

The car park is at front of the building with allocated patient parking spaces.
We have a pharmacy next door.

SURGERY OPENING TIMES

Monday to Friday 8.30am to 6.00pm
Pre-booked appointment sessions – Tuesday 6.00pm to 7.45pm and Monday,
Wednesday, Thursday, Friday 7:30am to 8:30am (*not currently available due do
the pandemic*)

Partners of the Sothall Medical Centre

Dr Deirdre LEONARD MB ChB (Liverpool 1989) DRCOG MRCGP
Dr Alison RAINFORD MB ChB (Sheffield 1986) DCH DRCOG MRCGP
Dr Rosie WELCH MBBS (London 1984) MRCGP DCH DRCOG

Salaried GPs

Dr Subhasree BIRD
Dr Katherine GANE
Dr Grace HOWARTH
Dr Claire NASH
Dr Tim WILLIAMS

Physician Associate

Ria AGARWAL PGDip Physician Assistant Studies (London 2013)

Practice Manager is Mr Michael Lyall
E-mail michaellyall@nhs.net



INFORMATION FOR PATIENTS

**Sothall Medical Centre provides primary health care
in Beighton, Sothall, Waterthorpe, Halfway & Westfield.
This leaflet provides the basic information about how to use the
services the practice provides within the National Health Service.**

**SOTHALL MEDICAL CENTRE
24 ECKINGTON ROAD
SHEFFIELD S20 1HQ**

**TELEPHONE 0114 2284900
Fax 0114 248 8339**

www.sothall.net
www.facebook.com/SothallMC

**FOR URGENT ADVICE WHEN SURGERY IS CLOSED
Telephone: 0114 2284900 FOR SOTHALL MEDICAL CENTRE**

**IF YOU WOULD LIKE THE PRACTICE LEAFLET IN A LARGER FONT PLEASE ASK
RECEPTION**

message on the right hand side of the prescription asking you to arrange review of your medication.

To register with the practice ask at reception for the relevant forms. We have a team of doctors, nurses and health visitors supported by administrative and reception staff who aim to help you with any current or future health problems and disease prevention. Please ask at reception if there is anything you do not understand about this leaflet.

TO SEE A DOCTOR OR PHYSICIAN ASSOCIATE: We offer an appointment system and we ask patients to ring the surgery when they wish to see a doctor. We will endeavour to accommodate your requests to see a specific doctor wherever possible. A few appointments every day can be booked in advance. Doctor's appointments and phlebotomy appointments are also available to book online (*not currently available due to the pandemic*). Please ask at reception for access details. When all surgeries for that day are fully booked and a patient has a medical condition that they feel cannot wait until the following day, patient details will be taken by the receptionist. A doctor or nurse will ring the patient back to discuss the condition and how it can be best dealt with. ***IF YOU CANNOT KEEP AN APPOINTMENT LET US KNOW AS SOON AS POSSIBLE***

We encourage patients with disabilities such as hearing or sight problems to mention this to the receptionist so they can be helped into the correct consulting room.

HOME VISITS: If the patient is too ill or infirm to attend the surgery, a home visit can be requested. This usually means they are housebound or are unable to get out of bed. Please telephone the surgery **before 10.30am** if at all possible, giving the receptionist details of the problem to enable the doctor to decide how urgent it is. Illnesses such as coughs, colds, diarrhoea and sore throats are easily dealt with and usually do not require a home visit.

REPEAT PRESCRIPTIONS: If you are on regular medication for a long time, the doctor may decide to put the repeat prescription onto the computer system. The prescription has a list of your medications on the right hand tear off slip. There is a tick box on this to request your next prescription without seeing the doctor every time. When you need another prescription please post your request in the black post box in the porch area at Sothall or hand in at the reception at Beighton and the prescription will be ready to collect [two working days](#) later. You can also request prescriptions by telephone after 10.30 am. Please hand in your slip in plenty of time to avoid running out of medication. You may post the slip to us and, if you send a stamped, addressed envelope, we will post it back to you. Remember the post may take a few days. You may also request your repeat prescription online. Please ask at reception for access details. Every 6 to 12 months there will be a

Named Accountable GP

From the 1st April 2015 practices are required to allocate a named accountable GP to all patients including children. Your named accountable GP will have overall responsibility for the care and support that our surgery provides to you. This does not prevent you from seeing any other GP. You are still able to book an appointment with any of the other doctors and your care will not be affected by this. If you have not yet been informed of your accountable GP please contact the surgery and a member of staff will be happy to advise you. Should you wish to change your accountable GP the practice will make reasonable efforts to accommodate this request.

Useful Phone numbers

South Yorkshire & Bassetlaw NHS England

Oak House, Moorhead Way, Bramley,
Rotherham S66 1 YY

Tel: 01709 30200

Email: england.contactus@nhs.net

Royal Hallamshire Hospital

Glossop Road, Sheffield S10 2TH
0114 271 1900

Northern General Hospital

Herries Road, Sheffield S5 7AU
0114 2434343

Rotherham General Hospitals NHS Trust,

Moorgate Road, Rotherham S60 2UD
01709 820000

Chesterfield and North Derbyshire Royal Hospital,

Calow, Chesterfield, Derbyshire S44 5BL
01246 277271

SERVICES AVAILABLE AT THE PRACTICE

PRACTICE NURSES: When booking an appointment with the nurse, it would be helpful if you could tell the receptionist what the appointment is for to enable them to direct you to the appropriate clinic. The nurse will give advice about any health matters and can give vaccinations (including those for foreign travel), check blood pressure, syringe ears, remove stitches and do dressings. They also help monitor chronic illnesses such as high blood pressure, asthma and diabetes. The nurse can also deal with minor illness such as coughs, colds, diarrhoea, earache etc. but only emergencies can be seen without an appointment.



