


## PRACTICE AREA



For further details regarding our practice area please contact reception

For details of Primary Medical Services in your area please contact:

 NHS Sheffield CCG  
722 Prince of Wales Road  
Sheffield  
S9 4EU

 Phone (0114) 305 1000  
Fax (0114) 305 1001

 [sheccg.sheffieldccg@nhs.net](mailto:sheccg.sheffieldccg@nhs.net)

## COMPLIMENTS & COMPLAINTS

We endeavour to provide a high standard of patient centred care.



We welcome constructive feedback from our patients and are dedicated to moulding our service to meet the needs of our patients.


We have a patient participation group which meet regularly, more details are available on our websites or on request at reception.

If you wish to make a complaint please initially contact our practice manager by telephone or in writing.

Our complaints policy is available on request at our reception or on our websites.

If you feel that you cannot approach the practice directly to discuss your complaint please contact:

 Complaints Team      OR       The Health Service Ombudsman  
NHS Sheffield CCG      [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
722 Prince of Wales Road      0345 015 4033  
Sheffield  
S9 4EU

 [SHECCG.complaints@nhs.net](mailto:SHECCG.complaints@nhs.net)



Sheffield Clinical  
Commissioning Group

## BROOMHILL & LODGE MOOR SURGERIES



Broomhill Surgery  
5 Lawson Road  
Sheffield  
S10 5BU



Main Reception (0114) 266 5344  
Fax (0114) 268 0179



[SHECCG.broomhill@nhs.net](mailto:SHECCG.broomhill@nhs.net)  
(Not to be used for clinical enquiries)

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



Lodge Moor Surgery  
14 Blackbrook Road  
Sheffield  
S10 4LP



Main Reception (0114) 230 6777  
Fax (0114) 263 0122



[SHECCG.broomhill@nhs.net](mailto:SHECCG.broomhill@nhs.net)  
(Not to be used for clinical enquiries)

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



## PARTNERS

Dr David Savage

Dr Kay Francis

Dr Christopher Parry

Dr Lucie Brittain

Dr Richard Foster

Dr Chandrika Brennan

## PRACTICE TEAM

<b>Partners</b>	Dr David Savage	
	Dr Kay Francis	
	Dr Chris Parry	
	Dr Lucie Brittain	
	Dr Richard Foster	
	Dr Chandrika Brennan	
<b>Salaried GP</b>	Dr Samantha Hardman	
	Dr Jane Charles	
	Dr Duncan Couch	
<b>Practice Nurses</b>	Claire Phillips	
	Emma Husband	
	Kate Heeley	
<b>Practice Manager</b>	Helen Robinson	
<b>Deputy Manager</b>	Karen Wiggett	
<b>LM Reception Manager</b>	Carol Chesterman-Smith	
<b>Clerical Staff</b>	Lisa Carnall	Elizabeth Cockerill
	Susan Pheasey	Joanne Elliott
<b>Reception Staff</b>	Helen Andrews	Laura Cartwright
	Janet Rose	Sian Pearce
	Brooke Leeming	Rebecca Fieldhouse
	Mandy Bradford	

### PLEASE NOTE

Broomhill & Lodge Moor Surgeries are training practices and as such we often have medical students shadowing our doctors.

It is your right to request to be seen without the student being present if you would prefer.

## ADDITIONAL SERVICES

Along with our core General Practice services we offer:

- Phlebotomy Services
- Anticoagulation Monitoring
- DMARD Monitoring (e.g. methotrexate monitoring)
- Minor operations (including joint injections)
- Women's Health and Contraceptive services
- NHS Health Checks
- Travel Advice and Vaccinations (including Yellow Fever vaccination)
- Midwife and Antenatal Care
- Childhood Immunisations
- Well Man & Women Checks
- Smoking Cessation and Weight Management Advice
- Counselling/Improved Access to Psychological Therapies (IAPT) service

### PRIVATE WORK

Our NHS work takes absolute priority but we do undertake a selection of private services.

These include private medical assessments, medical reports & insurance forms.

These charges for these services are displayed in reception or can be requested upon demand.

## MAY WE REQUEST FROM YOU

- Please attend your appointment on time, but be prepared to wait if your appointment is delayed due to an unexpected emergency.
- Please cancel your appointments if you are unable to attend.
- Please inform us of any changes to your contact details.
- We have limited on site disabled car parking at both surgeries.
- Both surgeries have disabled access.
- If you wish to be seen downstairs please inform us when booking your appointment.
- Please treat our staff with respect.

**WE HAVE A ZERO TOLERANCE POLICY FOR AGGRESSIVE OR ABUSIVE BEHAVIOUR**

## PRESCRIPTIONS

### PRESCRIPTION SERVICE

We offer a repeat prescription service.

