

### ***YOUR RIGHTS AND RESPONSIBILITIES***

We ask that you treat Doctors and Staff with courtesy and respect at all times.

If you cannot keep your appointment please let us know as soon as possible, this may enable someone else to be seen.

### **Complaints**

Please try to discuss any complaints directly with us so that we can take action.

The surgery has an established procedure for making sure your complaints are dealt with properly.

Please contact the practice manager, about your complaint.

**Drs Hall, Knox, Egdell & Bettesworth**  
**The Old School Medical Centre**  
**School Lane**  
**Greenhill**  
**SHEFFIELD**  
**S8 7RL**

**Appointments: 0845 1212311**

**0845 1212344**

**Fax: 0114 2373440**

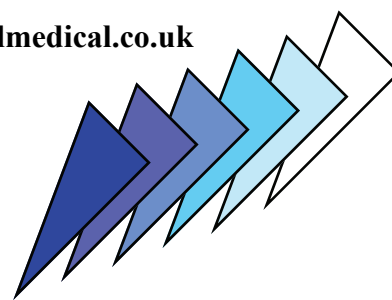
**Website: [www.oldschoolmedical.co.uk](http://www.oldschoolmedical.co.uk)**

# **THE OLD SCHOOL MEDICAL CENTRE**

## **Practice Information For Young People**

**School Lane, Greenhill  
Sheffield S8 7RL**

**Tel: 0845 1212311  
0845 1212344**



***Old School Medical Centre*** has produced this information booklet specifically for young people so that you know what to expect when visiting the practice.

All of our services are **free** and **confidential** for all young people including those under 16.

Even if you are aged 13 –16 you can go in to see the doctor or nurse on your own (without a parent or carer).

You can access free condoms and other contraception, pregnancy testing, emergency contraception and testing for sexually transmitted infections here at the surgery.

We are also happy to talk to you about contraception and sexual health, including helping you to talk through deciding whether or not to have sex.

## *Services Provided*

Our surgery also offers:

Free Condoms, Lubricant, Pregnancy Testing, Chlamydia Screening, Advice About Pregnancy, Emergency Contraception (Morning After Pill), and Abortion Services.

### **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) 2264100 (24 hour service).

### **Health Visitor**

Our Health Visitor attends the surgery every Wednesday afternoon. She has a drop-in clinic from 12.00 pm to 2.00 pm. At other times the Health Visitor can be contacted through the Practice Receptionist.  
Tel: 0114 2747023.

### **Community Midwife**

Our Midwife deals with all matters relating to pregnancy, delivery and post-natal care. She visits the surgery once a week. Most confinements are arranged on a 'shared care' basis involving a choice, which may include your GP, the Midwife and the Hospital Obstetrician. For 24 hour advice please phone 0114 2268091.

### **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.

## *How to see your doctor in surgery*

You can make an appointment by telephone, in person or via the internet (please ask reception for your registration details for this). The telephone numbers are **0845 1212311 and 0845 1212344**

3 types of appointment are available.

Book in advance, (up to 6 weeks)  
48 hour book in advance,  
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 in the afternoon.

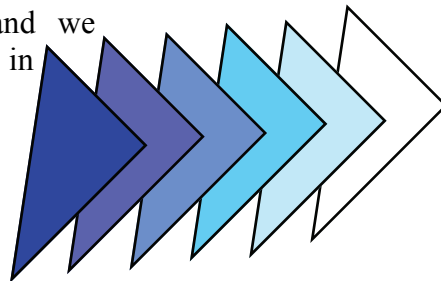
Doctors will have telephone appointment slots at the start of afternoon surgery for those patients who want advice but do not need a full face to face appointment.

Appointments are for one patient, please do not bring in family members and expect them to get a consultation.

Please tell us in good time if you cannot keep an appointment, so that we can make it available for someone else.

