

CHESTERFIELD MEDICAL PARTNERSHIP

Ashgate Medical Practice

Ashgate Manor
shgate Road
Chesterfield
erbyshire
S40 4AA

01246 232 946

Whittington Medical Centre

High Street
Old Whittington
Chesterfield
Derbyshire
S41 9JZ

01246 232 946

Holme Hall Surgery

Wardgate Way
Chesterfield
Derbyshire
S40 4SL

01246 211 435

Dedicated 24 hours cancellation line - 01246 458038

www.chesterfieldmedicalpartnership.co.uk

@GPs_at_CMP

Care Quality Commission rating:- **GOOD**.

Chesterfield Medical Partnership is GP practice spread over 3 sites. Our main site is Ashgate Medical Practice our branch Sites are at Holme Hall and Old Whittington.

OUR MISSION STATEMENT IS:

"Each and every patient matters"

Our aim is to provide the highest possible quality of care to all our patients in a professional, responsive, supportive and courteous manner, with patients and staff working together for the benefit of everyone.

The Doctors

The Doctors of Chesterfield Medical Partnership provide Standard General Medical Services and hold a contract with North Derbyshire Clinical Commissioning Group.

Partners:

Dr MD Blagden (male)	MB ChB (Leeds 1983) MRCGP
Dr CA Worthington (female)	MB ChB (Liverpool 1990) MRCGP
Dr A Kundu (male)	MB ChB (Sheffield 2001) MRCGP DTM&H
Dr JN Ali (male)	MBBS (Karachi 1993) nMRCGP
Dr S Joshi (female)	MBBS (BVMC 2004) MRCGP DTM&H DRCOG DFSRH DPD
Dr N Senthil Nathan (male)	MBBS (Newcastle 2009) MRCGP

Associate Doctors

Dr M Dhillon (female)	MB BS (Newcastle 2005) MRCGP DTM&H
Dr S Moore (male)	MBChB (Sheffield 1988) MRCGP
Dr C Saynor (female)	MBChB (Sheffield 1988) MRCGP
Dr A Wilson (female)	MBChB (Sheffield 2011) MRCGP DFSRH

The Primary Care Team

Community Matron – Nurse Practitioners

Marion Glazier Jennie Lindsey Patricia Mellor Lorraine Yates

Primary Care Nursing Team (District)

Katie Palmer Sue Dawes Tania Saunders

Ebby Chanzu Clare Freeman Wendy Brooks

Primary Care Nurses (Practice)

Irene Clark Maggie Shannon Loren Sharp

Di Smith Donna Walters

Health Care Assistants/Phlebotomists

Linda Bamford Clare Freeman Julie Hollis

Caroline Simmonds

Management Team

Practice Director / Partner

Kate Chilton Msc in Management (2003)

Trainee Managers

Juliet Borrill

Hannah Coleman

Reception and Administrative Team

Senior Admin Team: Katheryn, Julie, Mark

Practice Secretaries: Isobelle & Rosalyn

Team Members: Angela, Diane, Elizabeth, Faye, Gemma, Hollie, Lori, Jenni, Julie, Karen, Kim, Elizabeth, Sharon B, Sharon H, Sonia, Tracey, Glenys, Marie

Our Reception Team are the people you speak to when you phone or call in to make an appointment or request a repeat prescription.

The Receptionists are here to help you, and to assist in the efficient running of the surgery for the benefit of all patients.

Please be assured of their highest regard for the confidentiality of your care.

The Receptionist may ask you for details to ensure you are booked with the correct Clinician. You have the right to refuse to answer but this might mean you do not receive the best type of appointments for your current need.

The Administration Team are responsible for calling in patients for some reviews and procedures (e.g. annual reviews for diabetes or heart disease), dealing with requests for reports and forms, typing of referral letters and dealing with incoming post.

We ask that ALL our staff be treated with respect at ALL times.

Opening Hours

Ashgate Medical Practice:

Day	Morning	Afternoon
Monday	8.00am	6.30pm
Tuesday	8.00am	6.30pm
Wednesday	8.00am	6.30pm
Thursday	8.00am	6.30pm
Friday	8.00am	6.30pm

We also do 'extended' opening hours:

Tuesdays Ashgate only, until 8:30pm – booked appointments only

Thursdays Ashgate 7:00am – booked appointments only

Holme Hall: **Closed for Lunch 12:30-1:30**

Day	Morning	Afternoon
Monday	8:00am – 12:30pm	1:30pm - 5.30pm
Tuesday	8:00am – 12:30pm	1:30pm - 5.30pm
Wednesday	8:00am – 12:30pm	CLOSED
Thursday	8:00am – 12:30pm	1:30pm - 5.30pm
Friday	8:00am – 12:30pm	CLOSED

Whittington Medical Centre: Closed for Lunch 12:30-1:30

Day	Morning	Evening
Monday	8:00am – 12:30pm	1:30pm - 5.30pm
Tuesday	8:00am – 12:30pm	1:30pm - 5.30pm
Wednesday	8:00am – 12:30pm	CLOSED
Thursday	8:00am – 12:30pm	1:30pm - 5.30pm
Friday	CLOSED	1:30pm - 5.30pm

All sites are closed at weekends and on Bank Holidays.

