

Goyt Valley Medical Practice

Patient Leaflet

Welcome to the Goyt Valley Medical Practice

Introduction

Welcome to Goyt Valley Medical Practice. Our aim is provide all patients with a wide range of services and the highest possible quality of personal medical and health care. This information leaflet outlines our services and how to access them.

Hours of Opening

Our team of clinicians work from surgeries at Whaley Bridge and Chapel-en-le-Frith.

Whaley Bridge Chapel Street, Whaley Bridge, High Peak, SK23 7SR	
Monday	8.00am – 6.30pm
Tuesday	8.00am – 7.30pm
Wednesday	8.00am – 6.30pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm

Chapel-en-le-Frith Eccles Road, Chapel-en-le-Frith, High Peak, SK23 9EQ	
Monday	8.00am – 1.00pm 2.00pm – 5.00pm
Tuesday	8.00am – 12.30pm
Wednesday	8.00am – 1.00pm 2.00pm – 5.00pm
Thursday	8.00am – 1.00pm
Friday	8.00am – 1.00pm 2.00pm – 5.00pm

Car Parking and Disabled Car Parking

Whaley Bridge Medical Practice car park is restricted to Doctors and clinicians who need access to their car during the day for clinical duties. The main town car park, which also has disabled parking spaces, is approximately 200 metres from the Practice, and has no fee.

Chapel-en-le-Frith Medical Practice has a car park directly outside the building for patients' use along with marked disabled car parking spaces.

Disabled Access

We have full disabled access throughout both our buildings and installed hearing loops.

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Prams, Pushchairs and Bikes

In line with fire regulations, we are unable to allow patients to bring prams, pushchairs or bikes into the surgeries. Bike stands are available at the front door. Prams and pushchairs can be left in the entrance porch.

Smoking

Smoking is not permitted in either Practice building.

Mobile Phones

In consideration of other patients in the surgery, please ensure your mobile phone is switched off. If you need to make a telephone call, you may use your mobile phone in the entrance porch.

Baby Changing and Feeding

Nappy changing facilities are available at both sites. If you would prefer a private area to feed your baby, our staff will do their best to assist.

Holidays and Days of Closing

Both sites are closed on all public bank holidays.

Training for Practice employees occurs on the second Wednesday of most months. The surgeries close from 1pm.

Telephone calls to the Practice on these afternoons are handled by Derbyshire Health United.

Appointments

For an appointment at either Whaley Bridge or Chapel-en-le-Frith, please telephone our main switchboard number on 01663 735112.

Appointments are available on the day or in advance (up to four weeks).

- **On the day** appointments are available between 8.00am and 10.00am.
- **Advance** appointments are available after 10.00am.

The Receptionist will tell you if your appointment is at Whaley Bridge or Chapel-en-le-Frith.

Appointments with a Doctor, Nurse Practitioner or Pharmacist are in 10 minute slots for a single medical condition. Please try not to exceed this time. If you need to discuss a more complex medical condition you may be required to make a further appointment.

Appointments are always in demand; **if you are unable to keep an appointment please let us know as soon as possible.**

Consultations to discuss medication should usually be made with the Pharmacist and not the Doctor.

Triage

If a same day appointment is unavailable, and depending on the urgency of your medical condition, the Receptionist will arrange for a Doctor or Nurse Practitioner to contact you by telephone.

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Home Visits

Please attend the Practice whenever possible. Home visits are for patients who are too ill or infirm to attend. Requests for home visits should be telephoned before 10.00am, giving the Receptionist an indication of the problem and the urgency.

Out-of-Hours

If you require urgent out-of-hours medical attention, attend the Urgent Care Centre on Hyde Bank Road in New Mills. The service operates:

- 6.00pm-10.00pm: weekdays.
- 9.00am-10.00pm: weekends/public bank holidays.

Outside of these hours, dial the NHS helpline on 111 if:

- You need medical help fast, but it's not a 999 emergency.
- You think you need to go to Accident & Emergency (A&E) or another NHS urgent care service with a problem that is not life-threatening.
- You require health information or reassurance about what to do next.

The service is staffed by a team of fully trained advisers, supported by experienced Nurses. They will ask questions to assess your symptoms, give you the healthcare advice you need and direct you to the right local service as quickly as possible.

