

**Information about us:  
Address, contact details and opening times**

**Sothall Medical Centre  
24 Eckington Road Sheffield S20 1HQ  
Telephone 0114 2284900**

	<b>Opening Hours</b>
<b>Monday</b>	08:30 - 18:00
<b>Tuesday</b>	08:30 - 18:00
<b>Wednesday</b>	08:30 - 18:00
<b>Thursday</b>	08:30 - 18:00
<b>Friday</b>	08:30 - 18:00
<b>Weekend</b>	<i>closed</i>

We offer early morning appointments Monday, Wednesday and Thursday from 7.30am and Tuesday late evening appointments from 6.-8pm. These appointments need to be pre-booked.

**FOLLOW US ON TWITTER**

The practice has launched its own Twitter page, where you can find out up to date information, news, and general help and advice regarding your health and wellbeing. @Sothall\_MC

Please note this page is not suitable for personal patient enquires.

**DATE OF NEXT PPG MEETING**

The next meeting of the Patient Participation Group (PPG) will be on **Wednesday 4th October 2017, 6.30 pm at Sothall Medical Centre.**

**Number  
50  
Autumn  
2017**

**Sothall & Beighton**

**Medical Practice**

# Patient Newsletter



## **STAFF CHANGES**

We wish to extend our warmest welcome to Dr Sarah Yacomeni who joined Sothall Medical Centre on the 4th September 2017, as a GP Partner. Some of you may have already seen Dr Yacomeni as she has worked with us previously as a Locum GP. We are very excited about this opportunity and look forward to working together. We would also like to welcome Morgan as the newest member of our reception team. We are positive that Morgan will very quickly become a valuable member of the team. As a training practice we very often have students working with us. We currently have a Physician Associate student working with the team who is in her final year of training.

## **STAFF TRAINING**

There are compulsory training requirements for all GP surgery staff. As we are now open all day and do not close for a half-day on Thursday, there will very occasionally be a half-day afternoon closing for in-house staff training sessions, when the surgery will be closed and cover provided by the GP out-of-hours collaborative. We expect these to be approximately 4 times a year. We will post the dates in the surgery, on our website and on social media at least 6 weeks' beforehand.

## **PHONE SYSTEM**

In response to many comments and requests, and after discussion with the Patient Participation Group, we have now installed a call-queuing system and auto-attendant on our telephones, so that people are aware when they are waiting and can be directed to the staff member that can best deal with your reason for calling. Please continue to phone for prescriptions after 10.30am, and for results after 3.30pm. Thank you for your patience while this new system is fine tuned.

## **CARE NAVIGATING**

When you call to make an appointment at the practice, we will start to ask for a brief outline of your problem. This isn't because our reception staff are nosy but it's a new approach that we call care navigation.

Through specialist training, our team can now offer more choice on who to see in the practice and help you get to the right health professional fast. Our receptionists never offer clinical advice or triage; this is about offering you the choice to see other specialists in our practice team if they have the expertise to deal with your problem; often quicker and without the need to see the GP each time.

For example, we often get calls that can be dealt with by a physiotherapist, the pharmacist, sometimes even the secretaries that you may not be aware of if you haven't visited the practice in a while.

By working this way, it helps us to free up time for GPs to care for our patients with complex or serious health conditions. More importantly though, it means you are seen by the clinician that is best placed to deal with your problem each time you visit us. The choice is up to you.

It would help the team to help you if you were to inform the receptionist why you think you need an appointment to see a GP. 2

## **RESULTS**

Many laboratory results from the Sheffield Teaching Hospitals are now received electronically. However, unless in particular clinical circumstances, we usually ask patients to phone in an afternoon a week after the sample(s) have been sent, as the reports can be received over several days and go to different Doctors depending on duty days. Phoning in a week means the full results should have been seen and processed. This reduces the risk of partial results being given out, and potentially not communicating the full result. We ask everyone to phone for their results, as we have 100-200 results a day to process. We will phone you if results require urgent action.

## **WOODHOUSE SATELLITE CLINIC**

Primary Care Sheffield run some evening and weekend appointments with GPs or Practice Nurses at Woodhouse Satellite Clinic, for patients registered with practices in the south-east of Sheffield. We can book people in for same day out-of-hours appointments. There are also a few Physiotherapist appointments (for initial assessment only).

## **ELECTRONIC PRESCRIPTIONS AND PREFERRED CHEMISTS**

Many prescriptions can now be transferred electronically to your preferred "nominated" chemist.

This saves on paper prescription collection and delivery. It applies to repeat and acute prescriptions, but currently does NOT apply to controlled drugs and weekly dosed boxes. You can nominate the chemist you prefer to use for this service, and it can be any chemist in the UK. This includes Whitworth's chemist which is still open as usual at the old Beighton Health Centre site, for prescriptions and minor ailments. Please still leave at least 3 working days for prescription requests.

## **FLU SEASON 2017**

As winter approaches we are encouraging our eligible patients to have their flu vaccination. This is available every year on the NHS to help protect adults and children at risk of flu and its complications.

To be eligible you must meet one or more of the following criteria:

- Anyone aged 65 and over
- Pregnant women
- Children and adults with an underlying health condition (such as long-term heart or respiratory disease)
- Children and adults with weakened immune systems.
- Receive a Carer's Allowance, or is the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill.
- Children who were born between 1<sup>st</sup> September 2013 and 31<sup>st</sup> August 2015.

Book your appointment now!