

WICKERSLEY

HEALTH CENTRE



Poplar Glade
Wickersley
Rotherham
S66 2JQ

www.drreddyandpartners.co.uk

Tel: 0845 1211 740

WELCOME TO DR REDDY & PARTNERS AT WICKERSLEY HEALTH CENTRE

(We are not a Ltd Company)

Wickersley Health Centre is situated on Poplar Glade, which is immediately adjacent to the main Wickersley roundabout at the crossroads of Bawtry Road and Morthen Road. The health centre has excellent parking facilities and suitable access for disabled patients as the building is all on one level and we have ramps for access.

The practice can trace its roots back to the early 1930s, originally practising from premises on Sycamore Avenue, Wickersley. In the 1970s Wickersley Health Centre was opened and the practice began to serve the community from that time.

OPENING HOURS

Monday	8.30am – 6.00pm
Tuesday	8.30am – 6.00pm
Wednesday	8.30am – 6.00pm
Thursday	8.30am – 6.00pm
Friday	8.30am – 6.00pm

EXTENDED HOURS - 7.00 - 8.00AM

Tuesday	7.00 - 8.00am (April - Oct 10)
Thursday	7.00 - 8.00am (April - Oct 10)
Friday	7.00 - 8.00am (April - Oct 10)
Monday	7.00 - 8.00am (Nov 10 onwards)
Tuesday	7.00 - 8.00am (Nov 10 onwards)
Thursday	7.00 - 8.00am (Nov 10 onwards)

(Pre-booked appointments only)

CONTACTING THE PRACTICE BY TELEPHONE

Routine and Emergency telephone No:	0845 1211 740
Repeat Prescription telephone No:	01709 532356
Fax No:	01709 702470
Practice Website:	www.drreddyandpartners.co.uk
Booking of online appointments:	www.patient.co.uk
Follow instructions in EMIS ACCESS	

For the latest information click to: www.drreddyandpartners.co.uk

THE DOCTORS

Dr S C M Reddy (Male)
MB BS (Hyderabad 1970) FP Cert

Dr P J Clarke (Male)
MB ChB (Sheffield 1983) MRCGP FP Cert

Dr S B Jespersen (Female)
MB ChB (Sheffield 1988) MRCGP DRCOG DFFP

Dr H Edwards (Female)
MB ChB (Sheffield 2000) MRCGP FP Cert

Dr S V Reddy (Male)
MB ChB (Leicester 1996) MRCGP FP Cert

THE PRIMARY CARE TEAM

Practice Manager

Mrs Davies deals with the smooth running of the practice. If you have a complaint, an idea or any suggestions please contact Mrs Davies.

Deputy Manager/Practice Administrator

Mrs Peplow aids Mrs Davies with the smooth running of the practice.

Medical Secretaries

Mrs Frith deals with all the referral letters sent to hospital.

Mrs Gray deals with the non-NHS work of general practice and also the smooth running of the practice paperless environment.

Receptionists

Mrs Daniel, Mrs McAndrew, Mrs Abbey, Mrs Larkin and Mrs O'Flaherty deal with the smooth running of the reception environment. They will be your first voice of contact when visiting or ringing the practice. The reception is the heart of the practice and it can be a very busy environment; please be a patient patient. Our annual average patient contact with the practice per year is 24,067.

Repeat Prescribing Clerk

Mrs Yeardeley processes all your repeat prescribing requests; she works daily in the mornings.

For the latest information click to: www.drreddyandpartners.co.uk

Practice Nurses

Mrs J Vohra - RGN Part 2, ENB199 - Accident & Emergency Course, N52 - Advanced Trauma Course, ENB 998 - Teaching Certificate, Emergency Nurse Practitioner, Advanced Life Support, Diploma in Ear Care, Cervical Cytology Diploma, Diploma in Asthma, Venepuncture/Cannulation, Plaster of Paris, ECG Certificate.

Mrs A Anderson - RCG, ENB 998 Teaching and Assessing in Clinical Practice, ENB Nurse Prescribing, Diploma in CHD, Diploma in Women's Health Management, Diploma in Ear Care, Insulin for Life programme, Diploma in Asthma.

