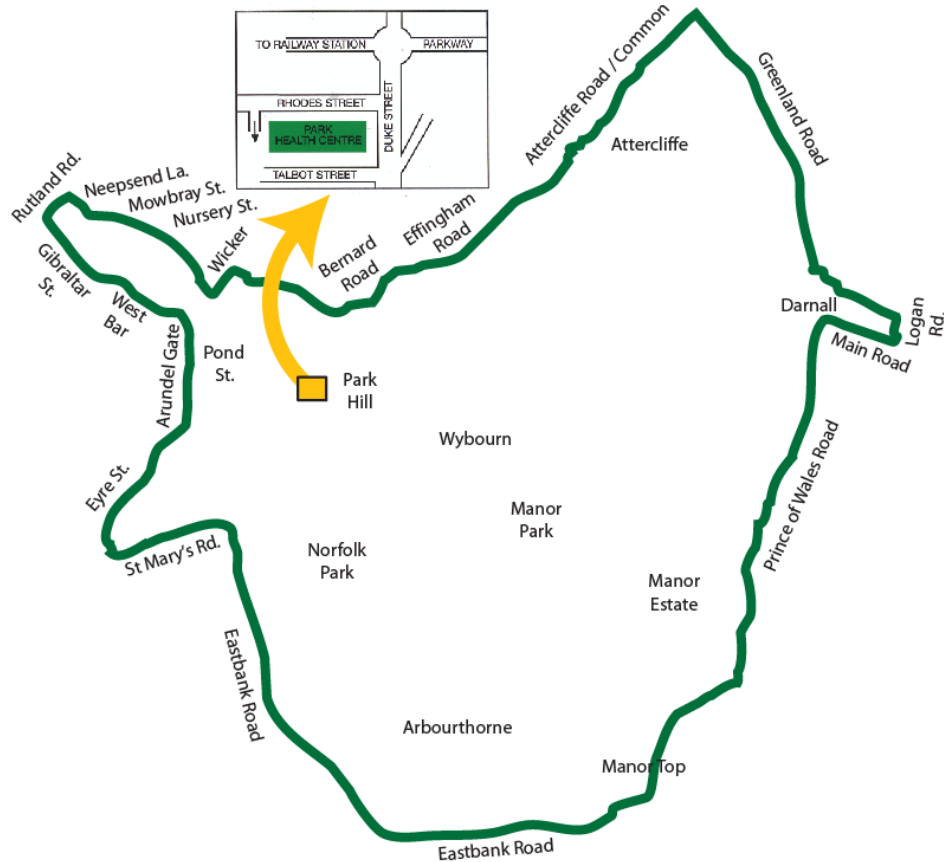


PRACTICE LOCATION & CATCHMENT AREA



	PARK
HEALTH	
	CENTRE

190 DUKE STREET
SHEFFIELD S2 5QQ
PHONE 272 7768 DAY or NIGHT
FAX 2768678

USEFUL ADDRESSES & TELEPHONE NUMBERS

NHS Sheffield
722 Prince Of Wales Rd
Sheffield
S9 4EU
Tel. 0114 3051000

111 the new NHS Number
for when it's less urgent
than 999

INFORMATION FOR PATIENTS

DR P J THORPE MB BS DGM DCH DRCOG

DR L J GREENWOOD MBChB DRCOG

DR R Y A KHAN MRCGP PLAB IELTS MB BS

SURGERY HOURS
(TO BOOK ON THE DAY, SOME ARE PRE-BOOKABLE)

MONDAY - FRIDAY
8.15am – 11.30am 2.00pm – 6.00pm
EXCEPT THURSDAY
8.15am – 11.30am CLOSED PM

**NOTE: The Surgery is closed each lunch-time
between 1.00pm – 2.00pm.**

It is the responsibility of all patients to inform the surgery if they cannot keep an appointment or if they are going to be late.

It is also the patient's responsibility to inform the surgery of any changes to their medical records, change of name and address etc. The patient should also inform the hospitals of any changes in view of any referrals which may have been made on their behalf.

Park Health Centre is a PMS Practice and provides the same services as a GMS Practice.

Park Health Centre Teaches Medical Students.

