



**Evelyn Medical Centre
Marsh Avenue
Hope
Hope Valley
S33 6RJ**

**Telephone: 01433 621557
Email: admin.emc@nhs.net
Website: www.evelynmedicalcentre.co.uk**

Welcome to Evelyn Medical Centre

This leaflet sets out details of our services during the Covid 19 Pandemic. The safety of our staff and patients is paramount and we have adapted our services to enable us to deliver the best possible care during this time.

Patient access to the building is currently very limited and only those with prebooked appointments with clinicians will be invited into the building by reception staff. We ask that on arrival at the surgery you ring the bell and wait outside for a receptionist to greet you. There is a marquee to provide protection during bad weather.

Our reception staff are here to help you access the services you need, to answer your queries and to supply information so please get in touch if you need any help.

Our Practice

Your GPs are:

Dr I Hutchinson-BSc MB ChB (1986)
Dr TJ Adler-MB ChB (1985) MRCGP Fpcert DipSEM Dip Law
Dr B E Howson-MB ChB (1985) DRCOG MFFP
Dr D Sykes-MBBS MRCS MRCGP
Dr H Pelc-BSc(Hons), MBBS, MRCS(Ed), MRCGP
Dr K Gascoyne-BA BMed BChir MRCP MRCGP DTMH
Dr E Walton-BSc (Hons) MBChB PhD MRCGP

The practice is a partnership of Doctors Hutchinson, Adler, Howson, Sykes and Pelc. Our Practice Manager is Tracey Sigsworth

We cover 90 square miles encompassing Bamford, Bradwell, Castleton, Edale, Grindleford, Little Hucklow, Hathersage and Hope.

We have two sites; Evelyn Medical Centre in Hope and a branch surgery in Hathersage. During the pandemic the Hathersage surgery is closed to patients and all services are delivered from the medical centre at Hope.

Opening Hours

We are open Monday – Friday from 8am to 6.30pm. During the pandemic we are encouraging all patients to telephone us or contact us by email unless you need to attend the surgery for an appointment, to collect a prescription or to hand in a sample.

If you require medical advice outside of these hours please ring 111.

If you have a medical emergency at any time please telephone 999 immediately.

Out of Hours Service

Our surgery is closed in the evenings, at weekends and on Bank Holidays. We are also closed one Wednesday afternoon of each month from 1.30pm for training for the whole practice team. Please check with our reception team when these dates are for the forthcoming months, or check on our website for up to date information.

If you require advice or a home visit when we are closed, please ring 111 and this service will direct you to the most appropriate source of care. The responsibility for commissioning this service lies with our CCG, whose name and address is given later in this leaflet.

Registering at our Practice

If you wish to register with us you will need to visit our website www.evelynmedicalcentre.co.uk and follow the links to the patient registration page. You should complete the online GMS1 form and the New Patient Health Questionnaire and email them to admin.emc@nhs.net.

If you wish you can also complete the online registration form on this page. Once you are registered with us this will enable you to order regular medication online rather than ringing the practice with your order.

We recognise that some patients will not have access to the internet and will not be able to register with us online. In these circumstances please telephone the surgery or email us at the address above and we will post the appropriate forms to you which you should complete and post back to us at the address given in this leaflet.

If you are taking medication on a regular basis you will need to speak to a GP before this can be prescribed for you by our practice so please follow the instructions below to arrange a telephone call.

Making an Appointment with a GP

If you would like to discuss a medical issue with a GP please telephone the surgery. Our reception team will ask you to provide a brief description of the problem and may offer you an initial telephone call with a GP or ask a GP for advice on your behalf. All information given to our receptionists is held in the strictest confidence.

During the pandemic our team cannot immediately offer you a face to face appointment with a GP. Once a GP has assessed your condition over the telephone you may be invited to attend the practice for an examination if the GP deems this necessary.

Home Visits

If you consider that your medical condition requires a home visit please telephone the surgery before 11.00am to make arrangements. You will be asked for some details about your illness so that the GPs can prioritise their visits based on patient need.

If you telephone after 11.00am our receptionists will discuss your request with a GP initially to ensure you receive the care you need as quickly as possible.

Practice Nurses and Health Care Assistants

Our nursing team offer a range of services including blood tests, vaccinations and immunisations, cervical screening and wound care. Please telephone the surgery if you would like to make an appointment with a nurse or a health care assistant.

