

Patient Information Leaflet



The Hollies Medical Centre is a partnership providing NHS Services under an NHS General Medical Services Contract.

The Hollies Medical Centre
20 St. Andrews Road
Sheffield
S11 9AL

Telephone No. 0114 2550094
Website: www.theholliesmc.co.uk

GP services are provided to the following areas:

S7 & S11

Further information can be sought from www.nhs.uk

Teaching practice

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area, predominantly post codes S7 and S11 which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Patients' rights and responsibilities

When registering, you have a 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 assigned an accountable GP.

Services we provide

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

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations. We hold set vaccination clinics for Flu Vaccinations throughout winter. If you are unable to attend these clinics, please discuss with a member of our administrative staff
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Chronic disease management** – We 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.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Opening hours

Mon–Friday	8:30 am	6:00 pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED
Bank Holidays	CLOSED	CLOSED

Improved access/Extended hours

For our patients we will be providing appointments at Carterknowle Road Surgery. This will mean that most people can access weekend and evening appointments closer to where they live.

Remote and face-to-face appointments can be made with a variety of GP practice staff including Doctors, Advance Care Practitioners, Nurses, Nurse Associates, Health Care Assistants, Physiotherapists and, Pharmacists.

Are you using the right service?



The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

Partners

Dr R Harvey

Dr M Lyons

Dr N Bramwell

Dr M Hogan

Dr E Cumberbatch

Dr C Fishwick

We also have a multi disciplinary team helping to support your health care needs. Please visit our website for up-to-date staffing structures.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website at www.theholliessmc.co.uk.

Should you be unable to access the website, please ring 0114 2550094 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at www.theholliessmc.co.uk/the-holliess-patient-forum

Alternatively, contact hpfegroup2@gmail.com for all PPG matters.

NHS England Contact

The Hollies Medical Centre provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

This leaflet was produced from the Patient Information Leaflet Policy dated February 2023.

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Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located outside reception
- Online – Please log in and order via our www.systmonline.tpp-uk.com
- NHS App

Please allow 48 hours for prescriptions to be sent to the pharmacy. Usually, pharmacies can now offer an SMS service as to when your prescription is due for collection.

Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call before 10.00 am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 11:30 pm and 1:30 pm, Monday to Friday.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999.

If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk