weight Monitoring	28
Vaccinations	28
Travel Vaccinations	29

Administration Services:

Accessible Information	30
Access to Interpreters	30
Citizens Advice Bureau (CAB)	31
The NHS Website	32
Online Patient Access	33
Patient Feedback	34
Patient Newsletter	34
Virtual Patient Participation Group	34

CONTENTS

PAGE

Summary Care Record	35
Text Reminder Service	35
Website & Social Media	36

SECTION 4

POLICIES AND PROCEDURES

Care Quality Commission (CQC)	37
Chaperone Policy	37
Complaints	38
Confidentiality	38
Consent	37
Data Protection Privacy Notice for Patients	37
Freedom of Information	38
Patients Who Do Not Attend	38
Zero Tolerance Policy	38

SECTION 5

OUR PLACE IN THE NHS

How the practice operates	39
Integrated Care System	39
Primary Care Network	39

Contact Details and Opening Times

Welbeck Road Health Centre & Dispensary Opening Times

Monday — 8:00am to 20:00pm

Tuesday — 8:00am to 18:30pm

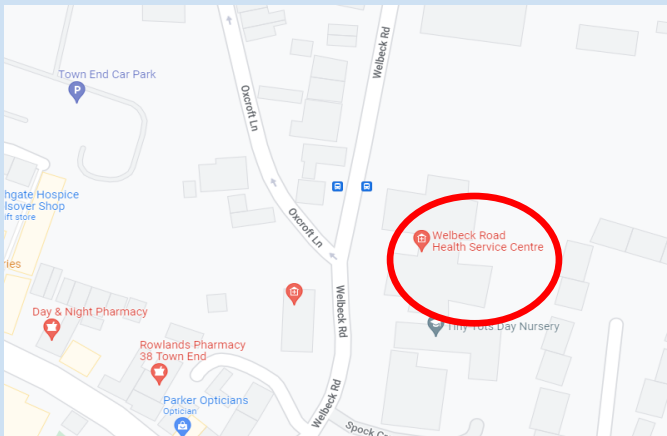
Wednesday — 8:00am to 18:30pm

Thursday — 8:00am to 20:00pm

Friday — 8:00am to 18:30pm

Once a month on a Wednesday afternoon we have Staff Training.

This will mean the surgery will close at 12:30 noon. Please ask reception for more details.



**1b Welbeck Road, Bolsover,
Chesterfield, S44 6DF**



01246 823742

Glapwell Surgery & Dispensary Opening Times

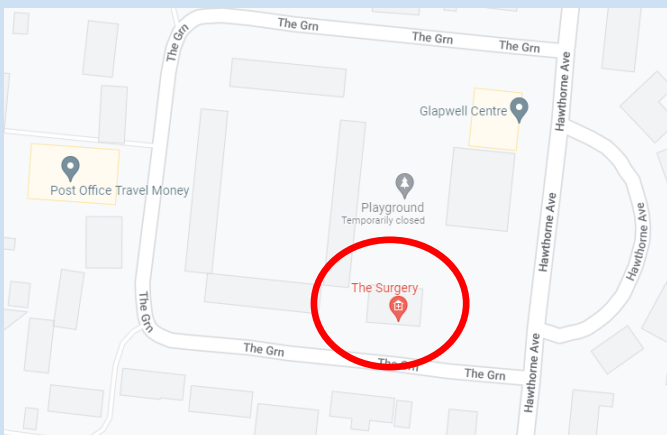
Monday — 8:30am to 13:30pm (Dispensary ONLY until 17:30pm)

Tuesday — 8:30am to 13:30pm (Dispensary ONLY until 17:30pm)

Wednesday — 8:30am to 13:30pm

Thursday — 8:30am to 13:30pm (Dispensary ONLY until 17:30pm)

Friday — 8:30am to 13:30pm



**The Green, Glapwell,
Chesterfield,
Derbyshire, S44 5LW**



01623 812188

How to Register as a Patient

You can register as a patient at the Practice if you live within the area shown on the next page.

PLEASE ENSURE YOU HAVE AT LEAST 1 MONTH OF YOUR REPEAT MEDICATION LEFT BEFORE YOU REGISTER WITH US, AS SAME DAY APPOINTMENTS ARE NOT ALWAYS AVAILABLE.

- ♦ If you would like to register with the Practice, please:

Visit the following link - <https://gp-registration.nhs.uk/C81041>

If you would prefer to fill a paper registration form, please visit the Practice and speak to Reception.

Temporary Patient Registrations

If you are ill while away from home or if you are not registered with a doctor but need to see one, you can receive emergency or immediately necessary treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment.

You cannot register as a temporary patient at a practice in the town or area where you are already registered.

PLEASE NOTE - REGISTERING AT OUR PRACTICE CAN TAKE UP TO 7 WORKING DAYS TO PROCESS.

