

This is your Practice Booklet, please keep it in a safe place



## Buchanan Road Surgery

### The Practice

Welcome to Buchanan Road Surgery. This is a group practice covering Parson Cross, Ecclesfield, Southey Green, Foxhill, Longley, Hillsborough and Chapeltown. If you would like to register with us please ask at reception for an application form.

### Office Hours

Monday, Tuesday, Wednesday, and Friday  
8.30-12noon and 2-6pm

Thursday 8.30-1pm

### Surgery Hours

Monday, Tuesday, Wednesday, and Friday  
8.30-10.30am and 3.30-5.30pm

Tuesday: Baby Clinic & Health Visitor: 1.00pm - 3.00pm

Thursday 8.30-11am

### Repeat Prescriptions

Two working days are required to process your request, which can be made either;

By telephone 245 6599 between 12pm-3pm Monday to Friday

In person

By letter including stamped addressed envelope, or

On-line by visiting our website.

### Your Doctors

**Dr William H VENNELLS** (male)  
MRCGP MRCP MB 1974 London

**Dr Helen E STOCKDALE** (female)  
MBChB DRCOG 1996 Birmingham

**Dr Kate M DONAGHY** (female)  
MBChB DCH DRCOG DTM + H MRCGP Liverpool

**Dr Jennifer M CALVERT** (female)  
MBChB MRCGP 2002 Sheffield

**Dr Harminder K Birdi** (female)  
M.B.B.S. DRCOG MRCGP qualified 1998 India

### Contact Details

**Buchanan Road Surgery**  
72 Buchanan Road  
Sheffield  
S5 8AL

Tel: 0845 1222 582

Repeat Prescriptions  
0114 245 6599

Medical Emergencies  
when we are closed  
0845 1222 582  
calls diverted to  
Out of Hours Service  
or NHS Direct

[buchananroadsurgery.co.uk](http://buchananroadsurgery.co.uk)

Registrar:

**Dr Rachel C Bunn** (female)  
Qualified Sheffield 2005

### **Your Practice Team**

We are a training practice and regularly have qualified doctors who wish to train in general practice. These doctors work under the close supervision of the GPs and often have many years of hospital experience behind them as well as experience in general practice.

#### **Locum GPs**

From time to time you may be offered an appointment with a locum doctor. Locum doctors are fully qualified doctors, filling in when one of the regular doctors is away.

#### **Practice Nurses**

Julie Marsden SRN  
Tracy Atherton RGN  
Sue Askham RGN

#### **District Nurses**

Darlene Tomlinson RGN

#### **Receptionists**

Angela Thompson  
Maureen Buckley  
Sally Pickering  
Beverley Saxelby  
Marie Parkin  
Diane Pidd

#### **Practice Manager**

Michelle Richards

Assistant Practice Manager/Senior Secretary

**Susan Fletcher**

#### **Admin and Secretarial Team**

Kath Kirk (IT)  
Judith Burgin  
Karen Linley  
Tracey Brown

#### **Counsellors**

Galen Ives BSc (Double Hons) Manchester 1971  
MSc Clinical Psychology Leeds 1975  
C.Psychol (Chartered Psychologist) A.F.B.Ps.S

Vanessa Haves BSc (Hons) Psychology and Neuroscience PGC low intensity psychological interventions

Hazel Miller

#### **Physiotherapist**

Nikki Broadfoot BSC (Hons) MCSP SRP

#### **Drug Counsellors and Specialist Nurse Team**

Tina Horsfield RMN Diploma in Substance Misuse

**Health Visitors** (based at The Health Care Surgery, 63 Palgrave Road, Sheffield, S5 8GS)

Sue Clemsey RGN RHV

All the members of our health care team undertake regular training to ensure we are continually improving our services to you.

#### **Midwife**

Maureen O'Shea

#### **Phlebotomist**

Patricia Tandy

#### **Clinics**

We provide a range of clinics and services aimed at keeping you healthy and improving your well-being. Services include well person, travel, child health surveillance, physiotherapy, counselling, and contraception. We hold clinics for minor surgery, respiratory illness, diabetes, coronary heart disease, epilepsy, dietary advice, cytology screening, child hood immunisations and vaccinations, substance misuse, smoking cessation advice, and blood pressure.

