

Your Named Accountable GP will be Dr Goodwin—please see Reception for a letter that gives further details.

Patients Rights & Responsibilities

- Every patient should be made to feel cared for when we speak to them on the telephone or when they visit the surgery.
- Every patient has the right to confidentiality.
- You have the right to see your medical records subject to the limitations of the law.
- You should be seen the same day if your problem is urgent.
- You should have a home visit, if considered necessary by the GP. Home visits should only be made for patients that are seriously ill.
- You should be able to have a chaperone with you during any examinations if you wish (please inform us when you make the appointment).
- Your repeat prescription should be ready for collection within 2 working days of your request.
- We reserve the right to remove patients from our list if they exhibit violent or abusive behaviour towards the staff or to other patients.
- We ask that patients attend their appointments at the prearranged time. If circumstances prevent this, you notify us as soon as possible.
- Patients must inform Eyam Surgery of any alterations in their circumstances such as: a change of surname; address or telephone number; even if it is ex-directory.
- All patients should appreciate that appointments are for one person only.

Complaints Procedure & Suggestions

We always try to provide the best service possible, but there may be times when you feel this has not happened. Any complaints or suggestions should be addressed in writing to the Practice Manager, who will adhere to our complaints procedure promptly.

We now have Patient Access, you can make an appointment and order your repeat medication on line. You can also access details of your immunisations and allergies. Please bring photo identification to reception to get a password and instructions.

Eyam Surgery

Dr Donald Goodwin MBChB
(Practice Owner)

Dr Kath Checkland M.B.B.S.

Dr Cathy Evans MBChB

Dr Hugh Pelc M.B.B.S.,
MRCS (Ed), MRCGP

Eyam Surgery, Church Street
Eyam, Hope Valley S32 5QH

Bradwell Surgery, Netherside,
Bradwell, Hope Valley S33 9JL

- Telephone Number 01433 630836
- Fax Number 01433 631832
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Wheelchair Access

Eyam and Bradwell Surgery have wheelchair access and disabled toilet facilities.

Cervical Smears

Women between the ages of 25 and 65 are invited to make an appointment with the nurse. The invitations originate from Chesterfield Royal Hospital and they occur every 3 years for women aged 25 to 50 and every 5 years for 50 to 65 year olds. Please ring to make an appointment if you receive an invitation.

Minor Injuries Units

A minor injuries unit is a hospital department largely staffed by nurse practitioners and can treat such things as minor lacerations and fractures and other minor injuries. No appointment is needed and waiting times are often shorter than those in A&E.

If your illness is more serious, then go to the main A&E unit.

However, try our surgeries first.

Buxton Cottage Hospital, London Road, Buxton, SK17 9NJ

Tel: 01298 214000. Open:- Mon to Fri 8.00 am to 8.00 pm

Royal Hallamshire Hospital, Glossop Road, Sheffield, S10 2JF

Tel: 0114 226 5781 Open: Every day 8.00 am to 8.00 pm

Whitworth Hospital, 330 Bakewell Road, Darley Dale, Matlock, DE4 2JD. Tel: 01629 580211. Open: Every day, 8.00 am to 10.00pm.

Important telephone numbers:

Call 111 when it is less urgent than 999

(24 hour help-line)

Casualty Departments:

Northern General Hospital - 0114 2434343

Royal Hallamshire Hospital—0114 2711900

(emergency eye clinic only)

Chesterfield Royal Hospital - 01246 277271

Eyam Surgery - 01433 630836 (doctors can do some minor surgery and deal with minor injuries)

Podiatry Clinics (chiropody)

Appointments are made via Newholme Hospital by a member of the podiatry team for the clinic held at Eyam Surgery. A foot assessment is made followed by treatment and advice for a wide range of chiropody problems.

Family Planning Advice and Guidance

All our doctors are happy to give Family Planning advice, including the fitting of coils, caps and the “morning after” pill. Sue Dear has received special training in this area and will be pleased to assist in any way. Annual check-ups are given and you will be invited to attend at your convenience.