STAFF TRAINING CLOSURES:

The Ashgate site will close at 1pm on:

2018

- 10th January
- 14th February
- 14th March

2019

Registering at the Practice

All patients will need to fill out a registration form prior to being able to book an appointment.

Please call in to one of our sites with your Medical Card (if you have one). You will be required to complete a New Patient Registration Questionnaire and be asked a few relevant questions by the Reception staff. You may be asked to make an appointment for a new patient check with the Practice Nurse.

You will also be required to bring two forms of identification with you:

- a passport or Full driving License (both parts)
- a utility bill with your name and address on it

Filling in the form does not guarantee registration as we may, however, refuse your application to join our lists if:

- You or your relatives have a history of violence or threatened violence or we believe that there is a real risk to the personal safety of practice staff or to the property of the practice
- You have previously been removed from the practice list, for example due to an irreconcilable breakdown in your relationship with a member of the practice team
- You are outside the practice boundary

Temporary Residents

We are always happy to see any relatives or friends staying with you if they need a Doctor or Nurse **urgently**. Temporary Resident Appointment Criteria is based around treatment that is 'immediate and necessary' if your needs are not within this, you may not be seen.

Access to the Surgery

All the practice premises have suitable access for disabled patients. If you have any special requirements, please contact the Reception Staff.

Register for Text Alerts

Please inform us of your mobile number and you will be able to receive appointment confirmations and reminders, also alerts such as flu jab clinics or when a clinic has had to be cancelled at short notice due to staff sickness.


Change of Details

If you change your name, phone number or address please let us know so we can update your records.

Appointments

Some GP appointments are available to be booked up to four weeks in advance while other appointments are available to be booked on the day.

You can make an appointment by:

- Calling in to the Surgery
- Telephone the Surgery
- Online booking – To register for this service please bring a recognised form of photo identification to the surgery where a member of the Reception Staff will generate a password for you. You can then access this service using the  icon on our website.

On arrival in the surgery, please use the touch screen check-in (where available) or inform the Receptionist of your arrival.

If you are more than ten minutes late for your appointment, the Clinician may be unable to see you and you may be asked to re-book.

Each GP appointment is for 10 minutes duration and by appointment only. If you have more than one issue to discuss, please inform the Receptionist when you book your appointment as you may require a double appointment.

We have a limited number of early morning and evening appointments for those who are unable to attend the surgery during the day.

Appointments (cont....)

All patients can choose to be seen at Ashgate Medical Practice, Whittington Medical Centre or Holme Hall Surgery. Please ensure you know which site you have booked your appointment at.

**Please note that one appointment is for one person
AND one problem only.**

Getting the right appointment:

When you ring to book an appointment, the Receptionist will ask for a brief idea of the problem. This is so that they can offer you the right type of appointment, with the right person.

Telephone Consultations:

We have a limited number of telephone consultation slots per day for routine patient issues. If you wish to talk to a specific doctor regarding your ongoing treatment, or have queries to do with medication or results, please mention this to the receptionist when you call so that a time can be reserved for you and the Doctor will then contact you. Please be aware that we cannot guarantee this will be dealt with on the same day. However, if your call is urgent this will be dealt with by the Doctor on call.

The Doctor on Call/Telephone Triage

We have a daily on-call Doctor who operates a system called 'telephone triage'. This is an immediate way of ensuring that your condition is assessed and the necessary action provided. We maintain a certain number of GP and Nurse Practitioner appointments available during each day so that, following a telephone discussion with a member of our clinical team, an appointment can be offered to you if necessary. Telephone triage also offers the opportunity to resolve a problem which may not require attendance at the surgery.

Nurse Practitioners

The Nurse Practitioners are highly skilled and have undergone additional training to allow them to take a larger role in the diagnosis of some medical conditions and to be able to make decisions about appropriate management. Seeing our Nurse Practitioner is not a second best option but is a first class service, which enables patients to be seen quickly and efficiently. These appointments are available daily.

Appointments (cont....)

