



Drs Merriman, Emslie, Rossi & Jayadev

Derbyshire Complaints and Customer Care Team

By phone: 0800 032 32 35.

For complaints regarding other NHS services or the commissioning (buying) of NHS services.

We always welcome your suggestions to improve our services. Please send your comments to Janina Gawel, Practice Manager.

If you require this or any of our practice leaflets in an alternative format please contact us on 01246 819444.

Local Medical Services

For details of other local medical services in the area please contact:

North Derbyshire Clinical Commissioning Group

Scarsdale Hospital

Newbold Road

Chesterfield

Derbyshire

S41 7PF

Tel: 01246 231255



THE SPRINGS MEDICAL PARTNERSHIP

Recreation Close,

Clowne,

Chesterfield, S43 4PL



Dr Louise Merriman

Dr Carolyn Emslie

Dr Steven Rossi

Dr Naveen Hosangadi-Jayadev

Dr Suzanna Baker

Dr Ruth Bentley

Dr Kate Stonier

Tel: 01246 819 444

Fax: 01246 819 010

24 Hour Prescription Line:

01246 812 921



Welcome to The Springs Medical Partnership. Our aim is to work together with patients to provide the best possible medical care.

Our staff will always endeavour to be polite and helpful and will do their best to try to help you with your queries or any problems you may have.

We currently have 7 Doctors, 3 Nurse Practitioners, 5 Practice Nurses, 3 Healthcare Assistants and 2 Community Matrons working at the practice. Our clinical team is supported by an experienced and committed administration and housekeeping team.

Our receptionists are a link between you and your doctor/nurse. The more information you can give them, the more help they will be able to give you.

We look forward to a long and healthy relationship with you.



Once the complaint has been investigated locally, if you remain dissatisfied you can direct your complaint to The Parliamentary & Health Service Ombudsman. Please note that once a complaint has been forwarded to The Parliamentary & Health Service Ombudsman their decision is final and you cannot ask NHS England to appeal the decision or reinvestigate the complaint.

For full details of our complaints procedure please request a copy from Reception

The Parliamentary & Health Service Ombudsman.

An independent body set up to promote improvement in healthcare.

By phone: 0345 015 4033

Website: www.ombudsman.org.uk

By post:

The Parliamentary & Health Service Ombudsman.

Millbank Tower

Millbank

London

SW1P 4QP



Complaints and Suggestions

We aim to provide you with the best service possible. There will be times however that you may feel that we have not provided the service you expected. If you are unhappy with the service you have received you can make a complaint in the following ways:

- In writing to Janina Gawel, Practice Manager, who will then look into the problem and where possible resolve it.
- Face to face, contact Allison Sherwin, Reception Manager on 01246 819 444 to make an appointment to come in and discuss your issues.

The NHS and Social Care Complaints Procedure is a two stage system. **It is recommended that in the first instance all complaints are made directly to your practice.** However, if you prefer you can make your complaint via NHS England.

NHS England

This is the organisation that deals with the commissioning of primary health care services.

By email: england.contactus@nhs.uk

(Please put 'For the attention of the Complaints Manager' in the subject line.)

Tel: 0300 311 22 33

NHS England
PO Box 16738
Redditch
B97 9PT



Practice Opening Hours

All consultations are by appointment.

Monday:	8.00 am—6.30 pm
Tuesday:	8.00 am—8.00 pm
Wednesday:	8.00 am—6.30 pm
Thursday:	8.00 am—6.30 pm
Friday:	8.00 am—6.30 pm

Appointments

Our appointment system is designed so that routine appointments with GP's, Nurse Practitioners, Practice Nurses and Health Care Assistants can be booked several weeks in advance.

Each day there is a Duty Doctor available to manage any urgent problems and emergencies. Our 2 Nurse Practitioners can deal with a wide range of acute illnesses (see page 5).

To make an appointment you can telephone the surgery on 01246 819 444, come in to reception or go online.

To register for online services all you need to do is to bring some ID into reception. The receptionist will issue you with your registration details and give you information about how to use our online service Systmonline. You will be able to:

Book appointments

Order repeat medication

View your medical records



Drs Merriman, Emslie, Rossi & Jayadev

All of our doctors and nurses have clinical areas in which they specialise.

Dr Merriman: **Palliative Care and Family Planning**

Dr Emslie: **Women's Health and Family Planning**

Dr Rossi: **Substance Misuse**

Dr Naveen: **Musculoskeletal, Sports Medicine and Minor Surgery**

Dr Baker: **Dermatology and Minor Surgery**

Dr Bentley: **Child Health**

Dr Kate Stonier: **Older People's Health and Sexual Health**

Ian Loveday: **Acute and Urgent Care**

Kay Miller: **Diabetes**

Joanne Haycock: **Diabetes and Elderly Care**

There are some treatments e.g. Hydrocortisone Injections which are not undertaken by all doctors. Please speak to the receptionist if you have any questions.



