

**The
Meadowhead
Group
Practice**

Welcome

Dr; McAllister, Hall, Knox, Egdell & Connor

The Meadowhead Group Practice

School Lane

Greenhill

SHEFFIELD S8 7RL

0845 121 2311

0845 121 2344

0845 123 6889

Welcome...

...to The Meadowhead Group Practice.

Our aim is to give the best possible medical care and health services to the people of South Sheffield and North East Derbyshire. We are delighted to offer you this booklet to help you find out about us and what we can do for you.

There are some useful contact numbers and we encourage you to get in touch if we can help in any way.

Services Provided

District Nurses

All of our patients are now cared for by the Sheffield District Nursing Team. They provide care for the housebound, elderly and patients who have been recently discharged from hospital. They can be contacted by telephone on: (0114) 3054281 (24 hour service).

Health Visitor

Our Health Visitor attends the surgery every Wednesday afternoon at Old School site and has a drop-in clinic from 12.00 pm to 2.00 pm and a drop in at Lowedges site on Tuesday from 2.00 pm to 3.30 pm. At other times the Health Visitor can be contacted through the Practice Receptionist.

Community Midwife

Our Midwife deals with all matters relating to pregnancy, delivery and post-natal care. She visits the surgery once a week on a Monday afternoon at Old School site and Friday morning at Lowedges site. Most confinements are arranged on a 'shared care' basis involving a choice, which may include your GP, the Midwife and the Hospital Obstetrician. Pre-booked appointments only. For 24 hour advice please phone 0114 2416968.

Disabled Access

Our practice premises have suitable access for people with disability and have designated disabled car parking spaces. We have specially designed facilities for disabled people.

Hearing Difficulties

Ask about our Ezee Loop at Reception.

Occupational Health Service

We have an Occupational Health Service clinic held on a Wednesday afternoon at the practice. Our Occupational Health Advisor is Mr Kieran Dowling.

Mental Health Worker (IAPT)

We have a Mental Health Worker who holds clinics and self help sessions here at the practice. Referral is by a doctor.

Community Nurse Therapists

These specialised nurses offer their experience to help patients and their family cope with the problems of interpersonal relationships, stress management and mental illness. Referral to this service is made by the Doctor if appropriate.

Practice Nurse

Our Nurses are highly skilled and has been trained to provide a wide range of nursing and paramedical services, including health promotion (eg hypertension screening, family surveillance, over 75 checks¹, well man/woman checks², new patient medical checks³, lifestyle management and advice on weight and alcohol consumption), chronic disease management, travel advice and vaccination, phlebotomy (including INR monitoring), cervical cytology and breast examination for women and, in conjunction with the Doctors, prostate screening for men. Specialised annual review clinics for patients with a history of coronary heart disease, stroke, diabetes, asthma or COPD are run jointly with the Doctors.

1. Annual checks at patients request if not attended surgery in last 12 months
2. Available at patients request if not attended surgery in previous 3 years.
3. Please make an appointment for this check within 6 months of registration

Medical Students

We often take undergraduate medical students at the practice. They spend up to 3 months with us. During their time at the practice they may be in consultation rooms with the doctors. You will be informed if this is the case and you will have the option to allow the student to be present during your consultation with the Doctor.

GP Specialist Registrars

Dr Hall and Dr Knox are qualified as GP Trainers. Therefore, GP Specialist Registrars will be at the practice supervised by Dr Hall and Dr Knox as they undergo further training. The GP Registrar will be seeing patients. If you do not wish to see a GP Registrar, please tell the receptionist when booking an appointment.

Access to Medical Records

The Practice is registered and complies with the Data Protection Act 1998. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Please contact the Practice Manager for further information.

Patient Confidentiality

The Practice makes every effort to protect confidentiality. We realise that the main reception desk can be a little public so if you wish to discuss something of a confidential nature, please mention it to the receptionist and she will arrange for you to do so in private.

In common with most Practices we use a computer system to record information. All information held is governed by the laws of the Data Protection Act under which the Practice is registered.