Canceling your Appointment

If you cannot keep an appointment, please contact the surgery so that we can use this time for the benefit of other patients.

We have a 24 hour dedicated cancellation line if you do not have online access – **01246 458038**.

When patients do not attend their appointments, this time is wasted. In an attempt to try and resolve this, the practice has developed the following 'DNA' (Did Not Attend) policy:

- You should get a text letting you know that you have missed an appointment (if you have registered for our SMS service)
- If you fail to attend for two consecutive appointments without informing us, we will write to you asking if there are any specific problems preventing you from letting us know.
- If you fail to attend again, you will only be able to book appointments face to face at the front desk
- If you continue to fail to attend we may class this as a breakdown of Practice/Patient Trust and you may be removed from the practice list and have to find an alternative GP practice

How to request a home visit

If you think you need a home visit because you are completely unable to get to one of our three surgery sites, please phone us before 10:30am to request a home visit. Your request will be assessed by the on call GP, who may call you back prior to planning that day's visits.

Our visiting arrangement differ from other Practices in the area because we have three highly qualified Community Matrons/Nurse Practitioners who are skilled in the management of patient care in the home environment.

They can make referrals, prescribe medication and undertake some other duties more often associated with doctors.

It is often more appropriate for a member of this team to visit you than a GP. The GP on call will allocate visits between this team and the GPs as necessary.


How to order Medication

If you are on regular medication, then you can usually order a repeat prescription without needing to see the doctor each time.

We need at least two full working days' notice to provide a repeat prescription, or three if you collect your medication from a pharmacy. **If possible, order your repeat prescription a week before your medication is due to run out.**

Patients on repeat medication will receive a computer-printed prescription with an attached re-order form. Please complete this form wherever possible and place it in the reception box or post it to the surgery, this makes it easier for us to manage your requests promptly.

If you do not use our form, please remember to include your name and date of birth together with a full description of the repeat prescriptions required.

You can also order your repeat prescriptions online. To register for this service please bring recognised photo identification to the surgery where a member of the Reception Staff will generate a password for you. Once you have registered you will be able to go on line to start ordering your repeat supplies of medicine via the  icon on our website.

Prescriptions will be ready for collection as follows:

**If Requested on: Your Prescription will be ready
after 4:00pm on**

Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

The Electronic Prescription Service

You can nominate a pharmacy convenient for you and we can send your prescription electronically straight there – no need to visit the surgery to collect it. Ask at your pharmacy or at the surgery for more information.

How to get a test result?

The majority of results come to the surgery from Chesterfield Royal Hospital via a computer link. These need to be viewed by our clinical team and any necessary action assessed. For this reason we ask you not to contact the surgery before 2:00pm as we will be unable to deal with your query before that time.

Our reception staff will be able to answer most general queries you may have about the results of tests we have asked you to take and will let you know whether there is any action which the clinical staff propose.

We can only give results to the patient themselves, or to a third party in circumstances when the practice has previously received formal consent.

If you have online access to your detailed medical records you will be able to see your results once the GP has reported on them.

Sick (Fit) Notes

With your employer's support, a fit note may help you return to work sooner by providing more information about the effects of your illness or injury. **Urgent Appointments are not given for this.**

Fit for Work Certificate

If you are off sick from work for less than 7 days, you do not need to obtain a sick note from the doctor.

After three days you must obtain a self-certificate (SC2) from your employer or download this from the internet. If your employer insists on a private certificate for an illness of less than seven days duration then the Doctor will charge a fee of £15. If your illness continues for more than seven days then under the NHS your GP can issue an official statement (Med3) "fit to work certificate" to confirm your illness.

Long-term sickness

If you are off sick for a long period and you need repeat sick notes then please try to contact the surgery in advance, as **we cannot issue repeat sick notes urgently.**

Help out of hours

If you need to speak to a GP or see somebody after the surgery is closed, you can contact the out-of-hours GP service by dialing 111.

You can contact this service for advice even if you feel that your condition is not urgent or serious.

Dialing 111 will get you through to a team of highly-trained advisers, who are supported by experienced nurses. They will ask you questions to assess your symptoms, and give you the health care advice you need to direct you to the right local service. If required, they will arrange for you to be seen/get an ambulance.

Avoid going to A&E

The Accident and Emergency service is not for general or routine use as its name indicates, however there is now a primary care (GP) service at Chesterfield Royal Hospital where you can be seen on a sit and wait basis.

Many issues dealt with at the hospital can be dealt with at the surgery. A GP can then refer a patient on as necessary. Please remember there is also the 111.

However...

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected major or multiple broken bones, go to your nearest Accident and Emergency department or call 999.