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Zero Tolerance Policy

In common with the rest of the NHS and for the safety and benefit of patients and staff we operate a zero tolerance policy on any issues of abuse whether verbal or physical on any member of staff or person on the premises. In such cases a patient may be asked to leave the premises without being treated and may be asked to leave the practice list. In cases of violent behaviour it is our policy to call the Police.

Our Approach to Your Healthcare

The Springs Medical Partnership is a forward thinking, modern and well equipped practice with good facilities. Our aim is to work towards improving the health of our patients and providing quality healthcare designed around the needs of the patients and their families.

We are a partnership practice (non-limited) providing medical services under a PMS (Personal Medical Services) contract with the Department of Health.



Patient Participation Group (PPG)

Our patient participation group meets every 2 months on a Tuesday at 6pm where all current practice issues are discussed.

The main aim of the Patient Participation Group is to encourage positive relationships between our patients and staff within the surgery.

It provides an opportunity to give patients a better understanding of the practice and to encourage patients to be involved in their own healthcare.

The group is open to any of our registered patients. If you are interested in joining the group please contact Tracy Kitchen on 01246 819444.

Friends and Family Test

Would you recommend us to your friends and family? Please let us know by completing a short questionnaire, this can be obtained from reception or completed on our website www.thespringshealthcentre.co.uk



Nurse Practitioners: Ian Loveday, Kay Miller and Joanne Haycock

Our Nurse Practitioners have undergone further training to enable them to examine, diagnose and prescribe medication for a range of conditions for example:

- Abdominal pain
- Diarrhoea
- Vomiting
- Back pain
- Knee pain
- Other joint problems
- Coughs, colds, ear infections
- Chest infections
- Conjunctivitis and eye problems
- Cystitis
- Emergency contraception
- Hay fever
- Minor injuries
- Skin conditions e.g. rash, eczema, impetigo
- Thrush, vaginal irritation, discharge

A GP is always available if they need further advice.



Nursing Staff

Our nursing staff provide a wide range of services that can often mean you do not need to see a GP first.

- | | |
|-----------------------------|--------------------------|
| Asthma review | Travel vaccinations |
| Blood pressure checks | INR monitoring |
| Blood tests | Health checks |
| Heart/chest disease reviews | Depo injections |
| Contraceptive advice | COPD reviews |
| Coil checks | Diabetic reviews |
| Spirometry | Doppler testing |
| Ear syringing | Pill checks |
| Aural toilette | Smear tests |
| Injections | Smoking cessation advice |
| Nutrition / dietary advice | Dressings |
| Child immunisations | Suture removal |

Practice Nurses:

Joanne Haycock, Mandy Flint, Debra Grant, Joanne Luxton and Katie Reid

Health Care Assistants:

Marie Butcher, Rachel Johnson and Lisa Milner



Equal Opportunities/Anti-Discrimination

We will ensure that all visitors are treated with dignity and respect. We will promote equality of opportunity between men and women. We will not tolerate any discrimination or perceived discrimination against, or harassment of, any visitor.

We actively promote and support the ethos and the requirements of the Equality Act 2010.

We will provide the same treatment and services (including the ability to register with the practice) to any visitor irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief.

Discrimination by The Springs Medical Partnership or visitors/patients against you

If you feel you have been discriminated against you should bring the matter to the attention of the Duty Manager.

The Duty Manager will report the incident to the Practice Director who will investigate the matter thoroughly and confidentially within 5 working days.



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Effective Communication

If you have any specific communication requirements owing to a disability, impairment or sensory loss e.g. sight or hearing please let us know and we will do what we can to ensure that we can communicate with you effectively.

Training

We are a training practice which means that we often have a GP Registrar (who is a qualified doctor who is undertaking additional training to become a GP) and either a medical student (trainee doctor) or a student wishing to enter health care, working within the practice. On occasion you may be asked if a student can be present during your consultation. If you would prefer this did not happen please inform reception who will organise an alternative appointment.

Your Rights and Responsibilities

You have the right as a patient to be treated with courtesy and respect. We will listen to your healthcare worries and we will provide medical treatment on the basis of your clinical need.



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Other Services at The Springs Medical Partnership

Community Matrons: Angela Brierley, Joanne Haycock

Work to support patients with long term /complex social or healthcare needs to continue to live independently at home.

Wellbeing Worker: Lisa Milner

To support and motivate patients to a healthier lifestyle.

