

THE DOVE VALLEY PRACTICE

www.thedovevalleypractice.co.uk



Worsbrough Health Centre

Powell Street

Worsbrough

Barnsley

S70 5NZ

Tel: 01226 648150 Fax: 01226 648159

Also at:

1a Gold Street

Barnsley

S70 1TT

Tel: 01226 731298 Fax: 01226 247932

THE DOVE VALLEY PRACTICE

GP Partners

Dr Gareth Sutton, MB ChB, MRCP, DFFP
Respiratory, Minor Surgery

Dr Roopa Ganguly, MBBS, MRCP, DFRH
Women's Health

Dr Clare Bannon, MB ChB, MRCP
Minor Surgery, Contraception, Dermatology

Dr Jamie MacInnes, MB ChB, MRCP

Dr Will Barber, MBChB, MRCS, MRCP

Dr Amy Batley, MbChB, MRCP, DRCOG, DFRH

Dr Matthew Dowling, MBBS, DTM&H, MRCP

Dr Anna Foster, MBChB, MRCP

Business Manager Mrs J Beardshall

Lead Practice Nurse Sarah Chase, RGN
Practice Nurses Karen Barber, RGN
 Helen Pass, RGN

Lead Healthcare Assistant Mandy Martin
Healthcare Assistants Lisa Martin
 Jade White

The practice also employs a full compliment of reception, secretarial & administrative staff and have GP Registrars and medical students

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Areas covered by our Practice

The Dove Valley Practice is accepting patients who are resident in all the following areas:

- Birdwell
- Blacker Hill
- Gilroyd
- Kendray
- Kingstone
- Platts Common
- Ward Green
- Worsbrough

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- **Equal Opportunities**

The practice aims not to discriminate on the grounds of race, gender, age, disability or sexuality. The premises have wheelchair access, disabled toilets and adjustable examination couches.

An interpreter service is available for patients who do not speak English.

If you have hearing or visual problems, we can offer you a longer appointment, and will collect you from the waiting room.

- **Change of details**

Please inform the surgery of any changes to name, address or telephone number. Please note, we may need to contact you by telephone so it is important to keep us informed of your current home number and mobile number.

- **Suggestions**

We welcome suggestions on how we can improve our services, let us know what you think.

- **Complaints**

We work hard to provide an excellent service. However, if you wish to make a written complaint, it will be acknowledged in writing within 2 working days. Any medical issues will be dealt with by the doctors.

- **Patient Participation Group**

For details of how to join our group, contact Reception.

- **Abusive or violent behaviour**

The practice will not tolerate threatening or abusive behaviour.

Anyone behaving in this manner will be asked to leave the premises and register with another Practice.

Physical violence or damage to property will be reported to the Police

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The Worsbrough Centre Reception Opening Hours

The Surgery reception is open from

8.00am until 6.30pm on Monday - Friday

See below for a summary of surgery times:

Monday	08:30 – 11:00	15:00 – 17:00 15:30 – 17:30 18.30–19.30
Tuesday	07 :30–10 :00 08:30 – 11:00	14:00 - 16:00
Wednesday	08:30 - 11:00	14:00–16:00 15:00–17:00
Thursday	07.30–10.00 08:30-11.00 09:30-12.00	14:00–16:00 15:00–17:00
Friday	08:30 - 11:00	14:00–16:00 15:00–17:00

Whilst we endeavour to keep to our appointment times, alterations to surgery times may occur due to sickness or annual leave.

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Gold Street Surgery Reception Opening Hours

The Surgery reception is open from

8.00am until 6.30pm on Monday & Tuesday,

8.00am until 4.00pm Wednesday

8.00am until 12.00pm on Thursday

8.00am until 12.00pm on Friday

See below for a summary of surgery times:

Monday	08:30 – 11:00	15:00 – 17:00
Tuesday	08:30 - 11:00	14:30–1630
Wednesday	08:30 - 11:00	CLOSED
Thursday	08:30 - 11:00	CLOSED
Friday	08:30 - 11:00	CLOSED

Whilst we endeavour to keep to our appointment times, alterations to surgery times may occur due to sickness or annual leave.

THE DOVE VALLEY PRACTICE

New Patients

- The Practice welcomes new patients from a wide area in and around Worsbrough and Barnsley Town Centre. Please ask the receptionist for further details.
- They will be asked to complete a registration form and a health questionnaire. These must be completed and signed by the person registering, if over 16.
- For children under 16, a parent or guardian should sign on their behalf.
- All new, adult patients will be offered a health check with our Health Care Assistant .
- If you are on regular, repeat medication, you will need to make an appointment with one of the doctors. Please bring all your tablets, creams or inhalers with you, along with the repeat prescription sheet from your previous doctor.

Patient Rights and Responsibilities

• Access to Information

Under the Data Protection Act 1998, we are obliged to keep your data confidential.

The Practice stores information on computer to prepare prescriptions, arrange appointments and reviews. Access to the computer is limited to authorised staff and is password protected. Staff are required to treat all information in the strictest confidence. Failure to do so, can result in dismissal.

Apart from referrals to other medical services, written or verbal information can only be disclosed with your **written consent**. This applies to insurers, solicitors, employers, local council etc.