Patients not wishing students to be present during their consultation should inform the Reception Staff on arrival.

HOME VISIT ☎ 272 7768

Telephone 272 7768 BEFORE 10.00am if possible. This will assist the Doctors to plan their round and avoid unnecessary delays. Home visits are for patients who are too ill to go out and for the housebound.

EMERGENCIES ☎ 272 7768

Telephone 272 7768 DAY OR NIGHT in an emergency and follow the instructions on the answer phone.
Sick children will always be seen as soon as possible if brought to the surgery during surgery times.

Membership Registration
Form

Please register as a member of the Park Health Centre patient participation group.

My details are as follows:-

Title:-

- Mr Mrs Ms
 Other.....

Family name:-

.....

First name:-

.....

Address:-

.....
.....
.....

Postcode:-.....

Tel No:-.....

Email address:-

.....

Date of Birth:-

- Male Female

For more information please contact:-

Write to:

Diane Townend (Practice Manager)
Park Health Centre
190 Duke Street
Sheffield
S2 5QQ

Or via e-mail at:

parkhealthcentre@nhs.net

[or fill in the attached form](#)

We are proud of our surgery and with your help we
could make it even better.

Please join us, your opinion is valued.

GENERAL INFORMATION

If you have any complaints, or suggestions for improving our service, please write or speak to the Practice Manager.

The Practice has a policy of positive commitment to promoting the good health of our Patients and aims not to discriminate on grounds of age, race, gender and sexuality.

The Practice supports Zero Tolerance within the Practice and therefore does not tolerate violent or abusive behaviour towards any member of staff. Patients found to be in breach of this may be asked to leave or be removed from the Practice list.

Carers Register

1. Do you look after someone?
2. Does someone look after you?

If the above applies please ask reception staff for a Carers application form.

Patient Information

Patient information is only accessed by authorised clinical staff.

Patients have the right to access their own records and to obtain copies with prior notice

CLINICS & SERVICES AVAILABLE AT THE SURGERY

Ante-Natal Clinic and New Bookings

Wednesday..... 8.55am – 4.00pm

Well baby and under 5's clinic

For check-ups and immunisations

Pre-booked appointments with the Doctor or Nurse

Health Visitor check-up and weighing

Tuesday..... 12.00pm – 2.00pm

Appointments with the Practice Nurse

Well Woman Checks

General checks, Smears, Menopause, P.M.T, Family Planning

Diabetic Reviews

For the treatment and management of Diabetes

Asthma Reviews

For support, advice, and instruction in the control of asthma

Hypertension Reviews

For monitoring and control of high blood pressure

Stop Smoking Advice

Weight Reduction Advice

Phlebotomy Clinic

Please ask reception for clinic days & times

Occupational Health (By Referral)

OBTAINING TEST RESULTS

☎ 272 7768

Telephone 0114 272 7768 for results of tests. (2pm – 6pm)

REPEAT PRESCRIPTIONS

Please allow at LEAST 48 hours for repeat prescriptions.

Only prescriptions ordered using re-order forms will be accepted.
ANY ITEM NOT ON THE REPEAT FORM WILL NOT BE ISSUED.

You can have your prescription posted to you if you provide a stamped addressed envelope, but remember the post may take a few days to arrive.

ALL PATIENTS ON REPEAT PRESCRIPTIONS MUST SEE THE DOCTOR AT LEAST EVERY SIX MONTHS.

Patient Participation Group

Become a member and help us to improve our services to you. Together we can shape the future of your healthcare.

We would like to invite you to join us in a new way of working with your surgery.

Patient Participation Groups are a way of bringing patients and members of the practice staff together to discuss how we run our services and to enable us to look at how we can play a bigger role in creating a healthier community.

Initially we are looking at communicating via our web-site at www.parkhealthcentre.co.uk If you log on to the web-site and go to the Patient Participation page, you can post your views and suggestions on how you feel we could improve our services or you can write to Diane Townend (Practice Manager) *contact details overleaf.*

Advice

If you need advice from a Doctor and do not feel it is necessary to come to the surgery, we have one Doctor each day who will Triage, this Doctors is available give telephone advice.