Out-of-Hours Emergencies

For life-threatening situations you should attend A&E immediately, or call 999 for an ambulance.

The nearest A&E units are:

- **Macclesfield District General Hospital**
Victoria Road, Macclesfield, Cheshire, SK10 3BL
0800 161 3997
- **Stepping Hill Hospital**
Poplar Grove, Hazel Grove, Stockport, Cheshire SK2 7JE
0161 419 5678

On-line Services – Patient Access

Pre-bookable appointments or repeat prescriptions requests can also be made on-line via the Patient Access portal. If you are over 16 years of age and wish to register for this service, please ask the Reception team who will require photographic identification. More details are also available on the [Practice website](#).

New Patients

You may register with the Practice if you are resident in our area for three months or more. If we are unable to register you, we will tell you why.

Your registration will be with the Practice. We can record a preferred Doctor for your consultations. You may also request to receive certain services e.g. from a male or female Doctor. Please understand that we may not be able to accommodate your requests due to e.g. part-time working,

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clinical rotas, absence, or where the preferred practitioner does not provide the service. All newly registered patients over the age of five will be given a New Patient Health Questionnaire to complete and return to the Practice.

Visitors and Temporary Residents

If you are visiting, or are temporarily resident in our area for up to three months, you are not able to register, but consultations and treatment are available to you.

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Practice Team

Doctors Holderness, Grue and Taylor work in partnership. A diverse healthcare team helps maintain a range of services to patients. The Practice also has access to a large team of healthcare professionals including local specialists, visiting hospital consultants, local pharmacists, opticians and social services.

Doctors and Professional Details

Doctor Jane Holderness: MB ChB 1984 University of Manchester

Doctor Ian Grue: MB BS 2003 University of London

Doctor Sophie Taylor: MB ChB 2010 University of Liverpool

Nurse Practitioners

Nurse Practitioners diagnose, refer and prescribe for patients. For a new medical condition patients are usually offered an **on the day** appointment with a Nurse Practitioner.

Practice Nursing

Practice Nurses provide wide-ranging services and clinics including Asthma, blood pressure, cervical smears, child health and immunisations, cholesterol checks, contraceptive injections, COPD, diabetes, hypertension, osteoporosis, pre-school immunisations and smoking cessation.

When making an appointment to see a Practice Nurse, please provide the Receptionist with brief information regarding the reason; this will ensure you are given an appointment in the appropriate clinic.

District Nurses

Our District Nurses visit housebound patients and also provide a clinic at the Whaley Bridge. Their services include advice, assessment and treatment in wound care, continence, nursing care, cancer care and leg ulcer care. They liaise closely with social services, Macmillan Nurses, the Community Rehabilitation team, specialist diabetic Nurses and voluntary agencies.

Healthcare Assistants

The Healthcare Assistants undertake phlebotomy, hypertension and ECG checks. A Doctor or Nurse Practitioner will refer you for these tests if required.

Midwives

The midwifery team provides a weekly ante- and post-natal clinic at Whaley Bridge.

Pharmacist

The Pharmacist is based at Whaley Bridge and is available for consultations regarding medication queries and advice.

Medical Students

Occasionally, medical students may be in attendance to promote their training under the supervision of our Doctors. A student will only attend your consultation with your agreement.

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Practice Administration Team

Practice Manager: Katherine Freeman

The Administration/Reception team closely support the work of the clinical staff by undertaking a wide range of reception and administrative tasks overseen by the Practice Manager.

If you require advice regarding difficulty with an existing appointment or a hospital referral, please speak with a member of the Administration/Reception team. **Please do not** make an appointment to see a Doctor.

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Clinics & Services

Chaperones

If you require a chaperone to attend your consultation, please make the request when booking your appointment to ensure the service can be provided.

Patient Transport

If you require non-emergency ambulance transport to attend healthcare appointments, contact the East Midlands Ambulance Service on 0300 300 3434 as soon as possible in advance of the appointment.

Ambulance transport is available if you require medical or mobility support and you have no other means of getting to the appointment. You will be asked a few questions to determine your eligibility and to ensure the correct transport is booked for you.

