

## HOW TO FIND THE MEDICAL CENTRE



### USEFUL NUMBERS

Doncaster CCG	01302 566300
NHS England	01709 302000
Doncaster Royal Infirmary	01302 366666
Tickhill Road Hospital	01302 796000
Samaritans	01302 327474
Police	101
Non-urgent Medical Help	111

## THE MEDICAL CENTRE



2 Frances Street  
Doncaster  
DN1 1JS

General Enquiries TEL: 01302 349431

Fax NO: 01302 247622

24 hour prescription line: 01302 811188

Web link: [www.medicalcentredoncaster.co.uk](http://www.medicalcentredoncaster.co.uk)

Email: [donccg.frances-street@nhs.net](mailto:donccg.frances-street@nhs.net)

UPDATED JUNE 2018

# *Welcome To The Practice*

## NOTES

### AN INTRODUCTION

The Medical Centre is one of the longest standing GP surgeries in Doncaster, established in the late 1890's. Over the years we have occupied various premises, having had surgeries in Hallgate, South Parade and Bradford Row.

As times change and standards rise, we have constantly improved the facilities and services offered. In 1992 we moved to custom built premises here at The Medical Centre on Frances Street, which provides everything needed for the high quality of care and service that is now expected. While we have 'moved with the times' and have computerised our medical records, we also take great pride in remaining a family practice, as we have many patients whose families have been with our practice for generations and this tradition of family medicine is one which we actively foster and encourage. The doctors and staff at The Medical Centre aim to provide you with high quality, efficient and confidential service that meets your needs. Our aim is to make your visits to us as friendly and effective as possible.

### WHAT YOU NEED TO KNOW

Our practice is a fully nurse led practice supported by a GP partner. The nurses have a range of skills and protocols to ensure your health problems are appropriately managed. If it becomes apparent that you need to a doctor's input during a nurse consultation, a GP is always available to liaise with the nurse and where possible, complex problems will be seen by a GP during the same attendance. This helps maintain a high standard of care and ensures that you are booked in with the appropriate clinician, at the right time and for the correct length of time.

Our highly trained nurse team now provide much of the care to our patients which would have been traditionally carried out by a doctor as the majority of clinical problems are dealt with by a nurse.

*"Right person, right time, right duration, first time"*

### OPENING HOURS AND SURGERY TIMES

The Medical centre is open from 8.00am to 6.00pm Monday to Friday. On some Wednesdays we are closed from 12 noon until the following morning, this is for further training for clinicians and the medical support team. The training dates are on the door of the surgery and available on the website—  
[www.medicalcentredoncaster.co.uk](http://www.medicalcentredoncaster.co.uk).

# NOTES

## MEDICAL STAFF

### DOCTOR

Dr A Khan - GP MB BS London, MRC GP DGM

### PRACTICE NURSES

**Shelley Casson** - Practice Nurse RGN, Locality Care Co-ordinator, Nurse Independent / Supplementary Prescriber, Locality i-Nurse

**Beverly Bibby** - Practice Nurse, RGN, Nurse Independent/ Supplementary Prescriber.

**Sam Godley** - Practice Nurse, Nurse Independent / Supplementary Prescriber, RGN

**Kathleen Stark** - Practice Nurse, RGN

**Jean Russell** - Practice Nurse, RGN

### PHARMACIST

**Alison Howard**

### HEALTHCARE ASSISTANTS

**George Johnson**

**Tracy Hudson**

## MEMBERS OF THE PRACTICE TEAM

### *Practice Management*

Dr A.Khan (Partner)- GP

Mr Chris Simmons (Partner)- The General Manager,

Paula White– The Practice Manager, responsible for the day-to-day running of the surgery

### *Medical Support Staff*

Nikki Benson is the office manager and works closely with the medical support team, who organise appointment times, order repeat prescriptions, answer your telephone queries and welcome you when you come to The Medical Centre. The medical support staff provides a full support service to both you the patient and to the medical team. They are bound by strict rules of confidentiality.

### *Nursing and Other Services*

We employ a team of practice nurses who, along with other professionals (such as, district nurses, health visitors, the midwifery team, physiotherapists, dieticians, counselling and community psychiatric nursing service) provide a full nursing and support service five times a week. They run clinics and see health problems that may have once been seen by a Doctor, they run and support clinics within the practice such as liquid nitrogen and minor surgery. They also run a Minor Illness Clinic on a daily basis where they deal with acute minor illnesses and advise you on the best course of action.