Home Visits

Home visits are strictly for patients who are too poorly to come into the surgery or who are housebound. One Doctor will triage these requests and will prioritise the urgent cases. The Doctor may ask you to come down to the Open Surgery if they feel a visit is inappropriate.

Appointments with Nurses

All our nurses have pre bookable appointments. These appointments can be booked up to twelve weeks in advance. If a patient needs to be seen urgently by a nurse, but there are no immediate appointments, the receptionist will take the patients contact details and ask the nurse to ring the patient to access the situation and book an appointment appropriately.

PATIENT RESPONSIBILITIES

It is the patients responsibility to cancel any unwanted appointments, any patients who persistently do not attend appointments without letting the surgery know, may be taken off the surgery list.

We treat all our patients with respect, care and courtesy and ask that you do the same. Please be on time for appointments and cancel appointments you cannot attend.

Please inform the surgery if you change address or telephone number, also inform any hospital that you are under of these changes as well.

REGISTRATION

New Patients wishing to register with the Practice can do so by filling in a registration form or by completing their medical cards and handing them into reception. All new patients will be offered a new patient health check with one of the Practice Nurses at their convenience. Patients who live within the Practices catchment area can register with the Practice.

PATIENT PREFERENCE

When a patient has been accepted onto the Practice list, he/she then has the right to express a preference to receive medical services from a particular doctor or class of performer either generally or in relation to any particular condition. Any such preference would then be recorded in writing.

The Practice shall endeavour to comply with any reasonable preference. Patients should be aware that the doctor/performer can refuse such services if they have reasonable grounds to do so, Or if they do not routinely perform the service in question within the Practice.

LAPSED PATIENTS

Patients aged 16 years to 75 years who have not been seen by a doctor or health care professional at the surgery for up to 3 years, can still ask for a consultation and will be seen with an appointment. The Doctor/health care professional may make inquiries or undertake examinations if felt to be appropriate in all circumstances.

Patients aged 75 years and over who have not seen a Doctor/health care professional within twelve months prior to the date of registration and request a consultation, can do so by making an appointment or in the case of a consultation been undertaken at the patient's house.

WHEELCHAIR ACCESS AND DISABLED TOILET

There is a ramp for wheel chair uses/mobility appliances situated on the right hand side of the main entrance doors, nearest to the main road. Please leave all motorised vehicles outside the main doors. There is a unisex disabled toilet situated to the right hand side of the main reception desk and we have hearing loop for the hard of hearing.

ACCESS TO INFORMATION

Access to patient information is restricted to Health Care Professionals who require access to your medical records in order to provide continuity of care. Patient information will not be disclosed to other professionals without patient/parental written consent.

ADDITIONAL SERVICES

Counselling - With the Practice Counsellor - By appointment
Contraception- (including Coil/IUCD fitting.) – By Appointment

General Nursing services, including dressings, ear care, injections, stitch removal, Travel health, advice on health matters etc.

HEALTH CARE TEAM

The practice employs a Practice Manager, an Assistant Practice Manager, Reception and Admin staff, a Bengali interpreter, three Practice Nurses, a Care-taker and a Domestic.

In addition to the Practice staff, there are Staff attached to the Practice, these are

- Health Visitors
- District Nurses
- Midwives
- Counsellor

APPOINTMENTS

We constantly review our arrangements for appointments, enabling us to provide the best service for our patients. We ask for patient feedback via questionnaires and from the Patient Participation Group Meetings and use the comments to guide us, when making any changes to the appointment system.

We changed our appointment system some time ago, to Same Day Booking because we had a lot of booked appointments, that were not attended by patients, but were not cancelling the unwanted appointments. This left us with a situation where, we had no appointments left to offer patients who genuinely needed to be seen.

In response to the last patient participation meeting, we have added appointment information for patients below and are now displaying this information on the notice board in the waiting area.

Appointments with Doctors

Advance Booking

Appointments can be booked up to 8 weeks in advance. We have 2 appointments per Doctor's Session that we are able to book in advance.

Same Day Appointments

We have a number of appointments for each Doctor, bookable on the day, to enable you to choose which Doctor you would like to see.