



The Market Surgery  
Warehouse Lane  
Wath-Upon-Deerne  
Rotherham  
South Yorkshire  
S63 7RA  
Phone: (01709) 870150  
www.marketsurgerywath.nhs.uk

## **New Patient Factsheet**

We would like to take this opportunity to welcome you to The Market Surgery

In this short leaflet we would like to introduce you how our practice operates, and how patients can access and utilise our wide variety of services.

### **Appointments**

#### **New Patient Medicals**

All patients aged 18 or over are requested to attend a new patient medical. This enables us to undertake a health screening ensuring that we have accurate medical records, and that you are scheduled to receive suitable healthcare services, monitoring and interventions that suit you as an individual. We will also explain the systems and processes that are relevant to you and your care.

#### **Booking an Appointment**

As with the majority of GP Practices Market Surgery operates on a booked appointment system. Patients can book the vast majority of our appointments up to one month ahead. As well as booking over the phone, you are also able to book many of these appointments using Patient Online Access services such as the NHS App, Rotherham Health App or Systmonline. If we have a mobile number on your record we can text you to confirm a booked appointment as a reminder.

When booking an appointment over the telephone the first person you speak to will be one of our Medical Receptionists. Part of their job is to ask non-clinical questions about the reason for your call. This allows them to determine the following:

- The timeframe under which you are likely to require to be seen
- The clinician who is best placed to help you
- Whether alternative services may be more appropriate (A&E, Pharmacy, Optician, Dentist, midwife, self-referrals etc)

This is called care navigation. Please help our receptionists to direct your call by giving them the information we require. Our receptionists are bound by the same commitment of confidentiality as all of our clinicians and information you share with them will remain confidential.

#### **Appointment Amendments/Cancellations**

Patients can amend or cancel their appointments either using online Patient Access Services (apps) or by contacting the practice

If you are aware that you will not be able to make a booked appointment then please utilise an app or contact us by telephone to make us aware. This means that we can offer the appointment to another patient. Missed appointments cause delays and reduced accessibility and availability to all of our patients and are a considerable drain on valuable NHS resources.

#### **Our Appointments Explained**

Our appointments are offered on either a face to face basis, or over the telephone where appropriate. This gives patients a choice about how they access our services and caters to the requirements of individuals' busy lives where telephone appointments may be more convenient. Due to demand, telephone appointments may be more readily available but patient choice remains fundamental to our service ideology - if you prefer to see a clinician then please request our next available face to face appointment.

Primary Healthcare has changed greatly over recent times. We have expanded our services to offer patients access to a variety of clinical specialist who are here to support your healthcare needs. At Market Surgery patients can now access the expertise of the following various roles:

- Doctors
- Advanced Clinical Practitioners, Nurses and Paramedics
- Pharmacists and Pharmacy Technicians
- First Contact Physiotherapists
- Practice Nurses and Nurse Associates
- Mental Health Workers
- Social Care Patient Advocates
- Healthcare Assistants and Phlebotomists

Following your care navigation with our receptionist team, an appointment will be made for you with the most appropriate clinician.

Some medical interventions may be deemed to be more urgent (i.e. requiring assistance on the same day), all of our urgent appointments are triaged by a telephone service. Many of these enquiries are able to be dealt with over the phone, but in extreme circumstances where this is not possible the triaging clinician will book an emergency appointment to see you - usually the same or following day. Although we cannot give you a time that you will be triaged we will designate the relevant member of our team to resolving your urgent problem as quickly as possible and always within 24 hours. If we believe your problem not to be urgent we will advise you of this and arrange appropriate follow up. Please remember that any life-threatening ailments should be referred to 999 emergency services.

### **Evening and weekend Appointments**

Market Surgery also participates in a Rotherham-wide scheme to provide Evening and Weekend Appointments (known as Extended Access Appointments). Patients can book these appointment via the Rotherham Health App, or through our reception team. Evening and weekend appointments may be conducted over the telephone, or at one of the following locations:

- Kilnhurst Medical Centre - Highthorn Rd, Kilnhurst, Swinton, Mexborough S64 5UT
- Dalton Medical Centre - 1 Saville St, Dalton, Rotherham S65 3HD
- Broom Lane Medical Centre - 70 Broom Ln, Rotherham S60 3EW
- Dinnington Group Practice – The Medical Centre, New Street, Dinnington, S25 2EZ

Evening and Weekend appointments can be booked with the following clinicians:

- Doctor
- Advanced Nurse Practitioner
- Practice Nurse
- Pharmacist
- Health Care Assistant – including phlebotomy (blood tests)

### **Home Visits**

Home Visits are reserved for those patients who are genuinely unable to attend the surgery due to debilitating illness. Ideally, we like to see as many patients as possible in surgery for a number of reasons; firstly, we have access to other professionals, equipment and resources which are not available in your home. Secondly, home visits are time consuming, and reduce the amount of time our clinicians can spend with patients. We try to ensure that we utilise our time to give the best access to our services.