Non NHS Fees

Services outside the scope of the NHS are chargeable. The list of fees can be found in the waiting room and include:

- HGV and PSV medicals
- Insurance company reports and medicals
- Holiday cancellation
- Medical insurance reports/forms
- Pre-employment medicals
- Vaccination certificates, etc.
- First consultation following a road traffic accident

This above list is not exhaustive.

Your records

Everyone working in the NHS has a legal duty to keep information about you confidential and secure. If you want to see your own health records, please make your request in writing to the Practice Manager. You are entitled to receive a copy, but a charge will be made. In certain circumstances your right to see some details in your health records may be limited in your own interest.

If you are wishing to obtain information on behalf of someone else, we will need their written consent with proof of their identity. We have a leaflet giving more details about patient information.

You can register to view your record online – if you are already registered for SystmOnline, just ask at reception to have this added to your access profile. Or to register, please bring recognised photo identification to the surgery where a member of the Reception Staff will generate a password for you.

Sharing your records with other providers of your care

Unless you tell us otherwise, other professional providers of your care will be able to view limited parts of your records BUT unless you are medically unable to respond at the time of treatment, you will ALWAYS be asked for your consent.

Summary Care Record (SCR)

A Summary Care Record is an automatically created real time electronic record which includes your medication including adverse reactions and allergies

Having this information stored in one place makes it easier for healthcare staff to treat you outside of your GP practice.

You can change your mind at any time about whether or not you have a Summary Care Record, but you will need to tell us.

Summary Care Record – SCR Additional Information

This is an additional enhancement to the SCR service described above. You will need to explicitly request this.

The additional information will include the following:

- Significant problems (past and present)
- Significant procedures (past and present)
- Anticipatory care information and communication preferences
- End of life care information
- Immunisations

Sensitive items related to IVF, STDs, terminations, gender re-assignment etc are automatically excluded so if you require these to be included you need to provide specific consent for these to be added.

Sharing methods outside of GP services

This is via the Medical Interoperability Gateway (MIG) - a different method of sharing information held on your records and is **ONLY** shared with appropriate professional services who have undergone security assessments (e.g. Ambulance and Out of Hours Services, Community Health; Social Care) and are working with you to provide support, so your information is available when it is needed most.

Health and Social Care Professionals will still ask for your consent to view certain information when treating and supporting you, which means that you are always presented with an option to agree or disagree.

The only exception is 'duty of care', which means that confidentiality can be over-ridden, if, for instance, there are safeguarding concerns about someone's welfare or in a medical emergency and consent cannot be obtained. Only authorised health and social care staff involved in your care would be able to access your information, and only specifically to be able to do their job.

Access to SCR and MIG is in a coded format across secure NHS networks and accessed by trained Health Professionals with Chip and Pin smartcard access with relevant access rights embedded in it.

Data Protection Act 1998

The Practice fully complies with the Data Protection Act 1998. Under the Act patients have a right to be informed whether personal data about them is being processed and have the right of access to the data. Patients can review the data processed and formal applications for access should be made in writing to the Practice Manager. A fee will be charged for this.

GPs in North Derbyshire have been working together to build the strong foundations required to take on new commissioning responsibilities as part of the NHS reforms and with patients being at the heart of decision making with ‘no decision about me without me’.

North Derbyshire CCG

Scarsdale

Nightingale Close

Newbold Road

Chesterfield

S41 7PF

Telephone: 01246 231 255

Website: www.northderbyshireccg.nhs.uk

Patient Participation Group

A patient participation group is a selection of patients and practice staff who communicate at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to the patients.

The purpose of a Patient Participation Group can include:

- To give practice staff and patients the opportunity to discuss topics of mutual interest in their Practice.
- To provide the means for patients to make positive suggestions about the Practice and their own healthcare.
- To encourage health education activities within the Practice.
- To develop self-help projects to meet the needs of fellow patients.
- To act as a representative group that can be called upon to influence the local provision of Health and Social Care.
- To involve further patients from the wider population

It is hoped that GP services can be developed and improved within the limitations of resources available, by GP's, staff and patients working and co-operating with each other.

If you would like to be involved, or if you have any queries about the Patient Participation Group, or would like to join the "virtual group" to receive agendas and minutes from meetings, please leave your name, email and contact details at Reception and we will contact you with further details. Or email cmp-ppg@outlook.com

Further information on PPGs can be found on the National Association for Patient Participation [N.A.P.P.]

Patient Feedback

We recognise that occasionally things do not go as smoothly as we would like. If you have a complaint or concern about the service you have received from the doctor or any of the staff working in this practice, please let us know.

Please also let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

Sept 2017