

Sett Valley Medical Centre



Welcome- Sett Valley Medical Centre is a PMS Practice on the edge of the Peak District in New Mills. It is situated 14 miles from Manchester, 6 miles from Chapel en le Frith and 8 miles from Stockport operating out of modern, purpose built premises, opened in 1992.

Contact details:

Sett Valley Medical Centre

Tel: 01663 743483; Fax: 01661 741524

Old Bank Surgery Hayfield:

Tel: 01663 744246; Fax: 01663 746054

Website: www.settvalley.co.uk

The Doctors

Dr J K Douglas

Dr S Whittaker

Dr M R W Blackburn

Dr S Karimi

Dr M Gor

Dr E Wilson

Dr A T Horsfall

Dr D Keogh

Opening Hours

Reception is open at New Mills on Monday, Tuesday, Thursday and Friday from 8:00 am until 6.30pm and Wednesday from 6.45 am until 8.00pm

Regular Doctors' Surgeries

Monday	9am-11.30am	3.45pm-5:45pm
Tuesday	9am-11.30am	3.45pm-5:45pm
Wednesday	9am-11.30am	3.45pm-5:45pm
Thursday	9am-11.30am	3.45pm-5:45pm
Friday	9am-11.30am	3.45pm-5:45pm

Wednesday Evening Surgeries

Commuter HCA Clinic	5.00pm - 7.45 pm
Commuter GP Surgery	6.00pm - 8.00 pm

Practice Nurse Clinics

By appointment

Blood Tests

By appointment

WE HAVE A BRANCH SURGERY AT HAYFIELD.

BRANCH SURGERY - HAYFIELD

TEL: 01663 744246 FAX: 01663 746054

Opening Hours

Reception is open Monday to Friday from 8:45 am until 12 noon and from 2.30pm until 5.00 pm

Doctors' Surgeries

Monday	9.30am-12.00noon	3pm-4:20pm
Tuesday	9.10am-11.40noon	CLOSED
Wednesday	9.30am-12.00noon	CLOSED
Thursday	9.30am-12.00noon	3pm-4.20pm
Friday	9.30am-12.00noon	3pm-4:20pm

Practice Nurse's Surgery

Friday Mornings

Phlebotomy Surgery

Tuesday Mornings



The telephone system at the practice gives you the following options:-

- | | |
|----------|--|
| Option 1 | Emergencies & appointments |
| Option 2 | Prescriptions enquiries |
| Option 3 | Results (only given out after 11.30am) |
| Option 4 | General Enquiries |
| Option 5 | Secretaries/Vasectomy Clinic |
| Option 6 | Corrine Dale |
| Option 7 | Shirley Fisher |
| Option 9 | Repeat options |

PLEASE NOTE CALLS MAY BE RECORDED FOR
MONITORING AND TRAINING PURPOSES

(If you leave a message on a voicemail please bear in mind that this may not be picked up immediately. If your call is urgent and you do not get a reply to your message please ring in again choosing option 4)

APPOINTMENTS SYSTEM

OUR APPOINTMENTS SYSTEM HAS RECENTLY BEEN ALTERED DUE TO A PATIENT SURVEY. GP APPOINTMENTS ARE NOW AVAILABLE FOR ADVANCED BOOKING

IF WHEN YOU CONTACT THE SURGERY THERE ARE NO APPOINTMENTS AVAILABLE AND YOUR PROBLEM IS URGENT THEN YOU MAY BE OFFERED AN APPOINTMENT WITH THE "ON THE DAY TEAM".

TELEPHONE CONSULTATIONS

SOME PROBLEMS CAN BE DEALT WITH OVER THE TELEPHONE. WE HAVE A LIMITED NUMBER OF TELEPHONE CONSULTATION APPOINTMENTS WITH THE GP'S

ONLINE APPOINTMENTS

A LIMITED NUMBER OF APPOINTMENTS ARE AVAILABLE TO BOOK ONLINE - YOU WILL NEED TO BE REGISTERED WITH EMIS WEBACCESS - PLEASE ASK AT RECEPTION FOR DETAILS OF HOW TO REGISTER

OUR APPOINTMENTS SYSTEM IS DESIGNED TO AVOID MISSED OR FORGOTTEN APPOINTMENTS.

