

Larwood Health Partnership

PRACTICE LEAFLET

Your Guide to Accessing Services, Appointments and Support

- Larwood Surgery • Westwood Surgery •
- Village Surgery • Lakeside Surgery

☎ 01909 500233



NHS App Available

Scan the QR code to visit our website



Proud to be rated Outstanding by the Care Quality Commission (CQC)

Patient Information Leaflet 2026



WELCOME TO LARWOOD

HEALTH PARTNERSHIP

PROVIDING HIGH-QUALITY HEALTHCARE ACROSS OUR COMMUNITIES

Welcome to Larwood Health Partnership, proudly rated Outstanding by the Care Quality Commission (CQC). We serve patients across Worksop and the surrounding villages.

We are committed to providing safe, effective and compassionate healthcare while making it as easy as possible for patients to access the support they need.

Our practice operates from four sites:

Main Site:	Westwood Surgery	Village Surgery	Lakeside Surgery
Larwood Surgery	Pelham Street	Long Lane	Church Street
56 Larwood Avenue Worksop	Carlton in Lindrick	Langold	
Worksop	Worksop	Worksop	
S81 0HH	S80 2TR	S81 9AR	S81 9NW



MEET OUR TEAM

At Larwood Health Partnership, your care is provided by a wide range of healthcare professionals and support staff who work together to ensure you receive the right care, from the right person, at the right time.

General Practitioners (GPs)

Our GPs diagnose and treat a wide range of health conditions, provide ongoing care and make referrals to specialist services when needed.

There are pictures of our GPs on our website, media screens and at all sites.

Nursing Team

Our nurses provide vaccinations, cervical screening, wound care, health promotion and reviews for patients with long-term conditions.

Clinical Pharmacists

Our pharmacists are experts in medicines and can help with medication reviews, prescription queries and the management of long-term conditions.

Care Coordinators

Our Care Coordinators support patients in accessing local services and community support, helping to ensure care is well coordinated.

Paramedic Practitioners

Our Paramedic Practitioners assess and manage a variety of urgent health concerns and may carry out home visits where appropriate.

Healthcare Support Workers

Our Healthcare Support Workers assist with NHS Health Checks, blood tests, blood pressure monitoring and other routine clinical services.

Administration and Reception Team

Our Administration and Reception Team are often the first point of contact for patients. They help patients access the right service, manage appointments and provide support across the practice.

Together, our multidisciplinary team works to provide safe, effective and compassionate care for all our patients.

CONTACTING THE PRACTICE

Telephone: 01909 500233

Website: www.larwoodhealthpartnership.co.uk

Email: nnicb-bassetlaw.larwoodsurgery@nhs.net

FOLLOW US ON SOCIAL MEDIA

Facebook: facebook.com/larwoodhealth



Instagram: @LarwoodHealthPartnership

Follow our Whatsapp Channel - scan the QR code



STAY INFORMED

Scan to keep up to date on Patient news via your email

OPENING HOURS

CORE OPENING HOURS

Monday to Friday

8:00am to 6:30pm

(Enhanced access 6:30pm to 8:00pm across our sites

Monday to Friday)

Lakeside reception closes at 6:00pm.

Enhanced access appointments may be available outside of core hours. Please ask a member of the team or visit our website for the latest information.

WHEN WE ARE CLOSED

For urgent medical advice when the practice is closed:

NHS 111

Call 111 or visit: <https://111.nhs.uk>

EMERGENCIES

Call 999 immediately if someone is experiencing:

Chest pain

Severe breathing difficulties

Symptoms of a stroke

Severe bleeding

A life-threatening emergency

APPOINTMENTS AND MEDICAL ADVICE

GETTING HELP FROM THE PRACTICE

The quickest way to contact us for routine medical concerns, non-urgent queries and administrative requests is through SystmConnect, our online consultation service, available via our website.

SystmConnect is available from 8:00am, Monday to Friday. You do not need an account to use the service.

Urgent Medical Concerns

If your medical problem is urgent and needs to be assessed today, please:

 Call us on 01909 500233



Visit one of our reception desks

Please do not use SystmConnect for urgent same-day medical problems, as online requests may not be reviewed immediately.

