

# Far Lane Medical Centre

1 Far Lane, Sheffield S6 4FA

Tel: 08451 212328 Fax: 0114 233 9724

# Trafalgar House Medical Centre

45 Halifax Road, Sheffield S6 1LA

Tel: 08451 212287



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

email: [shef-pct.farlane@nhs.net](mailto:shef-pct.farlane@nhs.net)

This is not a limited company

# Welcome To The Practice

## THE PARTNERS

### Dr Peter John King

MBChB (1974 Sheffield) DRCOG MRCP Dip Occ Health

### Dr Richard Alexander Swann

MBChB (1984 Sheffield) MRCP

### Dr Ravin Dinesh Naik

MBChB (1985 Sheffield) MRCP MSc DCH

### Dr Christopher Noel Jordan

MBChB (1982 Edinburgh) MRCP

## CONSULTATIONS (BY APPOINTMENT)

<b>Monday</b>	8.00 - 11.00am	3.40 - 6.00pm
<b>Tuesday</b>	8.00 - 11.00am	3.40 - 6.00pm
<b>Wednesday</b>	8.00 - 11.00am	3.40 - 6.00pm
<b>Thursday</b>	8.00 - 11.00am	
<b>Friday</b>	8.00 - 11.00am	3.40 - 6.00pm
<b>Saturday</b>	8.00am - 12.15pm	(Pre-booked appointments at Far Lane only)

## RECEPTION HOURS

Staff are available at the following times and will receive incoming telephone calls from 8.15am Monday-Friday.

### Far Lane Medical Centre

8.00am - 12 noon and 1.00 - 6.00pm Monday, Tuesday, Wednesday, Friday

8.00 - 11.30am Thursday

### Trafalgar House Medical Centre

8.00 - 11.30am and 3.00 - 6.00pm Monday, Wednesday, Friday

8.00am - 1.00pm and 3.00 - 6.00pm Tuesday

8.00 - 11.30am Thursday

We have access for disabled persons at both surgeries.

For the latest information click to: [www.farlanemedicalcentre.co.uk](http://www.farlanemedicalcentre.co.uk)

childcare is available to members and non-members of Esporta gym and health club

### Esporta Day Nursery Sheffield Ofsted Registered Childcare



- Open 50 weeks in the year.
- Full or part time hours to suit.
- Funded places available.
- Sibling discount available.
- Holiday clubs 4-12 years.
- Children's parties services.
- Crèche facility.

- Full qualified and experienced staff.
- Competitive price that includes nappies, milk and meals.
- Excellent room units with dedicated garden.
- Centrally located with easy parking.
- Childcare vouchers welcomed.



Open 8.00am - 6.00pm early/late session available

Esporta Day Nursery Sheffield 1 Archer Road South Yorkshire  
Sheffield S8 0LB Tel : 0114-250-5060

[www.esporta.com](http://www.esporta.com)

## Service with a smile

When you need to employ a tradesman, no matter how big or small the task, before you start there are some important questions that need to be considered. The most vital of these is – who are you going to entrust with the job?

Finding someone reliable, honest and trustworthy is often hard but Terry Beedham of Stanwood Joinery embodies all of these qualities. He specialises in bathroom installations, from initial design right through to project completion. Terry will ensure that you get the bathroom to the way you imagined. He will listen to your ideas and wants and offer practical advice and alternatives you may have not considered.

What makes Terry stand out from the rest is that he completes the majority of the work himself, apart from additional work, where a qualified electrician and plasterer are employed by Terry.

So whether you need a bathroom refit, kitchen/bathroom tiling or laminate floor laying, Stanwood Joinery offers hassle-free quality workmanship at affordable prices.

For a free quotation please contact Terry on 07713 018210 or 0114 285 2414 anytime.

ADVERTISING FEATURE

## Choosing a Nursery School

One of the results of our rapidly changing society is that the need for good quality nursery education has never been greater. As the number of nurseries has increased so has the range of services on offer.

Opening hours normally cover regular working hours. So compare the facilities available. In a good nursery parents normally see their children become more independent and notice a great improvement in speech, eating, and co-ordination skills, thus making the transition into school a whole lot smoother.

Security may be a consideration. Nursery staff should undergo regular police checks. All nurseries are registered and regularly inspected by Ofsted.

Establishments also need to meet certain stringent criteria which cover the likes of care, learning, play, safety, health, food and drink, behaviour and special needs, to name a few.