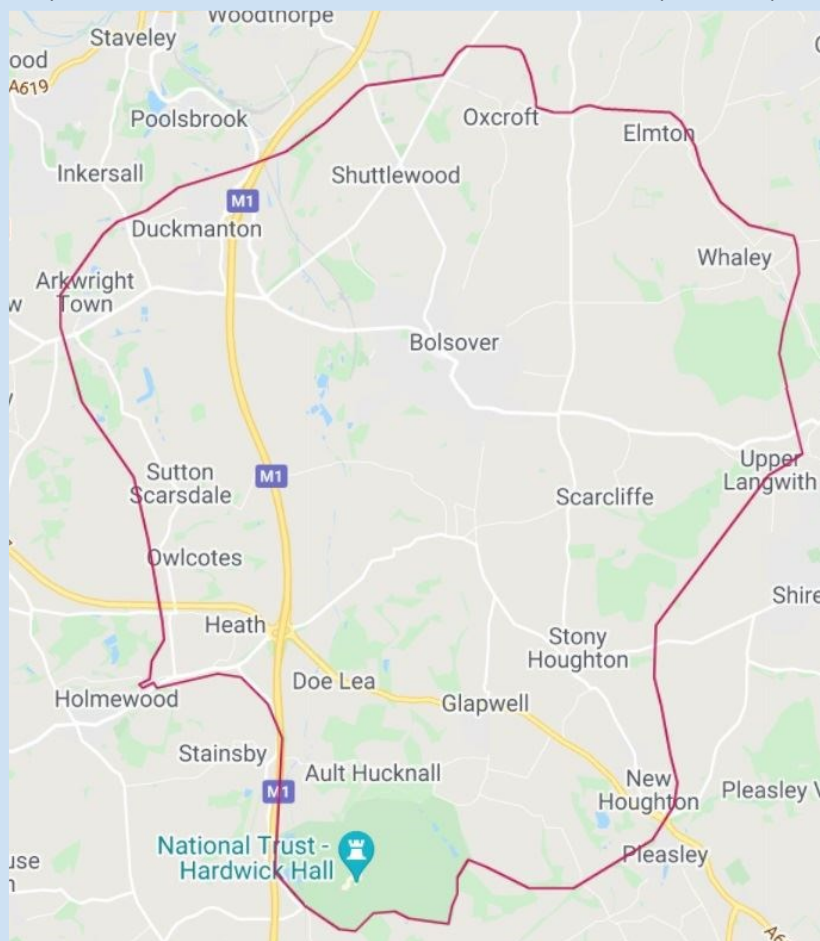
Our Catchment Area

Our practice area extends to include the villages of:

- ♦ Duckmanton
- ♦ Shuttlewood
- ♦ Stanfree
- ♦ Arkwright Town
- ♦ Heath
- ♦ Doe Lea
- ♦ New Houghton
- ♦ Scarcliffe
- ♦ Sutton Scarsdale
- ♦ Palterton
- ♦ Rowthorne

You can check whether your address is within our catchment area on our website by clicking here: <https://nhs-gp-catchment.scwcsu.nhs.uk/catchment-embed/?odscode=C81041>

- ♦ Our Reception Team can also check this for you if you are unsure.



Our Telephone System

- When you telephone the Practice, you will be presented with an automated message explaining our appointment system and advice on the various ways you can book/cancel an appointments with us.

You can directly call:

- Medicines Ordering Line (MOL) — 01246 588860
- District Nurses — 01332 564900
- Health Visitors — 01246 515100
- NHS online — 111

Appointments at Our Practice

Like GP practices across the country, we are experiencing exceptionally high demand with limited appointment capacity.

If you have an **urgent medical problem** that you believe requires a GP, please telephone the Practice.

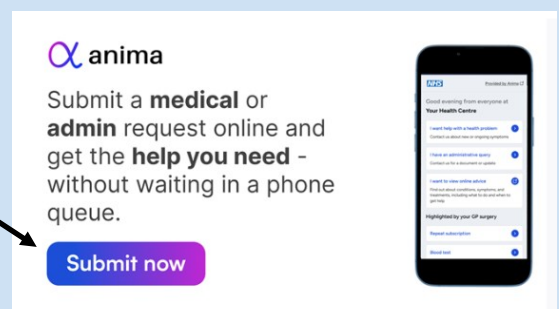
However, our on-the-day capacity is limited, and other NHS services are available to help you, often more quickly. For many urgent issues, please consider using the **Pharmacy First** scheme for common conditions ([more information](#)), visiting a **Minor Injury Unit** (closest is **Chesterfield Royal Hospital - Urgent Treatment Centre**), or contacting **NHS 111**. For any life-threatening condition, you must call 999 immediately.

For **all non-urgent medical requests** (that by definition are for stable conditions that can safely wait up to several weeks if necessary), you can contact us via our online form, by phone, or in person during our opening hours of 8:00am - 6:30pm.

We encourage all patients who are able to use our online forms for these routine requests.

This helps to keep our phone lines accessible for patients who cannot use online services and ensures urgent calls can get through.

We will review your request and get back to you with the next steps within 24 working hours.



Appointments

An appointment is needed to access all of the services we offer.

Our Receptionist Team offer confidential guidance helping you receive the most appropriate appointment with the healthcare professional best suited to your needs.

It is therefore helpful to us if you can give as much information as possible when booking an appointment so that we can fully discuss your options with you.

When you phone us or if you complete an online request form, a clinician or a member of the reception team will triage your request and recommend the most appropriate type of appointment or service for you and a time-scale e.g. that day or routine (over 5 working days). You may then receive a telephone call or text message offering you a face to face appointment or telephone call, which could be the same day or next day, depending on the advice from the clinician/member of the team triaging.

This appointment may be with a Doctor, Advanced Nurse Practitioner, Paramedic, Pharmacist, Health Care Assistant, a member of the Nursing Team, we may refer you to a local pharmacy, give you self-care advice or refer you to a local Minor Eye Condition Optician.

The appointments based in the Practice may be a face to face consultation, a telephone consultation or in some, but very rare cases, a video consultation.

Patients can request a specific GP but please be aware this may mean you have to wait longer to get an appointment. If the GP you request is not in Practice that current day, you will be advised when they are next available and, in most cases, will have to contact us back at 8am that day.

We will advise you if a different clinician is better suited to your needs.

- ♦ Appointments with the Practice Nurses and Health Care Assistants (blood tests, cervical smears, B12 injections, wound care, immunisations etc) should be booked through reception and do not need to be triaged first. We are able to book these in advance.

If you are unsure which member of the team to book an appointment with, our Reception Team are there to help you and will ensure you book the most appropriate appointment with the healthcare professional best suited to your needs.



Extended Opening Hours

Extended opening hours are provided to improve access for patients who are unable to attend a surgery during our regular working hours.

Local GP practices have teamed up to improve the way we provide weekend and evening appointment for our patients.

From the 1st of October 2022, there will be appointments available Monday-Friday 8am until 8pm and on Saturdays 9am until 5pm for our registered patients.

- We (**Welbeck Road Health Centre**) will be providing the evening surgeries (**until 8pm**) at our Practice premises every week on **Monday and Thursday only**.
- DHU will provide cover at **Castle Street** on a **Friday evening from 6:30pm until 8pm** (starting 07.10.22) **AND** on **Saturdays 9am until 5pm** (starting 01.10.22)

As a patient at WRHC & Glapwell, you *might* be able to use the extended access appointments available at other practices within our [PCN](#) - these Practices will be providing the *other* evening surgeries at their premises on a Tuesday, Wednesday and Friday evenings until 6:30pm until 8pm.

For more information visit - www.england.nhs.uk

You will still remain registered with us and your access to us will not be affected as this service is available in addition to the current GP practice services provided.

This may require you to travel to a different local Practice and see a clinician from another Surgery, they will however, have full access to your medical records.

Please speak to our Reception Team to book these evening appointments.