Health Visitors: Tabo Mubonda, Julie Crook, Angela Watson, Gina Stansfield and Natalie Allen

The following services are also available within the building:

- Midwife
- Podiatry
- Physiotherapy
- Community Dentist (referral only)
- Speech Therapy
- Community Mental Health
- Citizens Advice Bureau
- Drug Advice Workers (referral only)

Please ask at reception for details of any of the above.



Repeat Prescribing

Repeat prescriptions can be ordered in several ways:

1. If you have access to the Internet you can order your prescription online. All you need to do is come to reception with some ID and they will give you your registration details. Then go to Springs Health Centre's Website to order your medication: www.thespringshealthcentre.co.uk
2. 24 hour prescription line (answerphone) 01246 812 921
3. Telephone reception on 01246 819 444 daily after 11.00 am.
4. Put a tick next to the medication you require on the back of your prescription and put it in the letterbox in reception.
5. Complete a prescription request form in reception and put it in the letterbox.
6. **Please note that all prescriptions are sent to a pharmacy of your choice (except in emergency situations). Please ensure you have nominated a pharmacy.**

Please only order the medication you need!

* We have no control over how long the chemist takes to fill your prescription



Non NHS Examinations

Private medicals e.g. HGV are available at The Springs Health Centre by appointment, for our registered patients. If you need to have a medical please contact the surgery and we will make the arrangements and inform you of the fee payable. Any fee will need to be paid prior to the medical taking place.

Access to Medical Records

Patients have always had the right to access their medical records. We now offer this service online through Systmonline. If you wish to access your medical records and are not registered for Systmonline please contact the surgery for details.

If you wish to request a paper copy of your medical records there is a fee payable. Please contact the surgery for further details.

We will need to have proof of your identify before sharing any information.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly.



Confidentiality

All our staff are bound by a confidentiality clause in their contract. We regard all patients details as confidential and treat them with your privacy and dignity in mind.

We are not allowed to give any information about you to anyone else without your permission. This applies to adults and children over the age of 12.

Under the Data Protection Act only people involved in your care will have access to your records and no-one without a need to know will access any information about you.

Temporary Residents

If you have someone staying with you who needs to see a GP during their stay The Springs Medical Partnership is able to offer appointments and treatment.

Travel Advice and Vaccinations

The Springs Medical Partnership is a registered Yellow Fever Centre and offers a wide range of travel vaccinations and advice regarding travel and being safe in the sun.



General Information

We know that it can feel that our receptionists are being noseey when you're booking an appointment and they ask you for some brief details of the problem.

We ask them to ask this question to ensure that your appointment is made with the most appropriate person. We have a number of highly trained clinical staff all of whom specialise in different conditions.

A GP is not always the most appropriate person to see.

It is not always necessary to see a doctor for a continuation Fit note, completion of forms, etc. Our receptionists will be able to help you with any general non medical queries.

Home Visits

Home visits are available when clinically indicated and where possible should be requested before 10.00am. Please remember that home visits are for patients who are housebound or too ill to come to surgery. It is often more appropriate to see a GP in the surgery as they will have access to more equipment and all your records.



Out of Hours

When the surgery is closed cover is provided by Derbyshire Health United. To contact the out of hours service call 111 (this call is free). Alternatively contact the surgery on 01246 819 444 and you will be put straight through.

Disabled Access

The Health Centre has designated disabled parking, toilet facilities and a loop system.

If you or your passengers do not need to park in a disabled bay please find alternative parking leaving the disabled bays for patients who need them. We have a wheelchair for use by patients during their visit to The Springs Medical Partnership. If you need to use the wheelchair please speak to reception.

Pharmacies

We send all of our prescriptions directly to a pharmacy (except in emergency situations) which makes the processing of prescriptions much safer and faster.

We can send prescriptions to any pharmacy who is enabled to receive them anywhere in England (except for controlled drugs which need to be collected by a local pharmacy) The Springs, Lloyds, Balborough, Creswell and Tesco Pharmacies collect prescriptions from the surgery on a daily basis.



Fit Notes

It is not always necessary to see the doctor to get a fit note. You can self certify for the first week of illness and forms are available from reception. If you require a repeat fit note you can usually request one over the phone on the day your current note expires. However, it is not possible to issue fit notes in advance, but they can be back dated. If you are unsure or have any questions please ask a receptionist.

Chaperones

If you would like a chaperone to be present during your consultation please let reception know on your arrival or discuss with the clinician and we will arrange this for you.

Keep us updated

Once you are registered with our practice if you change your name, address or telephone number please let us know to ensure that we have the correct details if we need to contact you.

Text Reminders

We offer an SMS Text appointment confirmation and reminder service. This is an opt out service. When you register with us you will automatically start to receive text messages from us. If you do not want to receive text messages please speak to a receptionist.