

Ecclesfield Group Practice

www.ecclesfieldgp.co.uk



Ecclesfield Covid Vaccination Programme

First of all, we want to send a **BIG** special **Thank you** to our fantastic team here at Ecclesfield, this includes every single member of staff who have contributed in helping to vaccinate our patients. Back in January we started this enormous task, at a time that we also had to manage staff absence due to isolation and bad weather. It is with great commitment and true dedication that we have successfully vaccinated 94.2% of patients, 50 and over, with both vaccines.



We are still open and here for you!

We are continuing to provide services, as we have been doing throughout the Covid-19 pandemic. The demand on services is very high, but we are prioritising delivery of care and services based on clinical needs.

You will first be asked to discuss your conditions over the phone with a member of our clinical team, to assess what would be the most appropriate service/care for you and which clinician would best provide this service/care.

Our appointment options at present are:

- ◆ Book on the day telephone calls with the GP or one of our prescribing nurses for minor illness problems
- ◆ Video call options from a clinician
- ◆ F2F with a clinician if clinically necessary
- ◆ Telephone advice from the 111 service
- ◆ Your local pharmacist for minor illness
- ◆ The Walk in centre in Sheffield – Broad Lane
- ◆ NHS APP – available for symptom checker

We have an online '**Contact us**' form on our website for all **non-urgent** queries.

Ways to contact us...

We are trying different ways for patients to contact the surgery, other than via the phone or in person, so for any issues that can be dealt with without needing to speak to a representative please use one of the options listed below:-

Via the practice website: www.ecclesfieldgp.co.uk

Once you have logged on, go to the **contact us** button, this will then take you to a form that you can complete with your **non-urgent** request details, we will endeavour to reply to you within 48 working hours. Ongoing further forms will be added to our website for you to be able access. Please feel free to use these if appropriate.

Via the online service Doctors, Nurse Minor illness appointments and repeat prescriptions can all be dealt with via this service. If you would like access to this service please contact our reception team who will be able to provide you with a login ID and password.

Summer 2021

PATIENT RESPONSIBILITY

We aim to provide a professional, caring, and friendly service. To help us to help you and other patients we ask that you adhere to the following:

- ◆ Please arrive on time for your appointments
- ◆ It is important that you keep us informed of your up to date home phone number, mobile phone number, address, and email address details at all times.
- ◆ Please cancel any appointments you cannot make as soon as possible, including nurse appointments.
- ◆ Home visits are only for those who are unable to leave the house for any reason. If you think you need a home visit, please call as early as possible, ideally before 10am to make your request. Remember that if there is any way you can get to the surgery, or ask someone to bring you, please do this. Please be aware that if you request a home visit and you are not at home when we visit you – you will not be able to request home visits in the future. It is better for you to be seen in the surgery where the clinician has all the equipment and your medical records available to them. A GP can see **6** patients in the time it takes to do **one** home visit.
- ◆ Like most surgeries, we can run late on occasions so please bear with us in these circumstances. We do try to give patients the time they need but sometimes this makes us run late.
- ◆ Be courteous to all members of staff and we expect them to be courteous to you at all times.
- ◆ Pay for any non-NHS work that you ask us to complete.
- ◆ Ensure you give us enough time to manage your repeat prescriptions safely.
- ◆ Keep abreast of what is going on in the surgery by keeping an eye on the information in the waiting area and on the website.
- ◆ Please remember that generally speaking there should only be one problem per consultation – try not to 'save up' your concerns as this doesn't help us to manage our time, despite your intentions being not to waste an appointment. If you are concerned about something it is never a waste of an appointment.
- ◆ To ensure the safety of your children, please keep an eye on them at all times in the waiting room. If you can safely organise for child-minding whilst you have your consultation this helps the clinician to give you their full attention.
- ◆ When booking an appointment, be prepared to be asked the reason for your request. This helps us to ensure you get the care you need in the most appropriate timescale. You do have the right not to give a reason.

Thank you

NHS App

Good News! Ecclesfield Group Practice are now able to offer access to a range of services through the NHS App.

This is a new, simple and secure way to access services on your smartphone or tablet.