A banner with a blue background. On the left, white text reads: "GP and nurse appointments are now available in your area during the evenings and at the weekend. To book an appointment, contact your practice. Your NHS, here for you." On the right, there is a large white clock face and a photo of a male NHS staff member in a blue suit and lanyard. The NHS logo is in the top right corner.

GP and nurse appointments are now available in your area during the evenings and at the weekend. To book an appointment, contact your practice.

Your NHS, here for you.

Home Visits

This service is offered for those patients who are housebound and too unwell to attend a surgery in line with NHS Policy.

Generally the home environment is less suitable than the Practice for carrying out an examination and diagnosis. Most of our home visits are carried out by Ellie, our Advanced Clinical Practitioner, or Rebecca, our Paramedic, or, with a GP available each day as required.

Home visit requests should be made as early in the morning as possible in order for us to schedule a same day home visit.

You are advised to call before 10am whenever possible.

Community Nursing Services

This service provides appropriate planned specialist nursing care to adults who require nursing care within their own home due to long term chronic disease or as a result of an acute episode of ill health.

Care is delivered in patients' own homes and residential homes. Nursing care is also provided in community clinics for patients with complex wounds. The community nursing service operates seven day a week. The community nursing service is for housebound patients only, upon request/referral. Referral is made by members of the Primary Care Team or from hospital on discharge, if further nursing is required.

If you are being cared for by the Community Nursing service already you can contact them directly on **01246 252929**.



Out of Hours/Free NHS 111

If you telephone the Practice out of hours you will hear a message advising you to ring **NHS 111** for advice on health problems. This service provides expert medical care out of normal surgery hours. NHS 111 is staffed by a team of fully trained advisers supported by experienced clinicians. You will be asked questions to assess your symptoms and then be given the appropriate healthcare advice. This may be telephone advice, a doctor visit, advice to attend A&E or an emergency ambulance may be dispatched.

If you require urgent but nonemergency medical assistance during these periods you should contact **NHS 111** either by phone or online—
<https://111.nhs.uk/>



Monthly Closure for training

One afternoon each month, usually the second Wednesday, all Practices close at 12:30 noon to enable staff to participate in training.

Dates for the current year are on our website, and posters will be on display at each surgery a few days before each closure.

If you require urgent but non-emergency medical assistance during these periods you should contact **NHS 111** either by phone or online—
<https://111.nhs.uk/>

For all life threatening emergencies contact 999.



Prescriptions

Repeat Prescriptions

In general, **5 to 7 working days notice** is required when requesting repeat prescriptions so that they can be processed and authorised by the doctor and then dispensed by the pharmacy.

Repeat medications are normally issued in sufficient quantity for 28 days and can be requested for as long as they remain authorised by a clinician.

Prescriptions can be issued earlier than normal to cater for holidays, speak to the Reception Team or Dispensary about this.

Please note: Repeat prescriptions cannot be issued out of normal surgery hours, at weekends or on public holidays. If a vital prescription is required in these circumstances you should contact the NHS 111 Service.

Dispensing Patients

Patients who receive their medication directly from us may collect their medication **TWO working days** after ordering.

Please check your prescription re-order slip for any messages regarding medication reviews; blood tests, blood pressure readings etc.

Ordering Your Prescriptions

Prescriptions can be requested in one of four ways:

- **Online:** e.g. on the NHS App or via our [website](#)
- **Telephone** 01246 588860: Please phone the Medicines Ordering Line on Monday to Friday 09:00 am 4:00 pm
- Putting your prescription repeat slip (or piece of paper with all your details and medication requested on) in the grey box at the front of the Surgery
- **The MOL Ordering Form:**

www.derbyshiremol.nhs.uk



Prescription Medicines Order Line

Order your repeat prescription through a quick and simple telephone call

0115 855 0260

9am – 4pm Mon – Fri (excl Bank Holidays)

*These times may be subject to change

Electronic Prescription Service (EPS)

The Electronic Prescription Service (**EPS**) enables prescriptions to be sent by us direct from the surgery to your preselected Pharmacy through the computer systems used in our Practice.

Eventually, EPS will remove the need for paper prescriptions.

You can nominate any Pharmacy of your choice (*one close to home, work or GP surgery etc*) and then prescriptions you need will be sent directly to them for you to collect/deliver as normal.

Please speak to our Dispensary Team to set this up for you. Or, alternatively speak directly with the Pharmacy you would like to use to collect your medications.

The EPS is a free and easy secure service, which sends your prescription electronically from your **doctor's surgery** to your chosen **pharmacy**.

EPS is replacing the need for most paper prescriptions, working towards a paper free NHS.



We process most prescriptions electronically – this helps save the NHS money

www.nhs.uk/eps

The Electronic Prescription Service is delivered by NHS Digital



General Practitioners (GP's)

The GP's role is to provide general medical services, carry out assessments and examinations, make a diagnosis (*if possible*), and then formulate a treatment plan with you. If your GP feels you need specialist advice or access to more specialised treatment they may refer you to a hospital clinic, consultant or other healthcare practitioner. Once any on-going illness is stabilised the GP may refer you to the Practice Nursing Team for follow-on support and/or monitoring.

Clinical GP Partners

<u>Name</u>	<u>Qualifications</u>	<u>Specialist Clinical Areas</u>	<u>Leading In</u>
Dr Rachael Bentley	MB ChB, MRCGP, DRCOG, DCH, DFSRH (with LoC IUT and IUS)	Diploma in Diabetes, family planning, contraceptive coils and contraceptive implants	Clinical lead for Veteran Health Services
Dr Van Trinh	MBChB, MRCGP	Frailty and safeguarding for vulnerable adults	Lead GP Adult Safeguarding
Dr Tom Sproson	BMedSci (Hons), MBChB, MRCGP, PGCertClinEd, LoC IUT and IMP	Palliative care, family planning, contraceptive coils, contraceptive implants as well as joint injections	GP Trainer for our GP Registrars
Dr Louise Harrington	MBChB, MRCGP	Palliative care	Lead GP for our Nursing Team

Salaried GPs

We have a team of salaried GPs who between them bring a wealth of experience to Welbeck Road Health Centre & Glapwell Surgery.

