

# Patient Information Leaflet



## EVELYN MEDICAL CENTRE

Marsh Avenue, Hope, S33 6RJ  
Tel: 01433 621 557 Email: [ddicb.admin.emc@nh.net](mailto:ddicb.admin.emc@nh.net)

## Evelyn Medical Centre

The surgery is a long-established General Practice providing a quality family doctor service for our patients in the Hope Valley. We are committed to working in a supportive and courteous manner in partnership with our patients.

Our aim is to provide the highest quality health care available to all our patients, with a well-trained and highly motivated primary health care team.

## Our Mission Statement

'At EMC we strive to provide safe, high quality and compassionate care for all of our patients in an environment that supports the whole of our team'

## Our Core Values

- **Patients:** putting patients at the heart of everything we do.
- **Compassion:** Kindness and caring for our patients and each other.
- **Quality:** Strive to provide the highest standard of care and treatment
- **Staff:** The practice team is dedicated to teaching, training and continued professional development
- **Ethical:** Operating within an ethical framework through openness and transparency to ensure patient and team safety.
- **Climate Change and Greener General Practice:** We are committed to embracing change at EMC to reduce our carbon emissions and waste.

## **Evelyn Medical Centre**

Evelyn Medical Centre is a partnership of doctors providing NHS Services under an NHS England General Medical Services Contract. Our practice partners are Dr Pelc, Dr Sykes, and Dr Walton.

Evelyn Medical Centre has two sites, our main surgery in Hope and our Branch Surgery in Hathersage.

### **Our Team**

#### **Partners:**

Dr Hugh Pelc BSc (Hons) MBBS MRCS MRCGP

Dr Dave Sykes MBBS MRCS MRCGP

Dr Liz Walton BSc (Hons) MBChB PHD MRCGP

#### **Salaried GPs:**

Dr Cath Liley MBChB MRCGP PGCMedE

Dr Kay Argyle MBBS MSC MRCP MRCGP

Dr Sharon Worsnop MBBS (Lond) BSc (Hons) MRCGP DRCOG  
LoC IUTs

Dr Tom Holdsworth MBChB DRCOG nMRCGP

Dr Tom Smart BM BSc (Hons) MRCGP

Dr Kate Gascoyne BA (Nat Sci) BMed/BChir MCRP MCRGP  
Dip Hygiene and Tropical Medicine

#### **Clinic Pharmacist**

Evelyn Medical Centre have a team of remote pharmacists who offer telephone consultations.

#### **Nursing Team:**

Mrs Jane Clarke – Community Matron

Mrs Rebecca Spray – Practice Nurse

Ms Andisha Croft – Practice Nurse

Mrs Rebecca Wolstenholme – Health Care Assistant and  
Care Co-Ordinator

Mrs Fiona Archer – Health Care Assistant

Mrs Amanda Bolt – Health Care Assistant

#### **Practice Manager:**

Our practice manager, Mrs Shameem Rickaby is involved in managing all the business aspects of the practice whilst supporting our team in delivering patient services and helps develop the extended services and enhanced patient care.

#### **Reception Team**

Our receptionists provide an important link for patients with the practice and will be your initial contact for all general enquires and appointment requests.

#### **Dispensary Team**

We are a dispensing practice. Our dispensary team are responsible for ensuring all our practice prescriptions processed in a safe and timely manner.

## Services we Provide

**GP Appointments:** Evelyn medical Centre offer both face to face and telephone consultations with our GPs. Our routine appointments are available to be prebooked appointments into up to two weeks in advance, these can be made by calling the surgery after 10.00am Monday-Friday or using the NHS app. Urgent same day appointments can be made by ringing the surgery at 8.00am Monday-Friday. GP appointments are 10 minutes long. Our reception team will ask you for a brief reason for your appointment at the time of booking and can sign post you to lots of services that are available to you.

**Nurse Appointments:** Our nurses are available for vaccinations, health checks, annual chronic disease management reviews. Our nursing team can also with a range minor ailments.

**Health Care Assistants:** HCA appointments are available throughout the day and offer a wide variety of health care services such as blood tests, blood pressure checks, ECGs, diabetic foot checks and weight management advice.

**Community Matron:** Our community matron works closely with patients (mainly those with a serious long-term condition or complex range of conditions) in a community setting to directly provide, plan and organise their care and prevent hospital admission.

**Care Co-Ordinator:** Our care-coordinators work closely alongside our nursing team to ensure that our practice services are provided to all our patients. They also work closely with our community matron directly provide, plan, and organise their care and prevent hospital admission.

## Services we Provide

Along with routine appointments, the practice also offers the following services

**Family Planning:** Our GPs and practice nurses offer a full range of family planning services, including Implanon and Coil fittings and removals.

**Immunisations:** Our nursing team administer vaccines for both adults and child immunisations.

**Minor Surgery Clinics:** Evelyn Medical Centre hold minor surgery sessions. Your GP will advise on minor operations.

**Cervical Smear Testing:** For woman aged between 25-65. These tests are undertaken by the nursing team.

**Chronic disease management:** Our clinical team hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.

**Prescription Delivery Service:** We offer a free delivery service for patients who are unable to collect their prescriptions. Our delivery service operates each Thursday. If you would like more information on this service, please speak to a member of our dispensary team.