Repeat Prescriptions

Should you require medication on a regular basis, your Doctor will arrange a Repeat Prescription Order Form.

Please follow these steps:

1. When you require medication, complete the Repeat Prescription Order Form and put it into the 'Prescriptions' box at Reception.
2. Ensure you request a repeat prescription **before** you run out of medication, and especially prior to holiday periods.
3. If appropriate, the Doctor will write a prescription which you can collect from Reception after 48 hours*.
4. You will be required to see your Doctor occasionally for a medication review.
5. Prescription requests cannot be taken over the telephone for patient safety reasons.

*excludes Saturdays, Sundays and bank holidays.

It is also possible to request prescription collection from four local pharmacies on the Repeat Prescription Order Form; however it may take longer for this service. This excludes Peak Pharmacy, High Street, Chapel-en-le-Frith.

The pharmacies also offer a free repeat prescription service, which enables you to collect your medication on or after the date shown on the card that they will give you.

Your repeat prescriptions will also be listed on the on-line Patient Access portal, if you have registered for this service.

Obtaining Test Results

Some test results are available by telephoning the Reception team. If the Receptionist is not able to discuss your result, they will make an appointment for a consultation with your Doctor.

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Non-NHS Medicals

Should you require a special medical examination (e.g. for working abroad, Camp America, driving etc.); please speak to the Reception team.

'Flu Vaccinations

From September each year we offer 'flu vaccinations to patients at risk; e.g. patients over the age of 65, asthmatics, diabetics or those whose immune systems are suppressed. If you would like a 'flu vaccination, please ask one of our Nurses or Receptionists for further details.

Medical Certificates/Sick Notes

Medical certificates for work-related purposes are:

- Not provided for minor ailments (e.g. colds, sore throats, stomach upsets).
- Not issued within the first week of sickness or for medical conditions lasting less than 5 days.
- Not available for an illness reported after the event, and where there is no previous recorded history of the condition.
- Not available for non-medical conditions.

Medical Endorsements

If you require a Doctor's endorsement, please discuss your requirements with a Receptionist. Please allow two weeks for completion. Note that there is a charge for this service.

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Other Information

Non-English Speakers

Interpreter services for NHS consultations can be provided to non-English speakers. Notice is required and information is available from Reception on request.

Visitors to the UK

If you are visiting the UK from another country, please refer to the NHS Choices website for information on accessing NHS services during your stay.

Accessible Information

If you have special needs when discussing your health care, please tell our Receptionist and we will note this on your patient records. For example, if you need staff to face you so that you can read their lips, or if you require information in Braille or easy read format, please let us know.

Patient Confidentiality and Information Sharing

We respect your right to privacy and will always keep your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. These records are only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please contact the Practice Manager.

The website [Health and Social Care Information Centre](#) contains more information on confidentiality.

Patient Participation Group

Patient participation enables patients, Doctors and the Practice to work together. The Goyt Valley Patient Participation Group:

- Helps patients to take more responsibility for their health.
- Contributes to the continuous improvement of services and quality of care.
- Fosters improved communication between the Practice and patients.
- Provides practical support for the Practice and helps to implement change.

The Group meets bimonthly with the Practice Manager, and is always keen to recruit new members. If you would like to get involved, please speak with the Reception team. Details of meetings are posted on the noticeboards, and the Chair is contactable via Reception.

Further general information about Patient Participation Group can be found on the [National Association for Patient Participation](#) website.

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Patient Suggestions

If you have an idea or recommendation about how we can improve our services, there is a suggestion box located in the Reception area.

Patient Rights and Responsibilities

Patients have the right to confidentiality, respect, good service, a friendly environment, and good quality care. We will always do our best to resolve any problems.

We undertake to seek appropriate consent for care including the care of children.

As patients we ask you to co-operate in your treatment, show patience at busy times, treat our staff well, keep your appointments, and help preserve a quiet and friendly environment in waiting areas.

We will not tolerate our staff and patients being subjected to any of the following behaviours:

- Violence against any person, theft or wilful damage to our property.
- Threats, threatening behaviour or abusive language involving swearing or offensive remarks
- Malicious allegations relating to members of staff, other patients or visitors.
- Offensive sexual gestures or behaviours.
- Derogatory racial or sexual remarks.
- Drug dealing.
- Abusing alcohol or drugs. (Medically identified substance abuse problems will be treated appropriately).
- Other threats to staff e.g. dangerous pets.
- Excessive noise.

