

Crofton & Sharlston Medical Practice

Practice Information Leaflet



SURGERY OPENING TIMES

Crofton

Monday & Tuesday	8.15am - 12.30pm & 1.15pm - 6pm
Wednesday	8.15am - 12.30pm & 1.00 pm - 6pm
Thursday	8.15 am - 12.30pm
Friday	8.15am - 12.30pm & 1.15pm - 6pm

Sharlston

Monday to Thursday	8.15am - 12.30pm & 1.30pm - 6pm
Friday	8.15am - 12pm

INTRODUCTION

The practice premises has suitable access for disabled patients.

We aim to provide a high standard of medical care in a friendly and professional manner.

You can help us achieve our aim by reading this guide and following the suggestions made to ensure that appropriate services can be provided when you most need them.

The guide contains useful information about how to get the most from a visit to your surgery.

The practice area lies to the east of Wakefield and centres on the ex-mining villages of Crofton with Foulby, Nostell and Wragby, Sharlston with New Sharlston and Streethouse and Walton. It includes Heath cum Warmfield and has traditional links with Sandal, Agbrigg and Ryhill. It is bounded to the West by the city of Wakefield, to the north by the River Calder and Normanton to the east by Featherstone and Ackworth and to the south by Havercroft and Haw Park. As well as the core villages it covers a large tract of farms and countryside and includes the Nostell Priory Estate, Walton Hall and Anglers Country Park.

We are a training practice with a new GP Registrar every 6 months and a Foundation Year 2 Doctor every 4 months.

**Soluble aspirin/paracetamol/ibuprofen tablets
which are good for headaches, colds, sore throats
and painful bruises**

**Menthol crystals to make steam inhalations to treat
catarrh and dry or painful coughs**

Sharp scissors to cut dressings

**3 inch wide crepe bandage to keep dressings in place
or support sprains**

Indigestion remedy

Mild laxative

Oral rehydration solution – anti-diarrhoeal

CHILDHOOD DISEASES

Immunisation Timetable

AGE	VACCINE
2 months	Diphtheria, Tetanus, Whooping cough, polio, Hib + pneumococcal
3 months	Diphtheria, Tetanus, Whooping cough, Polio, Hib + MenC
4 months	Diphtheria, Tetanus, Whooping Cough, Polio, Hib, MenC and pneumococcal
12 months	HIB MenC booster
13 months	MMR and PCV

both of the above cases, consult a doctor if the symptoms persist for more than 48 hours. Babies and young children need careful attention. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding only a solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours or are accompanied by vomiting or weakness, consult a doctor.

THE FAMILY MEDICINE CHEST

Always remember to keep this in a safe place where children cannot reach it

Here is a list of items useful in case of minor illnesses or accidents:

- A selection of plasters in assorted sizes**
- A triangular bandage**
- Sterile dressings in assorted sizes**
- Two sterile eye pads**
- Tweezers for removing splinters**
- Thermometer for fevers**
- Calamine lotion for dabbing onto insect bites, stings and sunburn**
- Antiseptic cream to treat sores, spots and grazes**
- Vapour rub for steam inhalation or to rub on the chest and nose of a child with a stuffy nose or dry cough**
- Paracetamol syrups to relieve pain or fever in young children**

The practice supports the Government's NHS zero tolerance campaign. GP's and their staff have the right to care for others without fear of being attacked or abused.

Violent patients will be reported to the police and struck off the GP's list. We ask that you treat your GP and practice staff properly – without violence or abuse.

CONFIDENTIALITY

- Confidentiality is the duty of a person to not disclose anything learned from a patient who has attended, consulted or been treated without that person's consent.**
- All information about patients is confidential: from the most sensitive diagnosis, to the fact of having visited the surgery or being registered at the practice.**
- The duty of confidentiality owed to a person under 16 is as great as the duty owed to any other person.**
- All patients can expect that their personal information will not be disclosed without their permission (except in the most exceptional circumstances when disclosure is required when somebody is at grave risk of serious harm).**

ACCESS TO PATIENT INFORMATION

Patients have the right to apply for access to their health records. Applications from a number of different sources can be received ie:

**Medical Insurance Companies
Patients Solicitors
Patients
Patient Carers
Parents of under 16 year old patients**

Provided that the fee has been paid and a written application is made by one of the individuals mentioned above, the Practice will comply with a request for access subject to certain exceptions. The practice has a duty to maintain the confidentiality of patient information and to satisfy itself that the applicant is entitled to have access before releasing information.

