



ROYAL PRIMARY CARE

CHESTERFIELD | CLAYCROSS

Grangewood/Inkersall/Rectory Road/Claycross

Monday	08.00 – 18.30
Tuesday	08.00 – 18.30
Wednesday	08.00 – 18.30
Thursday	08.00 – 18.30
Friday	08.00 – 18.30

Grassmoor

Monday	08.00 – 18.30
Tuesday	13.00 – 18.30
Wednesday	08.00 – 13.00
Thursday	08.00 – 13.00
Friday	08.00 – 18.30

Extended Hours (prebooked appointments)

Rectory Road – Tuesdays – 18.30 – 20.30

Claycross – Wednesdays (Thursday when staff straining) 18.30 – 20.00

Claycross – Thursdays – 07.00 – 08.00

The Grange – Saturdays – 08.00 – 12.30

We close early one Wednesday every month for staff training

Early closure dates and times are available in the surgery reception area and on our website

[This information plus much more is available on our website](#)

Website

www.rpcclaycross.co.uk

www.rpcchesterfield.co.uk

All Enquiries

01246 748000 Chesterfield/Staveley

01246 866771 Clay Cross/Grassmoor

Appointments

On ringing the surgery you will be greeted by a message asking you to

Press 1 for appointments, General Enquiries, Test results and Home Visits

Press 2 for prescription enquiries

Press 3 to cancel appointments

Appointments

Our appointment system allows all patients to book up to 2 weeks in advance for our primary care team which consists of GP's, Nurse Practitioners, Mental Health Practitioners, musculoskeletal specialists and Pharmacists.

The majority of our appointments can be booked in advance and a small number are held back for patients that need to be seen by one of our Primary Care Team on the same day. When you need an appointment on the same day, please telephone the surgery on that day from 8am.

Online Services

Patients who are registered to use SystmOnline can request repeat prescriptions, book appointments and view your medical record online. Please ask reception for details of how to register.

Follow up appointments

If the doctor feels it is medically necessary to see you again you will be asked to make a follow up appointment on the way out.

Home Visits

Home visits can be arranged for patients who are categorized as housebound. Please try to make your visit request before 10.30am. It is helpful if you can give the receptionist some idea of the problem to enable them to alert the doctor to the urgency of your call.

Extended hours appointments

For the convenience of patients who work late or out of town we offer appointments outside of the normal working day, times can be found on the front page of the booklet.

These sessions are **by appointment only** and telephone lines are not available out of normal surgery hours. Emergencies are covered by the out of hour's service at these times.

Appointments are now also available within the 'HUB' at Brimington Surgery, to give extended access, which are also available outside of the normal working day.

Telephone Advice

We can often sort out your enquiries by telephone saving you a trip to the surgery, the reception staff can advise you of the most appropriate way to deal with a problem. The doctors are available to take telephone calls daily which can be prebooked up to 2 weeks in advance.

Out of Hours Emergencies

If you require urgent medical attention and the surgery is closed you will need to telephone '111' which is free of charge.

If you need to be seen by a doctor you may be asked to attend an appointment at one of their bases. The above information is also available when the surgery is closed via an answer phone message on 01246 748000.

Results

Where possible we will send your test results via SMS text. Therefore please ensure we have your current mobile number.

This will advise you of what action is needed. If you want to call for your test results please do so after 10am.

Data Protection & GDPR

Your medical records are confidential and are accessed only on a need to know basis. Some information including your repeat medication and recorded allergies is available nationally through the Summary Care Record.

To ensure continuity of care you may be asked to share your records.

Record sharing will become increasingly important as NHS services start to integrate. Royal Primary Care encourages all patients to opt in to record sharing.

Meet the Team

GP

Our GPs have a collection of specialist interests including Gastrointestinal, Minor Surgery, Musculoskeletal, Contraception, Safeguarding, Dementia, Medical Teaching, Palliative Care, Genetics, Paediatrics and Respiratory.

For more detailed information please see our websites.

Nurse Practitioners

Nurse Practitioners can give you treatment and advice where you may have seen a doctor in the past. Our nurse practitioners are all experienced nurses who have had extra training and they can write prescriptions and refer you to other services, if needed.

They deal with same day appointments and are able to see most patients. They will always ask a doctor to see a patient if they need to. The Nurse Practitioners are fully supported by the GP team at Royal Primary Care.

Our nurse practitioners can help you with:

- Cough, sore throat, earache, Colds, flu, fever
- Stomach pains
- Diarrhoea and sickness
- Red eye, stye
- Allergic reactions, Rash, skin infections
- Cystitis, thrush
- Minor injuries
- Emergency contraception

Our staff can tell you if a nurse practitioner appointment is right for you.

Mental Health Practitioners

Our mental health specialists are able to see most patients with new or ongoing problems of anxiety, low mood or depression. They can provide appointments up to 30 minutes.

In-house Pharmacists

Our in-house pharmacist teams are able to offer advice on medication queries and complete most medication reviews. Our pharmacists are expert prescribers with extensive knowledge at medicines.

Musculoskeletal (MSK) specialists

Our musculoskeletal specialists are able to advise and refer for most MSK and joint related issues. Alternatively you are able to self-refer to the DCHS team, please ask at reception for further information.