TEXT REMINDER

IT IS NOW POSSIBLE TO RECEIVE A TEXT MESSAGE TO YOUR MOBILE PHONE TO REMIND YOU ABOUT YOUR APPOINTMENT, PLEASE ASK WHEN MAKING YOUR APPOINTMENT IF YOU WISH TO USE THIS SERVICE

IF YOU ARE UNABLE TO KEEP YOUR APPOINTMENT
PLEASE LET US KNOW AS SOON AS POSSIBLE.

**PRACTICE NURSE & HEALTH CARE ASSISTANT
APPOINTMENTS**

PRACTICE NURSE AND HEALTH CARE ASSISTANT
APPOINTMENTS ARE BOOKABLE IN ADVANCE.

Chaperone

If you require a chaperone while being examined please ask and we will endeavour to provide one. In some cases it may be necessary to delay the examination until the appropriate staff are available.

Commuter Surgeries

We have a late evening commuter surgery on Wednesday evenings until 8.00pm with a GP and HCA, last appointment 7.45 pm with the GP and also an HCA on duty until 8.00pm

The service is aimed at commuters who find it difficult to attend appointments during normal surgery hours and are by appointment only.

EXTENDED HOURS

High Peak GP Practices have joined forces to offer patients GP and Nurse appointments until 8.00pm. All appointments (6.00pm - 8.00pm) are available to any patients registered with a High Peak Practice.

TIME TABLE

MONDAY

Thornbrook Surgery (Chapel-en-le-Frith) and Arden House Medical Practice (New Mills)

TUESDAY

Goyt Valley Medical Centre (Whaley Bridge) and Buxton Medical Practice (Buxton)

WEDNESDAY

Sett Valley Medical Centre (New Mills) and Elmwood Medical Centre (Buxton)

THURSDAY

Stewart Medical Centre (Buxton)

FRIDAY

Appointment location will rotate around the 7 practices so will be different each week. For more information, ask at reception or visit North Derbyshire GP Federation's website

SATURDAY

Buxton Minor Injuries Unit (service provided by DHU Health Care, 8.00-11.00am)

SUNDAY

New Mills Clinic (service provided by DHU Health Care, 1.00-4.00pm)

EXTENDED HOURS cont'd...

Please note

- On Bank Holidays, service is provided by Derbyshire Health United at New Mills Clinic and Buxton Out of House Walk in Centre.
- We cannot book unregistered patients into the 6.00-8.00pm appointments.
- A full schedule of appointment locations can be found on the North Derbyshire GP Federation webpage for High Peak Extended Access.

x

HOME VISITS

Home Visit Requests

If you are too ill to attend the surgery, please phone before 10am where possible. You may be contacted by telephone by the doctor.

When the surgery is closed (see separate sheet - Urgent Care Centre)

Please telephone the surgery on the usual number 01663 743483. If you require urgent medical attention which cannot wait until surgery re-opens you will be asked to redial 111 free of charge. Alternatively if the 111 service is not available in your area you will be asked to redial 08444 122 239.

URGENT CARE CENTRE

"THE STEP GUIDE"

Step 1 - for non-medical emergencies contact the surgery when it re-opens. Remember the practice has a commuter surgery and late evening surgery and Same Day Team If you need to be seen you will be given an appointment.

Step 2 - for **urgent** medical problems out of normal surgery hours please dial 111 free of charge or 08444 122 239 if 111 not available.

The Urgent Care Centre deals with:-

Injuries such as:- cuts & suturing; bruises; minor burns/scalds; risk of tetanus; minor head injuries; muscle & joint injuries (sprains/back pain/tenonitis)

Illnesses such as:- Ears, nose, throat & chest infections; skin complaints (rashes, allergic reactions, scabies etc.); stomach pains; urinary problems; eye conditions; headaches & dizziness and emergency contraception.

Step 3 - Accident & Emergency

One of the aims of the Urgent Care Centre is to avoid unnecessary trips to A&E. Once assessed you may be advised by the Urgent Care Centre to attend A&E.

Step 4 Dental Problems

Dental problems should be dealt with by a dentist. He or she is able to prescribe antibiotics for you and they know what the best treatment is for abscesses, toothache etc. Please ring 111 for information about out of hours' dental care for our area or your dentist practice. It is not appropriate to attend A&E with dental problems.