Our salaried GP's are:

- Dr Selina Flinders
- Dr Bronia Rafferty
- Dr Ruth Rastrick
- Dr Syed Hasan
- Dr Uzair Amjad
- Dr Helen Teahan
- Dr Lauren Wallis

Advanced Clinical Practitioners (ACP)

Advanced Clinical Practitioners (ACP) have completed training which includes examination and diagnostic assessment together with prescribing so that they are able to examine, diagnose common conditions, order investigations, plan and agree treatment and make referrals to other team members and hospital consultants where appropriate.

Our ACP has a variety of roles such as carrying out consultations in surgery for urgent and routine matters, caring for patients at local care homes and providing home visits.

Our ACP is:

- Ellie Linacre has an interest in respiratory conditions. She currently sees patients with minor illnesses and injuries.

Practice Nurses

Our Practice Nurses support and monitor patients with long-term conditions such as Diabetes, Heart Disease, Asthma and COPD. The nurses also carry out immunisations, wound care, ear syringing, blood tests and smears, as well as assisting our GPs with minor operations and other procedures.

Our Practice Nurse's are:

- Jayne Bingham
- Emma Williams

Health Care Assistants

Our Health Care Assistant (HCA) responsibilities include, taking blood, blood pressure readings, certain injections, chronic disease checks, learning disability health reviews and many more.

Health Care Assistants are not trained nurses but have undergone training within the Practice.

Our HCA's are:

- Clare Mason
- Sadie Hartley

Phlebotomist

The Phlebotomist provides blood-taking services.

Our Practice Phlebotomist is:

- Amy Johnson

Paramedic

- Rebecca Smith

Rebecca recently joined the surgery in June 2023 to become a part of the clinical team at Welbeck Road. Her main interests are cardiology and respiratory systems but enjoys all aspects of General Practice, and will be working towards becoming an Advanced Clinical Practitioner. Rebecca started her career in the Ambulance Service in 2015, and most recently as a Senior Clinical Leader within the Derbyshire division.

Pharmacists

- ♦ **Mark Thompson** is one of our Practice Pharmacists, who has a license to prescribe.

He is able to review patients clinically for both new and on-going problems.

He has particular interests in asthma management, blood pressure control and contraception.

He undertakes medication reviews and provide advice and support to patients who are taking multiple medicines (polypharmacy) and are managing long-term conditions. They also support the rest of the clinical team with resolving day to day medicine issues and providing clinical advice about medications and treatments.

- ♦ **Laura Davis** is one of our Practice Pharmacists, who is a qualified independent prescriber.

She has a particular interest in blood pressure control, menopause and Hormone Replacement Therapy (HRT) as well as Medicines Optimisation.

- ♦ **Charlie Parry** is one of our new experience Practice Pharmacists.
- ♦ **Antonia Ashley** is one of our new experienced Practice Pharmacists.



Community Support Team

This team facilitates care for our patients across the health and social care systems.

The team's role is to prevent avoidable admissions to hospital and prevent extended length of stays by enabling people to be cared for in the community/their own home.

The team consists of a Lead GP (**Dr Harrington**), our Care Co-Coordinator (**Tracy Jones**), the Community Matrons (**Diane Buchan** and **Gemma Hadfield**), Community Nurses, Social Workers and our Social Prescribers (**Julie Baddams** and **Isabelle Mate**).

Community Matron

Our Community District Matrons are Diane Buchan and Gemma Hadfield.

The Community Matron is responsible for managing a caseload of patients. They assess and manage the needs of patients with complex and long term conditions and coordinate their care packages in the community.

Community Nursing Services

Our Community District Nurses provide specialist nursing care in the home for housebound patients. Patients whose illness or condition prevents them from coming to a surgery and those who require regular attention are given care and support to enable them to achieve and maintain the best possible quality of independent life.

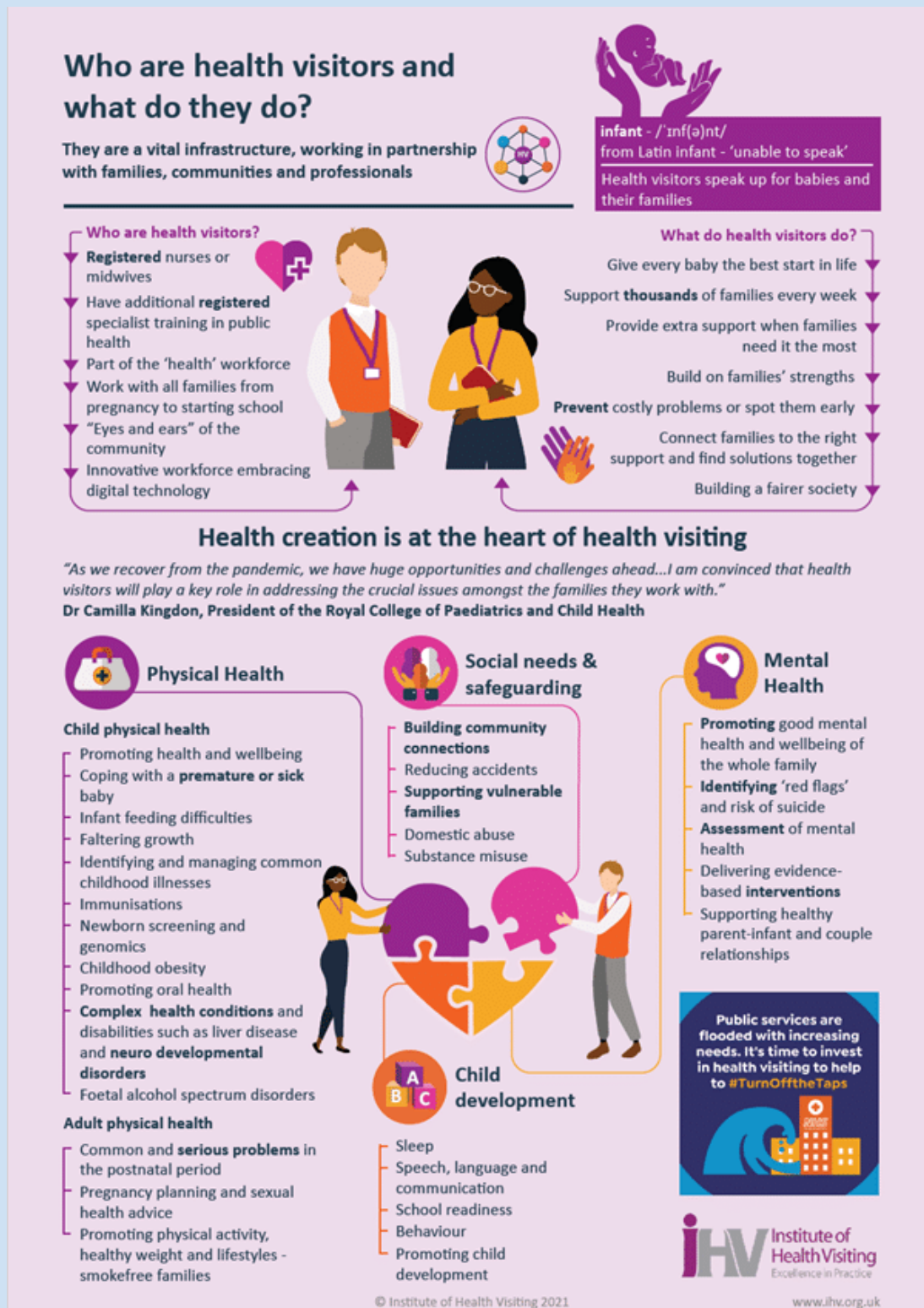
The Community Nursing Team will regularly assess patients' health needs, monitor progress and discuss the details of care with them. They will liaise with other professionals involved in patients' care, including hospital nurses and Social Services.



