Practice Information

Opening Hours

Monday – Friday  8am to 6pm  (closed for admin 1pm-2pm)
Thursday        8am to 12pm

Extended hours are available
ABOUT THE PRACTICE

The Practice was newly formed in 2008 by the merging of Dr. Spinks and Dr. Mitchel partnerships. Prior to the merger both surgeries were well established in the centre of Woodhouse village before transferring to Woodhouse Medical Centre in 1989. We offer a full general practice service and run specialist clinics for children, pregnant women, diabetes, asthma sufferers and for patients needing warfarin management. We aim to allow ample time for listening, explanation and advice, so as to promote the better health of each patient in our care. The promotion of a "healthy lifestyle" is an important part of all consultations and educational literature is given to patients whenever appropriate. We have a notice board on which we display health promotion posters on different topics. Leaflets are available for reading and to take away.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates. During the course of the year we inform our patients of any information about the practice through the use of newsletters. These are available at reception.

Registration

If you live in our practice area (see map of practice area) and would like to register with us, please bring in your NHS medical card and some form of photographic evidence (e.g. Passport/Driving license) or complete one of our registration forms that are available at reception. You will be registering with the practice and be given an accountable named GP but you may see any of the doctors. We will ask you to fill in a New Patient Questionnaire; this will enable us to monitor any ongoing health problems you may have.

If you move out of the area, we regret that you may have to register with another practice.

We are a Training Practice

Trainee doctors receive appropriate training and gain valuable experience with us and we believe our practice and our patients gain a lot from them as they bring with them to the practice up to date knowledge and techniques as well as a friendly enthusiasm. Occasionally you may be asked for your consent in taking a video of your consultation in order to assist them with training.
OUR DOCTORS

Dr Andrew McGinty  MB.ChB. BSc (Med Sci). MRCGP

Dr Andrew McGinty first came to the practice in 1996 having previously worked in anaesthetics. He has a particular interest in joint injections and chronic diseases eg. diabetes and heart disease. His spare time is spent chasing after his young family.

Dr Caroline Mitchell  MB. ChB UK 1986. MD. MRCGP. DRCOG. PPCERT

A GP partner in Woodhouse since 1990. In addition to providing a full range of family medical care, Dr Caroline Mitchell has a special interest in musculoskeletal medicine (including joint and soft tissue injections), alcohol-related health problems and is the practice trainer for general practice specialist registrars. In 1993 she was appointed as a Senior Clinical Lecturer at the University of Sheffield (teaching medical students, training doctors and undertaking research), where she continues to work part-time.

Dr Margaret Spinks  MB.ChB. MRCGP. DRCOG

Born and bred in Sheffield, Dr Margaret Spinks attended Manchester University, graduating in 1982. Margaret returned to Sheffield to undertake GP training and joined the practice in 1986. In 1989 Margaret took part in the negotiations, which led to the building of this surgery in 1989. She is currently a trainer of F2 doctors.

Dr Nicholas Smith  MB.ChB 1995

Educated in Sheffield, where he completed his GP training, Dr Nick Smith joined the practice in 2001. He has an interest in musculoskeletal medicine and has been a crowd doctor for Sheffield Wednesday Football Club since 1995.

Dr Ngozi Anumba  MBBS. 1990 DRCOG

Dr Ngozi Anumba joined the practice as a partner in November 2002 moving to Sheffield from the North East of England. She qualified as a doctor in 1990. Following an initial training stint in Paediatrics within the Newcastle Rotational Training Scheme in Paediatrics, Ngozi opted for a career in General Practice. She undertook all her GP training through the Northumbria Vocational Training Scheme before relocating to Sheffield when she then joined the practice.

Dr Paula McGinty  MB.ChB 1992

Dr Paula McGinty joined the practice in 1999 after being a registrar here. She attends a research group at the University of Sheffield doing primary care led research projects and has a particular interest in diabetes and kidney disease.

Dr Sally Nevitt  MB.ChB 2008. DRCOG. DFSRH. MRCGP

Joined the practice as a registrar in her last year of training and has stayed on as a salaried GP. She has a particular interest in family planning and is trained in insertion and removal of contraceptive implants.

Dr James Attwood  MB.ChB 2010, MRCGP

Dr James Attwood joined the practice in 2014 as a registrar. After completing training in 2015 he is now employed as a salary GP. He has a particular interest in Joint injections and respiratory conditions. He is also a doctor in the army reserves attached to 212 Field Hospital, Sheffield.

