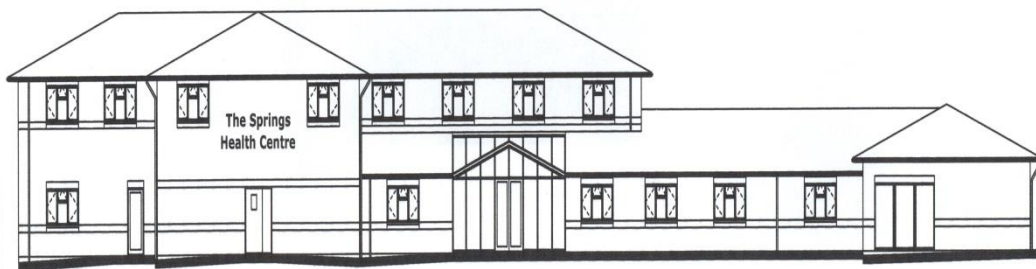


Drs Collins, Merriman, Emslie & Rossi

**The Springs Health Centre
Recreation Close
Clowne
Chesterfield
S43 4PL**



**Dr David Collins
Dr Louise Merriman
Dr Carolyn Emslie
Dr Steven Rossi
Dr Suzanna Baker
Dr Lucy Wagstaffe
Dr Naveen Jayadev**

Tel: 01246 819 444

Fax: 01246 819 010

24 Hour Prescription Line:

01246 812 921

Website: www.thespringshealthcentre.co.uk

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 and Practice Nurses can be booked several weeks in advance.

Each day there is a Duty Doctor available to manage any emergencies. Our 2 Nurse Practitioners can deal with a wide range of acute illnesses (see page 4).

To make an appointment, you can telephone the surgery on 01246 819 444, come in to reception or online. All you need to do is contact reception who will give you your registration details and go to the practice website to book your appointment.

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

We 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 repeat sick note, completion of forms, etc. Our receptionists will be able to help you with any general non medical queries.

Chaperones

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

Out of Hours

When the surgery is closed, cover is provided by Derbyshire Healthcare United. Please contact the surgery on 01246 819 444 and you will be put straight through. Alternatively, you can call 111 directly (this call is free).

Repeat Prescribing

Repeat prescriptions can be ordered in several ways:

1. 24 hour prescription line (answerphone) 01246 812 921
2. Telephone reception on 01246 819 444 daily between 11.00 am—3.00 pm.
3. Put a tick next to the medication you require on the back of your prescription and put it in the letterbox in reception.
4. Complete a prescription request form in reception and put in the letterbox.
5. If you have access to the internet you can order your prescription online. All you need to do is contact reception who will give you your registration details then go to Springs Health Centre's Website to order your medication.

www.thespringshealthcentre.co.uk

Please note: Prescriptions have to be ordered 48 hours in advance.

Home Visits

Home visits are available when clinically indicated and where possible should be requested before 10.00 am. Emergency visits take priority at all times. 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.

Pharmacies

The Springs Pharmacy, Lloyds, Balborough and Tesco Pharmacy collect prescriptions from the surgery on a daily basis. This can be arranged for you upon request.

Sick Notes

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

Nursing Staff:

Nurse Practitioners

Ian Loveday and Kay Miller

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

They can also refer you to a GP if this is needed.

Practice Nurses

Fiona Walinck, Debra Grant, Joanne Haycock and Johanna White

Health Care Assistants:

Marie Butcher and Rachel Johnson

- Asthma Review
- Blood Pressure checks
- Blood tests
- Heart / Chest disease reviews
- Contraceptive advice
- Coil checks
- removal
- Ear syringing
- Aural toilet
- Injections
- Nutrition / dietary advice
- Childhood and Teen immunisations
- Travel vaccinations
- INR monitoring
- Health checks
- Depo injections
- COPD reviews
- Diabetic reviews
- Doppler testing
- Pill checks
- Smear tests
- Smoking cessation advice
- Dressings and suture
- Spirometry

Other Services at The Springs Health Centre

Community Matrons

Angela Brierley

Joanne Haycock

Health Trainer

Lisa Milner

Health Visitors:

Carol Dixon, Tabo Mubonda, Denise Cross and
Angela Watson, Jill Branch

Community Nursery Nurse:

Lindsey McElvaney

District Nursing Team:

Wendy Rigley, Robert Moor, Joanne Payton, Jenny Whittaker, Lynn Brailsford and
Diane Patrick

Midwife:

Jane Wragg

The following services are also available within the building:

Podiatry,
School Health,
Dentist (referral only)
Speech Therapy,
Welfare Rights,
Community Mental Health,
Citizens Advice Bureau,
Drug Advice Counselors.

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

Non NHS Examinations

Private medicals e.g. HGV are available at The Springs Health Centre by appointment, for our registered patients. The reception staff will make arrangements and inform you of the fee. Any fee will need to be paid prior to the medical taking place.

Travel Advice and Vaccinations

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

Practice Area

Clowne

Hodthorpe

Barlborough

Shuttlewood

Creswell

Stanfree

Elmton

Whitwell

The doctors welcome new patients who live within our practice area. In order to offer the most effective services to our patients we have a restricted practice area from which we will take on new patients.

If you move outside the practice boundary area you will need to change your doctor.

Registration

Prospective patients should come in person to the practice to collect a Patient Registration Form. This can be completed either at the practice or at home.

Please complete as thoroughly and legibly as possible, once completed hand the form into the practice to complete the registration. You can complete a pre-registration form on the website: www.thespringshealthcentre.co.uk

Temporary Residents

If you have someone staying with you who needs to see a GP during their stay, The Springs Health Centre is able to offer appointments and treatment. If they are from an overseas country which has no reciprocal health agreement there is a private fee for consultations and medication.

Keep us up dated

Please note once you are registered with our practice if you change your name, address or telephone number please let us know.

Disabled Access

The Health Centre has designated disabled parking, toilet facilities and 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 Health Centre, if you need to use the wheelchair please speak to reception.

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 teenagers.

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.

Our Approach to Your Healthcare

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

The Springs Health Centre 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.

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

Training

We are a training practice, which means that we often have either medical students or students wishing to enter health care working within the practice. On occasion you may be asked if a student may 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.

Your responsibilities to the practice are to treat the staff who care for you with the same courtesy and respect we give to you. We ask you to attend all appointments on time or tell us if you cannot keep your appointment and tell us if you change your address or contact number.

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.

Complaints and Suggestions

We aim to provide you with the best service possible. If however 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.

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.

NHS England

This is the organisation that deals with the commissioning of primary health care services and has replaced the primary care trusts.

By email: england.contactus@nhs.uk

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

Tel: 0300 311 22 33

Parliamentary & Health Service Ombudsman.

An independent body set up to promote improvement in healthcare.

By phone: 0345 015 4033

Website: www.ombudsman.org.uk

POhWER

If you need help or assistance in making a complaint you can contact POhWER who can offer you support and guidance:

Tel: 0300 456 2370

By email: pohwer@pohwer.net

Website: www.pohwer.net

PALS—Patient Advice and Liaison Service

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