Physiotherapy Clinics

Patients are given a choice as to whether they receive their physiotherapy treatment at Eyam, Bradwell or at Newholme Hospital. The doctor will recommend physiotherapy treatment and you can make your first appointment by calling Newholme Hospital the following day. You can also pick up a self-referral form held at reception. Arrangements can also be made for the physiotherapist to visit housebound patients.

Travel Advice and Immunisation Facilities

For patients who are travelling abroad, advice is available from the nurse as to the requirements for the country of your destination. Please allow 6-8 weeks prior to the departure for vaccinations and medication and the process starts with a telephone call to the nurse.

Advice for travellers is also available on the internet at :- www.doh.gov.uk/travel_advice/tables.htm or via our website.

If you are doing a multi-site holiday you may be asked to attend the Sheffield Travel Clinic at the Hallamshire Hospital.

Bakewell and Eyam Community Transport

The community bus operates on alternate Tuesdays and Wednesdays 11.30am - 12.30pm. This is a service for the elderly, infirm and any patient that has difficulty in getting transport to the surgery. Please ring reception for further information and to make an appointment.

Surgery Opening Times

Eyam Surgery

Reception: Monday - Friday 8.00am - 6.30pm

Eyam Doctors Consultations

Monday	9.00am to 11.30.am	Dr Evans
	12noon to 1.00pm	Dr Goodwin
	(this surgery is for Grindleford patients)	
	3.00pm to 5.30pm	Dr Evans
Tuesday	5.30pm to 6.30pm	Dr Goodwin
	9.00am to 11.30am	Dr Evans
	9.00am to 11.30am	Dr Pelc
Wednesday	3.00pm to 5.30pm	Dr Evans
	9.00am to 11.30am	Dr Checkland
	3.30pm to 5.50pm	Dr Checkland
Thursday	8.30am to 11.00am	Dr Goodwin
	12noon to 1.00pm	Dr Goodwin
	(this surgery is for Grindleford patients)	
Friday	8.30am to 10.10am	Dr Goodwin
	9.00am to 11.30am	Dr Pelc
	3.00pm to 5.30pm	Dr Pelc

Bradwell Surgery

Open every day from 9.00am until 12.00noon except Tuesdays 8.30-11.30am
2.30pm until 6.30pm Thursdays and 4.30pm until 5.00pm Fridays.

Bradwell Consultations

Monday	9.00am to 11.00am	Dr Goodwin
Tuesday	8.30am to 11.00am	Nurse
	8.30am to 11.30am	Physiotherapist
Wednesday	9.00am to 11.30am	Dr Evans
Thursday	2.30pm to 7.10pm	Nurse
	4.30pm to 7.10pm	Dr Goodwin

Bradwell Consultations cont.

Friday	11.00am to 12 noon	Dr Goodwin
	9.30am to 12 noon	HCA

Litton Consultations

Wednesday	4.30pm to 5.00pm	Dr Goodwin
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(Appointment only)

Grindleford

Prescription pick up from the Sir William Hotel, Hathersage Road, Grindleford.

Monday, Tuesday, Thursday and Friday 12.00pm - 12.30pm

Appointments

All consultations are appointments only, please ring reception (option 0) at Eyam Surgery. Appointments with specific practitioners can be requested. Each appointment will be 10 minutes long unless it is explained to the patient that they may have a reduced time with the Doctor as there are no appointments left that day and they are being given an emergency appointment at the end of surgery.

Emergency appointments will be available throughout each clinic and will be 10 minutes long. Be prepared to tell the receptionist what is wrong so they can give you an appointment with the correct clinician.

Late evening and early morning appointments are available for people who cannot make normal surgery times.

Practice nurse and HCA appointments are available every day at Eyam surgery. (Details for branch surgeries are listed above).

Telephone call appointments are available every day with all the clinicians working on that day. Triage appointments are available every day except Tuesdays.

Donations

Through the kindness of our patients (past and present) we have been able to create "Patients Medical Equipment Fund". We purchase specialised medical equipment for all our patients to use. If you require further details please contact the surgery.

Eyam Surgery Facilities

Eyam Surgery provides the following facilities for its patients:

New Patients

Three forms need to be completed which are enclosed in the New Patient Pack - Family doctor services registration, background information sheet and Health Check Questionnaire. We like all our new patients to see a Health Care Assistant as soon after registration as possible. This enables you to discuss any ongoing health problems you may have with them. The practice is committed to health promotion and illness prevention therefore any pertinent support will be offered during this meeting.