Repeat prescriptions

Please tick the items you require on the counterfoil from your last prescription and place this in the box at reception, alternatively you can post your request to us with an SAE or fax it to us on 01663 741524. Your prescription should be ready for collection after 48 (working) hours. You cannot collect prescriptions from the surgery or the chemist next door on Saturday mornings.

You can arrange to collect your prescription from the pharmacy next door, or on Market Street in the town. Please ask for details at reception or the pharmacy.

Please note we do not take prescription requests over the telephone as this can lead to errors.

If you require medication that is not on your repeat slip please complete the form which can be obtained from the Reception Desk.

From time to time the doctor will need to review your treatment at a consultation or you may be asked to see the practice nurse for a review.

Please do not stockpile medication. It can be dangerous and wastes valuable NHS resources.

The pharmacy has informed us that they have received a lot of returned unused medication which has to be destroyed as it cannot be re-issued to other patients.

All unused medication can be and should be returned to the pharmacy so that it can be destroyed safely.

In order to avoid wastage please make sure that you are only ordering the medication that you require and if you are no longer taking some of the medication on your repeat slip please let us know so that it can be removed.

Internet prescription ordering

You can now order your repeat prescription using the internet. If you are interested in using this service please contact the practice. Patients will be given their own I.D. and the EMIS ACCESS web address that will enable you to submit your request.

Access to Medical Record Online

You can also apply to access your medical records. You will need to complete the application form. Contact the surgery for further details.

Results of tests etc.

Please phone after 11.30 am as the surgery lines are very busy first thing in the mornings.

You will be contacted if your results come back and the doctor wishes to see you. You may also be contacted if a test shows that you require a change in your treatment or that you need a prescription.

New Patients

Newly registering patients may be invited to a health check with the doctor. Please bring a specimen of urine.

Access and parking

Wheelchair access is possible. Parking is available in the surgery car park.

Staff Training

The surgery closes for regular staff training on a Wednesday afternoon (approx. 10 sessions per year). Posters at the surgery will notify you of this in advance. Medical emergencies will be dealt with in the usual way when the surgery is closed. When contacting the surgery you will be put through to Derbyshire Health United (DHU).

Teaching

We participate in the training of medical, nursing and midwifery students. Training is fully supervised and confidential. We hope you will agree to their presence during your consultation and we are grateful for this. Should you not wish them to be present, please do not hesitate to say so - your treatment will not be affected in any way.

Confidentiality

All our services are confidential. We share information with other health professionals involved in your care unless you request otherwise. We need your consent to release information to other parties. Sometimes we are asked to release information to outside organisations e.g. the Health Authority, to enable monitoring of services etc. In these cases we will remove personal details from the information.

THE PRACTICE STAFF

Dr J K Douglas has a special interest in diabetes

Dr M R W Blackburn has a special interest in occupational medicine and also performs vasectomies on Friday afternoon.

Dr M Gor has a special interest in women's health & is a GP Trainer

Dr A T Horsfall has a special interest in cardiac problems.

Dr S Whittaker

Dr S Karimi

Dr E Wilson

Dr D Keogh

Advanced Nurse Practitioners: Claire Gilham, Linda Simmonds and Tina Wild

Community Matron Tina Wild

ADMINISTRATIVE STAFF

Practice Manager

The Practice Manager is responsible for the organisation and administration of the practice.

Reception/Administrative Staff

We have administrative staff, secretaries and a reception manager as well as a team of receptionists.

SERVICES

Doctors' Surgeries

The doctors hold surgeries morning and evening Monday to Friday. The doctors are available subject to attending courses, committee meetings and holidays, etc.

Community Matron

The Community Matron looks after our patients with chronic long term illnesses.

"On The Day Team"

The "On The Day Team" is comprised of a GP and Advanced Nurse Practitioners who also have their own daily clinics.

Practice Nurses

We have a team of practice nurses who apart from their general nursing duties have specialised areas.

