

# **Deepcar Medical Centre**

271 Manchester Road

Deepcar

Sheffield

S36 2RA

One telephone number for **ALL** enquiries:

**0114 2831710**

**Dr T Kadicheeni**

**Dr A Davis**

**Dr F Davis**

**Dr E Lidbury**

**If you telephone the surgery Monday to Friday between 12-1pm and Thursday after 4pm and Saturday between 9-11.30am you will be directed to our Out of Hours Service.**

## **Surgery opening hours**

Monday	8.30am – 6.00pm
Tuesday	8.30am – 6.00pm
Wednesday	8.30am – 6.00pm
Thursday	8.30am – 6.00pm
Friday	8.30am – 6.00pm
Saturday	9.00am – 11.30am

We are not a Limited Company

## NEW Opening times – aimed at our working patients

We are now able to offer some Early Morning & Saturday Morning Appointments

Alternate Tuesday, Wednesday & Thursday 7:30am-8:30am - Appointments for a HCA & Phlebotomist, i.e. blood tests, BP checks, Health Checks

Alternate Saturdays 9.00am-11.30am - you are able to see either a GP or Practice Nurse who work in rotation.

## Surgery Times

### Making An Appointment

You can make an appointment to see a Doctor, Nurse or Health Care Assistant up to 12 weeks in advance.

You can make an appointment with the doctor of your choice depending on availability.

Waiting times can be cut down if you only bring one or two problems to the doctor at any one time. **You can make a**

**doctor's appointment on line: our website address - [www.deepcarmedicalcentre.co.uk](http://www.deepcarmedicalcentre.co.uk)**

	<b>MORNING</b>		<b>AFTERNOON</b>
<b>DAY</b>			
Mon	8.30am-11.30am	appt only	3.00pm – 6.00pm Appt Only
Tues	8.30am-11.30am	appt only	3.00pm – 6.00pm Appt Only
Wed	8.30am-11.30am	appt only	3.00pm – 6.00pm Appt Only
Thurs	8.30am-11.30am	appt only	<b>No Surgery</b>
Fri	8.30am-11.30am	appt only	3.00pm – 6.00pm Appt Only
Sat	Please see above		

**Prescriptions – Telephone 0114 2830863**

We require 48 hours notice to make your prescription. The prescription line is open between 11.00am and 12.00pm every day. An answerphone service is available at all other times.

### **Telephone Consultations**

We book telephone consultations each day. The Doctor may be able to sort out your health problem over the telephone. **You can ring up to 12.00 noon to request a call.** The Doctor could ring back at any time during the day so please be around to take the call.

### **Home Visits**

If you need a doctor to visit you, please contact reception before 11am if possible. Doctors normally visit after morning surgery. Visits are made entirely on medical need and having no transport is not a valid reason for requesting a visit.

### **Seeing a GP Out of Usual Surgery Hours**

If you or your family need medical attention when your GP practice is closed you can access the GP out of hours service. Just call your practice as usual and you will be automatically transferred to the service.

Or you can go to :

Sheffield Walk-in Centre  
Sheffield City GP Health Centre  
Rockingham House  
Broad Lane  
S1 3PB

0114 241 2700

Opening Hours 8.00am - 10.00pm every day, including Bank Holidays.

## **NHS 111 - when it's not as urgent as 999 but you need help quickly.**

You should continue to call 999 in an emergency - for example when someone's life is at risk or someone is seriously injured or critically ill.

Also Call 111 if you need medical help fast but it's not life threatening. When you call 111 a trained adviser will ask you questions to find out what is wrong, give you medical advice and direct you to someone who can help you, like an out of hours doctor or a community nurse. If the advisor thinks your condition is more serious, they will direct you to hospital or send an ambulance. You can call 111 any time of the day, the call is free from landlines and mobiles.

### **Minor Ailments Service**

Local pharmacies run a service called the Minor Ailments Scheme. If you or your family have any of the following problems, you can get free advice and medication from your local pharmacist.