Antenatal Clinics

Mrs Sam Gratton is our midwife. She holds clinics at Eyam Surgery every other Thursday from 9.00am. An appointment is necessary.

The midwife will take care of you and the baby before and after the birth. She will also be at the birth (when at home) whenever possible. You will be given details of how to contact her outside of her surgery hours.

Child Health

Paediatric (6-8weeks) and post birth appointments can be arranged with any doctor at any of the surgeries. When your child needs a development assessment you will receive a letter advising you when to make an appointment. Child Health Drop-in Clinics are held one Monday each month at Eyam Surgery.

The practice nurses immunise children so an appointment can be made Mon to Fri at Eyam and Thursdays at Bradwell Surgery.

Care Co-ordinator

There are 2 care co-ordinators Judi Bee and Zoë Percival. They undertake work to identify patients who are at risk of hospital admissions and deal with hospital discharges. They are also a point of contact for access to services following a hospital discharge.

Health Visitor

Paula McCann is our Health Visitor. If you are expecting a baby and/or have children under 5 she will routinely talk about how you and your child are getting on. These times will include: when you are over 25 weeks pregnant, when your baby is 10-14 days old, 6-8 weeks old, 6-12 months old, and when your toddler is 2-2.5 years old.

Paula can also provide advice and support with feeding, colic, sleep problems, behavioural problems, toilet training, play, development and if you experience any mental health issues.

She is available by phone on 01433 631628, at regular drop in clinics around our locality and the last Monday in the month at Eyam Surgery between 9.30 & 11.30. You can also make an appointment to see her. There is also a website www.dchs.nhs.uk/health-visiting.

Administration Staff

The Practice Manager is based at Eyam Surgery, her name is Kim Daggett. She is responsible for the smooth running of the practice.

There is also a secretarial team consisting of: Christine McGough, Claire Threapleton and Nicola Hill. They are also based at Eyam. You can contact them on the main Eyam Surgery number, option 1, if you have any queries regarding hospital referral letters etc.

Marie Brown is the senior receptionist, the rest of the reception team are: Lynne Howarth, Lynn Shaw, Ruth Robinson, Zoë Percival, Judi Bee, Janet Brindley, Janet Marsden, Nicola Hill and Cassie Jackson.

Dispensing staff are: Martin Middleton (Dispensary Manager), Kate Clark, Simon Bee, Lynn Shaw & Nicola Hill.

Clinical staff training occurs once a month on a Wednesday afternoon (the surgery will be closed) as well as a Thursday lunch time when the surgery remains open.

Citizens Advice Bureau

The Citizen's Advice Bureau have a representative at Eyam Surgery every other week alternating with Bradwell Surgery. You can ring the surgery to book an appointment.

Visits

Please do not ask for a home visit unless the patient is unable to get to the surgery. In particular most children can quite safely be brought to the surgery by car. Please contact reception (option 0) before 10.00am and be prepared to discuss the need for the visit with the receptionist. They are trained to ask specific questions that will assist the Doctor with his/her evaluation of the situation. However we now have triage appointments where a doctor may also talk to you regarding your request.

Remember we cover a large rural area, therefore, we need to plan our visits according to urgency and location, **so ring as early as possible**.

Phone Calls

Time is available every morning and afternoon for each clinician to take/make calls. However a specific time for this cannot be given as a lot will depend on the length of their surgery. We will take your name, telephone number and the reason for the call. They will call you back before or after surgery. Please talk to reception (option 0) to arrange this. **PLEASE NOTE:** be available to speak to the doctor on the phone number you have given as they will only try and call you twice.

Did Not Attends

Please come for your appointment if for any reason you cannot attend please let us know as soon as possible so we can give your appointment to someone else who needs it.

Late arrival for Appointments

Please be on time for your appointment. Surgeries are usually fully booked, we will try to fit you in during the session, however, it may be necessary for you to wait until the end of the surgery. It may also be necessary to make a new appointment on a different day.

