Upperthorpe and Ecclesall Medical Centre

Upperthorpe Medical Centre
30 Addy Street
Sheffield
S6 3FT
Telephone 0114 2751010

Ecclesall Medical Centre
334 Millhouses Lane
Sheffield
S11 9JD

Important – Changes to phones and appointment requesting system

As part of our ongoing efforts to improve patient care and access to appointments, we have made a few changes to our services which will take effect from Monday 25th September 2023.

New Telephone System

Our new phone system allows you to self-serve with automated services from **7.30 am**.

All requests for Urgent, same day appointments must be made before 12:30

Call 0114 275 10 10

Press 1 to self-serve appointments requests, appointment checking and cancellation of appointments and ordering repeat medication requests.

Press 2 to speak to a receptionist between 9 am to 12.30pm and 2 pm to 6 pm Monday to Friday.

Appointments

All Dr appointments need to be requested through our triage form.

Urgent requests will be considered same day by the duty Doctor if received before 12:30.

All other requests will be reviewed within 1 working day and you will receive an outcome, which will usually come via the form of a text message.

Depending on your medical problem, this will be either a same day appointment, or an appointment in the next two weeks.

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Your Guide to accessing your GP Surgery

The NHS phone app or online makes communicating with us easier.

Please search your app store or follow this link to the website: Log in - NHS App Online (service.nhs.uk). Please ask our reception staff if you need help setting this up.

How to book an appointment:

Option 1 – Use the NHS app, select advice at the bottom of the screen, click 'Ask your GP for advice' and complete the form (only available during working hours)

Option 2 – Follow this link to the online form https://florey.accurx.com/p/C88031

Option 3 – Phone 0114 275 10 10 and select option 1 to self-serve and follow the instructions - **remember requests for urgent same day appointments before 12:30**

Option 4 – Phone 0114 275 10 10 and select option 2 to speak to a receptionist during office hours who will help complete the form on your behalf

How to request repeat medication:

Option 1 – Use the NHS phone or online App

Option 2 - Phone 0114 275 10 10 and select option 1 to self-serve and follow the instructions. **You will need a PIN Number to start using this service please call after 14:00 any day to request that this is set up for you**

Option 3 - Phone 0114 275 10 10 and select option 2 to speak to a receptionist.

Please do not call for repeat medication before 11:00 as this blocks up the lines for those calling for an urgent same day appointment.

How to check your blood results:

Option 1 – Use the NHS phone or online App

Option 2 - Phone 0114 275 10 10 and select option 2 to speak to a receptionist after 14:00