Practice Nurses

Our practice nurses provide the following services:

Chronic disease management - Asthma, diabetes, COPD, hypertension, cardiovascular disease, anticoagulant monitoring

Screening and advice - Cervical cytology, HRT, menopause, stop smoking / sexual health

Vaccination - Childhood immunizations, flu, pneumonia and shingles vaccinations, plus other immunizations and injections.

Travel Vaccinations - For routine protection against Tetanus and Polio, please call the surgery to arrange for one of our nursing team to assess which vaccinations you may require. Please allow at least 8 weeks for this to be done to ensure we have time to book any vaccinations you may require. Please note that you may have to pay for some travel vaccinations.

Health Care Assistants

Our health care assistants take blood samples and perform blood pressure checks. They also undertake lung function tests, 24 hr BP monitoring and Cardiovascular Risk Screening and advice / Health MOT. Please contact the surgery for further details.

Prescriptions

Repeat Prescriptions

Repeat prescriptions can be requested:

- By submitting your repeat order form to the surgery in person or by post
- By completing a request form at reception
- Online via our website
- Via a pharmacy reordering scheme

For safety reasons we do not take any requests over the telephone. Please only order the items you require.

We aim for prescriptions to be ready to collect after 48 hours. Please enclose a SAE if you would like us to post your prescription back to you and allow extra time for this to be processed and returned.

Electronic Prescription Service (EPS)

We are able to transfer your prescription electronically directly to the pharmacy of your choice - this saves collecting and taking a paper prescription to the pharmacy and should reduce the chance of prescriptions going astray.

Please contact your usual pharmacy as well as the surgery to nominate them to receive your prescriptions. For more information regarding EPS please speak to your local pharmacist.

Services We Provide

Community Nursing Team

The District Nurse Team are employed by DCHS and work with the practice, they hold clinics at the surgery and in addition visit housebound patients. The community nurses are key team members in our aim to provide high quality palliative care for terminally ill patients in their own homes.

Citizens Advice Bureau

We offer free Citizens Advice pre-bookable appointments; please contact the surgery for clinic times. If you have forms you need help filling in, please request a double appointment and bring the relevant paperwork with you.

Text messaging service

We send text messages to remind patients of their appointments. This will be sent to the mobile phone number we have for you in our records. Please ensure we have your up to date contact details. Our text messages will also ask you if you want to cancel the appointment. If you don't want text reminders sent to you, please Call or speak to any staff member and we will stop them.

Contraception

We offer from the Grange a full range of contraceptive services including fitting of IUCDs and implants. Emergency contraception is available—please asks to see a doctor or contact your local pharmacy urgently if you need this.

Minor surgery

Procedures covered under these clinics are:

- Injections (muscles, tendons and joints)
- Invasive procedures, including incisions and excisions

Community Midwife

The Midwifery team is now based at

- Queens Park Leisure Centre – 01246 206161
- Claycross Clinic (High Street) – 01246 868875
- Inkersall Surgery – 01246 470684

Available 7 days a week 8am—4pm.

Health Visitors

The Health Visitors are now community based and can be contacted on 01246 253025.

Listening to Patients

Friends and Family Test (FFT)

The Friends and Family Test (FFT) is important so that you can tell us about your experience quickly and easily. It asks you if you would recommend our services to your family and friends. This kind of feedback is really important to help us improve and support patient choice.

FFT is asked in two different ways; you can ask reception for a postcard where you can tell us if you would recommend us and tell us why. You might also get a text, which will ask you to text back with a number. Your answers are confidential and we will not get your name or phone number from FFT, so if there is something you need to talk to us about, please ask at reception.

Compliments, Comments and Complaints

We constantly strive to provide high quality care to all our patients and are happy to receive your suggestions; comment slips are available in the waiting areas or can be completed on the website.

Patient Participation Group

The surgery has an active patient group, for further details see the website or the noticeboard in the waiting area.

Help us to help you

- Please cancel unwanted appointments so they can be used by someone else who needs it.
- Order repeat prescriptions in good time
- Arrive on time for your appointment—if you arrive after your appointment time do not be offended if we ask you to rebook and cannot see you that same day.
- We expect patients to be courteous to our staff.
- Violent, bullying or verbally abusive behavior will not be tolerated.

Access

Disabled Access

All of our buildings are accessible via automatic doors. There are designated disabled parking bays in the practice car parks. Please let the receptionist know if you need any help because of visual, hearing, mobility or any other difficulty.

Medical care in the heart of our communities

We strongly believe that Royal Primary Care is an integral part of the community we serve. This booklet will help you to find out more about what we do and answer some of your questions.

Practice Information

The Grange Family Health Centre
Stubbing Road
Grangewood
Chesterfield
S40 2HP

Inkersall Family Health Centre
Attlee Road
Inkersall
S43 3HB

Rectory Road Medical Centre
Rectory Road
Staveley
Chesterfield
S43 3UZ

Clay Cross Royal Primary Care
Eldon Street
Clay Cross
Chesterfield
S45 9NR

Royal Primary Care Grassmoor
North Wingfield Road
Grassmoor
Chesterfield
S42 5ED

Practice Area

The Practice takes patients within a limited geographical boundary. If you move house please ask the staff to clarify whether you are still within our area. Or please visit our website for further information.