

Practice Leaflet

With Compliments

Grimethorpe Surgery

The Grimethorpe Centre
Acorn Way
Grimethorpe
Barnsley
S72 7NZ

Tel: 01226 716809

Cudworth Surgery

The Cudworth Centre
Carlton Street
Cudworth
Barnsley
S72 8SU

Tel: 01226 707110

www.grimethorpesurgery.nhs.uk

Contact Details

Barnsley Clinical Commissioning Group
Hildder House, 49/51 Gawber Road, Barnsley, S. Yorks, S75 2PY
Tel: 01226 433679 www.barnsleyccg.nhs.uk

NHS Direct: 111
NHS Direct On-Line: WWW.NHSDIRECT.NHS.UK

INFORMATION FOR PATIENTS

PRACTICE DOCTORS

Dr JG Maters (Male)

Dr K Spits (Male)

Dr D Scott (Female)

Dr A Bell (Male)

Dr M Lannon (Male)

Dr M Ali (Male)

ADVANCED NURSE PRACTITIONER

Jackie Spencer

WHAT IS AN ADVANCED NURSE PRACTITIONER?

An **Advanced Nurse Practitioner**, or **ANP**, is a highly skilled medical professional who works on a more or less even level to a GP.

However, she is unable to do any of the following:

- Write you a renewal of your fit note (however, if you see her for a chest infection and need a fit note as a result of that, she can ask the doctor to do one for you)
- Do your smear
- See patients with pregnancy-related problems (however, if you have a chest infection and are also pregnant, that is fine)
- See children under the age of 6 months
- See you for the sole reason of doing a blood test the doctor requested

If you are uncertain, please discuss this with the receptionist.

At the time of booking an appointment, the receptionist will ask you the reason for your appointment to help you book an appointment with the most appropriate person.

HOW TO SEE/CONTACT YOUR DOCTOR

We aim to give you the appointment you request, and for you to be seen on time.

We aim to offer same-day appointments for urgent matters.

We offer pre-bookable, on-the-day and online appointments. Please call either in person / telephone or book online. To register online please ask at reception.

Grimethorpe Surgery between 8.00 am and 6.30 pm **01226 716809**.

Cudworth Surgery between 8.00 am and 6.00 pm **01226 707110**.

Please call **Grimethorpe 01226 716809** at 8.00 am and **Cudworth 01226 707110** at 8.00 am for **on-the-day appointments**.

If you need to speak to the doctor or nurse during surgery hours, please contact the receptionist. The Doctor/Nurse will ring back at their earliest convenience or ask the receptionist to pass on their message. Please note: We do not offer telephone consultations.

Help us to Help You

If you cannot keep your appointment **PLEASE** inform the surgery.

Cancelled appointments can be offered to someone else in need of an appointment.

Please help your doctor by attending your appointment on time.

If you arrive late, the doctor may not be able to see you.

HOW TO CONTACT YOUR DOCTOR IN AN EMERGENCY OR OUT OF SURGERY HOURS

In case of emergency please ring either
01226 716809 or **01226 707110**

When the surgery is closed these numbers will transfer your call to
our out-of-hours provider.

THE NHS APP

The NHS App lets you book GP appointments, order repeat prescriptions and access a range of other healthcare services.

The NHS App is for people aged 13 and over who are registered with a connected GP surgery.

You can use some of the app's features without your GP surgery being connected.