Mrs A Willert - RGN, ENB ASI Specialist Practitioner (PN), ENB 998 Teaching and Assessing in Clinical Practice, ENB 928 Diabetic Nursing, Certificate in Primary Diabetes Care, RCGP Diploma in Asthma Care NATC, Secondary Prevention of CHD, Certificate in Advanced Asthma Care, Anaphylaxis for RCG.

The practice nurses are available Monday to Friday and can offer advice and care on minor illness. They also offer the following clinics:

Well Person Checks, Asthma Clinics, Coronary Heart Disease Clinics, Spirometry Screening, ECG Recordings, Ear Care Clinics, Vaccinations for Foreign Travel, Dressings and Stitch Removals, Health Promotion Clinics, Advice on Diet, Cholesterol Monitoring etc.

Health Care Assistant

Mrs Blakey is available Monday, Tuesday, Wednesday and Thursday mornings providing the following services: blood taking, new patient medicals, ECG recordings and blood pressure measurements, ear syringing, spirometry screening.

District Nurses

District nurses are available Monday to Friday and also provide weekend cover. The district nurses provide an invaluable service to our patients living in the community who find it difficult to attend some of the nursing clinics provided on the premises.

Midwife

Mrs Miller runs the antenatal clinics which take place weekly from 11.00am – 3.00pm on Tuesdays. She is also available for advice regarding any pregnancy-related issues.

Health Visitors

Mrs Maughan and Mrs Davis are available for health care advice for all children and adults, but particularly children under the age of five years.

Chiropody

A limited NHS service is provided for those who are either senior citizens, people with disabilities, pregnant women or children.

Physiotherapy

Physiotherapy can be arranged by your doctor.

Occupational Health Workers

The occupational health worker is available for consultation on Thursday mornings 9.00am – 12 noon, by appointment only. Please ask at reception to make an appointment. All work-related issues, which may affect your health, may be discussed during these appointments.

Dietician

The dietician visits the practice the first Wednesday in each month 9.00am – 12 noon and offers advice on any diet-related issues.

Clinical Psychologist

A clinical psychologist works closely with the practice. A doctor may advise you to see a psychologist for various reasons and an appointment can be arranged in this way.

Community Psychiatric Nurses (CPN)

The CPNs work closely with our practice and may arrange a home visit. They also consult from the health centre.

Counsellor

We have an on-site counsellor available on Monday, Thursday and Friday.

Mental Health Practitioners

We have **Mrs Errat** providing clinics for the practice on Wednesday afternoons.

APPOINTMENTS

Consultations for GPs are held between 7.00 - 8.00am, 9.00 - 11.00am, 2.00 - 4.00pm and 4.00 - 6.00pm Monday to Friday.

The practice runs an appointment system of half pre-bookable and half book on the day. If your appointment is non urgent or for a medication review, please book on our less busy days, Wednesday, Thursday or Friday.

If you would prefer, you may book your appointments online in the convenience of your own home. You will firstly need to visit the practice to register for the online service; we will provide you with a password. You can then book your appointment online at www.patient.co.uk and follow instruction on EMIS ACCESS.

The patient also has the responsibility of providing adequate notice of cancelling appointments, so giving enough time for the cancelled appointment to be re-used by another patient.

TELEPHONE ADVICE

Doctors are available for telephone advice; please ask to speak to the doctor on call, preferably between 11.45am and 12.15pm. Nurses are available for advice; please speak to the receptionist who will pass the message to the nurse and she will then return your call.

HOME VISITS

The best and safest place for medical consultations to take place is in a properly equipped surgery with access to nursing aid and diagnostic equipment if necessary. Furthermore, in the time it takes for a doctor to make a home visit, the doctor could probably see five or six patients in surgery. Therefore, home visits are for those who are housebound or too ill to go out; otherwise we prefer patients to try to come to surgery.

If a home visit is essential, please try to ring the practice before 10.30am as this allows the doctor to plan the visits and avoid any unnecessary delays. You may find that the receptionist asks for some details of your illness. This is to enable the doctor to assess the urgency of the calls. Your co-operation with the receptionists is appreciated.