The GP should refuse to disclose all or part of the health record if he/she is of the view that:

Disclosure would be likely to cause serious harm to the physical/mental health of the patient or any other person.

The records refer to other individuals who can be identified unless this persons consent can be obtained.

Patients have a right to specify a particular practitioner whether generally or for a particular condition.

NOSE BLEEDS – sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes when the bleeding should have stopped. Avoid hot drinks for 24 hours. *If symptoms persist consult your doctor.*

COLDS – unfortunately there is still no cure for the common cold. The cold will run its course but the symptoms can be alleviated by drinking more fluids, resting and taking paracetamol or aspirin for a headache or fever.

HEADLICE – these creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. They do not survive once removed from the root of the hair. Medicated head lotion can be obtained from a pharmacy without prescription.

GASTROENTERITIS – this is a description of a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often vomited up immediately. The stomach and bowels should be rested. In older patients, sips of plain water may suffice but babies and toddlers need special rehydration fluids which are available from a pharmacy. If sickness or diarrhoea persists, contact a doctor.

DIARRHOEA – in adults diarrhoea is usually caused by virus infections and is therefore unable to be treated directly. Holiday diarrhoea is often due to a bacteria. In

urgent medical attention.

SUNBURN – care should be taken at all times to avoid over-exposure to the sun particularly with children. Treat sunburn as other burns applying cold water to remove the heat. Calamine lotion (dabbed not rubbed) will relieve the irritation whilst paracetamol will also help.

INSECT BITES AND STINGS – First, remove bee stings with tweezers by gripping the base of the sting nearest the skin to avoid squeezing the poison sac and apply a cold compress. If stung in the mouth, suck on an ice cube or sip cold water and seek immediate medical attention. *Always seek medical attention if someone has an allergy to bites and stings, the sting cannot be removed, the area around the sting becomes inflamed or someone experiences shortness of breath or fever.*

MINOR CUTS AND GRAZES – press the wound with a clean fabric pad for a few minutes to stop the bleeding and elevate the limb for a cut on the arm or leg. Clean the wound thoroughly with soap and a little water and cover with a clean dry dressing or plaster.

SPRAINS, STRAINS AND BRUISES – first apply an ice compress for 15 to 30 minutes to reduce any swelling. Apply a crepe bandage firmly and give the sprain plenty of rest in an elevated position until all the discomfort and swelling has gone. If the limb is not rested, further pain and swelling will occur and recovery will take longer.

The practice shall endeavour to comply with any reasonable preference expressed but need not do so if:

The practitioner has reasonable grounds for refusing to provide services.

Does not routinely perform the service in question.

Any details of primary care medical services in the area can be obtained from:

**Wakefield District Primary Care Trust, White Rose House,
West Parade, Wakefield, WF1 1LT
Tel no 01924 213050**

CLINICAL STAFF

**Dr Alan D Leading
MBBS 1974 Newcastle MRCGP DFFP**

**Dr Carolyn J Hall
MBBS 1987 Kings DRCOG**

**Dr Andrew Sykes
MB ChB Sheffield BSC**

**Dr Joanne Taylor
MB ChB Leeds 1993 MRCGP DFFP DRCOG**

**Dr Edmond Ferdinandus
ARTS Rotterdam 1993 DFFP**

**Dr Anis Loonat
MBChB**

Receptionists/Dispensers at Sharlston

Julie Childs

Jackie Duke

Christine Proudfoot

Receptionists at Crofton

Eileen Porter

Andrea Wilson

Ann Johnson

Caroline Baker

Jackie Moore – Prescription Clerk

Carol Johnson – Call Handler

Claire Midgely – Call Handler/Admin

Admin Staff

Michelle Charlesworth

Emma Porter

Janet Holmes – Summariser

Nurses

Sister Louise Baker

Sister Kerry Farrell

Sister Amanda Cameron

Sister Vikki Thompson

Health Care Assistants

Janine Richardson

Heather Brown

active, walking more, using the stairs, gardening or swimming are all good ways of generally increasing the amount of energy you use and will help to give you a sense of well being.