You can download it for free from <https://www.nhs.uk/apps-library/nhs-app/>

NEW PATIENT REGISTRATION

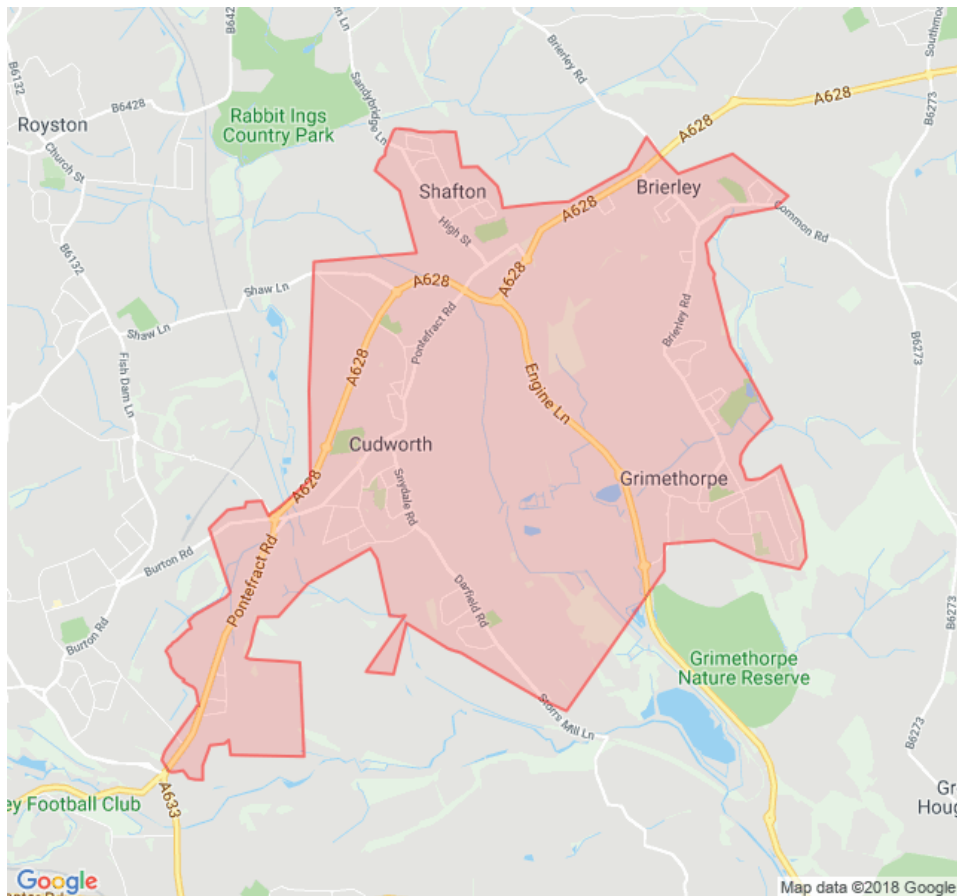
Patients can register as a patient with the practice by requesting a registration application form from reception. All new patients will be offered a health check.

Please refer to the Practice Area (below) to find out if you are eligible to register at this practice. We only accept patients who live within our Practice Area.

Please note that the practice operates a zero-tolerance policy with regards to unacceptable behaviour and language.

PRACTICE AREA

Patients who move outside the Practice Area will be asked to change GP practice within 30 days.



SURGERY APPOINTMENT TIMES

GRIMETHORPE SURGERY

Day	From	To	From	To
Monday	6.50 am	9.00 am	10.00 am	12.00 am
	3.00 pm	5.30 pm		
Tuesday	8.30 am	12.00 noon	3.00 pm	6.00 pm
Wednesday	8.00 am	12.00 noon	4.00 pm	6.00 pm
Thursday	9.00 am	12.00 noon	2.00 pm	6.00 pm
Friday	8.30 am	12.00 noon	3.00 pm	6.00 pm
Saturday/Sunday	CLOSED			

CUDWORTH SURGERY

Day	From	To	From	To
Monday	10.00 am	12.30 pm	3.30 pm	5.30 pm
Tuesday	9.00 am	12.00 noon	3.00 pm	5.30 pm
Wednesday	8.30 am	11.30 am	2.30 pm	5.30 pm
Thursday	9.00 am	12.00 noon	2.30 pm	5.30 pm
Friday	6.50 am	9.00 am	10.00 am	12.00 noon
	3.30 pm	5.30 pm		
Saturday/Sunday	CLOSED			

RECEPTION OPENING HOURS

The Reception is open weekdays between

Grimethorpe 8.00 am — 6.30 pm

Cudworth 8.00 am — 6.00 pm

The Practice is closed once a month on Wednesday from 12 noon
for Staff Training

DISABLED ACCESS

The surgery premises are accessible to wheelchair users.

