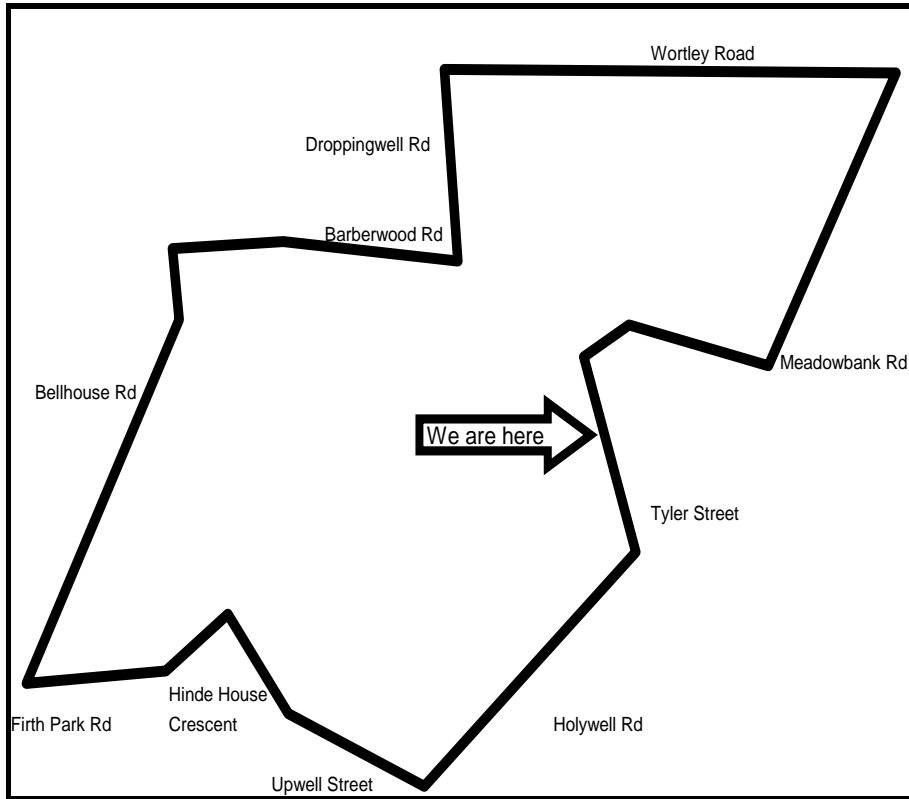


MAP OF PRACTICE CATCHMENT AREA



WINCOBANK MEDICAL CENTRE

**205 TYLER STREET
WINCOBANK
SHEFFIELD
S9 1DJ**

**TEL: 0114 242 64 28
FAX: 0114 244 85 71**

Opening Times

Monday – Friday : 8.00am to 6.30pm
Saturday : 8.30am – 11.00am (By appointment only)
We close for all Bank Holidays

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Dr Gail Coskery - 3334409 (Partner)
BMed Sci., BM., BS, MRCGP
Female
Registered Nottingham 1990

Dr Anne Noble - 6140527 (Partner)
MBChB, MRCGP, DFRSH
Female
Registered Liverpool 2006

Dr Joanna Maher - 4410577 (Partner)
MBChB, MRCGP, DFRSH, PGCME
Female
Registered Sheffield 1997

Dr Phillip Oliver - 7139306 (Partner)
HBChB, PhD, HRCGP
Male
Registered Sheffield 2011

Dr Laura Smitton (Salaried GP)
MBChB, MRCGP, DFRSH
Female
Registered Leeds 2008

Dr Brian McMillan - 7080044 (Salaried GP)
MBChB, BSSc, PhD, MRCGP
Male
Registered Leeds 2010

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STAFF AT THE WINCOBANK MEDICAL CENTRE

USEFUL CONTACT DETAILS

Practice Manager	Tyronn Tate		
Practice Administrator	Jeanette Wainwright	NHS 111 Service	111
Secretarial Support	Jane Rycroft Gabrielle Jessop	SHEFFIELD CCG 722 Prince of Wales Road Sheffield South Yorkshire S9 4EU Tel: e-mail – enquiries@sheffieldccg.nhs.net	
Reception Supervisor	Sherrill Millward		0114 305 1000
Reception Team	Jill Neville Yasmin Akhtar Leah Furniss Janet Foyle Ellie Hawksworth Kirsty Kirkby Connie Grice Malgorzata Gorzelak	SHEFFIELD NHS WALK IN CENTRE Broad Lane Sheffield South Yorkshire S1 4BT 8.00am – 10.00pm every day	
Nurse Admin support	Kay Smith	NHS STOP SMOKING SERVICE	0800 068 4490

NURSING STAFF

Our practice nurses are available by appointment between 8.00am and 5.30pm daily. They are also involved with all the clinics we run.