HEALTHCARE ASSISTANTS: We have three HCA's working as part of the team. They are trained in phlebotomy, blood pressure monitoring, some injection treatments, health checks etc. Blood samples are taken in the morning at the surgery by our Phlebotomist. You can also have blood tests taken at the Northern General Hospital and the Hallamshire Hospital. Please ask reception for details.

FAMILY PLANNING: All the doctors and nurses have had training in family planning and can give advice and treatment. If you wish to see a female doctor please ask the receptionist. If you think you are pregnant, the nurse can arrange to send a pregnancy test. The practice nurses' are also available to see female patients to discuss well women issues and to do routine smears.

MATERNITY CARE: When a pregnancy is confirmed, please contact the surgery so the receptionists can make your first appointment with midwife on a Thursday afternoon at Sothall MC so they can refer you to hospital of your choice. You preferably need to be 7-8weeks pregnant. Your care will be with the hospital staff and the community midwife who holds an antenatal clinic on Thursday mornings at Sothall M/C and Drop-in's around the area, please ask the midwife for details.

BABY CLINICS: are held on Wednesdays from 1.00pm to 3.00pm by a GP and practice nurses for routine development checks and routine childhood immunisations. We do not see ill children at this time. To arrange an appointment for Baby Clinic please ring 0114 2284900. At other times the health visitor can be contacted on 0114 3053454 Monday to Friday.

DIABETES: Our practice nurses are available for diabetic check-ups, appointments available throughout the week. People with diabetes should be reviewed at least twice a year.

ASTHMA: Reviews are usually on an annual basis and appointments are available with the nurse throughout the week.

HEALTH SCREENING: The Healthcare Assistant can carry out a full health check and advice about smoking, weight loss etc.

MINOR OPERATIONS: Some of the doctors are qualified to perform minor surgery, and may remove warts, moles, etc. Please see a doctor for advice on such problems and an appointment will be arranged if thought suitable.

OTHER STAFF: Attached to the practice we have community nurses, midwives, physiotherapists, social prescribers, health trainers and a IAPT workers. The doctor or reception staff can arrange contact.

DISTRICT NURSES: are based at Beighton Health Centre and can be contacted on 0114 2266500 seven days per week. They assess health needs and deliver care in the home for those with health problems that prevent them attending the surgery.

HEALTH VISITORS: A health visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing. Contact the team on 0114 3053224

PATIENT PARTICIPATION GROUP: The practice has a Patient Participation Group to help improve communication with our patients. It meets every 3 months and any registered patients are welcome to come along. It is advertised in social media, website, patient newsletter, waiting room information screen and on surgery posters.

EMERGENCIES AND OUT OF HOURS CALLS AND SERVICES

A doctor is always available but should only be called outside surgery hours for medical emergencies which cannot wait until the surgery re-opens. Telephone the usual surgery number and you will be advised to call either the out of hours service or NHS 111. Patient details will be taken and a triage nurse or doctor will speak to you as soon as possible.

Please note that this service is now provided by the Sheffield Primary Care Trust and not the practice.

The following services are available both during and outside normal surgery hours:-

NHS 111: If you require urgent medical assistance please ring 111. Calls to NHS 111 are free on both landlines and mobiles. If you have a life threatening medical emergency please phone 999.

NHS WALK IN CENTRE IS SITUATED ON BROAD LANE S1 3PB and is open from 8am to 10pm daily. Telephone number is 0114 2712071. Members of the public can walk-in as an unregistered patient and see a GP or a nurse without an appointment for a range of minor illnesses and ailments.

SHEFFIELD MINOR INJURIES UNIT, B FLOOR, ROYAL HALLAMSHIRE HOSPITAL, GLOSSOP ROAD, S10 2JF: The minor injuries unit provides treatment for adults for less serious injuries, such as sprains, cuts and grazes.

Accident & Emergency Departments

Accident and Emergency is for genuine serious problems and should NOT be used for things that General Practice can treat. Please use the National Health Service responsibly.



MEDICAL TRAINING: The practice is involved in the important task of teaching medical students from Sheffield University. You will be advised when a student is accompanying the doctor or nurse, but if you do not wish the student to be present, please tell the receptionist. We also have junior doctors who are spending a period of four months working in general practice.

SUGGESTIONS AND COMPLAINTS

We endeavour to provide our patients with high quality medical services. However, if you have any comments or complaints, please contact Michael Lyall, Practice Manager at Sothall Medical Centre. Positive suggestions to improve our service are always welcome.

ACCESS TO MEDICAL RECORDS

Only members of the practice team have access to medical records without patient consent. Any other parties requesting access to medical records can only do so with signed consent from the patient. We take all sensible measures to ensure patient confidentiality and all of our practice team have signed a confidentiality contract. The computer record can be shared with other parts of the NHS with your consent.

PRIVATE MEDICAL EXAMINATIONS AND INSURANCE REPORTS

Examinations and reports for insurance, employment, driving and legal purposes are not provided under the NHS. If you require any of these, please ascertain the fee before arranging an appointment. If you make an ordinary appointment for such purposes you may be charged for the appointment.

PRACTICE STAFF

Our staff are trained to be polite, courteous and helpful in providing an efficient service to over 10,000 patients. They will do their best to deal with all reasonable requests within the resources available.

In return we expect patients to treat our staff with respect and courtesy

Please note, patients who repeatedly do not turn up for appointments or who verbally abuse any member of our team will be asked to register elsewhere. We operate the "NHS Zero Tolerance Policy" and physical abuse of any member of the staff will be reported to the police.