#### **Appointments**

Our surgery operates an appointment system and our aim is to offer you an appointment with a health care professional within 24-48 hours. To make an appointment, please telephone or call in within office hours. All patients have a right to express a preference to receive services from a particular doctor or health care professional, generally or in particular to a certain condition. We will do our very best to comply with this but we may, or may not, be able to offer the appointment within 24 to 48 hours.

## **Home Visits**

The doctors will visit patients who are housebound. Please telephone 0845 1222 582 if you think a visit may be necessary. This allows the doctor time to arrange visits in order of need. The doctor will usually visit between 12.00 noon and 3pm.

## **When We Are Closed**

If you need urgent medical attention when we are closed please telephone 0845 1222 582. You will then be given two choices. Either your call can be transferred to the GP Collaborative where you will be put in touch with a doctor or be connected to NHS Direct. NHS Direct will be able to offer advice. Alternatively you can visit their website at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

Your local NHS Direct Walk-in Centre is based at Minor Injuries Unit at the Royal Hallamshire Hospital, Claremont Place, Sheffield.

## **Telephone Triage Advice**

Many common illnesses can be treated at home without the need to see a doctor or a nurse.

If you need advice telephone the surgery between 8:30 and 10:30 am and the receptionist will arrange for the triage nurse to help you.

Our nurses are extensively trained to assess the urgency of an appointment should you need one. If you have a general enquiry for a GP or nurse, our receptionist will take a message and agree a suitable time when you can be called.

## **Other Important Information**

### **Help Us To Help You**

You will be treated as a partner in the care and attention you receive. Being a partner means we have responsibilities to each other. You can help us to help you in the following ways;

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

You should inform the surgery if you are unable to keep your appointment. This will enable us to change your appointment to a more convenient time and allow another patient to be seen in your place.

You should notify us of any changes to your name, address or telephone number. This will avoid wasted hospital appointments, confusion and delays.

If you are aged 16 to 75, and have not been seen at the surgery for three years or more, we will arrange a health review at your next consultation. However, if you are over 75 a health review will be offered if you have not been seen for 12 months.

Our aim is to treat you with the respect you deserve and we expect you to treat us in a similar way. Any patient who regularly misses appointments without telling us, or is violent or abusive to any of our staff or other patients whilst on our premises will be removed from our list. Also any deliberate damage to our property will result in similar action.

## **We Care What You Think**

We will endeavour to provide a caring and efficient service, responding to your needs in a friendly and approachable manner. We welcome your views and suggestions, which will help us to improve our service to you. There is a suggestion box in our waiting room which we would encourage you to use.

If you have a complaint, please ask at reception for a complaint's leaflet which explains our procedure for making complaints.

## **Data Protection Act (DPA)**

Only health care professionals have access to patient information and your rights under the DPA are respected and protected at all times.

## **Access**

We have facilities for people with disabilities such as hearing loop, disabled toilet, wheelchair access, and a designated parking bay. If you need any help accessing our facilities, please ask our reception staff.

## **Data Protection**

### **What we do with your information**

#### **A guide for patients**

##### **What information do we hold about you?**

We ask you for information about yourself so that we can give you appropriate care and treatment.

This information is kept together with details of the care you have received because it may be needed if we have to see you again.

##### **What do we use it for?**

Sometimes statistics are required by the Department of Health, this helps to measure NHS performance. (Procedures are followed to ensure you cannot be identified)

We may need to use some of the information for investigating complaints or legal claims.

##### **Will my information be shared?**

All NHS staff has a legal duty to keep your information confidential. If you are receiving care from other people, as well as the NHS, we may need to share relevant information to enable us all to work together for your benefit.

The law strictly controls the sharing of information. Unless there are exceptional circumstances such as when the safety of others is at risk, we will not disclose your information without your permission.

Information to relatives, friends and carers will not be given unless you consent.

Sometimes the law requires us to report information to appropriate authorities, e.g. for the protection of children or if we were to encounter an infectious disease.

Our aim is that any records we have about you are held securely and in strictest confidence.

##### **Can I see my records?**

The Data Protection Act 1998 gives you the right to see or have a copy of your personal information.

If you wish to see your records please send a letter of request to Michelle Richards Practice Manager.

**Thank you**