The nurses at The Medical Centre undergo constant training course to ensure they are up-to-date with the changes that occur in medicine, this also allows the practice to offer a wide range of clinics to best suite you. Four of our nurses and the pharmacist have passed their prescribing courses. This continuation of

professional development combined with the relationships they have built with you, has enabled them to expand their role considerably over the years.

## HOW TO REGISTER

If you would like to register with our practice please complete a new patient questionnaire. Registration forms are available to collect from the reception desk or you can print them online at [www.medicalcentredoncaster.co.uk](http://www.medicalcentredoncaster.co.uk). You will be asked to book an appointment to be registered with the practice. **Failure to attend this appointment may result in a delay in our being able to treat you.** We cover the following postcodes: DN1-1 to DN1-3, DN2-4 to DN2-6, DN3-1 to DN3-3, DN4-4 to DN4-9 and DN4-0. Patients who are currently registered and The Medical Cen-

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## CORRESPONDENCE FOR COLLECTION

Letters to be collected by yourselves will be available in the reception area once you have been informed that the document has been completed. We endeavour to have medical reports and records completed within 15 working days however, this is private work and must done out of clinic time. When requesting a medical report, we do require signed consent from the patient before we would consider completion. This can be in the form of a dated and signed letter requesting your records.

## COMPLAINTS PROCEDURE

We hope that your visit to The Medical Centre will be as pleasant as possible. If you have any complaints the have not been resolved by the Medical Support staff, please contact our office manager or practice manager who will investigate your complaint and inform you of the outcome. Complaints must be made in writing, this allows us to keep a paper trail.

## OUR MISSION STATEMENT

The Medical Centre is committed to:

- Providing excellent general practice services to our patients.
- Treating patients with honesty and integrity.
- Ensuring all staff are trained, safe, competent and fulfil their duties professionally and treat patients safely.
- Ensuring all policies, procedures and protocols are up-to-date, available and followed at all times.
- Treating patients with dignity, privacy and in a comfortable and clean environment with equipment fit for purpose.
- Monitoring patients responses to the practice with regards to complaints, comments, suggestions, significant events and work as a team to learn from our these.
- Continually listening to our patients and staff to ensure the best possible care for all.

For the latest information go to: [www.medicalcentredoncaster.co.uk](http://www.medicalcentredoncaster.co.uk)

## **DELAYS IN CLINICS**

We endeavour to see you as near to your scheduled time as possible. Inevitably, there are times when a delay can occur, this could be due to a number of problems and we will keep you fully informed and if necessary, make alternative arrangements regarding your appointment. If you are unable to attend your appointment you must ring the surgery as soon as possible so the appointment can be reallocated.

## **VIOLENCE AND AGGRESSION**

This practice will not tolerate violent or abusive behaviour to staff or persons on the practice premises. Such actions will result in immediate removal from the premises and the practice list. We will notify Patient Services immediately of any removal of a patient from our list.

## **CONFIDENTIALITY**

All of the staff at The Medical Centre have signed a confidentiality clause as part of their contract of employment. This means we will not disclose information to your family, friends or colleagues about any medical matters unless we have your signed consent to do so.

## **PROTECTION AND USE OF PATIENT INFORMATION**

There may be times when we may be required to share some of your information with other NHS staff (hospital doctors, nurses etc.) this is required to give you the best possible healthcare and treatment. The law says we must pass on certain bits of information such as notifying a birth. The NHS register for England and Wales contains basic personal details of all patients registered with a GP. The register does not contain clinical details. Everyone working for the NHS has a legal duty to keep information confidential. The Medical Centre fully complies with the Data Protection Act.

## **HEALTHWATCH DONCASTER**

Healthwatch Doncaster is an independent organisation that ensures that everyone in Doncaster has the opportunity to have their voice heard with the objective of making adults and children's health and social care services better in Doncaster. If you require any advice please telephone: 0808 801 0391. This service is based at:

3 Cavendish Court  
South Parade  
Doncaster  
DN1 2DJ

Opening hours are Monday—Friday 9:00am—5:00pm.

## **APPOINTMENTS**

All clinics are run on an appointment basis. To obtain an appointment you can either; call us on 01302 349431; come in to surgery or book online (please ask at reception for more details). We do our best to see you at your appointment time and only in emergency situations will you be kept waiting longer than 30 minutes. In these rare cases we will keep you informed and, if required, make alternative arrangements.