The early years are the most formative of a child's life, so choosing a nursery carefully will go a long way towards their future development. So check out the facilities offered by your local nursery schools.

ADVERTISING FEATURE

## Stanwood Joinery & Maintenance

Thirty Years of Experience

Specialising in Bathroom design & fitting  
with complete project management

- All aspects of maintenance undertaken
  - Boiler cabinets
  - Fitted wardrobes
    - Tiling
    - Plastering
  - Wood & laminate flooring

DISCOUNT FOR OAPS - FREE QUOTES

Contact Terry Beedham

'QUALITY WORKMANSHIP GUARANTEED'

Tel: 0114 285 2414

Mob: 07713 018210

SERVICE WITH A SMILE

Attract more business by placing your advert here. Simply call 0800 0234 196.

## PRACTICE TEAM

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Our Practice team consists of a Practice Manager, an Assistant Practice Manager, Secretarial and Admin Staff, Practice Nurses and Health Care Assistants. Attached to the Practice are Health Visitors, District Nurses and a Midwife.

### Practice Manager

Our Practice Manager is responsible for the running of the Practice and is able to help you with any questions you may have concerning non-medical aspects of the Practice.

### Secretaries

Our Secretaries are responsible for processing all correspondence. Please contact the Secretaries if you have any queries regarding hospital referral letters.

### Receptionists

Our Receptionists are here to help you, and also, to help the Practice run smoothly. Sometimes, they may need to ask you personal questions. If you wish to speak to a Receptionist privately, away from the Reception area, please ask to do so. All information is treated in the strictest confidence. Please remember the Receptionists are only acting on the Doctor's instructions. Personal information will not be given out to anyone other than the patient concerned unless the patient provides us with written consent.

### Practice Nurses

Our Practice Nurses work on an appointments system. They provide a comprehensive nursing service for all categories of patients eg those with coronary heart disease, diabetes, hypertension, asthma, INR monitoring, smoking cessation advice, new patient health reviews, cervical smears, well man/well woman screening, suture removal/dressings, ear syringing, childhood vaccinations, travel vaccinations/travel advice and general advice.

If you wish to speak to a Practice Nurse, please telephone between 3.30 - 4.00pm, Monday, Tuesday, and Wednesday (Far Lane) and 3.30 - 4.00pm on Tuesday at Trafalgar House.

## APPOINTMENT SYSTEM

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We have an appointment system in operation at both surgeries and you may see any Doctor in the Practice. To make an appointment, please ring or call in at the appropriate surgery during opening hours. An appointment is for one person only. If, for any reason, you cannot keep your appointment or it is no longer necessary, please let the surgery know, as soon as possible, so that the appointment can be offered to another patient and valuable appointment time is not wasted. Any patient who persistently fails to attend their appointments, without informing the Practice, may be removed from the list.

**For the latest information click to: [www.farlanemedicalcentre.co.uk](http://www.farlanemedicalcentre.co.uk)**

If you need to be seen urgently every effort will be made to ensure prompt consultation although a choice of Doctor may not be available at that time.

If you are unable to get an appointment at surgery you may find it convenient to attend Sheffield City GP Centre on Broad Lane, Sheffield S1 3PB. This is a walk-in service available to patients from any surgery. You do not have to be registered with them to be seen. You can contact them on **2412700**.

## HOME VISITS

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Requests for home visits should be made only if it is impossible for the patient to get to the surgery. Please ring before 10.30am and give as much information as possible to the Receptionist. Only urgent visits should be requested after 10.30am.

## NIGHT AND WEEKEND EMERGENCIES

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Requests for night and weekend visits will be dealt with by the GP Collaborative Deputising Service. This service is not provided by the NHS and the cost for your visit, is met directly from Practice funds, so please remember, emergencies only. If you do need a doctor urgently outside surgery working hours, please telephone **08451 21 23 28** or **08451 21 22 87**. For medical advice only, phone **NHS Direct on 0845 4647**. You can also attend Sheffield GP Centre at Broad Lane, Sheffield S1 3PM, telephone **2412700**.

## TELEPHONE ADVICE

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The Doctors are happy to give telephone advice when they are not consulting. The Receptionists are instructed not to interrupt them if they are with a patient, unless your call is urgent. For telephone advice please ring between 10.45 - 11.15am.

