



Welcome to Porter Brook Medical Centre and Hallam Medical Centre. This patient information leaflet provides information about your GP surgery, with more information available on our websites. We provide high-quality, patient-centered primary healthcare to the local community and students at Sheffield Hallam University.

Contact Details

Telephone: 0114 2636100 – when closed, calls connect to Primary Care Sheffield or NHS 111.

Email: syicb-sheffield.porterbrookmc@nhs.net

Websites: www.porterbrookmedicalcentre.nhs.net
www.hallammedicalcentre.nhs.net

Practice Locations

Porter Brook Medical Centre

9 Sunderland Street
 Sheffield
 South Yorkshire
 S11 8HN

Hallam Medical Centre

Room 5110, Surrey Building
 Pond Street
 Sheffield
 S1 1WB

Opening Times

Porter Brook Medical Centre: Monday–Friday 08:00–18:30. Weekend closed.

Hallam Medical Centre: Monday–Friday 08:30–17:00. Weekend closed.

Appointments

Appointments can be booked by telephone, online through our website or in person.

Same-day appointments are only booked via telephone by calling 0114 2636100. Routine appointments are booked online via our website using the System Connect icon on the home page. Home visits are available for housebound patients.

Extended Access Services

Extended access, remote and face-to-face appointments are offered at Porter Brook Medical Centre:

Monday, Wednesday, Thursday, Friday: 07:00–10:00

Wednesday: 17:00–20:00

You may be offered appointments at an external hub if availability during core hours is limited.

Out of Hours Care

When the surgery is closed, please call the usual practice telephone number. Calls will be transferred to Primary Care Sheffield or NHS 111.

NHS 111 provides advice 24 hours a day via 111 or www.nhs.uk/111.

Sheffield NHS Walk-In Centre: City GP Health Centre, Broad Lane, open 08:00–22:00 daily.

Minor Injuries Unit: Royal Hallamshire Hospital, Glossop Road.

In an emergency, call 999. Chest pain and/or shortness of breath are medical emergencies.

Registering with the Practice

- Paper form – please ask at reception
- Telephone – please call 0114 2636100

Registering Online

Porter Brook Medical Centre – please scan the QR code below



Hallam Medical Centre – please scan the QR code below



Practice Boundary

For Porter Brook Medical Centre, you can check our boundary area on our website by entering your postcode.

For Hallam Medical Centre, the boundary area is within South Yorkshire.

We can register temporary patients, please speak to a member of the reception team.

Our Team

Partners

Dr Jonathan Keel

MB ChB, LMCC, DOccMed 1989 – Sheffield

Dr Patrick Conwill

MB ChB, MRCP 2015 – Sheffield

Dr Julie Endacott

MB ChB, DRCOG, MRCPCH, MRCP 1996 – Bristol

Dr Matthew Lambert

MB ChB, MRCP

Dr Kirsty Goddard

MB ChB, MRCP, MRCP, DTM&H, DFRH

Salaried GPs

Dr Emily Blower MB ChB BMedsci MRCP DFRH 2014 - Sheffield

Dr Andrew Pearson MBBS iBSC MRCP 2017 - London

Dr Steve Moore MC ChB MRCP DRCOG Msc (Sports Medicine) 1999 - Sheffield/Nottingham

Dr Dominic Elliott MB ChB MRCP 2017 - Liverpool

Dr Mike Thackray BMedsci (Hons) MB ChB MRCP 2017 - Sheffield

Dr Caroline Diacon MRCP 2019 - Sheffield

Dr Alyson Evans MB ChB 2004 - Sheffield

Dr Alex Worthington MB ChB MRCP BSc(Hons) Physiotherapy Dip Sports & Exercise Medicine 2011 - Sheffield

Dr Terry Hudson MB ChB BMedsci DRCOG DFRHMRCP 2006 - Sheffield

Advanced Nurse Practitioners

Amanda Russell

Amie Kay

Nurse Practitioner

Rachel Mattock

Practice Nurses

Hannah Sanderson

Lauren Brown

Nurse Associates

Neelam Zahid

Elizabeth Twigg

Health Care Assistants

Katie Fearn

Lucy Hulley

Phlebotomists

Leanne Wisdom

Emma Handisides

Physiotherapist

Euan Adams

Social Prescribers

Alex Thomson

Sofia Gkika

Pharmacists and Pharmacy Technicians

Belinda Pickett

Limin Mathew Kezhuvanthanath

Helen Thompson

Magda Trojanowska

Attached Staff and Additional Services

Midwives

Mental Health Services

Sexual Health Services

Minor Surgery

Eating Disorders

Long Term Condition Management

Practice Management

Tom Hewitt – Business and PCN Manager

Medhia Kayani – Practice Manager

Tracey Butler – Deputy Practice Manager

Lisa Dale – Deputy Practice Manager

Pippa Fitzsimmons – Finance Manager

Non-Clinical Teams

Reception Team

Data Quality Team

Medical Secretaries

Training, Access and Care Co-Ordinator Team

Named GP

All patients are allocated a named accountable GP on registration.

Chaperones

If you would like a chaperone to be present at your consultation, please speak to the reception team on arrival. Chaperones are available for all patients regardless of gender.

Accessibility and Equality, Diversity and Inclusion

Porter Brook Medical Centre and Hallam Medical Centre are committed to providing high-quality care that is fair, respectful and inclusive for all patients.

We do not discriminate, directly or indirectly, on the basis of:

- age
- disability
- gender or gender reassignment
- race, ethnicity or nationality
- religion or belief
- sex
- sexual orientation
- pregnancy or maternity
- marriage or civil partnership
- any other protected characteristic

We aim to ensure that all patients:

- are treated with dignity and respect
- have equal access to our services
- receive care that meets their individual needs

We make reasonable adjustments for patients with disabilities or additional needs, in line with the Equality Act 2010 and the NHS Accessible Information Standard.

This includes providing:

- interpreters and BSL support
- information in alternative formats
- support to help patients access appointments and services

If you feel you have been treated unfairly or discriminated against, please raise this with a member of the practice team or through our complaints process. We take concerns seriously and will act appropriately.

Patient Rights and Responsibilities

The Practice ensures that all patients are afforded privacy and dignity, and are treated respectfully, in all clinical and non-clinical situations. Showing dignity and respect is recognising each patient's individual value as a person and supporting their autonomy, privacy and individuality.

Patients are asked to attend appointments on time and advise the practice if they are unable to attend. Providing accurate information in consultations and following treatment advice will help your healthcare team to care for you. Patients are expected to be respectful to staff at all times.

Zero Tolerance

We have a zero-tolerance policy towards abusive, harassing, aggressive or any other form of inappropriate behaviour towards staff or patients within the practice, and you will be asked to leave the premises and if necessary, further support will be contacted.

Complaints, Feedback and Reviews

If you have a complaint about the practice, please contact the Practice Management Team via our feedback form on the website, where you can also download a complaints form or by scanning the QR code below, this is also available in the waiting area. You can also request a paper copy from our reception team.



If you make a complaint we will:

- Acknowledge your complaint within three working days
- Offer to discuss your complaint with you and agree a timeframe for responding
- Investigate and respond to your complaint fully

If you remain unhappy with our response you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint.

The address is:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

Telephone: 0345 015 4033 Email: phso.enquiries@ombudsman.org.uk

To provide feedback or a review of the practice please complete the "Patient Feedback" form on our website or scan the QR code to provide a review.

Confidentiality and Data Protection (GDPR)

We are committed to protecting your personal and medical information and to respecting your privacy.

Confidentiality

All staff working at Porter Brook Medical Centre and Hallam Medical Centre are bound by strict confidentiality obligations. We keep information about you and your health secure and confidential, in line with NHS policy, professional standards and the law.

Information about your care will normally only be shared with healthcare professionals and organisations involved in providing your care, unless:

- you have given your consent
- we are required to do so by law
- there is a legal or safeguarding duty to protect you or others

Use of Your Information

We hold information about you to:

- provide safe and effective healthcare
- manage and support your treatment
- meet our legal and contractual duties

Your information may also be used for NHS management, audit, training and quality improvement, but only where appropriate and lawful.

Your Rights Under GDPR

Under UK data protection law, you have the right to:

- access the information we hold about you
- request correction of inaccurate information
- request restriction of processing in certain circumstances
- be informed about how your information is used

You can request access to your medical records by contacting the Practice Management Team.

Sharing Information

We may share information securely with other NHS organisations, community services and social care where it supports your direct care. We will only share the minimum necessary information.

Privacy Notice

Our full Practice Privacy Notice, which explains in detail how we use and protect your information, is available:

- on our website
- in the practice waiting area
- on request from the reception team

If you have any concerns about how your information is handled, please speak to a member of the practice team.