- Athletes Foot
- Conjunctivitis: Acute bacterial / Allergic
- Constipation
- Cough / Dry Cough
- Diarrhoea
- Haemorrhoids
- Hay Fever
- Head Lice
- Headache / Earache / Temperature / Dental Pain
- Indigestion / Heartburn / Tummy Upset
- Insect Bites and Stings
- Mouth Ulcers
- Nappy Rash
- Nasal Congestion
- Pruritus
- Sore Throat

Threadworm  
Thrush (inc Oral Thrush)

Also there is the: Sheffield City GP Health Centre  
Rockingham House, Broad Lane, Sheffield S1 3PB  
Tel: 0114 2412700  
Open 8.00am - 10.00pm every day (including bank holidays)

### **Evening and Weekend GP appointments**

We provide a range of NHS urgent and routine healthcare services on weekday evenings and at weekends through six 'satellite hubs' across Sheffield. All sites are existing GP surgeries and are staffed by Sheffield GPs and other practice staff. The services available include: urgent appointments with a GP, and practice nurse appointments.

### **Test Results 0114 2831710**

Test results are available after 1.00pm Monday to Friday

### **Practice Website**

[www.deepcarmedicalcentre.co.uk](http://www.deepcarmedicalcentre.co.uk)

If you want to contact the Practice to book an appointment or to order a prescription, you can do this on line through our website. Please call into the surgery and ask at reception for your on line username and password.

### **Disabled Access**

The Practice has facilities for disabled patients; this includes a lift and disabled toilet.

### **Access to Patients Information**

Clinical information is shared, where appropriate, amongst clinical staff to the benefit of patients.

### **If you do not attend your Appointment**

Due to a high rate of patients not attending appointments, we will record missed appointments in your medical records and the Doctors will act accordingly.

### **Missed or Late Appointments**

If you cannot keep your appointment or will be late in arriving, please let us know as soon as you can. If you arrive 20 minutes late or more, the Doctor or Nurse may not see you. Many appointment slots are wasted because of non-attendance. This causes unnecessary delays for other patients trying to get an appointment.

### **How to Make a Complaint**

We have a Complaints Procedure. Please ask at the reception for details.

### **Violent or Abusive Behaviour**

We have a **zero tolerance** of patients who abuse staff or threaten violent behaviour. **If this occurs, you will be asked to leave the Practice and change Doctors.**

### **Services and Clinics Provided**

- **Chronic Disease Management**
  - **Asthma**
  - **COPD**
  - **Diabetes**
  - **Heart Checks**
- **Physiotherapy – by referral**
- **Medication Review – Make an appointment with the GP**
- **Counsellor**
- **Implant**

- **Medication Review**
- **Health Visitor**
- **Mental Health Support**
- **Midwifery**
- **Phlebotomy**
- **Why Weight (healthy eating programme)**
- **Diabetic Eye Screening**
- **Social Prescriber**

Please ask at the reception for more details.

### **How to Register at the Practice**

You will need to fill in a questionnaire and bring in **photo ID** (e.g. passport or driving licence) and **proof of your address** (e.g. utility bill).

### **Practice Boundary**

The practice area is Deepcar, Stocksbridge, Oughtibridge, Wharnccliffe Side, Thurgoland, Bolsterstone, Ewden Valley, Midhopstones, Wortley, Langsett and Oxspring.

**Our dispensary is for dispensing patients who live more than 1.6km from a Community Pharmacy. Our pharmacy is open from Monday - Friday 8.30am - 6.00pm and Saturday 9.00am - 11.30am.**

**We dispense medication to patients as prescribed by the doctor. We do not sell any over the counter medications etc.**

### **NHS England Board Address & Contact Details**

NHS England  
South Yorkshire & Bassetlaw Area Team  
Oak House  
Moorhead Way  
Bramley  
Rotherham

S66 1YY

Tel: 01709 302000/Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)