**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.



## ***This is a confidential service***

**This means that we will not tell anyone outside the surgery about the things you tell us, even if you are under 16.**

**However -**

**There are times when we HAVE to tell someone else what is happening to ensure our best care for you**

**E.g. if you tell us about someone who has abused you or somebody else sexually, physically or emotionally, or if your or another person's life is at risk.**

**Except in very unusual circumstances this would be discussed with you first and the practice would support you through this time.**

**If you have any concerns about any aspect of confidentiality, please ask a member of staff.**

## WELCOME TO THE PRACTICE

Old School Medical Centre is a long established practice. We offer a wide range of medical services. This leaflet describes the services we offer and sets out the standards we aim to reach.

### OUR SERVICE TO YOU

We will attend emergencies immediately  
We will see urgent problems on the same day  
You can always see a doctor within 24 hours  
You can arrange in advance to see  
the doctor or nurse of your choice

### HOW YOU CAN HELP US, YOURSELF AND OTHERS

Let us know as early as possible if you cannot keep an appointment  
Be on time  
Only call a doctor out at night if it cannot wait until the next morning  
Tell us if you change your name, address or telephone number  
Give us your comments and suggestions  
Be patient at busy times or when an emergency has called the doctor away.

### IMPORTANT INFORMATION

We will respect your privacy, dignity and religious or cultural beliefs.  
We will listen to your problems and give you time to explain your concerns.  
No care or treatment will be given without your informed consent.  
Your personal information will be treated in strict confidence.  
We offer confidential services for people under 16.  
We will provide full information about the services that we offer.  
We believe that our surgery is accessible for people with disabilities, but if you  
need further help, please ask.  
Our staff will be friendly helpful and efficient.  
We will ensure our surgery is warm, clean and tidy.  
We will help people who let us know that they have difficulty with reading,  
writing or hearing.

Emergency contraception is available at Old School Medical Centre. Medication  
needs to be taken within 3 days of unprotected sex, but the earlier the better.  
Please use the drop-in service if necessary. It may be possible to fit an IUCD as  
emergency contraception. It may be necessary to refer you to the Central Health  
Clinic in Town. Please tell us as soon as possible if you think you may need this.



#### Doctors



##### Dr Janet E Hall

(MB ChB MRCGP (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 MRCPI Bsc (Hons), MRCGP Diploma in Practice  
Dermatology (with Commendation), Cardiff 2007)

Special interests:

Dermatology, musculoskeletal medicine, minor surgery



##### 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 James T Gray (Honorary GP)

(MB ChB MRCGP MRCSEd (dist) DCH DiplMC RCSEd)

Special interests:

Emergency medicine, minor surgery, paediatrics, general surgery  
(esp. bowel problems)

GP Registrars

Dr Vip Desai

Dr Barney Sagar

Nurse

Billiejean Billard

Health Care Assistants

Karen Vernals

Yvonne Mitchell

Reception Team

Joanne Johnson

Linda Machin

Debbie Roberts

Helen Byrne

Marianne McLoughlin

Hazel Dinsdale

Elliot Carnall

Deputy Manager

Elaine Rissbrook

Reception Manager

Joanne Johnson

Secretary

Marianne McLoughlin

House-Keeper

Denise Booth

Other Associated Staff

District Nursing Team

Mental Health Support Worker

Pharmacist Advisor

Occupational Health Advisor

Midwife

Health Visitor

## SURGERY HOURS

### ADDITIONAL SERVICES EMERGENCY OUT OF HOURS ADVICE AND VISITS

All telephone calls out of surgery hours automatically transferred to the GP Collaborative

Cover is provided at all times outside surgery times for emergency treatment. You should call **0845 1212311** or **0845 1212344** Please have the following details ready:

**NAME**  
**ADDRESS**  
**WHAT IS WRONG**  
**YOUR TELEPHONE NUMBER**

Alternatively, you can get advice from NHS Direct on 0845 46 47, 24 hours a day. NHS Direct is also available on [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

There is also the Sheffield Walk In Centre, open from: 8.00 am to 10.00 pm. This is based at the **Royal Hallamshire Hospital, Glossop Road, Sheffield S10 2JF**