Self-care


NHS 111


Pharmacy


GP surgery


A&E or 999

Emergencies only
**APPOINTMENTS**

We have three first contact practitioners who can see patients with acute problems. All our first contact practitioners can prescribe medication. Appointments for our first contact practitioners are available to book on the day from 8am on the day you need to be seen. GP appointments for on-going or more complex problems are available up to 3 days in advance. Some pre-bookable appointments to see doctors are bookable 4-6 weeks in advance.

Patients can book appointments either in person at reception or by telephone from 8am. A selection of appointments are available via our website

www.woodhousehealthcentre.co.uk

**Visits**

We only visit patients at home who are either housebound or we feel are too ill to come to surgery. Please make requests before 10.30am so that doctors may arrange their calls in order of priority. A doctor will screen all home visit requests. As it is always faster to see children in surgery, we feel it is important that we see sick children at the surgery whenever possible.

**Extended Opening Hours**

The surgery offers extended opening hours, please contact reception for further details.

Each day there are a number of appointments where the doctor can give you advice over the telephone. Please ask for a telephone appointment and the doctor will telephone you during pre-booked telephone appointment slots.

*All Telephone calls are recorded for patient and staff security and your protection.*
OUR HEALTH CARE TEAMS

We work collaboratively with Community Nurses, Health Visitors, Community Psychiatric Nurses, Chiropodists, Physiotherapists, Social Workers, Midwives and others to achieve individual plans for our patients' care.

Nursing Staff

Our highly trained practice nurses are available to give advice about health problems and prevention of illness. Each nurse has a particular field of expertise including epilepsy, asthma, diabetes, heart disease, stroke and chronic lung disease. They also provide many other medical services, including travel immunisations/advice, well woman/man appointments, family planning, ear care, medication reviews and anticoagulation clinics.

Health Care Assistants

You will see our health care assistants as part of your diabetes/heart disease review, blood pressure monitoring, urine testing, blood tests, dietary advice, spirometry, new patient interviews, health promotion and health education.

Family Planning & Emergency Contraception

All doctors offer comprehensive advice about family planning and all types of contraception including emergency contraception (the morning after pill). Alternatively, emergency contraception, coil fitting and contraceptive implants are available from the Central Health Clinic.

Ante-Natal & Post-Natal Clinic

Please make an appointment to see the Practice midwife once pregnancy is confirmed. A midwife is available for appointments at a weekly ante natal clinic to monitor your pregnancy. A Baby and Child health clinic operates for well babies to be seen by the health visitor, and our practice nurse for advice on development, discussion of any worries and for immunisations.
PATIENT INFORMATION

Information sharing
When you see a doctor, nurse or any other health or social care professional, we ask you to share information about yourself. This helps us offer treatment and care adapted to your needs. This record is known as your health, medical or care record.

Your care records may include:
- Name, address and next of kin
- Details of any diagnosis and treatment you receive including drug prescriptions
- Results of blood tests and X-rays
- Details of contact you have with other health or social care professionals such as a visit to clinics
- Relevant information from other professionals and those who care for you

Record Sharing
In order to deliver the best integrated health and social care services to you in Sheffield we share relevant personal data between professionals involved in your care; this means sharing records between your GP, primary care, hospitals, out-of-hours, ambulance service (111 and 999) and other health and social care organisations including the Local Authority.

Security & Confidentiality
NHS and social care staff will ensure that all personal data is handled in a lawful manner. Information about you is securely managed and controlled within Sheffield NHS and social care systems. We won’t usually share your records with anyone who isn’t involved in your treatment, care or support.

Your Rights
You have the right to access your records- for more information please ask your care provider. You have the right to opt out of your records being shared at any time. However, by not agreeing to share your records you may not always receive the best available service that meets your specific needs.

For Further Information
INFORMATION

Investigation Results

Please telephone after 2.00pm for results as the staff will have more time to deal with your call. You may need to make a further appointment to discuss the result, over the phone or in the surgery, with either the Doctor or Nurse.

Out of Hours (Nights & Weekends)

The service is only for emergency help that cannot wait until the surgery re-opens. The out of hours provider is the GP Collaborative who will provide emergency telephone advice, consultation and home visits where necessary when the surgery is closed. You should ring the surgery number. You will then be given the option of either speaking to NHS direct or speaking to the GP Collaborative. The GP Collaborative is based at the Northern General Hospital.

Other Services

Practice mental health services: Our counsellors see people who are feeling anxious, upset or depressed. They offer an opportunity to talk about problems and to express feelings that are difficult or distressing. We also have a Depression/Anxiety specialist who sees patients referred by the GP

Physiotherapy: The physiotherapists treat back, neck, joint and muscle pain, acute injuries and help you to rehabilitate after a stroke, hip, knee or other joint operation. Please discuss this with one of the doctors who will refer you for an appointment, if appropriate.