Dispensary Services

Evelyn Medical Centre is a dispensing practice and is open for dispensary queries and collection of prescriptions during our normal opening hours. The only exception to this is the collection of controlled drugs which **cannot be collected from the dispensary after 5pm.**

Pharmacy regulations dictate that you are able to collect your medication from Evelyn Medical Centre dispensary unless you live within a distance of 1.6km/1 mile (as the crow flies) from Hathersage chemist, in which case you will need to collect your medication from the chemist instead.

Ordering medication

If you take medication on a regular basis (repeat medication) you can order using our online service or you can ring the surgery after 10.30am any weekday to place an order over the telephone.

Please do not let your medication run out. You should allow a minimum of three working days for your prescription request to be processed.

Please remember to allow extra time for your medication to be prepared prior to

Christmas, Easter and Bank Holidays

Automatic prescription preparation and delivery service

If you take medication regularly our dispensary can prepare this for you automatically every month and deliver it to your home on a Monday or Thursday. This means you will not run out of medication and will not need to remember to order it. Everything will be done for you by dispensary.

We can set you up for this service very quickly and easily so please contact us if you are interested.

Samples

When asked to bring a sample for testing you must:

- ensure the sample is brought to the surgery before 12 noon.
- use one of our clinical containers - no other containers will be accepted.
- write your name and date of birth on the label
- place the sample in an official sample bag provided by us
- complete one of our sample forms and include it in the bag unless a clinician has provided a completed form for you to include

Unfortunately we cannot accept any samples that do not meet these requirements.

Patient Information

Our patient records are computerised and accessible by staff at both Hope and Hathersage surgeries. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights. Please refer to our website or practice notices for our Data Protection Privacy notice for patients.

We are a Training Practice

At certain times in the year, we accept medical students from the Sheffield Medical School, and nursing students from Derby University. They join various members of staff in routine clinics and surgeries. If you do not wish them to be present during your consultation, please let us know. We are grateful for your help in supporting the training of the country's future clinicians.

Access

Hope and Hathersage surgeries are accessible to wheelchair users and have power-assisted doors and accessible toilet facilities at both sites.

Please note that parking for patients is extremely limited although there is designated parking for patients who have a disability.

We have portable induction loops for those patients with hearing aids. Please do let us know if you have any specific additional needs or assistance requirements.

Patient Participation Group (PPG)

We actively encourage our patients to participate in helping the practice to improve and develop the services we provide. The PPG meets every two months to discuss ideas and you are very welcome to attend. Please contact us for details of the meeting dates. You can also catch up with the latest developments via our website or ask us for a copy of our quarterly newsletter.

Rights and Responsibilities

At Evelyn Medical Centre we aim to treat all our patients with courtesy and respect on every occasion. Our receptionists are trained to be as helpful and accommodating as possible whilst operating within the boundaries of our practice protocols and policies.

We ask that patients show respect and courtesy to our GPs and staff. The practice does not tolerate verbal or physical abuse of any kind however minor and we reserve the right to remove a patient from our list should such circumstances arise.

You have a right to a full explanation of any tests, investigations or consultations relating to your illness. Please ask for clarification if you do not understand the explanation you are given.

Your Local Primary Care Organisation is :-

NHS Derby and Derbyshire CCG
Cardinal Square
1st Floor, North Point
10 Nottingham Road
Derby DE1 3QT

Email: ddccg.enquiries@nhs.net **Telephone:** 01332 868730

Complaints

We hope that you are very happy with the service you receive from us. However we recognise that sometimes everything doesn't operate as smoothly as we might like so please do contact us if our service has fallen short of your expectations.

You can contact us:

- by email at admin.emc@nhs.net
- by writing to us at Evelyn Medical Centre
- by ringing the Practice Manager

We will conduct a full investigation and try to resolve your complaint as quickly as we can. We will acknowledge complaints within three working days and you can complain up to 12 months after a concern.

If you are not satisfied with the outcome of your complaint you can contact NHS England or The Parliamentary and Health Service Ombudsman:

NHS England

PO Box 16738 Redditch, Worcestershire B97 9PT

Telephone: 0300 3112233

Email: England.contact@nhs.net

The Parliamentary and Health Service Ombudsman,

Millbank Tower, Millbank, London, SW1P 4QP

Telephone: 0345 015 4033 Email: phso.enquiries@ombudsman.org.uk

The following organisations can provide advice, guidance and help with your complaint:

Healthwatch Derbyshire

Unit 14 Riverside Business centre,

Foundry Lane, Milford, Derbyshire DE56 0RN

Tel:01773 880786

www.healthwatchderbyshire.co.uk/

Derbyshire Mind Tel: 01332 623732

Email: advocacy@derbyshiremind.org.uk