Appointments with a GP will be booked through our triage system, where a nurse will call you to arrange an appointment after a discussion of your symptoms, as some health problems may be dealt with over the phone, saving you time, or the nurse will arrange the most appropriate appointment with a clinician that is best suited to help you. This system has proved very successful in previous years and we have improved it by adding an additional prescribing nurse practitioner who will enhance the surgery's service and provide better care for you.

## **HOME VISITS**

We offer home visits for housebound patients and we ask that if you require a home visit to request this before 11am unless it is an emergency. With a visit request the Doctor will call you to discuss your symptoms and from this a visit may be arranged either with the GP or with other community services as required.

## **CARE QUALITY COMMISSION INSPECTION**

The Medical Centre was last inspected by the CQC in 6th April 2016 and were rated as **outstanding**. The report noted that the practice had a clear vision and strategy to deliver high quality care and promote good outcomes for patients. Staff were clear about the vision and their responsibilities in relation to it and the practice proactively sought feedback from staff and patients, which it acted on. The patient participation group was active. The inspector spoke to seven patients during the inspection. All patients said they were happy with the care they received and thought staff were approachable, committed and caring.

For the latest information go to: [www.medicalcentredoncaster.co.uk](http://www.medicalcentredoncaster.co.uk)

## **SERVICES AVAILABLE**

We run an ever-increasing number of special services, these are carried out by doctors, nurses, our pharmacist and the medical support team. Currently we provide:

### **Health Checks**

If you are aged between 40-74 and have no noted long-term conditions, you may be entitled to an NHS Health Check. This consists of taking your height, weight, answering a health questionnaire, taking cholesterol finger prick test and give general health advice.

### **Minor Illness**

Our specially trained nurses will assess your symptoms and either give you advice and a prescription or refer you on for further testing. These clinics are for illness such as: coughs, flu-like symptoms, water infections, chest infections, vomiting, contraception, earache, hay fever, sore throats, insect bites, eye infections, sinusitis, skin rashes, etc.

### **Diabetic**

This service is run by our specially trained nurse and pharmacist and aims to provide you with an excellent service for diabetic patients. It is by appointment only. You will be contacted by letter inviting you to an annual diabetic appointment. However, if you feel you need a diabetic check-up before your annual review is due, please ring the surgery for advice.

### **Hypertension**

If you are diagnosed with having high pressure, your care will be delivered by our pharmacist, who will check your blood pressure, monitor your medication and give lifestyle advice. Blood tests will be done in advance of your appointment and you will be given these results during your annual review.

### **Aural Care**

This service will look at ear problems, wax removal and/or treatment of infections.

### **Telederm**

If you have a skin lesion, tag or mole that you would like checking, we offer a telederm service where we use specialist equipment to photograph the lesion and send this off to be investigated. It takes around three days to receive the results and you will be contacted by a nurse with regards to these.

### **Heart Care**

This service will look after your wellbeing if you suffer from angina or have a history of heart problems. Checks will be made to see how you are progressing by using blood tests, ECGs, blood pressure etc. you will also be given lifestyle advice. You will receive a letter inviting you to this service.

## **TEST RESULTS**

The waiting times for test results are approximately:

Normal blood results	- three working days
Fast Track bloods	- one working day
Hormone blood results	- ten working days
Smears	- ten working days
X-rays	- ten working days
Telederm	-three working days

Please note that the surgery will not contact you regarding your results unless there is a problem. If you require your blood results, contact the surgery and a nurse will call you back to give these to you. Please remember that under no circumstances will you be given the results for patients other than yourself.

## **ONLINE SERVICES**

SystmOnline is a free online service that offers you the opportunity to:

- ◆ Book appointments online
- ◆ Cancel any of your appointments
- ◆ Order your medication
- ◆ Change your contact details
- ◆ Give information of the medication you are taking

To access this service you would need to fill out a form which is kept in reception and bring a form of identification. You will then be given a printout which will have the website along with your username and password to access your online account.

## **CARING FOR CARERS**

There is no official national register for carers but, as a practice, we recognise the important role that many of you have as carers. We therefore keep a register of both carers and cared for patients so we are aware of our carers and can give advice assistance and support when needed. If you are a carer, let us know and we will update our register. Information for support available is displayed on our notice boards throughout the surgery.