We are also unable to discuss or release any of your details with your family members without your prior consent.

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Nursing Team

Our Nursing Team consists of 3 Practice Nurses and 3 Health Care Assistants.

- **District Nurses**

Whilst the District Nursing Team care, primarily, for people in their own homes, they are available between 1.30—2.30pm every day for dressings and wound care as well as ear syringing.

Appointments can be made with the Clinic Clerk at The Worsbrough Centre main reception, not with the Practice Receptionist.

- **Health Care Assistants**

The Health Care Assistants work every day.

They are available for New Patient assessments, blood pressure measurements, taking blood samples and Health MOT checks.

- **Practice Nurses**

The Practice Nurses can offer the following services:

Cervical Smears

Immunisation & other injections

Asthma, Diabetes, Heart Disease Reviews

Advice on diet and exercise

Smoking Cessation

Appointments can be made with the Practice Receptionist.

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Appointments

- All our surgeries and clinics are by appointment only, and each appointment is for **one** patient.
- Whilst we try to accommodate requests for a particular day or GP, this may not always be possible. Please bear with us.

Please note!

It is the patient's responsibility to inform the surgery if they cannot keep an appointment or if they are going to be late. Missed appointments result in wasted time for the GP's and also prevent other patients from getting to see the doctor.

Remember

If you can't keep it - Cancel it !!!



Emergency appointments

- There are a certain number of appointments available every day.
- These are for medical emergencies only.
- Please note that a sick note is not an emergency appointment.

Out of hours appointments

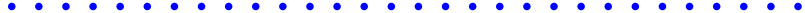
- Please telephone 111 out of normal practice hours

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Home Visits

- If possible please request a home visit before 10:30am.
- Home visits should only be requested when there is no possibility of the patient coming to surgery.
- Not having transport is not a reason to request a home visit.
- Please be prepared to tell the receptionist your symptoms– they need to pass this information to the GP.



Choice of Practitioner

- Some patients may have a preferred doctor, whom they usually like to see. For routine appointments, we will make every attempt to fit you in with that doctor.
- For home visits and emergency appointments, we run a *duty doctor* system, with a different doctor for every day. If you need to be seen urgently, you will not necessarily be able to see your usual doctor.
- Each of our GPs has a special interest. Please make use of their expertise.
- We have very experienced Practice Nurses, who work alongside the doctors. They are available for advice and treatment of a variety of conditions.

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Clinics:

- **Minor Surgery** Dr Sutton & Dr Bannon
- **Travel Clinic** Dr Sutton or Practice Nurse
- **Diabetic Clinic** Dr Sutton or Practice Nurse
- **Asthma Clinic** Practice Nurse
- **Chronic Disease Management** Practice Nurse
- **Baby Clinic** Friday with Dr Sutton/Dr Barber & Practice Nurse
- **Antenatal Clinic** Tuesday and Thursday with the Midwife



Health Screening

- We routinely offer health screening to patients aged 16-75, who have not been seen in the previous 3 years.
- The appointment is usually with the practice nurse.
- We also offer Health MOT Checks to patients who are generally fit and well and aged between 40—74, if you would like to have your MOT check, please make an appointment with one of our Healthcare Assistants
- Elderly patients can have a health check carried out at home if they are unable to attend surgery.

THE DOVE VALLEY PRACTICE

Teaching and Training

We are an accredited training practice which involves:

- Training of fully qualified doctors who wish to enter General Practice. These GP registrars usually work in the practice for 6 months and often have particular expertise in another branch of medicine. Their work is supervised by one of our GPs.
 - Training medical students from the University of Sheffield. If you do not wish a medical student to be present, please let us know.
 - Work experience for students hoping to enter the medical profession.
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Confidentiality

As part of the training process, we are inspected at least every 3 years. Videos of consultations and patient records may be viewed in this process.

- Anyone involved in this process is subject to the strict duty of confidentiality
- Your medical records or video may only be viewed with your written consent
- The purpose of disclosure is to verify teaching and training standards
- You may object to any or part of your records being viewed and this will be respected.
- All our reception staff are fully aware of the need for confidentiality. In the case of a breach of confidentiality, disciplinary action will be taken.

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Repeat Prescriptions

- Medication which has been authorised by the doctor as a repeat prescription may be ordered in the following ways:
 - **In person** by handing in a written request at any time during reception hours **By post** please enclose a SAE if you require the prescription posting back to you
 - **Via the Internet** ask one of the receptionists for access to our internet facility at www.thedovevalleypractice.co.uk
 - **By Fax** to our secure office fax machine
 - Ask your GP about repeat dispensing. This enables you to order your prescriptions once every six months, saving you time
 - Reviews by the GP will be every 6 or 12 months.
 - If you are asked by the receptionist to make an appointment for a review, please do so before your next prescription is due.
 - Please make an appointment with a GP if you require any other medication which is not authorised as a repeat.
 - Electronic Prescribing Service via your Pharmacist
 - All repeat prescriptions require 48 hours for processing.
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Test Results

- Test results may be requested from reception any day
Monday — Friday AFTER 2.00pm
- Results will only be given to the patient, unless prior written authorisation has been given for someone else to collect the results
- If a doctor has asked you to make an appointment to review the results—please tell the receptionist at the time of making the appointment.