SELF HELP FOR COMMON AILMENTS AND MINOR ACCIDENTS

Lots of common ailments and minor accidents can be dealt with safely at home. This section will help you decide when you need to seek medical help or what you can safely treat yourself. Many minor injuries are treated with the use of a cold compress, always keep a stock of ice in the freezer to be able to prepare one. *Be sensible, ask for advice and if in doubt consult your doctor.*

BACKPAIN – if the pain has been caused by lifting or twisting, take Ibuprofen or paracetamol which will not only relieve the pain but will help to relieve inflammation. See your doctor if the pain persists for more than a few days to get advice about gentle exercise or a stronger drug.

BURNS AND SCALDS – any burn or scald needs *immediate* action. For minor burns or scalds, remove any jewellery or clothing that may become a problem if swelling occurs. Cool the affected area with cold water for at least 10 minutes then cover with a light non-fluffy dressing. *Do not burst blisters and do not put on cream or ointments.* If the burn is larger than the size of your hand, or the burn is on the face or the skin is broken, cool the area and seek

LOOK AFTER YOUR HEALTH

Choosing the right food for good health is very important. Eating a good balance of food, taking regular exercise and not moking gives the best chance of living a fit and healthy life. *If you have a medical condition please check with your doctor before altering your diet.* Remember eating well is about balance. For example, we do need fat in our diet but not too much !

HEALTHY EATING can help prevent many illnesses such as heart disease, obesity, constipation, bowel trouble and tooth decay:

- Avoid sugary foods**
- Avoid fatty foods**
- Do not add salt to your food**
- Eat more fibre**
- Drink less alcohol**

ALCOHOL in small amounts does you no harm but if it is more than a small amount on a regular basis you may be damaging your health. Men should drink no more than 21 units per week and women should drink no more than 14 units per week. A unit is typically half a pint of beer, lager or cider, a single measure of spirits, a standard glass of wine or a small glass of sherry.

EXERCISE need not mean going to the gym twice a week or taking up long-distance running. Simply keeping

District Nurses

**Val Sykes
Karen Harrison
Hazel Hill
Jeanette Hamnett
Sue Fawcett
Nancy Fallas (Support worker)
Hilary Bulmer (Support Worker)**

Health Visitors

**Liz Lynagh
Joan Helme**

Midwife

June Lee

KEY PERSONNEL

**Carol Perkins - Practice Manager
Sue Crawshaw – Admin Supervisor
Carol Fillingham-Fisher - Dispensary Supervisor
Georgina Briggs – Reception Supervisor
Bev Walton – Secretary
Brenda Scarlet - Secretary**

SURGERY OPENING TIMES

Crofton

Mon, 8.15am – 12.30pm & 1.15pm – 6pm
Tues 8.15am – 12.30pm & 1.15pm – 6pm
Wed 8.15am – 12.30pm & 1.00pm – 6pm
Thurs 8.15am – 12.30pm
Fri 8.15am – 12.30pm & 1.15pm – 6pm

Sharlston

Mon 8.15am - 12.30pm & 1.30pm - 6pm
Tue 8.15am - 12.30pm & 1.30pm - 6pm
Wed 8.15am - 12.30pm & 1.30pm - 6pm
Thurs 8.15am - 12.30pm & 1.30pm - 6pm
Fri 8.15am - 12pm

Reception staff are available at the practice during these times for face to face and telephone access and when surgeries are closed for lunch, there is a message for any incoming calls informing patients of how to contact someone in an emergency.

SERVICES PROVIDED

AnteNatal/Post Natal	Minor Surgery
Asthma clinic	Diabetic Clinic
Well Woman clinic	Holiday vaccinations
Child Health	Immunisations
Baby Clinic	

tween 11am – 12.30pm.

We operate a practice based Complaints Procedure as part of the NHS System for handling patient complaints.