Nurse Practitioner	Christine Griffiths
Practice Nurses	Helen Curtis Caroline Walker Charlotte Maddox

Health Care Assistants	Jane Rycroft Rebecca Hirst Beverley Batty
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Counsellors	James Spiers Saffron Hattersley Mehwish Noor
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Health Visiting Team	☎ 0114 305 1950
District Nurse Team Leader	Helen Frith
Midwife	Annum Tariq

REGISTERING AS A PATIENT

You can register as a patient if you live within our catchment area. An outline of the Practice Area can be found on the back page of this leaflet.

If you qualify to register as a patient you will be required to visit the surgery in order to complete a registration form. You will need to bring your passport and a recent utility bill as a form of identification.

HOSPITALS

Doncaster Royal Infirmary	01302 366666
Rotherham District General	01709 820000
Jessop Women's	0114 276 6333
Northern General	0114 243 4343
Royal Hallamshire	0114 271 1900
Sheffield Children's	0114 271 7000

BRITISH PREGNANCY ADVISORY SERVICE 0845 730 4036

SHEFFIELD DRUG ADVICE SERVICE 0114 272 9164

SHEFFIELD ALCOHOL ADVISORY SERVICE 0114 258 7553

VICTIM SUPPORT 0114 275 8411

SAMARITANS 0114 276 7277

SHEFFIELD CONTRACEPTION & SEXUAL
HEALTH ADVICE LINE 0114 305 4000

CLINICS

PRE CONCEPTUAL ADVICE - Available by appointment with the Doctor, Nurse practitioner or Practice Nurse.

BABY CLINIC - On Wednesday mornings by appointment only our clinic is available for immunisations and post natal examinations.

CHRONIC DISEASE MANAGEMENT - Patients with asthma, COPD, diabetes, heart disease, high blood pressure, epilepsy and strokes will be offered regular review.

PHYSIOTHERAPY - Community based service by referral from the doctor.

DIABETIC EYE SCREENING - Community based service by referral from the doctor.

WELL RETIREMENT - Annual health checks are offered to all patients over the age of 75.

CONTRACEPTIVE SERVICES - A full range of contraceptive services are available, including emergency contraception.

MAKING AN APPOINTMENT

All surgeries and clinics are by appointment only. To make an appointment with a Doctor or Nurse, either come to reception or telephone us on 0114 242 6428 between 8.00 am and 6.30 pm Monday to Friday.

Each morning we provide book on the day appointments on a first come first served basis. If you would like a book on the day appointment you will need to call the surgery at 8am. We also provide pre bookable appointments however these are limited.

As a patient it is your right to express a preference of Doctor or Nurse within the practice.

Occasionally the Doctor you made an appointment with may have to leave the surgery because of an emergency. If this happens we may ask you to wait, see another Doctor or make another appointment.

CONDUCT OF PATIENTS

We operate a zero tolerance policy at the Wincobank Medical Centre. Violence or abuse towards any G.P. or member of staff will not be tolerated and will result in patients being removed from our list.

HELP US TO HELP YOU

If you cannot attend your appointment, please cancel as soon as possible. We will be able to change your appointment to a more suitable time for you and it will also allow us to see another patient in your place.

Please try to be on time for your appointments as arriving late may cause delays and inconvenience to other patients.

You should notify us immediately of any change of your address. This will avoid wasted appointments, confusion and delays.

Please ask for an out of hours visit only when it is truly necessary and home visits only when you are too ill to visit the surgery.

Don't be disappointed to come away from the surgery empty handed. The advice you receive from the doctor or nurse is just as valuable as any drug prescribed.

ACCESS TO PATIENT INFORMATION

All the information we hold about you is confidential. It will not be released to a third party without your consent. This means we will refuse to give information, if we feel that we do not have your consent to disclose it. This would apply even if the person requesting the information was a carer, or relation involved in looking after you.

