

## **Welcome to the Calow and Brimington Practice**

We work as a team of doctors, practice nurses and health care assistants supported by the administration staff, dispensers and managers. The surgery at Calow has a dispensary and patients who do not have a pharmacy within a mile of their address can obtain medication from the practice.

### **Registering with us**

We are currently accepting new patients if you are within our practice area. Please ask a member of the admin team if you are unsure and then complete a registration form.

**We expect most patients to be able to make their way to either surgery if they need to see a Doctor, Nurse or Health Care Professional. The Administration Team will do their best to book your appointment at the surgery of your choice but there may be times when this is not possible.**

### **Appointments**

Our appointment system allows patients to book on the day or in advance for all Clinicians. Practice Nurses and Healthcare Assistants can be booked up to 12 weeks in advance. If you wish to have a chaperone at any appointment please ask and this can be provided.

### **Online Access**

If you would like access to our online services please ask at reception and provide photo ID. This can be done on registering at the practice. You can book appointments online this can be done at 08.00am for same day appointments or anytime for pre-bookable appointments. You can request medication online and this can be sent

electronically to a chemist of your choice. You can also have access to your coded and full medical records.

### **Extended Access Appointments**

We now offer appointments with GPs, practice nurses and health care assistants Monday - Friday 07.00-20.00 and Saturdays 08.00-17.30 these appointments are available to book here at our practice or at local practices within the Chesterfield area. Please ask a member of the team.

### **Home Visits**

Home visits can be arranged for patients who are too ill to get to surgery. Please try and request this before 11.00am on the day. Requests made after 11.00am must be for genuine emergencies only.

### **Prescriptions**

Prescriptions can be requested in 3 ways:

- Online
- In person
- On the prescription order line 01246 588860 09.00 – 4.00pm Mon-Fri

Prescriptions will be ready within 2 working days so please allow plenty of time for your order to be processed. We can send your prescription electronically to a pharmacy of your choice please let a member of reception know.

### **Test Results**

You can ring to check your test results with a member of the admin team, these can be accessed between 2.30-4.30pm. For confidentiality we can only discuss these with the patient unless you have completed a medical record access form please ask at reception.

Please note: If the test has been requested by the hospital you will need to refer back to the hospital for these results.

### **Practice Nurses**

We currently have 3 practice nurses working across both sites:

Sister Vicky Mather (female)

Natalie Price (female)

Sue Cooper (female)

Our practice nurses provide the following services:

**Chronic disease management:** Asthma, COPD, Diabetes, Epilepsy, INR Monitoring, Wound checks.

**Screening and Advice:** Cervical screening, HRT, contraception advice & monitoring, travel advice.

**Vaccinations:** Childhood immunisations, flu, pneumonia, shingles plus other injections.

### **Health Care Assistants**

We currently have 3 health care assistants working across both sites:

Janet Cooper (female)

Emma Carey (female)

Kelly-Ann Thring (female)

Claire Ward (female)

Our health care assistants provide the following services: Health checks, Annual checks, ECGs, 24 Hour BP checks

Blood tests are done before 3.30pm to be sent off to the hospital. Please note we can do blood tests for the hospital at the surgery if you have a form however if we are fully booked you must book your appointment at the hospital.

### **Care Coordination Team**

Our care coordination team are here to help and sign post you to different services you may need. If you receive care or are a carer yourself they

can refer on and help with your ongoing needs. They are also key team members helping provide high quality palliative care for our patients.

### **District Nurses**

The district nurse team are employed by DCHS and work with the practice. They visit patients and hold clinics for patients with complex wound needs. They also provide palliative care for terminally ill patients in their home. Their contact number is 01332 564900.

### **Other services**

Please see below a list of other services useful for your health care needs.

The midwives are based at Inkersall and their contact details are 01246 470684.

The health visitors and school nurses are community based and can be reached on 01246 515100.

The Citizen's Advice Bureau have appointments at both Calow and Brimington please ask a member of the admin and reception team to book an appointment.

### **Help us help you**

The aim of our Practice is to provide a Service of High Quality Professional Care for our patients and to care for each other. This is achieved by working together. Please help us to help you.

- If you cannot attend your appointment please inform the practice as soon as possible so this can be used for someone else who needs it
- You may not always be able to see the doctor of your choice, if your appointment is urgent you will be expected to see the on call doctor.
- Arrive on time for your appointment, we have a 10 minute rule at the practice so if you arrive late you may be asked to re book your appointment

- If you need health care advice after 06.00pm or at a weekend please ring 111.
- Please update your contact details regularly with the practice as we now use a text messaging service.
- The practice offers a zero tolerance policy around violent and abusive behaviour towards staff or other patients and reserves the right to remove patients from the practice list

You have the right:

- To be greeted in a caring and welcoming manner
- To privacy and confidentially
- To have access to your medical records

### **Comments or Complaints**

At the practice we appreciate any comments and feedback. We always try to provide the best service possible but there may be times when you may feel like this has not happened. Complaints can be made verbally or in writing to the Practice Manager: Mrs Sarah Doyle.

Please see the other practice leaflets at reception for further information on:

- Extended Access Appointments
- Registering Online
- Making a complaint
- Carer information
- Why do you pay a fee (non NHS work)
- Self Help services

# **The Calow and Brimington Practice**



## **21<sup>st</sup> Century Care with Traditional Values**

### **Partners**

Dr Josephine Wenham (female) MB.ChB (1998) BSc.  
MRCGP DRCOG

Dr Kathryn Lucas (female) MB.ChB (1998) MRCGP DFSRH  
DRCOG

Dr John Binham (male) BM.BS (2009) MChem MRCGP

### **Associates**

Dr Emma Rodda (female) MB.BS (2013)

Dr Sebastian Pugh (male) MB.ChB (2012) BMedSci MRCGP

Dr Kate Chalk (female) MB.ChB (2006) MRCGP DFSRH  
PGCert MedEd

**Telephone 01246 220166**

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

Foljambe Road  
Brimington  
S43 1DD

Calow Surgery  
12 Rose Avenue  
S44 5TH

### **Opening Hours Brimington:**

Monday – Friday: 08.00am – 6.30pm

### **Opening hours Calow:**

Monday – Friday: 08.00am – 06.00pm  
(closed 12.30 – 2.00)

We work across two sites caring for people who live in and around the areas of Calow and Brimington. We close early one Wednesday every month for staff training. These dates are on the website or displayed in the surgery.