Our aim is to give you the highest possible standard of service – and we try to deal swiftly with any problems that may occur. If the patient remains dissatisfied with the response to the complaint, patients have the right to ask the Healthcare Commission to review the case.

MAKE THE MOST OF OUR SERVICES

Read the notices posted in the surgery

Make sure you know the opening times of the surgery

Find out how to arrange home visits, repeat prescriptions and urgent appointments

You may not always need to see a doctor; ask what services the nurse can provide

Keep your appointment or cancel it

Take a list of questions with you when you see your doctor or nurse

Ask your doctor to write down anything that you do not understand the answers to

Take a friend or relative with you if necessary

Tell the receptionist if you need more time to speak to the doctor, she may be able to arrange this

Think twice before making an appointment: Do you really need to see a doctor? Have you tried simple home treatments?

Find out how your practice deals with complaints

Information on local pharmacy services
Treatment for minor injuries and illnesses eg: strains, sprains, coughs, colds and flu like symptoms.

PRESCRIPTION ARRANGEMENTS

Please allow 48 hours to process your prescription. This enables us to check, record, issue and sign the prescription. We get several hundred requests a day so allow us this time and ensure you do not run out of medication before ordering your repeat prescription.

Bring, send or post your prescription counterfoil to the health centre, allowing 48 hours notice.
If telephoning with your prescription request, please ring between 10.00 am and 12.30 pm and 1.15pm – 2pm
Prescriptions can be requested by email:
scripts@croftonandsharlston.co.uk

For this you need to:

Mention your patient number (this can be found on your repeats list)
Mention your name

Sharlston is a dispensing practice for patients living in the Sharlston area, which means that your prescription will usually be dispensed at the surgery and will not need to be taken to a pharmacy.

When telephoning for any test results, please ring be-

Chiropody

This service is provided by Nicola Roberts at both health centres by recommendation from a GP.

TO REGISTER AS A NEW PATIENT

New patients need to call at reception to register at the practice, provided they are within our catchment area, they will be asked to fill in a form and to bring in their medical card (if possible). If needed, an appointment can be made with a doctor.

APPOINTMENTS

We operate a call handling system for all incoming telephone calls to both Crofton and Sharlston health centres.

TEL NO 01924 862612

To make an appointment, telephone when the surgery is open.

If the doctor of your choice is not available you will be offered the earliest possible alternative.

Urgent cases will still all be seen on the same day, you can talk to a Nurse specialist to see if you need an urgent appointment by talking to them over the phone.

Appointments will only be able to be pre-booked two weeks in advance.

Inform us if you can not attend

Telephone before 10.00 for home visits (you will only get a home visit if the doctor or nurse agrees with you that there is a need for this).

Telephone after 10.00 for non urgent requirements.

Inform us of problems or concerns.

To make sure that patients can see a GP or Practice Nurse as soon as possible, we have agreed that only a limited number of appointments can be booked in advance. All other appointments will be available on the day. Please contact the surgery to make an appointment on the day you want to come if you don't need to pre-book.

If you are phoning for any other reason than to make an appointment or home visit, please ring after 10am. We have Nurse specialists trained in the diagnosis and treatment of many common illnesses and you may be offered an appointment with them.

If patients wish to speak to a nurse or a doctor on the telephone they can speak to the triage nurse, or reception staff will ask a particular doctor to call patients when they are free, or give a time when the doctor or nurse will be available to speak on the telephone.

We also offer appointments with our Practice Nurses. If you think your problem can be dealt with by a Practice Nurse, please inform the Reception Team who can book

this appointment for you.

Our Practice Nurses can help you with:

Travel Health Advice and vaccinations

Healthy Living advice including diet, weight management etc

Smoking cessation

Health checks including blood pressure monitoring

OUT OF HOURS

The out of hours doctor's service is provided by Local Care Direct. This service operates at all hours the practice is closed.

0845 120 7066

NHS WALK IN CENTRE

Clayton Hospital

Consultations with an experienced nurse, no doctor on site

Seven days a week service

No appointment necessary

Instant access to health advice and information on other local services

Advice on how to stay healthy

Information on local out of hours GP and dental services