**Medication Disposal:** You can return any unused and out of date medications to our dispensary so our team can dispose of them safely.

## Home Visits

Home visits are offered to patients who are either housebound or have significant health conditions. Home visits are carried out at the discretion of the GP. Should you require a home visit please contact the surgery by phone before 12.00pm on the day that you are requesting a visit, the request will then be reviewed by one of our clinicians.

Home visits are usually carried out between 12.30pm-2.30pm

## Patient Participation Group (PPG)

Evelyn Medical Centre have an active PPG, ensuring that our patients are involved and informed about decisions about the services provided by the practice. Further information is available online: [www.evelynmedicalcentre.co.uk](http://www.evelynmedicalcentre.co.uk). Alternatively, contact Kat Love, who is our nominated point of contact for all PPG matters.

## How to Register at the Practice

The quickest way to register at the practice is to use the practice website: [www.evelynmedicalcentre.co.uk](http://www.evelynmedicalcentre.co.uk). You must live within the practice catchment area to register at the practice, you can find out whether you are within our practice catchment area by using our post code checker function on our website. If you are unable to use the website, please contact the practice for further guidance on how to register.

## We are a Dispensing Practice

Your GP will initiate any prescription that they determine you require.

The practice is a dispensing practice and can issue prescriptions as directed by our GPs if you meet the requirements to be registered as a dispensing patient. We are unable to dispense to any patient living within one mile of a chemist.

Repeat medications can be ordered in the following ways:

**By telephone:** Prescriptions can be ordered by phone after 10.30am, please call 01433 621 557.

**Online:** via your online NHS online access provider.

**Automatic repeat dispensing service:** you may be eligible for our automatic repeat dispensing team, to find out more please contact the surgery

Please allow 3 working days before collecting your ordered prescriptions.

## Appointments and Accessing Practice Services

To make an appointment to see or speak to any member or our clinical team please contact the surgery by phone on 01433 621 557 and a member of our administrative team will be able to assist you.

Please be aware that when you are making an appointment our administration team are asked to take a

## Access

Both our surgeries are accessible to wheelchair users, and have power assisted doors. There are designated disabled parking bays outside both surgeries.

We have portable induction loops for patients with compatible hearing aids.

Please alert a member of our team if you have any specific needs or requirements when attend the surgery or if you feel there is a way, we can improve our services.

## Chaperone

Please ask a member of our team if you would like one of our trained chaperone present to be present during your consultation.

## Compliments and Complaints

We are always happy to receive complaints and compliments to help us in the design and delivery of our services.

If you wish to make a complaint you can do that via the surgery. We have complaint forms in the surgery that you can complete. Alternatively, you can contact the Practice Manager by telephone or by letter. We will investigate and try to resolve your complaint as soon as we can. We will acknowledge complaints within three working days, and you can complain up to 12 months after a concern.

## Compliments and Complaints

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 31 12233

Email: [England.contact@nhs.net](mailto: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](mailto:phso.enquiries@ombudsman.org.uk)

### Healthwatch Derbyshire

Unit 14 Riverside Business centre,

Foundry Lane, Milford Derbyshire DE56 0RN

Tel: 01773 880786

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

**Derbyshire Mind** Tel: 01332 623 732

**Email:** [advocacy@derbyshiremind.org.uk](mailto:advocacy@derbyshiremind.org.uk)

## Patients' Rights and Responsibilities

We will endeavour to always treat you with courtesy and to respect your privacy.

When registering, you have the right to express a preference to be seen by a particular GP. This will be recorded on our clinical system, and where possible, you will be allocated appointments with that clinician. All patients will be allocated an accountable GP.

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.

Our staff work hard to provide our patients with the best possible service. We operate a zero-tolerance policy and if a patient is violent or threatening to any member of our practice team, we have the right to remove that person from our list.

Evelyn Medical Centre often welcome placements from the University of Sheffield Medical School. Whilst we have medical students on site, they will shadow our clinical team. If a medical student is in with a clinician when you are due to be seen, you will be made aware prior to your appointment and have the right to be seen without a medical student present.

## Your Local Primary Care Organisation

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

## Contact us

You can contact the surgery in the following ways:

**Telephone:** 01433 621 557

**Email:** ddicb.admin.emc@nhs.net – please do not email prescription requests, appointment requests or urgent queries to our email address.

**Post:** Evelyn Medical Centre, Marsh Avenue, Hope, S33 6RJ

For more information on our surgery, you can visit our website: [www.evelynmedicalcentre.co.uk](http://www.evelynmedicalcentre.co.uk)

## Opening times

Our Hope site is open Monday-Friday 8.00am-6.30pm, you can collect prescriptions between 9.00-5.30pm Monday-Friday from our dispensary hatch.

Our Hathersage Branch Surgery is currently only opened for pre-booked appointments

## When we are Closed

We are closed at weekends and bank holidays. We also shut at 1.30pm once per month for staff training. This is usually on the 2<sup>nd</sup> Wednesday of each month unless otherwise advertised.

If you require urgent medical assistance when we are closed, please contact 111 or visit the NHS 111 website. If you have a life-threatening medical emergency, please call 999.