Out of Hours

If you ring the surgery out of hours (after 6.30pm and before 8.00am weekdays and during the weekend), your call will automatically be put through to Derbyshire Health United who are covering the 111 service. They will advise you appropriately depending on your circumstances. You may also ring 111 directly, or of course 999, both are free of charge.

Test Results

Please telephone reception (option 0) **in the afternoon, 3 days** after the tests are taken.

Dispensing

Eyam Surgery is allowed, by law, to dispense tablets to any of our patients living more than a mile away from a dispensing chemist. Drugs can be collected from Eyam Surgery throughout the day between the hours of 8.00am and 6.30pm, Monday to Friday.

The reception is very busy during morning surgery as there are more doctors working and patients tend to ring for appointments. Therefore if you could collect your tablets in an afternoon it would be greatly appreciated.

There are specific times for drug collections outside of surgery hours at Bradwell Surgery. They can also be collected throughout surgery opening times too.

We are required to collect prescription charges therefore unless you are exempt. Please bring money with you when you are collecting your dispensed prescription. If you have a prepayment certificate or are exempt from charges please bring proof to the surgery or telephone and give us the details over the phone. Please note we only accept payment by cash or cheque, we do not accept debit or credit cards.

Repeat Prescriptions

A repeat prescription can be acquired in a number of ways:

- visit any of the surgeries and complete a repeat prescription form. Hand it to the receptionist at Bradwell and Grindleford, or put it in the box provided at Eyam.
- ring the repeat prescription line at Eyam surgery - **01433 631628**. The lines are open every weekday, in the morning 10.00am to 12.00 noon and 2.00pm to 4.00pm.
- fax Eyam surgery on 01433 631832.
- by Email - account name: prescriptions.eyamsurgery@nhs.net
- through our website— www.eyamsurgery.co.uk
- Patient Access—please ask at reception for details

For each of the above methods you will need to provide the following information:

- Name, address and DoB of the person requiring the drug
- name of the drug and the dosage (be prepared to spell out the name)
- where and when you want to collect it

Any request made after 4 pm will not be processed until the following working day, and therefore, ready 2 full working days from the next day. i.e. requested at 4.30 pm on Monday, it will not be available until Thursday.

Please note 48 hours notice is required for ALL requests.

This is to ensure we are able to fulfil your order for when you need it. The telephone lines are at their busiest on a **Monday morning** therefore if you can avoid ringing at this time please do.

If you require your medication urgently and we are closed: if you have a prescription please take it to your nearest pharmacist (a list of late/weekend opening pharmacists are detailed in the local paper) If you have no prescription ring 111 for advice or as a last resort present your self to the nearest A&E dept.

Patient Access

Patients can now register to make appointments and request repeat medication online. Please bring in photo ID to reception so that we can register you and provide you with log on information and a password. You can also access your immunisation history and allergy information.

The Practice Team

Doctors

There are 4 doctors at Eyam Surgery: Dr. Donald Goodwin, Dr Kath Checkland, Dr Cathy Evans and Dr Hugh Pelc.

The doctors spend the majority of their time at Eyam. Each is part time and can be contacted by phone on the days they are here via reception.

They will also make home visits when necessary.

Practice Nurses

There are 2 practice nurses at Eyam Surgery: Sue Dear (a nurse practitioner) and Heather McMullan. They are at Eyam Surgery throughout the week, but also hold sessions at Bradwell on Tuesdays and Thursdays. You can book to see either of them. The receptionist will advise on the most appropriate one to see. Please tell the receptionist why you need the appointment and then they will give the right amount of time.

Health Care Assistants

We have 2 HCAs, Judi Bee and Zoë Percival. They are at Eyam Surgery each day and at Bradwell Surgery on a Friday. They take blood, fix 24 hour monitors, complete health checks as well as other skilled work.

District Nurses

Sally Baker is our community matron and she is part of the district nursing team and works alongside Olivia Gratton Alex Hutchinson, Pam Cocker & Amanda Bolt. All are based at Eyam Surgery. Their job involves home visits to treat wounds, take blood, give injections and many other treatments. They will also help with getting you aid and support to complete everyday tasks if you are having difficulty. You can contact them by ringing the surgery, extension is 3, they have an answer machine for you to leave a message.