Use the NHS App to:

- ◆ **get your NHS COVID Pass** – view and share your COVID Pass for event trials in England and travel abroad.
- ◆ **get advice about coronavirus** – get information about coronavirus and find out what to do if you think you have it.
- ◆ **order repeat prescriptions** – see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to.
- ◆ **book appointments** – search for, book and cancel appointments at your GP surgery. See details of your upcoming and past appointments.
- ◆ **get health advice** – search trusted NHS information and advice on hundreds of conditions and treatments. You can also answer questions to get instant advice and medical help near you.
- ◆ **view your health record** – securely access your GP health record to see information like your allergies and your current and past medicines. If your GP surgery has given you access to your detailed medical record, you can also see information like test results and details of your consultations.
- ◆ **register to be an organ donor** – choose to donate some or all of your organs and check your registered decision.
- ◆ **find out how the NHS uses your data** – choose if data from your health records is shared for research and planning.
- ◆ **view your NHS number** – find out what your NHS number is.

To find out about new features, go to nhs.uk/app

After you download the app, you will need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery.

SUGGESTIONS AND COMPLAINTS

We welcome all feedback on the services we provide, whether good or bad. We can always learn and improve from feedback so there is a range of ways to contribute your views:

Send an email to: SHECCG.EcclesfieldGP@nhs.net

Fill in a suggestion or complaint form on our website:

www.ecclesfieldgp.co.uk

IN-HOUSE STAFF TRAINING

The practice will be closed for staff training one afternoon a month. Should you need a doctor during this time, please telephone the surgery number and your call will be dealt with by the GP collaborative. If you require any urgent medical attention please contact 111.

We will re-open as normal from 8.30am the following morning.

REMEMBER YOUR LOCAL PHARMACIST!

Any minor illness/health problem can be dealt with and by the your local NHS Community Pharmacist Consultation Service

- ◆ **Bites/Stings** (Bee stings/Wasps)
- ◆ **Colds** (coughs, colds, flu-like symptoms, sore throat)
- ◆ **Congestion** (blocked or runny nose, Hay fever, Excess mucus)
- ◆ **Ear** (Earache, ear wax, blocked ear, hearing problems)
- ◆ **Eye** (conjunctivitis, dry/sore tired eyes, red or irritable eyes, sticky eyes, eyelid problems, watery/runny eyes)
- ◆ **Gastric/Bowel** (Constipation, diarrhoea, infant colic, heartburn, indigestion, haemorrhoids, rectal pain, vomiting and nausea)
- ◆ **General** (Hay fever, sleep difficulties, tiredness)
- ◆ **Gynae/Thrush** (cystitis, thrush, vaginal itch or soreness)
- ◆ **Pain** (acute pain, ankle/foot pain, headache, hip/knee/leg/ wrist/hand/back pain/swelling, migraine, shoulder pain, sprains and strains)
- ◆ **Skin** (acne, athletes foot, blisters, dermatitis, dry skin, hair loss, rash (allergy), ringworm/threadworm, scabies, warts/verrucae, wound problems)
- ◆ **Mouth/Throat** (cold sore blisters, hoarseness, mouth ulcers, sore mouth, sore throat, oral thrush, teething, toothache)

TELEPHONE CALLS

We are experiencing a very high volume of calls each day. The staff are doing their best to answer promptly, and we ask that you are patient. They will do their best to guide you to the best solution to your issue. Please only telephone for medical issues, not general enquiries.

CARE NAVIGATION

Our Reception Admin staff have been accredited in Care Navigation Training. This allows our staff to assign you to the most appropriate person for your care. It also means that you may have to answer a few more questions when you book an appointment but it will subsequently benefit your patient experience as you will be seen by the most appropriate care giver in the quickest time possible

ABUSE, VIOLENCE AND AGGRESSION

The practice operates a zero-tolerance policy in accordance with NHS Guidelines. Staff have the right to work in safe environment without fear of physical or verbal abuse. Abuse to our staff may result in your removal from our list.

Our staff are working extremely hard to provide services and care and we would like to thank our patients for your continued patience and support.

Be Safe in the Sun

Spend time in the shade between 11am and 3pm

Make sure you never burn

Aim to cover up with a T-shirt, hat and sunglasses.

Remember to take extra care with children

Then use factor 15+ sunscreen

The Health Centre,
96a Mill Road,
Ecclesfield,
Sheffield S35 9XQ
Tel: **0114 2469030**

Margetson Surgery,
1 Remington Avenue,
Parson Cross,
Sheffield S5 9PA
(Same number as above)