Health Visitors

These are nurses who have received additional training to work with children in the community, helping to prevent ill health and promote well-being.

Their activities include work with young families, offering advice on feeding, sleeping and child development.



Meet the Team

Care Co-ordinators

Our team of Care Co-Ordinators are there to help support patients with additional needs. Such as support with accessing social services, care agencies, respite care. They also get involved to help with people with palliative care needs and those at risk of recurrent hospital admission. Their role is reasonably new to the Practice and it is an exciting area we are continuing to develop.

Reception Staff

Our team of Reception staff have a wide range of responsibilities including (but not limited to): answering the telephone, booking appointments, answering 'tasks' that might come from any service involved with the Practice, arranging B/P fittings and collection, ensure patients are directed to the most appropriate service, deal with day to day enquiries.

They can also explain what our different health professionals at the Practice offer, and who you may be best to book appointments with.

Non Clinical Partner (Practice Manager)

Our Practice Manager is Mrs Sarah Fillipich. Sarah manages the Practice to ensure the delivery of the highest quality primary health care services to our patients. Sarah is responsible for many aspects of the Practice and is happy to help where able.

Assistant Deputy Practice Manager

Michelle Turner is our Assistant Practice Manager. Michelle supports Sarah Fillipich and works collaboratively with all members of the Practice Team to ensure the day to day delivery of care to all of our patients.

You can see more information about our Practice Team on our website — welbeckroadsurgery.co.uk

Professionals Undergoing Training

Some of our GP staff are registered trainers and we offer work placements for Health Professionals and Medical Students who are undergoing training.

This can include Qualified Doctors who are undertaking post graduate training to become GPs and also Student Nurses and Medical Students studying at University.

It is a privilege to be a Training Practice to support the training of our future healthcare workforce.

Trainee doctors, Medical Students and GPs can conduct face to face patient consultations, but are supervised by a named GP or GP Partner who is on hand to support them as needed. Trainee Nurses are supervised by a named Practice Nurse.



Clinical Services

Baby Health Checks

An eight week check on your baby is performed by a GP. Baby vaccinations are normally also given at this time but alternative times are available if required.



Child Immunisation

Parents are encouraged to give their children the full range of recommended immunisations at the prescribed times.

Full details of these can be found on <https://www.nhs.uk/conditions/vaccinations/>

Long-Term Condition Management

This covers, but is not limited to, Diabetes, Chronic Kidney Disease, Asthma, COPD, Mental Illnesses, Atrial Fibrillation and Pre-Diabetes.



Patients are invited for an Annual Review on their birthday month with a Practice Nurse or HCA.

An appointment can be arranged before the annual check-up is due if there are any concerns about the condition. Please contact our Reception Team to book.

Contraception

The practice provides a full family planning service by appointment.

This includes coil and implant fittings/removals and emergency contraception. Emergency contraception is a valid reason to ask for an urgent appointment.

Some of our GPs fit and remove contraceptive coils and implants.

Please ask for an appointment with a GP if you wish to discuss or proceed with any of these options.

Clinical Services

Fitness To Work (Sick Notes)

A self certificate (SC2) is normally needed for your first seven days off work; your employer will provide you with this to complete once you return to work.

If you are off work due to illness/injury for more than seven days you will need to book a GP appointment in order to obtain a Statement of Fitness for Work (a Fit Note/Med 3).

You will not always need a GP appointment if you request for an extension of a current Fit Note.

Minor Injuries

Minor injuries such as sprains, bumps, minor cuts or small burns/scalds can be seen at any surgery. Please phone and ask for an urgent appointment or complete an online request form at 8am Monday-Friday.

Alternatively you can attend an Urgent Treatment Centre (UTC).

The Buxton Hospital UTC, Ilkeston Hospital UTC, Ripley Hospital UTC, Whitworth Hospital UTC and Derby Urgent Treatment Centre are open from 8am until 8pm.

Here are just some of the conditions that can be treated at your local UTC:

- Sprains and strains
- Broken bones
- Wound infections
- Minor head injuries
- Animal bites
- Minor eye injuries
- Other minor injuries

Mental Health & Talking Therapies

One in four people will experience depression or anxiety at some point of their lives.

Help is available for people whose daily lives are affected. You can speak to your GP about how you are feeling and they can help you look after your mental health and wellbeing.

Mental Health Service information is kept up to date on the Derby and Derbyshire website — <https://www.derbyshirehealthcareft.nhs.uk/services/helpline-and-support-service>

For further information please visit our website with information on how to get Mental Health Help — <https://www.welbeckroadsurgery.co.uk/mental-health-1>

<u>Name of Service</u>	<u>Phone Number</u>	<u>Website</u>
Trent PTS	01332 265 659	https://www.trentpts.co.uk/
Vita Minds	0333 0153 496	https://www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/derby-and-derbyshire/
Insight Healthcare	0300 555 5582	https://www.insightiapt.org/
Talking Mental Health Derbyshire	0300 123 0542	https://www.derbyshirehealthcareft.nhs.uk/services/talking-mental-health-derbyshire/contact-us-

Clinical Services

NHS Health Checks

These free NHS medical checks are part of a national scheme to help prevent the onset of health problems and to identify potential risks of heart disease, stroke, diabetes or kidney disease.