Disabled toilet facilities and disabled parking spaces are available at both practice sites.

A hearing loop is also available and our staff have received sensory training.



APPOINTMENTS

All Surgeries are by appointment only.

A limited number of appointments are available for booking in advance for patients who require a follow-up appointment with the doctor or who need to make advance arrangements to come to surgery due to transport/work/school.

As Monday is the busiest day of the week, there will only be a very limited number of pre-bookable appointments available. Appointments will be limited to one month in advance unless requested by a medical professional. **Each appointments slot is for one person only.**

An appointment will be for 10 minutes, but longer appointments may be made available if necessary. Please inform the receptionist at the time of booking your appointment if you wish to discuss more than one problem or require a longer appointment.

Please note: Our receptionists will ask you for the reason for your appointment in order to help you book an appointment with the person most suited to deal with that problem. They ask this at the request of the doctors.

We aim to see urgent cases on the same day. **Sick notes are not an emergency and will be refused in an Emergency appointment.**

If no same day appointments are available within the practice, you can contact i-HEART Barnsley 365 at 01226 242419 between 4-6 pm on weekdays or 8-9.30 am on weekends and bank holidays.



TEST RESULTS

Patients should telephone the surgery for all blood test results. Please allow 7 days for your results to come back to the practice.

X rays and ultrasound results take longer, so please allow 14 days. Please ring between 11am and 3pm.

Results will **only** be given to the patient, unless prior written authorisation has been given to disclose the results to a third party.

Confidentiality will be applied to all patient matters

TELEPHONE ADVICE

If you need advice over the telephone, our staff are trained to record your query and present it on your behalf to the Doctor on duty. You may be asked to ring back for further information, if necessary, or to speak to the Doctor.

HOME VISITS

Home visits should be requested before 10.30 am. If home visits are requested after this time, they may be carried out the following day.

Please only request a home visit if it is absolutely necessary and it is not medically possible to come to surgery. Patients requesting a home visit will be asked the reason for the visit by the reception staff to enable the doctor to prioritise visits.

No transportation is not a valid reason for a home visit.

DNA(Did Not Attend)

Any patient who continually DNA's appointments will be contacted by the practice with a view to removing them from the practice list.

Please be considerate and contact reception if you are unable to attend your appointment. Other patients will be grateful to you as it will allow us to offer the appointment to another patient who needs the appointment.

CHANGE OF NAME/ADDRESS

If you change your name or move house please let us know your new name, address, postcode and telephone number.

Having an up-to-date mobile phone number helps us to help you and will save time if we need to contact you.

If you change your name, The Health Authority Registrations Dept. requires proof of your new name. (For example Marriage Certificate).

CHOICE OF PRACTITIONER

Patients are registered with the practice rather than individual GP's.

However, patients may request to be seen by a practitioner of their choice.

Where a patient wishes to exercise this right, the patient may have to wait longer to see their preferred practitioner.

This patient may be asked to accept an alternative if, for example, a service required is delivered by another GP in the practice, or if the preferred GP is unavailable for a prolonged period of time.

PATIENT CHOICE

It is our practice policy to offer patients a choice of hospital when being referred for further care. Requests will be facilitated where a cross border agreement is in place.

The electronic Choose & Book system will be used in the first instance to find an appointment for the patient at the hospital of their choice.

HELP FROM THE STAFF

Our staff are well-trained and aim to be courteous and helpful and wish to provide sympathetic care to everyone.

We in return ask you to be courteous to Doctors and Staff.

Please be patient as emergencies and high clinical demand can sometimes cause unexpected delays with your appointment.

HELP FROM THE HEALTH VISITOR

Help from the Health Visitors is available by ringing 01226 774411.

HELP FROM THE DISTRICT NURSE

Please ring the Clinic Clerk to make an appointment at Grimethorpe or Cudworth by phoning 01226 438700.

