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Reply to:

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Medical Centre Ridgeway Medical Centre

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**New Patient Factsheet**

We would like to take this opportunity to welcome you to Shakespeare Road Surgery.

In this short leaflet we would like to introduce you how our practice operates, and how patients can access and utilise our wide variety of services.

**Appointments**

**New Patient Medicals**

All patients aged 18 or over are required to complete a New Patient Medical Questionnaire. This enables us to undertake an health screening ensuring that we have accurate medical records, and that you are scheduled to receive suitable healthcare services, monitoring and interventions that suit you as an individual. We will invite you

to attend an appointment to assist with this process.

**Booking an Appointment**

Shakespeare Road Surgery operates on a booked appointment system. Patients can book the vast majority of our appointments up to 2 weeks to one month ahead. As well as booking over the phone, patients can book appointments online via the NHS App. When you book your appointment you will be asked a series of questions about the reason for your request. This allows us to determine the following:

• The timeframe under which you are likely to require to be seen

• The clinician who is best placed to help you

• Whether alternative services may be more appropriate (A&E, Pharmacy, Optician, Dentist, midwife, self referrals etc) This is called care navigation. Please help our team to direct your call by giving them the information we require. Our receptionists are bound by the same commitment of confidentiality as all of our clinicians and information you share with them will remain confidential.

**Appointment Amendments/Cancellations**

Patients can amend or cancel their appointments either using online Patient Access Services (apps) or by contacting the practice If you are aware that you will not be able to make a booked appointment then please utilise the app or contact us by telephone to make us aware. This means that we can offer the appointment to another patient. Missed appointments cause delays and reduced accessibility and availability to all of our patients and are a considerable drain on valuable NHS resources.

**Our Appointments Explained**

Our appointments are offered on either a face-to-face basis, or over the telephone where appropriate. This gives patients a choice about how they access our services and caters to the requirements of individuals’ busy lives where telephone appointments may be more convenient. We have expanded our services to offer patients access to a variety of clinical specialists who are here to support your healthcare needs. At Shakespeare Road Surgery, patients can now access the expertise of the following various roles:

* Doctors
* Advanced Nurse/Clinical Practitioners
* Practice Nurse
* Nurse Associate
* Healthcare Assistant
* Pharmacists and Pharmacy Technicians
* Mental Health Workers
* Social Prescriber link Worker

Following your care navigation, an appointment will be made for you with the most appropriate clinician.

Some medical interventions may be deemed to be more time sensitive (i.e. requiring assistance on the same or next day). Many of these enquiries are able to be dealt with over the phone. as possible and always within 24 hours. Please remember that any life-threatening ailments you should contact 999 emergency services.

**Evening and weekend Appointments**

Shakespeare Road Health Centre also participates in a Rotherham-wide scheme to provide Evening and Weekend Appointments (known as Extended Access Appointments). These appointments can be booked through our reception team to attend at one of the following locations:

• Kilnhurst Medical Centre - Highthorn Rd, Kilnhurst, Swinton, Mexborough S64 5UT

• Dalton Medical Centre - 1 Saville St, Dalton, Rotherham S65 3HD

• Broom Lane Medical Centre - 70 Broom Lane, Rotherham S60 3EW

Evening and Weekend appointments can be booked with the following clinicians:

• Doctor

• Advanced Nurse Practitioner

• Practice Nurse

• Nurse Associate

• Health Care Assistant – including phlebotomy (blood tests)

 **Home Visits**

Visits are reserved for those patients who are genuinely unable to attend the surgery due to debilitating illness. Ideally, we like to see as many patients as possible in surgery for a number of reasons; firstly, we have access to other professionals, equipment and resources which are not available in your home. Secondly, home visits are time consuming, and reduce the amount of time our clinicians can spend with patients. We try to ensure that we utilise our time to give the best access to our services. We usually conduct our visits after morning surgery around lunchtime to mid afternoon. We therefore need to have your home visit request before 10:30am. As per appointment booking, you will be asked to provide a brief summary of your problem to help us determine the urgency in which a home visit is required.

**Medications and Test Results**

**Patients on Regular Medication – Repeat Prescriptions**

If you take regular medication, please ensure that you have enough medication to last you a month when registering with the practice. This ensures that we have enough time to process and review your information before your next prescription is due. We may change or amend your prescriptions in line with local Rotherham Prescribing Guidelines but will discuss this with you if we make any changes.

**Ordering Repeat Medications**

Your medications can be requested by using the following:

* NHS App
* Surgery prescription line
* SystmOne

Although the majority of our prescription requests are authorised on the same day, patients are requested to allow up to 48 hours exclusive of weekends and bank holidays. Therefore please ensure you order in advance of any planned closures over holiday periods.

Patients can check whether their medications are ready to collect by contacting their nominated pharmacy.

**Electronic Prescribing**

We support new ways of working that save both time for you as a patient and our practice staff, one way in which we do this is via electronic prescribing. This is where your prescriptions are sent directly to your Nominated Pharmacy. This will save you time coming into surgery to collect prescriptions; is environmentally friendly reducing the use of paper prescriptions; and also gives the pharmacy time to prepare you prescription in advance of collection.

You can change your nomination at any time either at the practice or any pharmacy. If you require a one-off prescription to go to a pharmacy other than your Nominated Pharmacy, then please advise the clinician at the time of prescribing

Patients can check whether their medications are ready to collect by contacting their nominated pharmacy.

**Test Results**

All test results received will be dealt with by the requesting clinician, or a colleague, as soon as possible. Because of the number of results that we process it is impossible for clinicians to contact every patient directly with their results. However, we do understand that patients like reassurance that their results have been received and are satisfactory. The practice therefore uses the following protocols and commitments:

* If a test is abnormal or needs further action, we will always contact you directly to take appropriate action.
* For those patients for whom we hold a valid mobile number, we will text to let you know if any action is required.
* If you register to view your medical records online, you can see your own results as soon as they have been reviewed by a clinician via Patient Online Access such as The NHS App.

**Administration and Miscellaneous**

**Administrative Enquiries**

Patients may wish to contact us regarding administrative tasks such as:

• Requesting access to medical records

• Requesting reports

• Updates on referrals and appointments in Secondary Care

**Patient Communication**

The practice will sometimes want to communicate with you, either to confirm/cancel/amend a booked appointment, received a test result (see above) or to participate in a Health Campaign. Some of these functions can be done using SMS messaging.

Shakespeare Road Health Centre will never share your details with any other organisation without your explicit consent, and you will not receive messages, or any forms of advertising, from any third parties via ourselves.

**Website**

We hope that this leaflet has been useful in providing some initial detail about the services the practice has to offer and how patients can most suitably interact with the practice and access these services. The Surgery maintains a website where further information can be found including news updates that may affect patients. You can visit our website at the following address: <https://www.shakespeareroadsurgery.co.uk>