Patients who have not been diagnosed with these below pre-existing conditions and are aged between 40-74 will be invited for a check once every 5 years.

- heart disease
- chronic kidney disease
- diabetes
- high blood pressure (hypertension)
- atrial fibrillation
- transient ischaemic attack
- inherited high cholesterol (familial hypercholesterolemia)
- heart failure
- peripheral arterial disease
- stroke
- currently being prescribed statins to lower cholesterol
-

Previous checks have found that you have a 20% or higher risk of getting cardiovascular disease over the next 10 years.

The check will take about 20 minutes and will include questions about the patient's family health and lifestyle as well as recording the patient's weight, height, age, sex and ethnicity.

Blood pressure and cholesterol tests will also be taken.

For more information please visit— <https://www.nhs.uk/conditions/nhs-health-check/>



Clinical Services

Physio Therapy

You can now refer yourself for physiotherapy directly, without a visit to see the GP.

Physiotherapists treat back problems, stiff or painful joints, muscle injuries or strains. We use ZoomPhysio to provide rapid online treatment for mild musculoskeletal conditions.

If you're suffering from aches or pain you can self refer to ZoomPhysio without speaking to a GP first.

If you need to be seen by a physiotherapist the ZoomPhysio online service can arrange this for you. Click here: <https://www.zoomphysio.co.uk/gp/welbeck-road-health-centre>

Physiotherapists are also based within Welbeck Road Health Centre once a week on a Tuesday afternoon.

If you're concerned about your symptoms please contact us first and we will advise on the best course of treatment. You can also self refer to the Derbyshire wide Community Physiotherapy Service.

You can also self refer to the Derbyshire wide Community Physiotherapy Service: <https://dchs.nhs.uk/our-services-and-locations/a-z-list-of-services/community-therapy>

Non-NHS Services

Private Work Fees

The NHS provides free health care for most people.

It is important to understand that GPs are self employed and not all of the services we provide are covered by the NHS payments to the practice.

Please expect a fee for non NHS services. The staff or your doctor should inform of any charges before carrying out non NHS work.

Private Medicals

We will attempt to fit these in at a convenient time at Welbeck Road Health Centre. Please bring any forms to reception when you book your medical. A deposit is payable on booking.

Although the practice does not wish to promote private medical treatment, if you do have private medical insurance cover, it may be helpful in certain circumstances to tell the doctor.

[Please click here for a list of our fees](#)



Clinical Services

Self Help - Blood Pressure & Weight Monitoring

Patients are supported in looking after and monitoring their own health.

A blood pressure and BMI machine is available to use free of charge in the waiting room at Welbeck Road Health Centre. The Receptionist will help you if you are unsure how to use the machine.

This also checks your height and weight free of charge.

If you would prefer to have these readings done with a Practice Nurse, please speak with our Reception Team to book an appointment at either Surgery.



Vaccinations

Every Spring and Autumn/Winter, we provide flu and/or Covid vaccine clinics. These are mainly for patients over 65 plus immune-compromised patients, diabetics, those with respiratory problems (e.g. COPD & asthma), heart problems (e.g. angina), kidney problems and pregnant women.

Details of dates and venues are circulated to patients in the above categories well in advance.

There is also a vaccine called Pneumovax and RSV.

Please ask the Reception Team to find out if this is something that you may be eligible for.

Further information on these vaccinations can be obtained by calling 119 or speaking to our Reception Team.

Travel Vaccinations

For travel vaccinations, please ask at Reception for a Travel Vaccinations Appointment with one of our Practice Nurses at *least* 8 weeks before you travel.

For more information please visit our website — <https://www.welbeckroadsurgery.co.uk/travel-health>

One of our Practice Nurses will review the information you provide on the countries you are travelling to against your previous vaccination history and will discuss how/where to get the travel vaccinations you require.



Administration Services

Accessible Information

The Accessible Information Standard is mandatory for all organisations that provide NHS or adult social care, including NHS trusts and GP practices.

It ensures people with a disability or sensory loss can access and understand information e.g. in large print or braille, or from a sign language interpreter.

When you register with us we will ask you if you have any information or communication needs and will look at how we can meet those for you. For example you may have information or communication needs relating to a disability, impairment or sensory loss. Your needs will be recorded on your medical record so that staff know what your information or communication needs are when we have contact with you.

If you have any information or communication needs, please let us know.



Access to Interpreters

The practice has access to a language interpreting service who are able to interpret a wide range of languages. This can be over the telephone or in person. We can also access sign language interpreters for hearing impaired patients.

Please make any needs known to our Reception Team.



Administration Services

Citizens Advice Bureau (CAB)

A Citizens Advice Bureau (CAB) is available to offer free, independent and confidential advice on a range of social issues including legal matters, money and other problems.

Appointments can be arranged by speaking to our Reception Team.

Citizens advice staff are at the Practice on a Thursday morning.



The NHS Website <https://www.nhs.uk/>

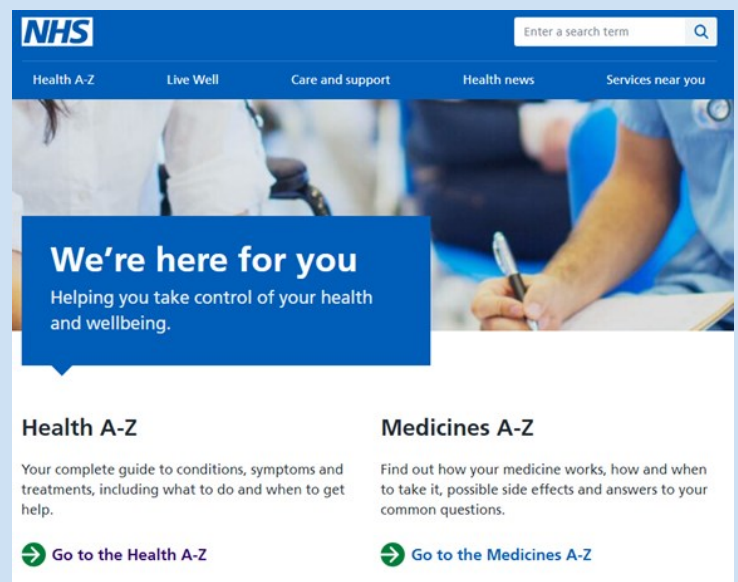
The NHS Website is the online 'front door' to the NHS.