HELP FROM THE PRACTICE NURSES

The following services are available:

- Routine Health
- Blood Pressure
- Urine
- Cervical Smears
- Dietary Advice
- Asthma/COPD Clinics
- Diabetes Clinics
- 3 Year Health Checks are available on request
- Blood Tests
- Cholesterol
- Well Woman (Smears, Pill checks)
- Weight Management
- Coronary Heart Disease Clinics
- Baby Vaccines

Please contact reception to make an appointment with the Practice Nurses.

SMOKING CESSATION

If you are a smoker and would like to consider smoking cessation, then please discuss this with the Doctor, the ANP, the Practice Nurse or the Health Care Assistant.

Our Health Care Assistant is fully trained to offer Smoke Stop Advice and Support.

PRACTICE ATTACHED PHARMACIST

We have two pharmacists from the CCG attached to our practice.

Mrs. Candy Li supports the doctors with medicine management.

Mr. Mohammed Hussain also runs a clinic at our surgery for medication reviews. He works at Cudworth Surgery on a Wednesday afternoon and at Grimethorpe Surgery on a Friday morning.

OTHER SERVICES AT THE PRACTICE

- **Family Planning** Advice on all methods of contraception (Pill, Implant, IUCD and Injection) is available within the practice by appointment. **N.B. Implants and IUCDs are not fitted at the surgery.**
- **Health Promotion Clinics** Hypertension, Diabetes, Asthma, COPD, CHD
- **Child Health Surveillance** Undertaken in Baby Clinics
- **Maternity Services** Full Antenatal and Postnatal services
- **Smoking Cessation** Clinics run by Health Care Assistants
- **Minor Surgery** Undertaken by trained Practice Doctor
- **Anti-coagulation** Blood Testing and Medicine Dosing done at Surgery
- **Learning Disabilities** Undertaken by Surgery Doctors or Practice Nurse.

PRIVATE MEDICAL EXAMINATIONS

Examinations for insurance, employment, driving and legal purposes are not provided by the NHS.

If you require any of these, please ask about our fees at reception.

IMMUNISATION AND TRAVEL

Immunisation for travel abroad and other immunisations when recommended are available by appointment.

You may not always need to see the doctor; you can use the help of all the surgery team. The Holiday Vaccination clinic is Nurse-led.

Flu injections are available from October to February for all patients under 3 or over 65, pregnant patients and those with chronic diseases. If in doubt please ask at Reception. The Receptionist will advise you which team member will be able to help you.

REPEAT PRESCRIPTIONS



Please note that two working days' notice is required for the processing of repeat prescriptions.

Please also note: Prescriptions will not be issued early but post-dated to the day they are due instead (other than in exceptional circumstances).

Prescriptions for medication which have been authorised as a repeat prescription by the doctor may be ordered:

- **In Person:** By handing in completed medication request slip (right hand part of prescription) at any time during reception hours.
- **By Post:** Please enclose an SAE if you require the prescription posting back to you.
- **On-line:** Please visit the surgery to request access to this service. We require proof of your identity for this.

We are able to send your prescriptions electronically to a chemist of your choice.

Please ask at reception for details of how to register for this service.

REPEAT PRESCRIPTIONS ARE REVIEWED BY THE DOCTOR

PRACTICE POLICY ON THE SUPPLY OF DRUGS LIABLE TO MISUSE

1. Controlled drugs for example: METHADONE, DIAMORPHINE, BEPRENORPHINE (Temgesic) WILL NOT be supplied by this Practice unless under the Shared Care Agreement. Management of patients is by the Substance Misuse Team.
2. SEDATIVES, TRANQUILIZERS, HYPNOTICS (SLEEPING TABLETS) for example DIAZEPAM, TEMAZEPAM, NITRAZEPAM, ZIMOVANE. These are all licensed for NHS prescriptions for SHORT-TERM use only. Therefore, patients will not be supplied with prescriptions of maintenance doses of these drugs. We are prepared to work with patients, in conjunction with the Substance Misuse Team, who commit themselves to stopping these drugs.
3. ANTIDEPRESSANTS, MAJOR TRANQUILIZERS, ANTICONVULSANTS: These drugs are prescribed only for certain disorders, often on the advice of a consultant psychiatrist. Repeat prescriptions will only be issued when the GP is satisfied that there is a genuine need or if there is a written report from a psychiatrist indicating that a treatment is currently recommended. We have a range of counselling services that we as a Practice are able to refer onto, and are keen to help those with genuine psychiatric problems.
4. PAINKILLERS such as Codeine, Co-Codamol, Dihydrocodeine and Tramadol etc will only be supplied where the GP is satisfied there is a genuine need and in appropriate dosage and also will be monitored regularly.
5. Patients needing any of these medications will normally see only the GP they are registered with, or another doctor nominated by the GP. Repeat prescriptions will only be issued after approval by the GP and normal practice arrangements will apply (48-hours' notice needed).