Telephone Numbers

Appointments: 0845 121 2311 (24 hours)
0845 121 2344
0845 123 6889
Fax: 0114 237 3440
Website: www.oldschoolmedical.co.uk

A patient's responsibilities

- *To keep appointments and arrive on time*
- *Respect race, gender and disability*
- *Do not threaten or exhibit violent, aggressive or abusive behaviour towards any member of staff or the general public in or around the practice premises*

Useful addresses and numbers

NHS Minor Injuries Unit:
NHS Walk-in Centre Open 8 am - 10 pm daily
Sheffield City GP Health Centre
Rockingham House, Broad Lane,
Sheffield, S1 3PB
Telephone: 0114 241 2700
Chesterfield and N. Derbyshire Hospital
Royal Hospital, Calow, Chesterfield S44 5BL
01246 277 271
Northern General Hospital (A&E):
0114 2434343
Royal Hallamshire Hospital:
0114 2711900
NHS Direct: 0845 4647 (24 hours)
NHS Direct Online: www.nhsdirect.nhs.uk
NHS Sheffield: 0114 2711 100
722 Prince of Wales Road, Darnall,
Sheffield, S9 4EU



Our Practice Area

DATA PROTECTION

The Practice is registered with the Data Protection Act. All personal and clinical information is treated as confidential. The PCT, practice employed and associated staff have access to patient records. Information may be provided to other agencies if essential for patient care. Patient consent will be sought before information is released whenever possible. Occasionally anonymous information will be provided to other agencies for audit and monitoring purposes. Patients usually have the right to refuse disclosure of personal information. We adhere to the principals set out by the PCT and in the GMC Booklet:

Confidentiality: Protecting and Providing information (2004)
Please discuss with the Doctor if you have any queries or concerns.

Information

Patient Participation Group

The 'Friends of the Meadowhead Group Practice is a patients' forum that aims to provide better amenities for all within the Practice and in conjunction with the Doctors and Practice Team, promote an excellent service for patients. If you are interested in joining this influential group, please see the notice board in the waiting room. If you would like to have a say about the services provided at the Meadowhead Group Practice, please provide us with your email address and we will contact you every now and then and ask you a question or two. If you would like more details, please visit the website—www.oldschoolmedical.co.uk

Suggestions and Complaints

Please contact one of the Doctors if you have any queries, concerns or suggestions. Your views are welcome as we are constantly seeking to improve the standard and range of care we offer. Any grievances will be treated in confidence and acknowledged within 48 hours. An appointment will be made to discuss the matter with a Doctor within seven days, if requested. If you are still unhappy or feel you cannot discuss the matter with us directly you can get help from:

Debbie Hopkinson, PCT Complaints Officer, Sheffield PCT, Don Valley House, Saville Street East, Sheffield S4 7UQ Tel: 0114 2664554

Test Results

Please ring for test results after 1 pm. At present, most test results take approximately 7-10 days to return, some more specialised tests take longer. The Doctor will advise you if this is the case.

Registering with the Practice

We welcome new patients. Please call at reception for the necessary forms. An appointment will be made for you to see one of our Practice Nurses. Each family member needs an appointment. Information required at registration includes your previous address and previous doctor. If you have a current medical card, this will show your NHS number. You will be registered with the practice but you may specify a preferred doctor.

Appointments

Doctor appointments can be booked on the day or in advance via our website (www.oldschoolmedical.co.uk) or by telephoning on 0845 121 2311, 0845 121 2344 or 0845 123 6889 from 8.15 am. If you wish to use the internet, you will need a pin number to access this part of our website. Please ask at reception for details. Patients can choose a convenient appointment time in the day on a first come, first served basis. A number of appointments can be 'pre-booked' several days in advance. These are ideal for those in employment or for patients who rely on employed people for transport. Pre-bookable appointments with our Nurses are available every day. To arrange please telephone 0845 121 2311, 0845 121 2344 or 0845 123 6889. If possible, please inform the receptionist of the type of nurse appointment required, so that adequate time can be allocated.