It is the country's most comprehensive health website and gives a vast range of information that patients need to make choices about their health, from decisions about lifestyle such as smoking, drinking and exercise, to finding and using NHS services in England.

It includes frequently updated articles and has a directory which can be used to find, choose and compare health services in England.

Together with articles and reports the site offers hundreds of videos, interactive tools and listings that enable comparison of services such as hospitals, GPs, care homes and dentists. Services can also be rated and commented upon.

There is also an automated translation system enabling most content to be displayed in a range of more than 50 languages.



Administration Services

Online Patient Access

At Welbeck Road Health Centre & our branch, Glapwell, would like to get as many patients using online facilities as possible.

We would encourage you to use online facilities to order repeat prescriptions and manage appointments where you can.

We have two options for patients to access online information and GP services:

- **The NHS APP**

This is an App used with a smartphone or tablet. There is no need to contact us to register. Set up is quick and simple and most people have their access approved within 2 hours and it doesn't always need to involve the practice.

Visit— <https://www.nhs.uk/nhs-app/> to find out more and get set up.

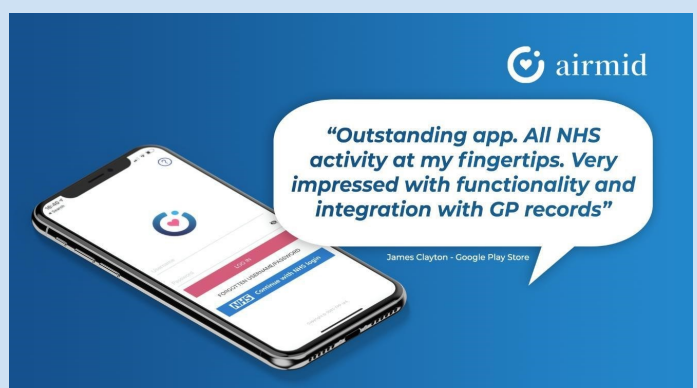


- **SystemOnline / Airmid**

This is a website and smartphone or tablet App.

This is set up using your email address and a generated password through the practice.

More information and links to these apps can be found on our website.



Administration Services

Patient Feedback

Your suggestions, compliments and comments are welcomed at any time.

However, we periodically ask patients to complete a Patient Survey form for any ideas, praises or opinions you may have.

All complaints, comments and suggestions received are reviewed and changes or improvements are made where appropriate/practical.



Patient Newsletter

We produce a Practice Newsletter which includes new developments in the Practice, new Team Members, upcoming vaccine clinics and other articles of interest for our patients.



Virtual Patient Participation Group (VPPG)

Our Virtual Patient Participation Group (**VPPG**) consists of both patients and healthcare professionals and its aim is to promote the highest possible care for all patients.

The Virtual Patient Participation Group (VPPG) plays an important part in giving the patient view and ensuring services are meeting patient needs.

Further information about the group is available on our [website](#) and on posters in our waiting areas.

Virtual Meeting details are on the notice board in each waiting room and any interested patients can join the online forum when they wish. Please ask reception for a form if you would like to take part.

Please note: the VPPG is not responsible for communicating with the Practice on specific complaints or matters of individual clinical care.



Summary Care Record

The Summary Care Record (**SCR**) aims to improve the safety and quality of patient care. It enables health care professionals to access essential patient information in an emergency situation or when surgeries are closed. It contains extracted information about current medical conditions, current medication, any allergies and bad reactions to medication previously taken. Summary Care Records can be accessed by the ambulance services, A&E departments, Out of Hours Services and Community/District Nursing.

Summary Care Records for existing patient's records have been uploaded except where patients have actively opted out.

New patients registering with the Practice will be able to decide whether or not their information is shared in this restricted manner.

The purpose of SCR is to improve the care that you receive, however, if you don't want to have an SCR you have the option to opt out.

If this is your preference please inform your GP or fill in an SCR Opt-Out Form available at: <https://digital.nhs.uk/services/summary-care-records-scr/scr-patient-consent-preference-form> or at reception and return it to your practice.

Further information is available at: <https://digital.nhs.uk/services/summary-carerecords-scr/summary-care-records-scr-information-for-patients>

Text Reminder Service

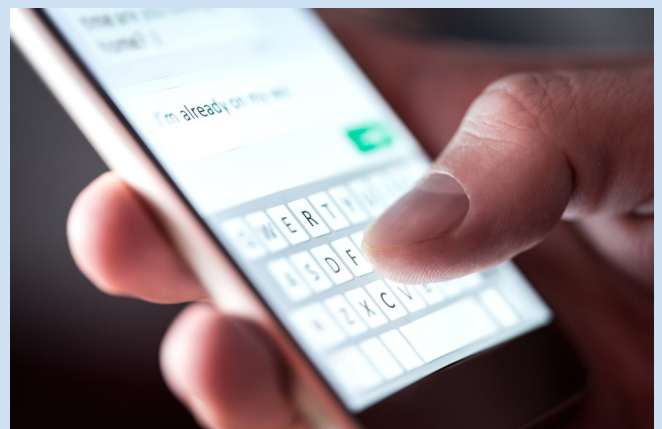
We send SMS (mobile phone text message) confirmation and appointment reminder messages. You will receive a text message to confirm the appointment details when you book an appointment and a second SMS message will be sent 48 hours before the appointment is due, reminding you about the appointment and prompting you to cancel if the appointment is no longer needed.

You can cancel any appointments by either phoning us and using the new telephony system, or by speaking to reception at either surgeries or by using your online NHS app, or SMS booking link (*if that is the way the appointment was booked*).

These messages are free there is no charge for receiving the message.

Please keep us informed if your mobile phone is no longer in use or if you change your contact number.

If you wish to opt out of this service please inform us.



Our Website & Social Media

Our website — www.welbeckroadsurgery.co.uk provides further information for patients and families about our services, staff, latest information, news & updates.

You can also find us on:



[Facebook](#) @WelbeckRoadSurgery



[Twitter](#) @WelbeckRoadHC



[Instagram](#) @WelbeckRoadHC

Our social media pages are used to update you on any changes to service provision, health campaigns and health information as well as staff news and local services.

Policies & Procedures

Care Quality Commission (CQC)

Welbeck Road Health Centre and Glapwell Surgery are registered with the CQC.