## RESULTS OF INVESTIGATIONS

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Your results should be received within 3-10 working days depending upon the investigation. Please ring for results between 10.30am - 12 noon and 1.30 - 3.30pm.

## REPEAT PRESCRIPTIONS

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If you are on regular treatment, requests for repeat prescriptions can be made by bringing your repeat prescription counterfoil to the surgery or by sending it by post, enclosing a stamped addressed envelope for its return. Your prescription will be ready for collection 48 hours later, excluding weekends and bank holidays. For example, a request left on a Friday, will be ready for collection the following Tuesday, after 4.00pm.

Telephone requests for repeat prescriptions are not accepted as they may lead to errors.

Patients' medication is reviewed regularly and you may, on occasion, be asked to see a Doctor before further prescriptions are issued.

**For 24 hour information: [www.farlanemedicalcentre.co.uk](http://www.farlanemedicalcentre.co.uk)**

## ORDERING PRESCRIPTIONS ONLINE

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Patients can log in from home or work, online or through digital TV, day or night, to request repeat prescriptions or change address or contact details. Please contact Reception if you would like to sign up for this service.

## NEW PATIENTS

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If you would like to register with our Practice please ask at Reception for the appropriate forms. You will also be asked to complete a health questionnaire to provide us with information we need. It is important that we have your home telephone number, mobile telephone number and e-mail address as we use these to contact you when necessary.

## CERVICAL SMEARS

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We recommend that every woman between the ages of 25 and 64 years has a routine three yearly test, unless otherwise indicated. Please ask for an appointment with a Nurse when your smear is due.

## IMMUNISATIONS

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Immunisation is essential for health in life.

Mothers will be asked to sign a consent form prior to starting their child's immunisation course. The Practice is unable to start immunisations without this consent. The childhood immunisation schedule is available at Reception.

Immunisations are given in the Baby Clinic, which is held at Far Lane Medical Centre on Wednesdays between 2.00 - 3.00pm. All Doctors in the Practice provide child health surveillance.

## HOLIDAY VACCINATIONS

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Advice and all recommended holiday vaccinations are available from the Nurse. We also offer a comprehensive range of travel requisites. **We are a registered Yellow Fever Centre.**

## YOUNG PEOPLE

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This Practice is Lo-down accredited, which means we aim to support all young people to improve their health and well-being. We provide a free and confidential service to all young people and actively welcome young people to come and talk to staff here about any health-related issues they may have, including all aspects of sexual health, contraception (condoms, emergency contraception, implant etc), chlamydia screening, smoking, drug and alcohol issues, healthy eating etc.

## MATERNITY AND FAMILY PLANNING SERVICES

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The Practice offers maternity and family planning services, including coil fitting and annual coil checks, and Nexplanon (long acting contraceptive injection). All the Doctors hold the Family Planning Certificate.

## MINOR SURGERY

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Doctors in the practice are registered to do minor surgical procedures. These are normally discussed with a Doctor in Surgery first, prior to the procedure being carried out.

## AUTOMATED REMINDER SERVICE

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We operate a free automated reminder service for all patients who have a mobile phone. Once we have your **mobile telephone number** we can send you a text to remind you of any upcoming appointments, health checks or tests and also health campaigns eg flu vaccination clinics.

## SERVICES IN ADDITION TO THE NHS

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Certain services, which are not covered by the NHS, may be requested by patients. The appropriate fee, as recommended by the British Medical Association, will be charged in each case. Examples of these services are:

Pre-employment and fitness to work medicals

HGV and LGV examinations

Passports

Holiday cancellation forms

Insurance claim forms/medicals

Yellow fever vaccinations

## COMPLAINTS PROCEDURE

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We always try to provide the best service possible, but there may be times when you feel that this has not happened. We are always pleased to receive feedback from our patients, whether positive or negative. If you have a complaint, please follow our complaints procedure by writing to our Practice Manager. You will receive an acknowledgement within two working days and a full reply as soon as the complaint has been fully investigated. Copies of the Practice Complaints Procedure are available from Reception.

## SUGGESTIONS FOR IMPROVEMENT

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Our Practice Manager is always happy to receive patients' comments as to how we can improve the services we offer.

## PATIENT CONFIDENTIALITY AND DATA PROTECTION

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We ask for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information about you is shared between members of the practice team.