Smoking Cessation: We have a smoking cessation counsellor in practice who can give advice and encouragement to help you to stop smoking. She can also provide prescriptions for support.

Hearing Aids: The surgery offers batteries and tubing for hearing aids (please bring your book into the practice).
**Diabetic Eye Screening:** From time to time we offer a diabetic eye screening service, please contact reception for further details.

**Woodhouse Pharmacy:** There is a pharmacy situated in the practice building. Opening hours are 7am-10pm (Monday to Saturday), 8am-6pm (Sunday)

**Repeat Prescriptions**

If it has been agreed that you may have repeat prescriptions for your medication, you may order them by:

Using the counterfoil on your prescription or a request form from the reception desk. At least **TWO WORKING DAYS** notice is required.

Rowland’s, Lloyds and Woodhouse pharmacy each have a box for ordering prescriptions. If you wish the pharmacy to collect your prescriptions you must order them from the pharmacy. If you place your order in the box at the surgery you will need to collect your prescription from the surgery. Please allow **THREE WORKING DAYS** when ordering from the pharmacy.

Online prescribing is now available where you can order your prescriptions via the internet. Please ask at reception for details.

Post your request to us. If you want your prescription posting back to you please enclose a stamped addressed envelope. Please allow **TWO TO THREE WORKING DAYS**.

**Insurance Reports & Medical Examinations**

These are not part of our NHS work and therefore a fee is normally charged in accordance with British Medical Association guidelines.

**Choose & Book (Referrals)**

If your condition requires referral for further care, you can now choose to have that care at a choice of hospitals / clinics across the country.
Complaints Procedure

We aim to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Please write to us or speak to our complaints Manager who will hopefully resolve the situation. If necessary she will pass on any unresolved complaints to the Practice Manager. In the majority of cases, concerns can be resolved quickly and easily. If you feel we have not dealt with the issue you have raised as you would wish, you can write to the Practice Manager who will send you a Complaints Procedure.

Zero Tolerance Policy

In common with all NHS organisations the practice operates a "zero tolerance policy" towards physical or verbal abuse.

CCTV

For patient and staff security and protection CCTV cameras are in operation both inside and outside the practice surgery.

Protection and Use of Your Information - Your Records are Safe with Us

We ask for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information. We only use or pass information about you to people who have a genuine need for it. Whenever we can we shall remove details that identify you as an individual.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

Patients Advisory Group

We have a patients advisory group, which advises the practice on developing our services
### Useful Telephone Numbers

Remember if care is needed and the practice is closed ring the practice number and you will be transferred to our out of hours service

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>District Nurse (Woodhouse)</td>
<td>305 4280</td>
</tr>
<tr>
<td>Health Visitor</td>
<td>305 3454</td>
</tr>
<tr>
<td>Social Services (Crystal Peaks)</td>
<td>203 7048</td>
</tr>
<tr>
<td>Police (Moss Way)</td>
<td>220 2020</td>
</tr>
<tr>
<td>Sheffield Children's Hospital</td>
<td>271 7000</td>
</tr>
<tr>
<td>Charles Clifford Dental Hospital</td>
<td>271 7800</td>
</tr>
<tr>
<td>Royal Hallamshire Hospital</td>
<td></td>
</tr>
<tr>
<td>Northern General Hospital</td>
<td>243 4343</td>
</tr>
<tr>
<td>Genito-Urinary Clinic</td>
<td>276 6928</td>
</tr>
<tr>
<td>Rotherham Hospital</td>
<td>(01709) 820 000</td>
</tr>
<tr>
<td>Western Park Hospital</td>
<td>226 5000</td>
</tr>
<tr>
<td>Michael Carlisle Centre (NEH)</td>
<td>271 8004</td>
</tr>
<tr>
<td>NHS Direct</td>
<td>111</td>
</tr>
<tr>
<td>vinvor.nhsdirect.nhs.uk</td>
<td></td>
</tr>
<tr>
<td>Sheffield Carer’s Centre</td>
<td>272 8362</td>
</tr>
<tr>
<td>Sheffield CCG</td>
<td>0114 305 1000</td>
</tr>
<tr>
<td>722, Prince of Wales Road, Darnall S9 4EU</td>
<td></td>
</tr>
</tbody>
</table>

### Facilities for the Disabled

Parking and toilet facilities are available for disabled people at the surgery. (Disabled patients may use the top entrance). For patients with hearing problems, we have a T Loop for hearing aids. We can arrange interpretation and translation services in person or by the phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

### Carer

If you care for a person with a disability, long term illness, or addictive illness please call at reception for a carer registration form and look at the carer’s board in the foyer.