Vicky Ashenden (Practice Nurse) Treatment Room Nurse: Phlebotomy; ECG's; cervical smears; ear syringing; hearing tests; wound management; baby & children's vaccinations; minor ops; diabetes and INR Clinics (Warfarin/Sinthrome monitoring); CVD checks; Vasectomy Clinics; Contraception checks & hypertension checks

Janette McMillan (Practice Nurse) Treatment Room Nurse: Phlebotomy; ECG;s; wound management; ear syringing, hearing tests; minor ops; childhood immunisations; CHD; cervical smears; Vasectomy Clinic; Asthma and Teenage Clinic; CVD checks, Contraception checks & hypertension checks

Clare Jones & Diana Shaw (HCA's) - for blood tests; blood pressures and 24hr BP monitoring; ECG's; rheumatology reviews; CVD checks; pre-diabetes checks (Clare only) and Flu vaccinations (Diana only).

Midwives

The Midwives look after all aspects of maternity from initial booking to postnatal care.

District Nurses

The District Nurses are based at New Mills Clinic. (Tel 01663 747087) and provide a service for anyone who requires nursing care at home. You can request a visit or the Doctor can refer you. The nurse will visit, assess your needs and discuss them with you. They will arrange for an appropriate member of the team to continue your care.

Counselling

Patients can self-refer to Primary Care Psychological Therapies - see reception for a leaflet.

Health Visitors

The Health Visitors are based at New Mills Clinic, 01663 747087. They monitor the growth and development of your children and offer guidance on all aspects of child health and childcare. Your Health Visitor will visit you at home after your baby is born. Baby clinic appointments are arranged by the health visitor.

The Health Visitors also care for the over 75's population of the practice.

Investigations

After seeing the doctor you may be asked to have some investigations which may include any of the following:-

Blood tests

You will be asked by your doctor to make an appointment for your blood test(s) at the reception desk before leaving the practice, some tests may involve fasting from midnight, and you may be given any special instructions either by the doctor or receptionist when booking your appointment.

X-rays

You will be given a form to hand in at reception and the information will be entered onto the computer and given back to you with instructions on how to organise this.

Ultrasound Scans

These can be performed either by 3VH at Chapel en le Frith or the hospital. If your doctor refers you to 3VH you will be contacted with an appointment either by letter or telephone. If you choose to go to the hospital you will be given a form to hand in at reception and the receptionist will arrange to send this off and you will receive an appointment in the post.

Physiotherapy referrals - Self Referral

The physiotherapy service is based at New Mills Clinic. Please go to the clinic or telephone to request appointment no form required, it is useful to give your NHS number which you can obtain by enquiring at SVMC Reception.

Podiatry - referrals - Self referral

The podiatry service is based at New Mills Clinic. Collect a form from reception to complete and hand in at the clinic.

24 hour Blood Pressure Monitor

You will be contacted and given an appointment for this to be fitted and further instructions given at that time.

Consultant Referrals

If your doctor decides that you need to see a hospital specialist you are likely to be put through the NHS eReferral Service (see below) or a letter of referral will be sent in the post to the hospital. If you have private medical insurance or wish to see a consultant on a private basis you may make your own appointment and a letter can be posted, collected or faxed to the consultant concerned.

eReferral Service (formerly known as Choose & Book)

You can select which hospital you want to be treated in.

You may be sent a UBRN (unique booking reference number) and a password to use when making your appointment either by telephone or using the internet. There are some services where you will be contacted directly by the hospital but you should receive a letter informing you of this.

Our eReferral Facilitators at the practice are Janice Beaman or Shirley Wildgoose. Please ask to speak to them if you have a question about your eReferral.

Ambulance bookings & Out Patient Clinics

If you have to attend the hospital and need help with transport a limited ambulance service is available to patients who are unable to get to the hospital themselves and who do not have any relatives or friends who could take them.

Ambulance bookings are made by the patient or their representative by contact Cleric PTS at EMAS on 0300 300 3434. Email: ptsonline.emas.nhs.uk.

For ambulance bookings to Chesterfield Hospitals please contact the surgery.

After attending an out-patient clinic please remember that it takes a little while for information to get to your GP from the hospital consultants, including information about changes to your medication.

CLINICS

Generic Clinic - Daily

Practice Nurse led clinic for dressings, injections, smears, HRT checks, contraception, etc.

Blood Clinic - Daily

Phlebotomist/Healthcare Assistant

Antenatal Clinics - Tuesday afternoon.

Anticoagulation (INR) Clinic

This is a clinic run by Vicky Ashenden, Practice Nurse for monitoring Warfarin/Sinthrome levels

Audiology - please ask at reception for information re self-referral for hearing aid assessment for patients over the age of 55 years with non-complex hearing difficulties.