This is a requirement for all GP Practices together with other providers of health and social care. The CQC is an independent body that regulates all health and social care services in England.

In November 2019, following an in-depth inspection, we are proud to have been rated as 'Good' and 'Outstanding' by the Care Quality Commission.

Recently, we have been notified of the following:

' We reviewed the information and data available to us about Welbeck Road Health Centre on 7 July 2022. We have not found evidence that we need to reassess the rating at this stage. We will continue to monitor information about this service '

Further details are available here on the [CQC's website](#).

Chaperone Policy

We respect your privacy, dignity and religious or cultural beliefs. This is particularly important when an intimate examination is suggested by the clinician. Intimate examinations are only carried out with your express agreement. For these examinations, you will be offered a chaperone to attend the examination if you so wish.

You can request for a chaperone for any appointment you have at the practice.

You may also request a chaperone when making the appointment or on arrival at the surgery (please let the receptionist know) or at any time during the consultation.

You will be asked if there are particularly members of staff you would prefer not to act as a chaperone, for example if they are known to you.

A note is always made in the patients records about chaperone discussions, whether one was present or if the patient chose not to have one.

By choosing for certain staff members not to be present, your treatment will be in no way affected.

Policies & Procedures

Complaints & Suggestions

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint.

If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please either phone us, or you can submit your complaint in writing, and the Deputy Manager will deal with your concerns appropriately.

Your comments and suggestions are important to us, please click on this link, <https://forms.office.com/e/04pPY1jxVE>, to complete the 'Family and Friends test'. This is anonymous.

Please note: only use this form for comments about the practice and suggestions as to how we can improve our service to you.

Medical matters and official complaints cannot be dealt with via the above link.

Confidentiality

You can be assured that anything you discuss with any member of the surgery staff, whether doctor, nurse or receptionist, will remain confidential. Even if you are under 16. Nothing will be said to anyone, including parents, family members, care workers, teachers or others without your permission.

The only reason why we might want to consider passing on confidential information without your permission would be to protect either you or someone else from serious harm. For example if we had evidence to suggest someone was in imminent danger. In this situation, we would always try to discuss this with you first but in rare instances this is not possible.

If you have any worries or queries about confidentiality, please ask a member of staff.

If you would like to discuss matters of a confidential nature, either with our receptionists or a member of the dispensary team, we have a side room available in reception for this purpose.

Policies & Procedures

Consent

Consent is required from the patient regardless of the treatment, whether it is a blood test or a minor operation. Consent for treatment can be given non-verbally, for example raising a hand to indicate they are happy for a nurse to take a blood sample.

We ensure that patients are given sufficient information, in a manner that is best for the patient, to enable them to exercise the right (protected in law) to make informed decisions about their care.

Some people cannot give consent to treatment for various medical reasons or they are under 16.

In these cases, consent may be given on their behalf i.e. by a parent/guardian/carer.

To gain consent to speak on behalf of a patient, please either:

- Tell us verbally (either over the phone or face to face)
- In writing, by signing a 'Consent Form' (please speak to our Reception Team for this form)

If you require further information about consent please discuss this with your clinician.

Data Protection Privacy Notice

In order to provide the right level of care, we are required to hold personal information about you on our computer systems and in paper records. This is to help us to look after your health needs. We are responsible for their accuracy and safe-keeping. Please help us to keep your record up to date by informing us of any changes to your circumstances.

The Notice describes how we collect, use and process your personal data, and how, in doing so, we comply with our legal obligations to you. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights. The full Privacy Notice is available to view on our [website](#).

Policies & Procedures

Freedom of Information

The Freedom of Information Act 2000 gives the general right of access to information held by the Practice. The intention of the Act is to encourage a spirit of openness and transparency in the NHS and the whole public sector. If you require any further information, please contact the surgery.

Patients Who Did Not Attend

There is always a huge demand for appointments so it is very frustrating when patients fail to turn up.

The situation is monitored closely and where a pattern is developing the patient will be contacted. Wherever possible, we will work with the patient to try to overcome whatever is causing the difficulty of attending appointments.

It is important that you inform the reception staff if you are unable to attend your appointment, this will allow that appointment to be offered to another patient. If you fail to notify the Practice that you are unable to attend, you will be sent a letter or text informing you that you have defaulted from your appointment. Persistent defaulters may be removed from the list.

You can also complete our appointment [cancellation notification request form](#). This can only be used if your appointment has been arranged for more than 24 hours in advance. (excluding weekends and public holidays).

Zero Tolerance Policy

The Practice staff shall always show due respect and courtesy when dealing with patients and their representatives. We respectfully request that patients and their representatives do the same when dealing with members of the practice team.

The NHS operate a **zero tolerance policy** with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

No form of aggression (whether verbal or physical in nature) will be tolerated - any instances of such behaviour on the practice premises may result in the perpetrator being reported to the Police and removed from the practice's List of Registered Patients.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.



WRHC & Glapwell's Place in the NHS

How the Practice Operates

Welbeck Road Health Centre and Glapwell is a GP Practice that is owned and run by GP Partners. Our GP Partners are:

- Dr Tom Sproson
- Dr Rachael Bentley
- Dr Van Trinh
- Dr Louise Harrington
- Non Clinical Partner — Sarah Fillipich

Our registered addresses are:

Welbeck Road Health Centre
1B Welbeck Road
Chesterfield
Derbyshire
S44 6DF

The Surgery, Glapwell
The Green
Glapwell
Chesterfield
Derbyshire
S44 5LW

Intergrated Care System

We are part of the Joined Up Care Derbyshire Integrated Care System. This organisation brings together health and social care organisations across Derbyshire to work more closely together than ever before.

We are also a member of the Institute of General Practice Management (IGPM).

Primary Care Network (PCN)

We are part of the **North Hardwick & Bolsover PCN**.

North Hardwick & Bolsover Primary Care Network is an NHS Collaboration between 7 GP Practices - Castle Street Medical Centre, Craggs Health Care, Creswell & Langwith Medical Centre, Emmett Carr Surgery, Friendly Family Surgery, and Shires Healthcare. We are working together to provide extended services.

Dr Hazel McMurray — Clinical Director

Nicola Gérard — Primary Care Network Manager

The benefits of these services working together are:

- Longer opening hours
- Sharing staff
- Better access to specialist health professionals
- Services closer to home
- Ability to share information and technology