3 types of appointment will be available. Book in advance, 48 hour book in advance, and same day appointments. Same day appointment requests will all be triaged by a doctor and an appointment in appropriate time scale will be offered where same day is not required. This is not an opportunity for a full telephone consultation – these will be scheduled after morning surgery. Doctors will have telephone appointment slots at the end of morning surgery but will be at the Doctors request only.

Out of Hours services are provided by the GP Collaborative, NHS Sheffield, 722 Prince of Wales Road, Darnall, Sheffield, S9 4EU

To speak to a Doctor or Nurse, please arrange a mutually convenient time by telephoning reception.

Home Visits

Home visits are for housebound patients only (either permanently or short-term due to illness). If you need a visit please try to telephone before 10.00 am. This allows the visits to be planned so urgent calls can be attended first. If you need the Doctor to call following discharge from hospital, please inform a Receptionist. As the Doctors are very busy, we ask for your co-operation in attending surgery whenever possible.

Repeat Prescriptions

All repeat prescriptions must be requested in writing using the right hand side of an up-to-date prescription Alternatively, please provide a legible hand-written list of the items required. The written request can be delivered to the surgery either by hand, post, fax or email (by visiting our website and clicking on the link). If you wish to use the collection or delivery service provided by a local pharmacy, please mark this clearly on your request.

Housebound patients only may order by telephone.

Please allow us 48 hours to produce the prescription.

Staff The Primary Care Team

Doctors

Dr David P McAllister

(BMedSci BS)

Special Interests:

Learning disabilities, care of the elderly, mental health and diabetes.

Dr Janet E Hall

(MB ChB MRCP (dist) MRCP DCH DRCOG B Med Sci PGCME)

Special interests:

General medicine, cardiology, diabetes, respiratory, paediatrics, minor surgery, women's health.

Dr Mairead Knox

(MC Bch BAO MRCP Bsc (Hons), MRCP MSOM, DPD)

Special interests:

Generalist

Dr Carl A Egdell

(MB ChB ATLS DCH DRCOG)

Special interests:

Musculoskeletal medicine/rheumatology, sports medicine, acupuncture, diabetes, men's health, care of the elderly

Dr Greg Connor

(MB ChB MPH MRCP PGCertMedEd)

Special Interests:

Clinical Commissioning

GP Registrar

Dr Lucy Cox

Dr Nabeel Alsindi

Nurse

Carol Beeley

Billiejean Billard

Health Care Assistants

Yvonne Mitchell

Karen Vernals

Reception Team

Debbie Roberts

Patricia Millington

Linda Machin

Beverley Higgins

Alison Murphy

Melanie Tittcomb

Sarah Putland

Julie Swallow

Secretary

Yvonne Mitchell

Marianne McLoughlin

House-Keeper

Denise Booth

Lynda Bruce

Managers

Elaine Rissbrook

Joanne Johnson

Other Associated Staff

District Nursing Team

Mental Health Support Worker

Pharmacist Advisor

Occupational Health Advisor

Midwife

Health Visitor

Opening Hours

Old School Site

8.15 am - 6.30 pm Mon, Wed, Fri

8.15 am - 7.30 pm Tuesday

8.15 am - 1.00 pm Thursday

Lowedges Site

8.15 am - 6.30 pm Mon and Tues

8.15 am - 1.00 pm - Thursday

8.15 am - 5.00 pm Wed and Fri

8.00 am - 10.00 am Saturday

By
by

Clinic every Wednesday at Old School Site, Tuesday at Lowedges site
Chronic Disease Annual Review Clinics (by Invitation Only)
Heart Disease and Stroke Clinic
Diabetes Clinic
Asthma/COPD including spirometry—appointments arranged with a nurse

Other specialist services provided include:
Anti-Coagulant Monitoring, Childhood Immunisations, Influenza Vaccinations,
Improved Access, Minor Surgery, Minor Injury Service, Ring Pessary changing,
Choose & Book, GP-GP Links.

Comments and Compliments

At The Meadowhead Group Practice we always appreciate any compliments about our Practice or if you have any helpful suggestions as to how we could improve things please feel free to let us know.

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127A Lowedges Road
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