## ACCESS TO MEDICAL RECORDS/PATIENT INFORMATION

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Access to records, held on the premises, is unrestricted to clinical staff (Doctors and Nurses). Restricted access is given to Administration Staff in order to allow them to do their job. Disclosure to a third party will only be given on receipt of written consent from the patient. The Access to Medical Records Act will always apply.

## FREEDOM OF INFORMATION - PUBLICATION SCHEME

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The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. This is a guide to the classes of information the practice intends to make routinely available. The scheme is available in Reception.

## ZERO TOLERANCE

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We operate a Zero Tolerance Policy. Any patient who is rude or abusive to staff will be removed from our list.

Far Lane Medical Centre is not a limited company.

## USEFUL TELEPHONE NUMBERS

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Lloyds Pharmacy, 3 Far Lane .....	233 7529
Northern General Hospital .....	243 4343
The Royal Hallamshire Hospital .....	271 1900
Weston Park Hospital .....	226 5000
Claremont Hospital .....	263 2114
Sheffield Health Authority .....	271 1100
Sheffield Children's Hospital .....	271 7000
GP Collaborative (Out-Of-Hours Service) .....	201 2370
BMI Thornbury Hospital .....	266 1133
NHS Direct - The Royal Hallamshire Walk-in Centre .....	0845 4647
<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>	
NHS Sheffield -722 Prince of Wales Rd.....	3051000
Sheffield City G.P. Centre Rockingham House, Broad Lane, S1 3PB.....	2412700

## NOTES

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If **YOU** are reading this,  
then so could patients  
looking for your kind  
of service.



To place an advertising feature  
in our practice booklets  
and book a daily reminder  
of your service on our  
appointment cards and website  
simply phone Jenny Mellenchip  
now on 0800 612 1516

## NOTES

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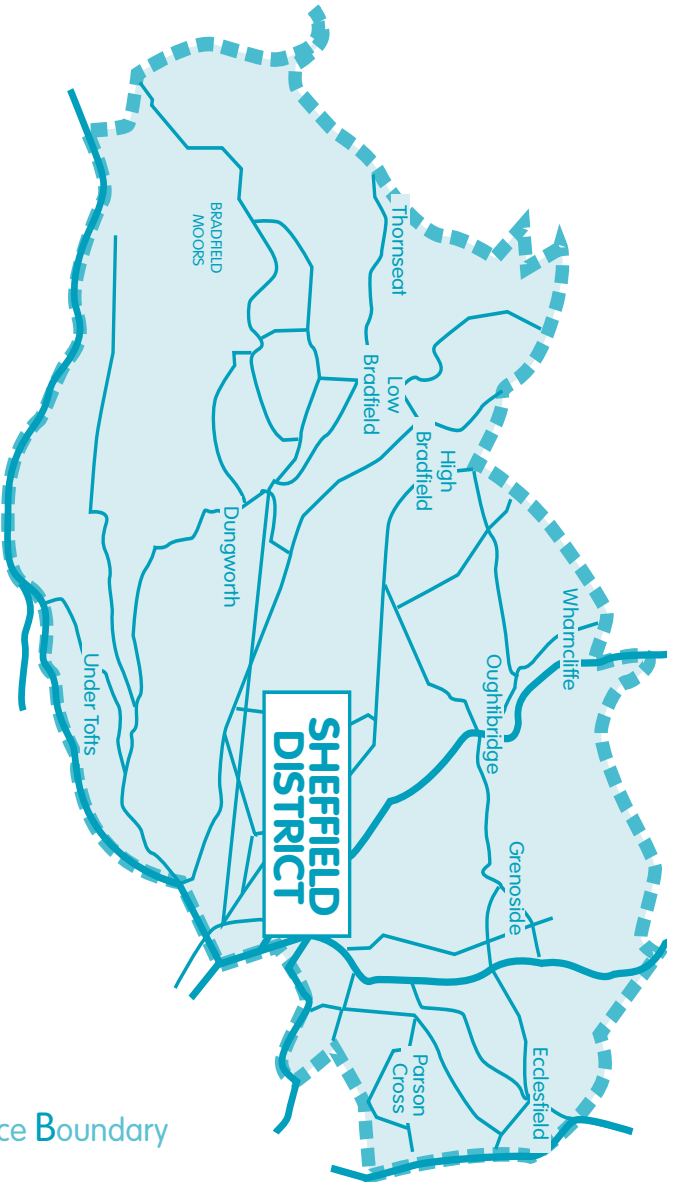
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# Practice Area



Practice Boundary