Violence and abuse is a crime and we will press for the maximum possible penalty for anyone who behaves in a violent or abusive way. We will also withdraw services to that person and remove them from our patient list.

Complaints

We aim to give a friendly and professional service to all our patients. If you have a concern about any aspect of our service, please let us know by speaking to your Doctor, our Practice Manager or Reception team. In the majority of cases, concerns can be resolved quite easily.

If you are not happy to raise the complaint directly with the Practice, you can contact the NHS England Customer Contact Centre who will manage your complaint. NHS England can be contacted as follows:

Telephone: 0300 311 22 33
Email: england.contactus@nhs.net
Post: NHS England
PO Box 16738
Redditch
B97 9PT

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If you are unhappy with the outcome of your complaint to the Practice, then you have the right to approach the Ombudsman at:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033
Website: www.ombudsman.org.uk

If you need further advice on how to make a complaint either please contact the Practice or the North Derbyshire Clinical Commissioning Group's Patient Advice Liaison Service (PALS) at:

CCG Headquarters
Nightingale Close
Off Newbold Road
Chesterfield
S41 7PF
Tel: 01246 514000

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Useful Contacts

Goyt Valley Medical & Dental Practice

www.gvmdp.co.uk
Tel: 01663 735112

Care Quality Commission

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

www.cqc.org.uk
Tel: 03000 616161
Fax: 03000 616171

Clinical Commissioning Group (North Derbyshire)

North Derbyshire
Nightingale Close
Off Newbold Road
Chesterfield
S41 7PF

www.northderbyshireccg.nhs.uk
Tel: 01246 514 000
Fax: 01246 514 164

Clinical Commissioning Group (Stockport)

7th Floor
Regent House
Heaton Lane
Stockport
SK4 1BS

www.stockportccg.nhs.uk
Tel: 0161 426 9900
Fax: 0161 426 5999

Health & Social Care Information Centre

www.hscic.gov.uk

NHS Choices

www.nhs.uk

NHS Choices is the official website of the NHS in England and is the UK's biggest health website. The site provides a huge amount of information on hundreds of health conditions, including the symptoms, how to treat them and also more importantly how to prevent them. There is also a service directory which helps you find, choose and compare health, support and social care services all across England.

NHS England

PO Box 16738
Redditch
B97 9PT

www.england.nhs.uk
Tel: 03003 112 233
Email: england.contactus@nhs.net

NHS Walk-in Clinic

Hyde Bank Road
New Mills
High Peak
SK22 4BP

NHS 111

111

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Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) offer confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers. You can find officers from PALS in your local hospital.

Buxton Hospital	01246 513742
Stepping Hill Hospital	0161 419 5678
Macclesfield District General Hospital	0800 1613997

More information can be found on the NHS Choices website: www.nhs.uk

Local Pharmacies

Well Pharmacy, 40 Market Street Whaley Bridge, SK23 7LP	01663 732959
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Peak Pharmacy, 3 Thornbrook Road Chapel-en-le-Frith, SK23 0LX	01298 812 549
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Peak Pharmacy, 21 High Street Chapel-en-le-Frith, SK23 0HQ	01298 812 246
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Peak Pharmacy, 7 Green Lane Chinley, SK23 6BA	01663 750596
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Late night Pharmacy Lloyds Pharmacy, 236 Wellington Road South Stockport, SK2 6NW <u>Open until 10pm including Sundays</u>	0161 480 3371
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Derbyshire Constabulary	www.derbyshire.police.uk 101 (Non-emergency)
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National Helplines

Helplines Partnership (directory of helplines)	www.helplines.org
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Alcoholics Anonymous	0800 9177 650
British Pregnancy Advisory Centre	03457 304030
Childline	0800 1111
Citizens Advice Bureau	03444 111 444
Crimestoppers	0800 555 111
Cruse (Bereavement counselling)	0808 808 1677
Relate	0800 100 1234
Samaritans	116 123
Victim Support	0808 168 9111

We have a number of general information leaflets regarding available services and health care which are available from the Reception area.