SELFCARE GUIDANCE FROM NHS ENGLAND

It is no longer possible to prescribe certain medications on NHS prescriptions. Many common medications available over the counter will need to be bought by the patient rather than prescribed by the GP. These include hayfever medications, dry eyes eyedrops, paracetamol, ibuprofen, treatments for head lice or worms.

NHS England has intended this guidance to encourage patients to self-care for minor illnesses as the first stage of treatment.

If your symptoms, however, do not improve following the initial self-care, we encourage you to book an appointment to discuss your symptoms with a doctor or advanced nurse practitioner.

You can read more about this guidance here: http://best.barnsleyccg.nhs.uk/clinical-support/medicines/prescribing-guidelines/Self_Care_Guidance.pdf

CARERS REGISTER

Research shows that for every 1000 patients, 120 will be carers. It has also been estimated that 1 in 5 households in the UK may contain a carer.

It's estimated that 27,161 people in Barnsley spend part of their week looking after adult friends or relatives.

If you are a carer and would like to be added to our carers' register or would like some more information or support, ask for a leaflet at reception.

PATIENTS NOT SEEN WITHIN 3 YEARS

Patients aged between 16 and 75 who request a consultation and who have not seen a clinician within a period of 3 years prior to the date of request will receive a health check as deemed appropriate by the clinician in the course of the consultation. Over 75's should be seen annually either by a GP or Practice Nurse. If this is not possible, a home visit can be arranged by contacting 01226 716809.

OUR MISSION STATEMENT

We are an honest, open and trustworthy practice, committed to continuing our education, training and research in order to give you, our patients, improved care.

EQUAL OPPORTUNITIES

The practice aims not to discriminate on the grounds of race, gender, age, disability or sexuality.

RECORDS

To maintain continuity of care your records need to be updated after each visit. Patients wishing to view their medical records should make a written request to the Practice Manager.

ACCESS TO INFORMATION/CONFIDENTIALITY

The practice stores information on the computer to prepare prescriptions, arrange appointments, patient medical records and recall data such as cervical smears.

Under the Data Protection Act (DPA) 2018 and the General Data Protection Regulation (GDPR), we are obliged to keep your data confidential.

Staff are required to treat all patient information with the strictest confidence. Failure to do so will result in disciplinary action.

Please note: Confidentiality also applies to passing on results and messages to relatives or friends of a patient. We can only do so if the patient has given written consent to do so.

If a patient wishes to consent to a third party having access to their medical information, they will need to obtain a form from reception to fill in for this purpose.

RISK STRATIFICATION

This practice may use confidential information held on patient records as part of Risk Stratification. This means we can identify at risk patients and offer preventative treatment where appropriate. The practice would only refer to other services in this manner with your permission. You have the right to object to the use of your confidential information being used in this way. Please notify the Practice Manager if you wish to opt out of this service.

PRACTICE COMPLAINTS PROCEDURE

If you have any cause for complaint you can speak to the Practice Manager directly or in writing. We have an in-house complaint procedure; details can be obtained from the Practice Manager or at Reception and also be found in the Complaints leaflet. If you are not happy with the response from the practice you may forward your complaint to NHS England, South Yorkshire & Bassetlaw Area Team, Oak House, Moorhead Way, Bramley, Rotherham, S66 1YY. Tel: 01709 302000 Email: england.contactus@nhs.net

SUGGESTIONS

A suggestion/prescription box is available in the reception area for you to place any written comments, suggestions or prescriptions in, in order to improve the service we provide. If you prefer you may discuss your suggestion/comments with the Practice Manager.

