

Practice Leaflet



Inspire Health Practice Sites

Main telephone line: 01246 244040

Avenue House Surgery
109 Saltergate,
Chesterfield
S40 1LE

Hasland Medical Centre
1 Jepson Road,
Hasland
S40 0NZ

Practice Website: www.avenuepartnership.co.uk

Our Doctors

GP Partners: - The GP Partners have a financial investment in the practice and are involved in the running and management of the organisation as well as providing medical care for patients. The GP Partners are contracted to provide medical treatment by Derbyshire Integrated Care Board and NHS England

Dr PJ Flann

MB ChB, DRCOG, MRCP – Special Interests: Cardiology

Dr Flann is available in clinic on Mondays, Tuesday (AM), Wednesday (AM) and Thursday (AM),

Dr Flann is the PCN Clinical Director and the ARC Board clinical director.

Dr H Fairgrieve

MB ChB, MRCP, DCH, Dip Med Ed – Special interests: Substance Misuse, Women's Health, Mental Health, Child Safeguarding, Trainer.

Dr Fairgrieve is Inspire Health Substance Misuse, Child Safeguarding Lead.

Dr Fairgrieve is available in clinic on Monday, Tuesday (PM), Wednesday and Thursday.

Dr M Lohor

MRCP MBBS DRCOG DFRS

Dr Lohor is available in clinic on Wednesday, Thursday and Friday.

Dr J Sockett

MB ChB, MRCP, PGCE – Special Interests: Training

Dr Sockett is the Adult Safeguarding and Learning Disability Lead for Inspire Health.

Dr Sockett is available in clinic Monday, Wednesday and Friday.

Dr S Sawhney

MBBS, MRCP, DRCOG, PGCertMedEd – Special Interests: Women's Health, Menopause, Medical Education, Joint Injections.

Dr Sawhney is in clinic on Tuesdays (Hasland Medical Centre) Wednesday and Friday (Avenue House Surgery).

Dr M Ratcliffe

MRCGP, MBChB (Hons), BSc(Hons), PGMEDCERT – Special Interests: Medical Education, GP trainer.

Dr Ratcliffe is the Inspire Health Lead for Respiratory Medicine, Cancer Care, Palliative Care and the Deputy Lead for Adult Safeguarding.

Dr Ratcliffe is in clinic Monday, Wednesday and Thursday.

Dr AM Spooner

MBChB, MRCGP (Distinction), DRCOG, DFFP, LoC SDI-IR, PGCMed – Special Interests: Women's Health and contraception, Mental Health and Student Training.

Dr Spooner is in clinic Wednesday and Fridays (Hasland Medical Centre).

Salaried GPs:- The salaried GPs are employed in the practice to provide medical care for patients. They have less involvement in the running of the organisation.

Dr M Backhouse

MB ChB, MRCGP

Dr Backhouse is in clinic on Tuesday, Thursday and Friday (Avenue House Surgery)

Dr M Alloush

MD ,MRCGP ,MRCS,MRCPCH2019

Dr M Rasouli

MB ChB MRCGP Special Interests: Menopause

Dr Rasouli is in clinic on Wednesday and Friday (Avenue House Surgery)

Dr N Rose

BSc; MBChB MRCGP

Dr Rose is in clinic Monday, Tuesday, Wednesday

Dr R White

MBChB, MRCP, MRCP, PGCCE, DFSRH, LoC SDI

Dr Pringle

MBBS, MA(Cantab), MRCGP, DRCOG

Dr O Okeowo

MB CHB, MRCGP

Dr S Von Shreiber

MB BS, MRCGP

Dr H Mycock

MBChB, MRCGP

Opening Hours

The practice usual/'core' opening hours are:

Monday: 8.00-18.30

Tuesday: 8.00-18.30

Wednesday: 8.00-18.30

Thursday: 8.00-18.30

Friday: 8.00-18.30

You can contact our practice at any time during these hours.

In addition to 'core' hours, the practice offers extended surgery hours as follows:- The Chesterfield Hub Clinic Times are 18:30 to 20:00 Tuesday and Wednesday and 08:00 – 12:00 on Saturdays

The practice closes for training and staff development one Wednesday afternoon per month, known as QUEST sessions (Quality and Educational Study Time). These dates will be advertised in the practice and on our website. During these training afternoons, patient contacts will be diverted to the GP out of hours service.

Training

Inspire Health is a registered training practice, this means we have placements for GP Registrars. The registrars are qualified doctors who are beginning their specialised training in general practice. We also help to train pharmacists and have placements for medical students.

Registering with the Practice

All patients are welcome to join our practice, so long as they are a resident within our catchment area. Check our postcode checker on our website so see if your address is within our catchment area. Alternatively, a member of our reception team will be able to advise you. New patients are welcome regardless of age, sex, gender, sexuality, ethnic origin, religious beliefs, disability and nature of health problems. You have a right to be treated with courtesy, dignity and respect. You can apply to join our practice on-line or alternatively please request details from our reception staff.

Care Quality Commission

Inspire Health is registered with the Care Quality Commission (CQC). The CQC is an independent body that regulates all health and social care services in England. Registration is a requirement for all GP Practices together with other providers of health and social care. Inspire Health has been rated as 'good' by the CQC. The full report is available via our website or via the CQC website.

Appointments and Consultations

The practice has a range of appointment types available depending upon the clinical situation. Some GP appointments may be for a routine issue which is not urgent, and some may be for a sudden unexpected and urgent medical condition. Our appointment system now operates on a triaging system.