We usually conduct our visits after morning surgery around lunchtime. We therefore need to have your home visit request before 10:30am. As per appointment booking, you will be asked to provide a brief summary of your problem to help us determine the urgency in which a home visit is required.

## **Medications and Test Results**

### **Patients on Regular Medication – Repeat Prescriptions**

If you take regular medication, please ensure that you have enough medication to last you a month when registering with the practice. This ensures that we have enough time to process and review your information before your next prescription is due. We may change or amend your prescriptions in line with local Rotherham Prescribing Guidelines but will discuss this with you if we make any changes.

### **Ordering Repeat Medications**

The easiest way to order your medications is online using Patient Access Services such as The NHS App, Rotherham Health App, or SystemOnline.

If you don't have access to the internet, you can return the right hand side of your prescription into our prescription post box at the surgery. Please use the internal Red Post Box located in our patient foyer during Surgery opening hours, or the external Grey Post Box when the surgery is closed.

We only accept prescription requests over the phone for exceptionally vulnerable patients such as those receiving cancer treatment and those at the end of their life.

Although the majority of our prescription request are authorised on the same day, patients are requested to allow up to 48 hours exclusive of weekends and bank holidays. Therefore please ensure you order in advance of any planned closures over holiday periods.

Patients can check whether their medications are ready to collect by contacting their nominated pharmacy.

### **Electronic Prescribing**

We support new ways of working that save both time for you as a patient and our practice staff, one way in which we do this is via electronic prescribing. This is where your prescriptions are sent directly to your Nominated Pharmacy. This will save you time coming into surgery to collect prescriptions; is environmentally friendly reducing the use of paper prescriptions; and also gives the pharmacy time to prepare you prescription in advance of collection.

You can change your nomination at any time either at the practice or any pharmacy. If you require a one-off prescription to go to a pharmacy other than your Nominated Pharmacy, then please advise the clinician at the time of prescribing

Patients can check whether their medications are ready to collect by contacting their nominated pharmacy.

### **Test Results**

All test results received will be dealt with by the requesting clinician, or a colleague, as soon as possible. Because of the number of results that we process it is impossible for clinicians to contact every patient directly with their results. However, we do understand that patients like reassurance that their results have been received and are satisfactory. The practice therefore uses the following protocols and commitments:

If a test is abnormal or needs further action, we will always contact you directly to take appropriate action.

For those patients for whom we hold a valid mobile number, we will text to let you know if any action is required.

If you register to view your medical records online, you can see your own results as soon as they have been reviewed by a clinician via Patient Access Services such as The NHS App, Rotherham Health App, or SystemOnline.

# **Administration and Miscellaneous**

## **Administrative Enquiries**

Patients may wish to contact us regarding administrative tasks such as:

- Requesting access to medical records
- Requesting reports
- Updates on referrals and appointments in Secondary Care

Patients may find it more suitable to contact the surgery regarding administrative enquires via email. Our email address is [roccg.market.surgery@nhs.net](mailto:roccg.market.surgery@nhs.net)

## **Patient Communication**

The practice will sometimes want to communicate with you, either to confirm/cancel/amend a booked appointment, received a test result (see above) or to participate in a Health Campaign. Some of these functions can be done using SMS messaging.

The Market Surgery will never share your details with any other organisation without your explicit consent, and you will not receive messages, or any forms of advertising, from any third parties via ourselves.

## **Website**

We hope that this leaflet has been useful in providing some initial detail about the services the practice has to offer and how patients can most suitably interact with the practice and access these services. The Surgery maintains a website where further information can be found including news updates that may affect patients. You can visit our website at the following address:

<https://marketsurgerywath.nhs.uk/>

## **Facebook**

The practice also maintains a social media presence on Facebook. Follow our page to keep up to date with the latest news and announcements:

<https://www.facebook.com/marketsurgery/>

Patient should not contact the surgery via our Facebook account as the page is not regularly monitored for patient communication