We will always seek to obtain your informed consent before embarking on any course of action. Verbal consent is usually enough, but occasionally we may seek written consent.

NAMED GP FOR ALL PATIENTS

You may be aware that from April 2014, all practices were required to provide all their patients aged 75 and over with a named GP. This GP has overall responsibility for the care and support that our surgery provides for them. This has now been extended to cover all patients.

Your named GP will have overall responsibility for your care but it does not prevent or restrict you from seeing any other GP within the Practice. This also doesn't guarantee that you will always see this doctor.

Our staff will tell you which one of our doctors is your named GP, on request. You can request who you want your named GP to be – you do not have to have a named GP and can opt out of this if you wish to do so.

GENERAL INFORMATION

This is a group practice covering North East Sheffield, Shiregreen, Wincobank, Brightside, Rotherham, Blackburn and Kimberworth Park.

The surgery has access and facilities for the disabled and there is free parking available at the rear of the building.

A doctor will be available for advice by telephone between 8.00am and 8.30 am Monday to Friday. If a Doctor is busy you may be asked to leave your name and telephone number and the Doctor will ring you back when he/she is free.

Appointments will normally be available within 5 working days if non-urgent or within 24 hours if urgent. We will endeavour to give you a doctor of your choice within these timescales although this is not always possible.

Hospital referral letters are typed within 5 working days or the same day if urgent. Decisions regarding your treatment including options open to you will be explained and discussed with you. You may have the option of using the Choose and Book system during or after your consultation but this will depend on the type of treatment you are being referred for.

Test results requiring action will be notified to patients. Contact will be made directly to the patient unless otherwise agreed. Where telephone contact is not possible, patients will be notified by letter.

As a practice we are keen to support carers. By carers we mean people who look after a relative or friend who needs support because of age, learning disability, physical or mental illness.

We would encourage carers to make the practice aware by speaking to any member of the practice team.

COMPLAINTS PROCEDURE

This practice is committed to providing care based upon the needs of all our patients.

If there is anything at Wincobank that you are not happy about, we would like to know. Please contact Mr Tyrone Tate, Practice Manager.

Your comments will be treated in confidence. We endeavour to acknowledge all complaints within three working days.

If you are making a complaint on behalf of someone else then we must have written consent from that patient to be able to respond.

Help and advice is available within the practice to make a complaint. An interpreter can be booked to assist you in making a complaint.

A complaint must be made within six months of the date of the incident or within six months of any problem being discovered provided that is within 1 year of the incident.

If you are not happy with the way we deal with your complaint or the outcome of your complaint, you can contact the Sheffield Patient Services Team (previously known as PALS) on 0114 2712400 for further advice. Alternatively you can contact Voiceability on tel. 0300 330 5454 or visit www.voiceability.org.uk. You have the right to approach the Ombudsman as the second and final stage of the NHS complaints procedure.

Contact details are:-

The Parliamentary and Health Service Ombudsman
11th Floor, Millbank Tower
Millbank, SW1P 4QP
Telephone 0345 015 4033
www.ombudsman.org.uk

The Partners also welcome all patient suggestions. All suggestion will be raised at practice meetings and discussed with the Partners.

SURGERIES

Mornings	7.30am – 11.30am Monday & Friday 8.30am – 11.30 am Tuesday, Wednesday & Thursday 8.30am – 11.00 am Saturday (by appointment only)
Evenings	3.00pm – 5.30pm Monday – Friday

HOME VISITS

If someone is too ill to come to surgery, please ask for a visit before 10.00am daily excluding weekends.

EMERGENCY CALLS

In a life threatening emergency please dial 999. For all other emergencies please telephone the surgery between 8am and 6.30pm on 0114 2426428. Our out of hours service is provided by the Sheffield GP Collaborative by phoning NHS 111.

REPEAT PRESCRIPTIONS

Please allow at least 48 hours for repeat prescriptions, sick notes and other medical forms which will be issued only on receipt of written or on-line requests. We do not take prescription orders over the phone, we need to have a written request. The practice is now live with the electronic prescription service for all repeat prescription.

TEACHING & TRAINING

The practice is a GP training practice, and qualified doctors training for general practice will normally be working here, supervised by one of our Partners. From time to time medical and nursing students come to Wincobank as part of their training. We will give you the opportunity to say if you don't want a student to be present.

COUNSELLING SERVICES

A chance to talk confidentially about any problems you may have.