Asthma/COPD Clinic - by appointment only

Baby Clinics

Immunisation Clinics and Baby 6-8 week Developmental Check Clinics are held at Sett Valley Medical Centre.

Other baby checks are arranged by the Health Visitor Team.

Coronary Heart Disease Clinic - Monday Afternoon

These clinics are run by Dr Horsfall and Jan McMillan to monitor patients with coronary heart disease.

Diabetic Clinics - - By appointment only.
Vicky Ashenden - Monday afternoon

Pre-diabetes Clinics - by appointment only.

Emergency Contraception

We offer an emergency contraception service to all patients. If you require emergency contraception please contact the surgery and you will either be put onto the On the Day Team or offered an appointment with either a GP or a nurse.

Flu Clinic - annually.

Each October we offer flu vaccinations to our patients who fall into certain categories e.g. the over 65's, patients who suffer with asthma, COPD, heart disease; pregnant patients; diabetics etc.

Maternity Clinics

These clinics are Midwife run. When your pregnancy is confirmed you should collect a "Pregnancy Pack" from the reception desk and complete the registration form leaving it with the Receptionist. You will then be contacted by the midwife who will arrange your booking. Information about Parentcraft Classes etc. will be given to you by your Midwife.

Minor Surgery Clinics

GP referral needed.

New patient screenings - Practice Nurse

Cervical Smears

Cervical Smears can be performed by Linda Simmonds, Vicky Ashenden and Janette McMillan - by appointment only

Teenage Health - Monday afternoon 3.15 -4.15pm

Jan McMillan - no appointment necessary. This is a confidential service for all aspects of teen health.

Travel Clinic - Wednesday evening

- see separate sheet

Vasectomy Clinic - Thursday afternoon

- see separate sheet

Diabetic Retinal Screening -

Chesterfield Diabetic Retinal Screening Service visits Goyt Valley Medical Practice in Whaley Bridge on a regular basis to screen our diabetic patients. You can also attend the Cavendish Hospital in Buxton for this.

3VH (Three Valleys Healthcare) Clinics

3VH run various Out Patient Clinics at Chapel en le Frith. These include:-

Dermatology

Rheumatology

Ophthalmology

ENT

Ultrasound scanning

Gynaecology

Referral to these services is by GP only

ATTACHED CLINICAL SERVICES

Physiotherapy

Physiotherapy is available at New Mills Clinic - please contact the clinic to request an appointment no form required, it is useful to give your NHS number which you can obtain by enquiring at SVMC Reception.

Podiatry

Podiatry (chiropody) is available at New Mills Clinic for recognised medical problems - collect a self-referral form from Reception to complete and hand in at the Clinic.

Audiology

The Hearing Impaired Services based in Chesterfield hold regular local clinics including New Mills Clinic, Chapel en le Frith Clinic etc for hearing aid reviews and problems with hearing aids.

New referrals for hearing aid assessments for patients over the age of 55 year with non-complex hearing problems: please ask for a leaflet at reception.

There are also various other visiting services to New Mills Clinic, these include the Child & Adolescent Family Therapy Team, The Community Mental Health Team, Speech and Language Therapy, Children's Audiology and Orthoptist.

Live Life Better Derbyshire - this is a service for help with stopping smoking, managing your weight and getting more active to find out more ask for information at reception

Alternatively visit: lifelifebetterderbyshire.org.uk or call 0800 085 2299 or 01629 538200

Vasectomy Service

Dr Blackburn runs the Vasectomy Clinic here at the surgery on Thursday afternoons.

We operate a "One Stop Vasectomy Clinic" where the counselling and procedure are done at the same time.

We also offer Vasectomy Counselling with a view to proceeding to vasectomy at a later date.

You may either see a GP first or just ask at reception and your details will be passed to the Clinic Co-ordinator who will contact you to arrange an appointment.

The Vasectomy Team:

Dr M R Blackburn

Janette McMillan
(Practice Nurse)

Janice Beaman
(Clinic Co-ordinator)

Travel Clinic

This clinic is run on a Wednesday evening. Please ask at reception for Travel Clinic Information. When you have completed the form please hand it in at reception and you will be contacted with details of your appointment.