Routine and Non-Urgent Medical Concerns

For routine medical concerns, please submit a request through SystmConnect.

Once we receive your request, it will be reviewed and triaged by the most appropriate member of our team.

Appointments may be offered on the day or up to two weeks ahead, depending on clinical need and availability.

Our aim is to ensure that patients receive the right care, from the right professional, at the right time.



Care Navigation

Our Care Navigation team may ask for brief information about your condition when you contact us.

This helps us ensure you are directed to the most appropriate healthcare professional and receive the right care as quickly as possible. All information shared is treated confidentially.



Home Visits

Home visits are available for patients who are genuinely housebound or too unwell to attend surgery.

If you think you require a home visit, please contact us as early as possible.

A clinician may contact you first to discuss your needs and determine the most appropriate course of action.



Repeat Prescriptions

The easiest way to order repeat medication is through:

- The NHS App
- SystmOnline

You can also contact the practice for assistance if you are unable to use online services.



Electronic Prescription Service (EPS)

Most prescriptions can be sent electronically to a pharmacy of your choice, making the process quicker and more convenient.

Please allow sufficient time for prescriptions to be processed and sent to your nominated pharmacy. Remember to take weekends and bank holidays into account when ordering medication.



Test Results

Many test results can be viewed through the NHS App or online services.

If a clinician needs to discuss your results with you, a member of our team will contact you to arrange an appointment or telephone consultation.



Registering with the Practice

We welcome new patients living within our practice boundary. Registration can be completed online or by contacting the practice for further information.

If you move house, change your name, telephone number or email address, please let us know as soon as possible so that we can keep your records up to date.

TRAINING PRACTICE

Larwood Health Partnership is proud to support the education and training of future healthcare professionals.

You may occasionally be offered an appointment with a GP Registrar, medical student or another supervised healthcare professional. This allows us to contribute to the development of the NHS workforce while maintaining high standards of patient care.

Why are training practices important?

Training future healthcare professionals helps ensure the NHS continues to provide high-quality care for generations to come.

OUR SERVICES



We offer a wide range of services, including:

Long-Term Condition Care

- **Diabetes**
- **Asthma**
- **Heart disease**

Preventative Care

- **Cervical screening**
- **Immunisations**
- **Vaccinations**

Additional Services

- **Family planning**
- **Minor surgery**
- **Health and wellbeing support**

Some services may be provided by different members of our multidisciplinary team.

NHS APP

Manage appointments, order repeat prescriptions, view test results and access your health record securely from your smartphone.

Ask a member of staff for support if you would like help registering for the NHS App.



PATIENT PARTICIPATION GROUP (PPG)



Help shape local services by sharing your views and working with the practice to improve patient care.

If you are interested in joining the PPG, please contact the practice for further information.

FEEDBACK AND COMPLAINTS

We welcome feedback and suggestions to help us continually improve the services we provide.

nnicb-nn.patientexperience@nhs.net



ACCESSIBILITY, EQUALITY & CONFIDENTIALITY



We are committed to providing accessible, inclusive healthcare for all patients. We can offer additional support, including interpreting services, accessible facilities and information in alternative formats. We treat everyone with dignity, respect and fairness, and are committed to reducing barriers to care.

We also take your privacy seriously and ensure all personal and medical information is handled securely, confidentially and in accordance with data protection legislation.

HELP US HELP YOU

Please:

- ✓ Attend appointments on time
- ✓ Cancel appointments you no longer need
- ✓ Keep your contact details updated
- ✓ Treat staff and fellow patients with courtesy and respect
- ✓ Use online services where possible
- ✓ Use SystmConnect for routine medical and administrative requests

By working together, we can help ensure appointments remain available for those who need them most.

CONTACT US

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📱 NHS App Available

📘 Facebook: Larwood Health Partnership

📷 Instagram: @LarwoodHealthPartnership

💬 Follow our WhatsApp Channel



Information correct at the time of publication. For the latest information, please visit our website.