ZERO TOLERANCE - VIOLENT OR ABUSIVE PATIENTS

The NHS operates a zero tolerance policy with regard to violence and abuse. Anyone verbally abusing either a member of staff or the public, or using inappropriate language, will be asked to leave the premises and **requested** to find another GP.

The practice will remove the violent patient from the list with immediate effect. In order to safeguard practice staff, patients and other persons, the police will be informed.

We will notify the patient in writing of their removal from the practice list and record in the patient's electronic record the facts surrounding the removal and circumstances leading to it.

WOULD YOU LIKE TO HELP SHAPE THE PRACTICE? JOIN OUR PATIENT PARTICIPATION GROUP!

We are looking for some highly motivated people who would like to donate their precious time to helping us shape and improve the practice for now and the future. Your ideas and suggestions are valuable to us.

A patient participation group is a group of active volunteers who are registered with a GP practice and work together with that practice in equal partnership to achieve the following:

- Improved communication between the Practice and the Patients.
- An exchange of information and ideas about the services provided.
- Discussion of recent or future developments which involve the practice and its patients.
- Consideration of patients' concerns, comments or suggestions about the quality of the service provided and what improvements can be made.

It is not an open forum to complain about the services provided.

Interested? Ask the receptionist for a leaflet and signing up form.

OTHER SOURCES OF HELP (YOU DON'T ALWAYS NEED TO SEE A GP)

MINOR AILMENT CLINIC AT PHARMACY

Most pharmacies nowadays run minor ailment clinics. They can treat:

- Allergic conjunctivitis
- Allergic rhinitis/hayfever
- Blocked nose
- Cold sores
- Conjunctivitis
- Constipation
- Contact dermatitis/eczema
- Cough
- Diarrhoea
- Earache
- Ear wax
- Fungal skin infections
- Haemorrhoids
- Head Lice
- Headache, pain
- Indigestion/heartburn
- Infantile colic
- Insect bite/sting
- Mouth care
- Mouth ulcers
- Nappy rash
- Scabies
- Sore Throat
- Sprain/strain
- Sun burn
- Teething
- Threadworms
- Temperature/fever
- Vaginal thrush
- Warts and verrucae

MINOR EYE PROBLEMS?

For patients with common, minor eye problems across Barnsley, **a free eye care service is available from some local opticians.**

Instead of waiting for a GP appointment, you can usually be seen within one or two working days. Opticians provide appointments during the week and during the weekends.



Ring the optician from the list of participating opticians and they will ask a few questions to determine how quickly you need to be seen. You need to bring your glasses and a list of your current medication with you. They may put drops in your eyes and you should not drive until the effect of the drops has worn off, which can take a few hours.

If the condition is more serious, they will book you an urgent appointment at the hospital eye clinic. They will also organise routine appointments where appropriate.

If the condition is related to your general health, they may advise you to book an appointment with your GP.

They can treat:

- Red eye or eyelids
- Dry, gritty or uncomfortable eyes
- Irritation and inflammation of the eye
- Significant recent sticky or watery eye
- Flashes or floaters of recent onset
- Ingrowing eyelashes
- Recent and sudden loss of vision
- Foreign body in the eye

In case of eye conditions monitored by your GP or hospital, you should contact them first.

If you suffer with **considerable eye pain, significant trauma to eye or eyelids, chemical injury or burn, or problems from recent eye surgery**, you should go to A&E immediately.

Further information: <http://www.barnsleyccg.nhs.uk/patient-help/eyes.htm>

DENTAL PROBLEMS



Please note: GPs cannot treat dental problems. You will need to see a dentist instead.

If you have a dental problem, e.g. a dental abscess, you will need to book an appointment with your dentist. Such problems require dental expertise and a simple prescription of antibiotics by a GP will not do the trick.

If your dentist is not able to offer you an emergency appointment, or if you don't have a dentist, you can contact **Barnsley Dental Services** instead.