You need to contact the surgery at least three weeks prior to the date of your travel.

You will be given an information pack on your destination with other travel information.

There is a fee for some holiday vaccinations and prescriptions for malaria tablets. Details of charges are given in the Travel Clinic Information.

Payment for vaccinations etc. is by cash; cheque or credit/debit card payments. Cheques should be made payable to "Sett Valley Medical Centre".

CAB

The Citizens Advice Bureau has a session held here once a week on a Monday, appointments can be made at reception or by telephoning the surgery.

New Mills Volunteer Centre

33/35 Union Road, New Mills, Tel 01663 744196.

The Volunteer Centre has a range of services and group activities to offer to the local community. They will provide transport to hospital appointments where possible using volunteer drivers with advance notice. There is a small charge for this service.

Patient Participation Group

This Group was reformed in 2010 and meets with the Practice Manager quarterly to discuss any relevant issues. The Patient Participation Group has a noticeboard in the waiting room. We are always looking for new members for the Group, who can help to influence the direction of the practice and patient services.

Please notify the surgery of any changes that might be helpful to us.

In order that our records are kept up to date please inform the surgery of any changes i.e. telephone number, change of address, changes in members of the household. It can also be useful to let us know of any special circumstances e.g. if you are a carer; you have a carer etc.

Complaints

We aim to give the best possible standard of service, clinical and administrative, at all times. However, there may be times when you feel this has not been achieved. We operate a practice complaints' procedure, a copy of which is available for patients to see. We will try to address all your concerns promptly and provide you with an explanation and discuss any action that may be needed to improve the service we provide.

Confidentiality

All our services are confidential. We share information with other health professionals involved in your care unless you request otherwise. We need your consent to release information to other parties. Sometimes we are asked to release information to outside organisations e.g., the Health Authority, to enable monitoring of services etc. In these cases we will remove personal details from the information.

Useful Telephone Numbers

Out of hours emergency No:	01663 743483/111
NHS 111 service	111
Social Services	0845 6 058 058
New Mills Clinic	01663 747087
eReferral Helpline	0345 60 88 88 8
eReferral Website	www.ebs.ncrs.nhs.uk
Chemists:	
Boots Pharmacy Next Door	01663 743153
Boots Pharmacy Market St	01663 744342
Hayfield Pharmacy	01663 744488
Hospitals	
Stepping Hill	0161 483 1010
University Hospitals of South Manchester - Wythenshawe & Withington	0161 998 7070
Manchester Royal Infirmary	0161 276 1234
Christie Hospital	0161 446 3000
Macclesfield Hospital	01625 421000
Buxton Hospital	01298 22293
Alexandra Hospital (Cheadle)	0161 428 3656
Spire Hospital (Manchester)	0161 226 0112
Spire Regency Hospital (Macclesfield)	01625 501150
Stop Smoking Service	0800 085 22 99
Salford Royal Hospital	0161 789 73 73

Additional Services - fee payable

Private health insurance form	£35.00
Diabetic medical/fitness to drive	£100.00
Driving licence forms	£12.00
Fitness to drive with medical	£95.00
Fitness to travel	£35.00
Medical (e.g. HGV/PSV/TAXI)	£110.00
Holiday cancellation form	£35.00
Insurance claim form (sickness/ Accident)	£35.00
Pre-employment medical/report	£110.00
Private prescription	£15.00
Private sick note	£15.00
Road Traffic Accident Fee To Whom It May Concern/	£21.30
Short Letter	£25-35.00
Letter to carry diabetic medicines, inhalers, EpiPen's etc. for travel	No charge

PRIVATE SERVICES

Our private services available to all, not just Sett Valley Medical Centre patients.

HYPNOTHERAPY & PSYCHOTHERAPY COUPLE COUNSELLING

Please collect a leaflet from reception if you are interested in any of these services. These services are all private and therefore fees are payable.

Initial consultations - free of charge

Cancelled/missed appointments - 48 hours' notice is required for cancellation of appointments - a 50% cancellation fee may be levied for any missed appointment or appointment not cancelled within 48 hours.

All services are available on Wednesday evenings. Please contact Corrine to make appointment 01663 743483, option 6.

Disclaimer

We will endeavour to make the information in this booklet as accurate as possible and it will be updated on a regular basis.

Revised February 2019