### USEFUL TELEPHONE NUMBERS

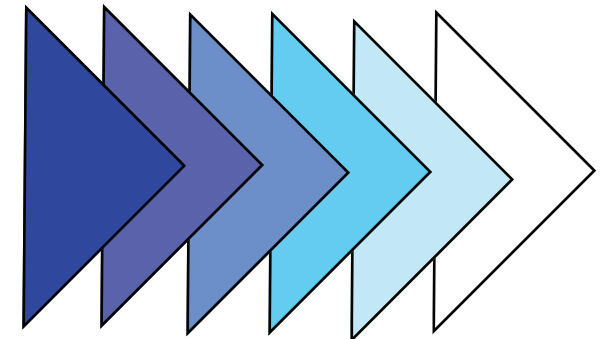
Surgery appointments	0845 1212311 0845 1212344
Northern General Hospital	0114 2434343
Hallamshire Hospital	0114 2711900
Jessops Hospital	0114 2268000
Children's Hospital	0114 2717000
Weston Park Hospital	0114 2265000
Sheffield Stop Smoking Service	0800 068 4490
NHS Direct	0845 46 47
Social Services	0114 2734811

### Surgery Opening Times:

<b>Monday</b>	08:15—6.30
<b>Tuesday</b>	08.15 – 6.30
<b>Wednesday</b>	08.15 – 6.30
<b>Thursday</b>	08.15 – 1.00
<b>Friday</b>	08.15 – 6.30
<b>Saturday</b>	07.30—10.30 (pre booked appointments only)

### Surgery Consulting Times:

<b>Monday</b>	08.30 to 11.30 - 3.00—5.30
<b>Tuesday</b>	08.30—11.00    3.00—5.30
<b>Wednesday</b>	08.30—11.00    3.00—5.30
<b>Thursday</b>	08.30—1.00
<b>Friday</b>	08.30—11.00    3.00—5.30
<b>Saturday</b>	07.30—10.30 (pre booked appointments only)





## for Young People in Sheffield

**Sheffield Youth Clinic**                      **2716811**  
(Mulberry Street, within Central Health Clinic)

Offers advice and information as well as free condoms, pregnancy testing, contraception including emergency contraception and testing for some sexually transmitted infections.

**Mon - Thurs - 3.30pm - 6.00pm**

**Saturday - 11.00am - 1.00pm**

**Drop-in service**

**Genito Urinary Medicine (GUM) Clinic**    **2766928**

Hallamshire Hospital - on the corner of Claremont Place and 'B' Road

Offers testing for sexually transmitted infections as well as management of other genital conditions Also offers HIV testing and information and advice on all sexual health matters. Same day HIV testing on Tuesdays by appointment.

**You can also access any GUM clinic in the country - you don't have to live there to get confidential advice testing and treatment.**

**Spires Youth Clinic**

Myrtle Springs School, East Bank Lane/Road

**Wednesdays 3.00pm - 4.00pm**

**Drop-in service - School pupils only**

**Castle College**

Granville Road Student Services

Offers advice and information as well as free condoms, pregnancy testing and Chlamydia testing.

**Mondays 11.30am - 2.00pm**

**Drop-in service - College students only**

**SHED**

**2729764**

91 Division Street

Drug & alcohol project working with anyone under 21 years  
Of age.

**Monday - Friday 2pm - 5pm**

**Drop-in service**

**Sheffield LGB Youth Initiative**

**2289266**

For young people under 25 who are Lesbian, Gay, Bisexual or Questioning their sexuality.

Group meets weekly

E-mail [gayandlesbianyouth@hotmail.com](mailto:gayandlesbianyouth@hotmail.com)

**The Fruitbowl**

**2261750**

For young people under 18 who are Lesbian, Gay, Bisexual or Questioning their sexuality.

Group meets weekly

E-mail [fb@lgbsheffield.co.uk](mailto:fb@lgbsheffield.co.uk)