They can be reached 7 days per week from 9 am to 9 pm on **07791 230230**.

MENTAL HEALTH PROBLEMS

STRESSED?

MOODY?

ANXIOUS?

TIRED?

WORRIED?

SLEEP PROBLEMS?

LOW MOOD?

PANIC?

DEPRESSED?

PANIC ATTACKS?

PHOBIAS?

You can self-refer to professionally guided self-help courses, appointments with a Psychological Wellbeing Practitioner or to discuss the right option for you.

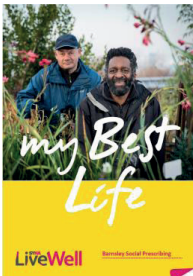
You don't always need to see a doctor to be referred to a counsellor or the mental health services. For some conditions you are able to self-refer. Please ask a receptionist if you want to know more.

Phone: 01226 644900

Self-help information is also available on the Barnsley BEST website where several patient information sheets on different conditions can be found. You can find this information here:

<http://best.barnsleyccg.nhs.uk/clinical-support/patient-information-sheets/?&start=1&>

MY BEST LIFE (SOCIAL PRESCRIBING)



Referral of patients for: managing symptoms, making social connections, work, volunteering and activities, managing money and welfare issues, housing solutions, healthy lifestyles, emotional wellbeing.

Referrals can be made by clinical primary care staff (e.g. GP's, Practice Nurses), Community and Specialist Nurses, District Nurses, Community Matrons, Mental Health services, Care Navigators, social services, independent living at home service and Be Well Barnsley.

Our My Best Life Champion is Mrs Lisa Whitehead.

DEMENTIA SUPPORT AND INFORMATION

Do you or a loved one suffer with dementia?
Are you struggling to find the help and support needed?

At Grimethorpe Surgery we try to help you where we can.

If you require information or advice on where you can find further support,
speak to our **Dementia Champion Mrs Karen Elkin**.

We will try to put you in touch with the help and information you need.



BEREAVEMENT SUPPORT

The Barnsley Bereavement Support Service offers free and confidential support to people to help come to terms with the loss of a loved one. You can reach them on **01226 200565**

BE SHARP – SEXUAL HEALTH SERVICES



This service is available at The Gateway Clinic, Unit 1, Gateway Plaza, Sackville Street, Barnsley S70 2RD.

To book an appointment or speak to one of their health advisors about issues surrounding contraception, screening for STIs, Hep B vaccinations, pregnancy testing and counselling, referral for male or female sterilisation or advice on sexuality, abortion or other sexual health issues, you can ring

0800 055 6442

(free from mobiles and landlines)



By the time we reach middle age, the majority of us could do with losing at least a bit of weight. Being overweight isn't just about the way we look. It can lead to more aches and pains, problems sleeping and people report a loss of energy and confidence. It also increases our chances of getting heart disease, type 2 diabetes and some cancers.

But it doesn't have to be this way. Middle age comes to everyone – 'middle aged spread' doesn't have to. You've taken the first step towards getting yourself or your kids eating well, moving more and living longer just by being here – so welcome to Change4Life!

You can join the program at <https://www.nhs.uk/change4life/> or speak to them on **0300 123 4567 (9 am till 8 pm daily).**

PRACTICE STAFF

Practice Manager Dr J.E.C. Bennekers

Assistant Practice Manager Mrs Lisa Whitehead
(also receptionist and trained phlebotomist)

Advanced Nurse Practitioner Jackie Spencer

Practice Nurses Janice Hyde
Julie France
Lynne Wilkinson

Health Care Assistants Donna Parsons
Marilyn Rowland
Maria Donovan

Patient Liaison and Registrations Officer Karen Elkin
(also receptionist)

Receptionists Jayne Birkett
Sarah Bolton
Julie Burton
Mandy Duffy
Karen Elkin
Susan Hampson
Carol Jarvis
Andrea Jones
Emma Porter
Sharon Taylor
Lisa Whitehead

**Attached Staff include Health Visitors, Midwives,
District Nurses, Community Matrons, Macmillan Nurses and Pharmacists.**