EMERGENCY OUT-OF-HOURS COVER

If you have an urgent condition, which occurs outside the practice opening hours, you may follow one of the following routes:

1. Dial 999 – in absolute emergency.
2. Visit your local Accident and Emergency Department at the local hospital.
3. Ring Care UK, who provide out-of-hours emergency cover for the practice on 0333 200 4054.
4. Ring NHS Direct, who provide telephone health advice on 0845 4647.
5. Ring Dr Reddy's practice (0845 1211 740) out of hours and our telephone system will automatically transfer you to our out-of-hours provider - Care UK.
6. Visit the new Rotherham Community Centre Walk-in Centre, Gresborough Road, Rotherham SGO 1RY.

REPEAT PRESCRIPTIONS

All our repeat prescribing is now processed through our computer system. We require at least 48 hours to process your prescription. You may request your prescription by following one of the following routes:

1. Leave a request note in the wooden box situated in the waiting area.
2. Leave a request note in the metal box situated outside by the main entrance door to the building.
3. Post your request via the postal system.
4. Order your prescriptions via the Emis Access Website - ask at reception to register.
5. Telephone requests are only available to our elderly and homebound patients who rely on this service, Monday to Friday 10.00am to 12 noon. Telephone: 01709 532356.

ADDITIONAL SERVICES AND CLINICS

1. Antenatal Clinic – Tuesday – Appointments.
2. Immunisation Clinic – Tuesday and Friday – Appointments.
3. Diabetic Clinic – Various clinics.
4. Minor Surgery – Wednesday – Appointments.
5. Practice Nurse – Various clinics.
6. Occupational Advice – Thursday – Appointments.
7. Physiotherapy – Various Appointments.
8. Chiropractic – Various Appointments.
9. Dietician – Wednesday – Appointments.
10. Yellow Fever Vaccinations – Appointments.
11. HGV/LGV and Taxi Medical – Appointments.
12. Mental Health Practitioners – Wednesday afternoons.
13. Counsellors – Monday, Thursday and Friday - Appointments.

Please ask at reception for further information or how to make an appointment.

HOW TO REGISTER

Visit the practice and bring along your NHS registration card. If you do not have it the receptionist will ask you to complete a form. Please ask if you require help in completing this form. You will then be given an appointment with the GP who will discuss any relevant past and present medical conditions. You will then be given the opportunity to see the practice nurse for a health check. After one month of your registration with the practice, you will receive your new NHS medical card sent to your home address. Your medical notes will also be sent to the practice from your previous GP. You also have the right to express a preference to which GP or nurse you prefer to see either generally or in relation to a particular condition. We will record your preference for future appointment bookings.

For further information on registering with a practice, please contact:

Mrs J Rogers, Contracts Departments, Rotherham Primary Care Trust, Bevan House, Oakwood Hall Drive, Rotherham. Tel No: 01709 302009.

When you register as a patient with the practice you may be given a named GP, but you are entitled to express a preference to any named GP for your appointments.

ACCESS TO PATIENT INFORMATION

The Data Protection Act (1998) gives the patient the right to gain access to any personal data about them which is held at the practice. A request must be made in writing, after paying the appropriate fee. The practice must disclose the data within 40 days of receiving the request.

Patients have the right to be informed of the information held, in a way that they may understand. The GP may withhold information if there has not been a reasonable interval since the applicant last had access to the records, if the disclosure is likely to cause serious harm to the physical or mental health or condition of the patient or any other person or which could lead to the identification of another individual.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

For the latest information click to: www.drreddyandpartners.co.uk

COMMENTS, SUGGESTIONS AND COMPLAINTS

We are happy to accept and consider comments and suggestions from all patients. Please post or hand your suggestions in a sealed envelope addressed to Mrs P Davies, practice manager. As with all general practices, we operate an in-house complaints procedure. All complaints should be addressed to Mrs Davies, practice manager. Once in receipt of your complaint we will formally address the issue with the persons involved. When we look into your complaint we shall aim to:

1. Find out what happened.
2. Discuss the complaint with you via the telephone or in person.
3. Make it possible for you to discuss the problem with those concerned if you would like.
4. Keep you up to date during the investigations of the complaint.
5. Ensure you will receive in writing an explanation of any findings in relation to the complaint.
6. Make sure you receive an apology – when this is appropriate.
7. Identify what we can do to reassure you that the issue or situation will not happen again.
8. Give you the option to contact Rotherham Primary Care Trust if the complaint is not resolved at the practice level.
9. Ensure your complaint will never be discriminated.