Practice Nurses offer a range of appointments. These will usually be for routine problems and related to a long term condition or on-going problem which may require regular reviews. The Practice Nursing team see patients with conditions such as diabetes, asthma, high blood pressure and a range of other conditions. The nurses will provide support and regular reviews and checks for patients living with a long term condition. It is very important to attend the practice for your reviews when requested to do so.

Being Accessible

The Accessible Information Standard is mandatory for all organisations that provide NHS or adult social care, including GP practices. It ensures people with a disability or sensory loss can access and understand information, for example in large print or braille. When you register with us we will ask you if you have any information or communication needs and will look at how we can meet those for you. If you have any information or communication needs please let us know.

Interpreters

The practice has access to a language interpreting service. Interpreters can be used over the telephone or in person. Please make any needs known to reception.

Disabled Access

All our surgery sites have ramps to facilitate disabled access. If you have access difficulties, please let a member of our staff know and we can help meet your needs.

On-Line Services

Patients are able to access some services on-line, including:-

- Access your medical record
- Order your repeat prescription
- Some appointments are bookable on line but this service is currently restricted. This is due to current high demand and the need for a GP to assess the urgency of some contacts prior to booking an appointment.

Out of Hours

When the practice is closed, if you telephone the surgery number, your call will be diverted to Derbyshire Health united who provide out of hours care for local practices. Alternatively, you can contact NHS 111

Home Visits

If you need to request a home visit, please contact us as early in the morning as possible. Home visits are reserved for very poorly patients who are completely housebound and unable to attend the surgery. The doctor may call you to discuss the situation prior to a home visit being agreed.

Medication and Prescriptions

If you need regular on-going medicines, you will be able to request a repeat prescription from the practice. You can request your medication in any of the following ways: -

- Contact the Medicines Order Line which is run by Derbyshire Integrated Care Board and provides a centralised service for local practices, telephone 01246 588860.
- Order your prescription on-line via System-on line or via the NHS app.
- Order in writing by handing in your prescription request to our reception staff.
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The Electronic Prescription Service enables prescriptions to be sent by us direct from the surgery to your pre-selected pharmacy through the computer systems used in our surgeries. Eventually EPS will remove the need for paper prescriptions. You can nominate any pharmacy of your choice (one close to home, work or GP surgery etc.) and then prescriptions you need will be sent directly to them for you to collect/deliver as normal. Please speak to a member of our staff to set this up for you, or you can make your selection using System-on-line.

Patient Group

Anyone interested in becoming part of the group can contact them via ppgroup.ih@gmail.com Interested patients can participate in meetings if they wish, can give feedback to the group via e-mail, or can simply be kept informed of key practice issues and developments. The patient group is not responsible for communicating with the practice on specific complaints or matters of individual clinical care.

Data Protection

Our Privacy Notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. The Notice describes how we collect, use and process your personal data, and how, in doing so, we comply with our legal obligations to you. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights. The full Privacy Notice is available to view on our website, or you may request a paper copy from our staff.

Complaints

We constantly strive to provide high quality care to all patients. We welcome patient comments and take all complaints seriously. Some concerns can be addressed with an informal conversation and explanation.

Where the issue is more serious, a formal complaint can be made. Complaints can be made either verbally or in writing. If you are able to put your formal complaint in writing then this will help us by giving as much detail as possible. Our Complaints Procedure explaining the full process is available at any of our reception areas and on our website. On receipt of a formal complaint, we will acknowledge it within three working days and aim to complete an investigation within one month. The patient will be notified if the procedure is likely to take longer. A response to the complaint will be provided to the patient. This is usually in writing but sometimes be discussed verbally.

Patient Rights and Responsibilities

As a patient of the NHS at Inspire Health, you are entitled to:-

- Access to our services when you need healthcare
- Good quality of care
- Being treated by appropriately qualified and experienced staff
- Being involved in decisions about your medications and treatments
- Being protected from abuse and neglect
- To be treated with respect, dignity and in confidence
- An entitlement to complain if you are not happy or if things go wrong

As a patient of the NHS at Inspire Health you are responsible for: -

- Keeping any appointments and arriving on time
- Ordering prescriptions in plenty of time and via the appropriate methods
- Treat our staff and other patients in the practice with respect and courtesy. We have a zero tolerance towards any form of threatening or abusive behaviour towards our staff
- Informing the practice of any change in your personal details
- Maintaining a constructive relationship with the staff and clinicians providing your care

Inspire Health patient group plays an important part in giving the patient view and ensuring services are meeting patient needs. Further information about the group is available on our website and in our waiting areas.

Safe Place Scheme

Inspire Health is recorded as being a Safe Place Location in the Scheme.

A Safe Place are public buildings such as libraries, shops, pharmacies and surgeries where people can go and ask for help if needed.

Keep safe cards are available to all adults who live in Derbyshire. Vulnerable young people age 11 to 18 can also apply for a Keep Safe Card, once they have received instructions from an adult about the use of Keep Safe Cards, the Safe Places mobile app and the purpose and location of safe place venues. The card will have on their name, phone number of a family member or carer and anything else that needs to be known.

As a Safe Place we will:-

- Find somewhere safe for the person to wait
- Use the Information on the Keep Safe Card to call family, friends or support staff using the Guide attached via E-mail to you.
- Call the Police or Ambulance if its an emergency