You can request your routine repeat prescriptions in person, alternatively:

**Telephone** Dedicated prescription line open between **09.00-11.00**

**Broomhill** (0114) 266 5344

**Lodge Moor** (0114) 263 0122

**Online** You need to register at the practice for this service

**By pharmacy** Most local pharmacies offer a prescription ordering service

**PLEASE ALLOW 48 HOURS FOR US TO PROCESS YOUR PRESCRIPTION REQUESTS**

## TEST RESULTS

For your test results please telephone the surgery between **15.00-17.00** on **Monday, Tuesday, Wednesday and Friday.**

On average please allow 2 working days for your test results to come back from the hospital unless your doctor has advised otherwise.

Please note that X-ray results take a little longer, usually 7 working days.

**To protect patient confidentiality we will only give results to the patient who has had the test.**

## NEW PATIENTS

In order to register please collect our new patient questionnaire and doctor services questionnaire (GMS1) forms

Alternatively you can download them from our practice websites.

[www.broomhillsurgery.co.uk](http://www.broomhillsurgery.co.uk) or [www.lodgeemoorsurgery.co.uk](http://www.lodgeemoorsurgery.co.uk)

You will need to bring a photographic ID and proof of address with you when registering.

If you have repeat medication we ask that you book a new patient assessment with the doctor before requesting your medications.

## SURGERY HOURS

### Broomhill Surgery

Monday	08.30-12.30	13.00-18.00
Tuesday	08.30-12.30	13.00-18.00
Wednesday	08.30-12.30	13.00-18.00
Thursday	08.30-12.00	Closed
Friday	08.30-12.30	13.00-18.00
Saturday	Closed	
Sunday	Closed	

### PLEASE NOTE

The telephone lines are open:

**08:30-12:00 and 15:00-18:00 DAILY**

**On Thursdays the telephone lines are open 08:30-12:00**

### Lodge Moor Surgery

Monday	08.30-12.30	13.30-18.00
Tuesday	08.30-18.00	
Wednesday	08.30-18.00	
Thursday	08.30-18.00	
Friday	08.30-15.00	
Saturday	Closed	
Sunday	Closed	

### PLEASE NOTE

The telephone lines are open:

**08:30-12:00 and 15:00-18:00 DAILY**

**On Thursdays & Fridays the telephone lines are open 08:30-15:00**

If you ring the surgery between **08:00-08:30** or **12:00-15:00** and **18:00-18:30** on a weekday your call will automatically be transferred to the GP collaborative service.

**At other times please ring**



## OUT OF HOURS SERVICES

If you require medical attention or advice when our surgeries are closed please contact the NHS 111 Service.



### NHS 111 SERVICE

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

**NHS 111 is available 24 hours a day, 365 days a year.**

**Calls are free from landlines and mobile phones.**

### NHS WALK IN CENTRE

Located at the Sheffield City GP Health Centre on Broad Lane, the NHS Walk in Centre is open from **08:00-22:00**, 365 days per year.

Members of the public can walk-in as an unregistered patient and see a nurse or GP without an appointment for a range of minor illnesses and ailments.

✉ Rockingham House  
Broad Lane  
Sheffield  
S1 3PB



(0114) 241 2700

## USEFUL NUMBERS

Royal Hallamshire Hospital	(0114) 271 1900
Northern General Hospital	(0114) 243 4343
Weston Park Hospital	(0114) 226 5000
Sheffield Children's Hospital	(0114) 271 7000
Jessops Wing Maternity Services	(switchboard) (0114) 271 1900
Charles Clifford Dental Hospital	(0114) 271 7800
Sheffield NHS CCG	(0114) 305 1000

## APPOINTMENTS & SERVICES

### ROUTINE APPOINTMENTS

- You can book routine appointments with the GP or nurse of your choice in advance either in person, by telephone or using the online access system.
- Each routine appointment is of 10 minutes duration.

### BOOK ON THE DAY APPOINTMENTS

- There are a number of book on the day appointments available each day.
- These appointments are limited and we ask you use these only for acute illness or issues that need to be assessed on the same day.

### TRIAGE SERVICE

- During times of peak demand we run a doctor triage service.
- During these times the reception staff will offer you a telephone appointment with one of doctors if you feel your condition can easily be managed by telephone.
- If the doctor feels that you need to come in for an assessment this will be arranged.

### EXTENDED HOURS SURGERIES

- We hold extended hours surgeries.
- These surgeries are held on alternate Tuesday evenings between **18:30-20:30** at Broomhill Surgery.
- We also hold Saturday Morning surgeries between **08:00-12:30** and are alternate between both Broomhill and Lodge Moor surgeries.

**THESE ARE AVAILABLE BY APPOINTMENT ONLY**

### HOME VISITS

- We provide home visits daily for patients who are housebound and unable to come to the surgery.
- We request that you contact the surgery **before 11am** if you require a home visit.

**BOTH SURGERIES HAVE LIMITED DISABLED PARKING, ACCESSIBLE TOILETS & CONSULTATION ROOMS DOWNSTAIRS**

**IF YOU REQUIRE TO BE SEEN DOWNSTAIRS PLEASE INFORM THE RECEPTION WHEN BOOKING THE APPOINTMENT.**