## **DISABLED ACCESS**

To enable access to the surgery for our disabled patients we have a lift to the upper floor, doors wide enough to facilitate wheelchairs and a disabled toilet facility. Please let us know if you need any special help.

For the latest information go to: [www.medicalcentredoncaster.co.uk](http://www.medicalcentredoncaster.co.uk)



## **PATIENT PARTICIPATION GROUP**

We are continually looking at ways to improve our services and value any comments and opinions our patients have. To this, we have set up a Patient Participation Group that meets every six weeks at 1.30pm on a Thursday afternoon. These meetings include guest speakers and a chance for you to be involved in the life of the practice. It also provides us with the views of our patients regarding current and future developments of the surgery. Please see the notice board for details or ask at reception. Would encourage our patients to attend these meetings as they offer you the opportunity to voice any changes you wish to see in your practice. Should you wish to receive information or participate but are unable to attend the meetings, we are happy for you to join our virtual group where you can receive and give your input via email or post.

## **NHS ELECTRONIC PRESCRIPTION SERVICE**

We are now able to send prescriptions electronically to your nominated pharmacy. The Electronic Prescribing Service (EPS) is an NHS service and gives you to choice how your GP sends your prescription to the place you want it to go to. If you collect your repeat prescription from the practice you will not have to visit the practice to pick up a paper prescription. Instead, we will send it electronically to a chemist near you, saving you time. You can choose a chemist convenient to you, be that near where you live, work or shop. You may also cut out long wait times in the chemist as there may be time to have your prescriptions ready before you arrive.

## **OUT OF HOURS SERVICES**

The Out-Of-Hours service is commissioned by the Doncaster Clinical Commissioning Group and is available from 6:30pm—8:00am on weekdays and all day on the weekend. This services is for those who need to contact a doctor outside of normal surgery hours. If this is a service you find yourself needing to use, call the surgery (01302 349431) once we are closed and you will be directed to the Out-Of-Hours service. This service is for general healthcare problems that would normally be seen at the surgery.

## **HOSPITAL VISITS**

If you are admitted to hospital you will receive full information on what to do and the hospital facilities available. The doctor will not routinely visit you after you have been discharged. The hospital should arrange any necessary support, such as district nurse etc., and 28 days of medication upon your discharge. If they do make any changes to your medication, they should inform us in writing with enough time for these to be issued with your next repeat ordering. If you need any help please contact the surgery.

## **Respiratory**

This is a service for the continuous care of patients with Asthma/ COPD and is run by our specially trained nurse and pharmacist. Your use of inhalers, peak flow and treatment will be monitored through this clinic. The clinic is by referral initially and your follow up care will be agreed in your first visit.

## **Childhood Immunisations**

Childhood immunisations are carried out at The Medical Centre in a nurses appointment; this can be booked in our Baby Clinic on a Wednesday from 9:00am—12:20pm. If you have any queries regarding your child's vaccinations, please contact the surgery and the Medical Support Staff will arrange a nurse to contact you, you can also contact you health visitor. We provide a full surveillance service for children.

## **Holiday/ Travel Vaccinations**

Our Practice Nurses are able to give pre-travel advice before you go abroad, including; details of immunisations, malaria prevention, infection risks, medical services etc. Please contact the Surgery **at least six weeks before your trip**. Unfortunately, if we are not given enough notice we may not be able to help you, as some inoculations need several weeks to become effective, prior to travelling.

## **Contraception**

Free contraception is available to patients that require it. If you are on the contraceptive pill you will need an annual review with one of the nurses. The nurse will monitor blood pressure and ensure that the pill you are on is the correct one for you.

## **Mental Health**

Our medical Staff can refer you to a wide range of mental health services including our practice councillor who works on the premises. If you call and are suffering with low mood, stress or depression, our councillor will phone you back and agree the best course of treatment. The Talking Shop in Doncaster (**01302 565650**) is a drop-in centre and offers advice and psychological therapy. Services at The Talking Shop includes prevention, self-help literature and computer based intervention programmes. An initial consultation with a health professional is available if necessary.

## **Liquid Nitrogen**

This is a service where warts, verruca, skin tags etc. can be frozen. These clinics run on the first Monday and last Friday of the month. These clinics book up very quickly.

## **SMOKING CESSATION**

Patients of The Medical Centre who are thinking of stopping smoking can access services by self-referring to: 0800 612 0011 or 0330 660 1166