REMOVAL OF VIOLENT OR ABUSIVE PATIENTS

The GP partners of the practice hold the right to remove any patient from the practice list with immediate effect if a patient commits an act of violence against a person or behaves in such a way that any person has feared for his/her safety.

PATIENTS' RIGHTS AND RESPONSIBILITIES

As A Patient, You Can Expect

- To be treated with courtesy and with respect for your privacy and dignity.
- To receive treatment on the basis of your clinical need.
- To be able to choose to have a relative or friend with you during consultations and examinations.
- To be encouraged to ask questions about your diagnosis and treatment and to receive clear information.

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- To have details about you, including your medical records and anything you say, treated in confidence and, except where required by law, to be given an opportunity to decide whether your details can be passed to anyone else.
- To know the names and professional status of all the staff involved in your care.
- To be able to complain if you are unhappy with the treatment you receive and to be given the name of someone who can help.
- To be able to request a second opinion.

As A Patient, You Have A Responsibility

- To treat the staff who care for you with courtesy and respect at all times.
- To inform us of any change of contact details.
- To attend appointments on time, or to cancel appointments.
- To consider the consequences of refusing treatment or not following medical advice and accept responsibility for your own actions.
- To let staff know if you have any allergies or sensitivities to medications.
- To tell staff if you are uncertain or don't understand any aspect of your treatment.
- To tell staff about any changes in your health that could affect the treatment you are having.
- To take any medicines as instructed and seek medical advice before stopping or changing treatment.
- To treat other patients with courtesy and respect.
- To attend follow-up appointments as requested.

BOUNDARY AREAS

The areas the practice covers are as follows: Wickersley, Bramley, Sunnyside, Ravenfield, Listerdale, Whiston, Moorgate, Broom and Herringthorpe.

If you have any questions regarding the boundary areas please ask at reception.

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for Drs **SCM Reddy, Clarke, Jespersen, Edwards & SV Reddy of Wickersley**

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USEFUL TELEPHONE NUMBERS

Dr Reddy & Partners	0845 1211 740
Dr Reddy's Practice Website.....	www.drreddyandpartners.co.uk
Repeat Prescriptions.....	01709 532356
Rotherham Walk-in Centre, Rotherham Community Health Centre, Greasborough Road, Rotherham S60 1RY	
Primecare – Out of Hours.....	0845 601 8802
NHS Direct	0845 4647
NHS Direct Online.....	www.nhsdirect.nhs.uk
Rotherham General Hospital.....	01709 820000
Royal Hallamshire.....	0114 271 1900
Weston Park.....	0114 226 5000
Northern General.....	0114 243 4343
Charles Clifford Dental Hospital	0114 271 7800
Sheffield Children’s Hopsital	0114 271 7000
Thornbury Hospital	0114 266 2777
Claremont Hospital.....	0114 263 0330
Birkdale Clinic.....	01709 838938
NHS Rotherham	01709 302000
Oak House, Moorhead Way, Bramley, Rotherham	
NHS Information Service.....	0800 665544
Rotherham Hospice	01709 829900
Blood Transfusion Service	0114 203 4800
Rotherham Disability.....	01709 373658
S Yorkshire Ambulance	01709 820520
Council for Volunteers	01709 829821
Citizens Advice Bureau	01709 382654
Childline	0800 1111
The Samaritans.....	0345 909090
Careline – Counselling	0181 514 1177
Patient Advice & Liaison Service	01709 302481
NSPCC Child Protection.....	0800 800500
Parentline.....	0114 272 6575
Quit Smoking Helpline	0800 002200
National Alcohol Helpline	0345 320202
Aids Helpline	0800 567123
Victim Support.....	01709 361076
Crimestoppers.....	0800 555111
Rotherham Borough Council.....	01709 382121