

The car park is at front of the building with allocated patient parking spaces.
There is a pharmacy next door to the Medical Centre.

SURGERY OPENING TIMES

Monday to Friday 8.30am to 6.00pm
Extended hours 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 Rosie WELCH MBBS (London 1984) MRCGP DCH DRCOG

Salaried GPs

Dr Subhasree BIRD MBBS (Newcastle2012) DRCOG MRCGP (currently on
maternity leave)
Dr Katherine GANE MB ChB (Sheffield 2011) MRCGP DRCOG (currently on
maternity leave)
Dr Claire NASH MB ChB (Sheffield 2014) DRCOG
Dr Umer Nasir MBBS, MRCGP
Dr Christopher Osborne MBChB (Sheffield) MRCGP

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

Please note all calls are recorded and may be used for training purposes
or to help deal with complaints.

www.sothall.net
www.facebook.com/SothallIMC

**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

To register with the practice, ask at reception for the relevant forms. We have a team of doctors, nurses and health care assistants 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 ADVANED NURSE PRACTITIONER: 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 PLEASE 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 often easily dealt with and often do not require a home visit.

REPEAT PRESCRIPTIONS: If you are on on-going regular medication, the doctor may decide to put the repeat prescription onto the computer system. The printed prescription has a list of your repeat medications on the right-hand side. There is a tick box on this tear-off slip to request your next prescription without seeing the doctor every time. When you need another prescription, the quickest way is to request your repeat prescription on-line. Please ask at reception for access details. Alternatively, please post your request slip in the black post box in the porch area at Sothall or hand it in at the reception at Beighton. The prescription is usually ready to collect 2-3 working days later. You can also request prescriptions by telephone after 10.30 am. Please request your medication in plenty of time to avoid running out. You may also post the slip to us and, if you send a stamped,

addressed envelope, we will post the prescription back to you. Remember the post may take a few days. Every 6 to 12 months there will be a message on the right-hand side of the prescription asking you to arrange review of your medication.

Named Accountable GP

From the 1st April 2015 practices were 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.

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.



HEALTH-CARE 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 Royal Hallamshire Hospital, or the "drive-through" service. Please ask reception for details.

FAMILY PLANNING: 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, a pregnancy test can be arranged. The practice nurses are also available to see female patients to discuss well-women issues and to do routine cervical smear tests.

MATERNITY CARE: When a pregnancy is confirmed, please contact the surgery so the receptionist can make arrangements for your first appointment with midwife at the appropriate time. The midwife will discuss your maternity care and refer you to the hospital of your choice. Your care will be with the hospital staff and the community midwives who hold antenatal clinics in the local area, including drop-in clinics; 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. Feeding advice and routine weighing is also provided at the health visitor drop-in clinics.

DIABETES: Our practice nurses are available for diabetic check-ups; appointments are 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 health check and advise about smoking, weight loss etc.

MINOR OPERATIONS: Some of the doctors are qualified to perform minor surgery, and may remove cysts, moles, etc if this is medically indicated [not for cosmetic reasons]. Please see a doctor for advice on such problems and an appointment will be arranged if suitable.

OTHER STAFF: We employ a pharmacist and pharmacy technician in the Practice. Also attached to the practice we have community nurses, midwives, physiotherapists, social prescribers, health trainers and "IAPT" mental health workers. We have a monthly occupational health advisor clinic. 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- the Patient Forum- to help improve communication with our patients and to discuss ideas to improve services. It meets every 3 months; any registered patients are welcome to attend. It is advertised in social media, the practice 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 via the Sheffield Clinical Commissioning Group, and not the practice. It includes evening and weekend appointments at various sites.

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, accidents and emergencies 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 occasional student nurses, as well as physician associate and practice nurse trainees, who do part of their training working under supervision in general practice.

SUGGESTIONS AND COMPLAINTS

We endeavour to provide our patients with high quality medical services. However, if you have any comments, suggestions 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. 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 involved in your care 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 but can sometimes be arranged at the practice. If you require any of these, please check the fee before requesting completion of a form or 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 may 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.