

HUDDERSFIELD ROAD PARTNERSHIP

HUDDERSFIELD ROAD SURGERY
6 Huddersfield Road, Barnsley, S70 2LT
Tel: 01226 203420 Fax: 01226 731245

BRANCHES AT
44 Cawthorne Road, Barugh Green, Barnsley, S75 1LQ
Tel: 01226 384505 Fax: 01226 380418
www.huddersfieldroadsurgery.co.uk

**PLEASE REMEMBER
IF YOU CANNOT ATTEND AN
APPOINTMENT IN
SURGERY PLEASE CANCEL AS OTHER
PATIENTS NEED TO BE SEEN
ON AVERAGE OVER 150 PATIENTS
DO NOT ATTEND
EVERY MONTH!**



PARTNERS

DR FRANCES H MIDDLETON, MBChB (SHEFFIELD) 1988, DRCOG,
JCC, MRCGP, DIP IN DIABETES MANAGEMENT

DR IVAN P APPELQVIST, MBChB (BIRMINGHAM) 1989 DCH,
FRCGP, Med

DR JAMES A H STOBART, MBChB (SHEFFIELD) 1989, BmedSci,
DRCOG, DFFP, (Hons) MRCGP

DR JOSE BATES, ARTSEXAMEN 1993 (AMSTERDAM)

DR GARETH D KAY, MBChB (SHEFFIELD) 2002 MRCGP

DR MARK ASHTON, MBChB (MANCHESTER) 2000, MRCGP

DR SUSAN STUTTARD, BMedSci (Hons) (NOTTINGHAM) 1985
BMBS, MRCGP

SALARIED GPs

DR K T BIRINDER MBBS (MADRAS) 1986 MRCOG 1993

DR REKHA CHILUKURI MBBS, MD(General Medicine), nMRCGP
DRCOG, DFSRH

OPENING HOURS

Monday—Friday 7.30 am—6.30 pm

We offer an extensive range of appointment times throughout the day—every day

Late Opening

Every alternate Tuesday/Thursday until 7.45 pm

EXTENDED HOURS

Early morning and late evening surgeries are by appointment only and are aimed at our patients who have difficulty in attending during normal working hours. The late surgeries are not open for collecting prescriptions or general enquires and are purely for patients with appointments.

OUT OF HOURS

After 6.30 pm weekdays, weekends and Bank Holidays

If you should ring the surgery out of hours to access a

doctor you will hear a message informing you that the surgery is closed and to hang up and redial 111. This will put you through to NHS 111 who will assess your needs and assist you with your problem. You may be offered advice, a consultation or a home visit. If you feel you are in an

emergency situation please dial 999.

This service is commissioned by NHS England.

Huddersfield Road Partnership is a *general* partnership not a *limited* partnership

EMERGENCIES

If you are confronted by a serious problem call an ambulance (999) before calling surgery.

Such instances are:

- Chest pain in someone over 40 years old
- Severe breathlessness which is unusual for the patient
- Unconscious/difficulty rousing
- **F.A.S.T.**—
- **F**acial weakness—can the person smile? Has their mouth or eye dropped?
- **A**rm weakness—can the person raise both arms?
- **S**peech problems—can the person speak clearly and understand what you say?
- **T**ime to call 999
- Sudden loss of vision
- Vomiting blood
- Prolonged fit—more than 10 minutes
- Early pregnancy severe abdominal pain
- Any severe pain in the body
- This list is not exhaustive

New Service

i-HEART BARNESLEY

If you are unable to obtain a GP appointment please contact i-HEART who offer these new services:

- A dedicated Barnsley telephone number for patients/public to call
 - Assessment and advice by a clinician over the telephone
 - Flexible appointments times at evenings and weekends
- Consultations through different channels (email, telephone, virtual video and face to face)

Telephone 01226 242429

APPOINTMENT SYSTEM

The Practice aims to provide the most appropriate access and appointments to all patients needing medical care.

To facilitate this the receptionist will ask you about the nature of your problem and arrange the most suitable appointment.

ROUTINE APPOINTMENTS

There are both male and female doctors working within the practice for your choice. An appointment system operates at the surgery to minimize patient waiting times. Appointments may be made personally at reception by telephone or on-line. Please make every effort to attend promptly for appointments in order to avoid loss of valuable consultation time. Although we do try to make appointments with the doctor of your choice, at times it may be quicker to see the first available doctor.

The Surgery endeavors to provide appointments to book one month in advance.

SAME DAY APPOINTMENTS

The Surgery offers a limited number of same day appointments for urgent and non urgent problems.

TELEPHONE ADVICE

If appropriate, you may be offered a telephone consultation when a doctor will return your call after surgery. Our Practice Nurses are available for telephone advice between 1.30 pm and 2.15 pm every day.

APPOINTMENTS REMINDERS

If we have a mobile telephone number in your medical record the practice operates a system whereby you will receive a text message to remind you the day before your appointment. Please ensure we have your up to date personal details so you are able to take advantage of this service.

HOME VISITS

Home visits are reserved for the following groups of patients:

- Terminally ill
- Housebound
- Patients who are severely ill and cannot be mobilised

Although a traditional part of general practice, home visits are time consuming. Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. We want to see patients as quickly as possible, and the best way is often to encourage them to come to the surgery, because your GP will have access to all your medical records, including those held on computer.

There are also better facilities for examining and treating patients at the surgery. Babies and small children should be brought to surgery where we will do our best to see them promptly. If the reception staff are made aware that your child is particularly unwell, they will do everything they can to see that you are not kept waiting unnecessarily to see the doctor.

Transport/social problems—We cannot undertake home visits for reasons of convenience or lack of transport. We will be happy to provide you with details of local taxi firms. From experience, we are aware that relatives, neighbours or friends are often willing to help out. Our responsibility to you is to resolve the medical problem you have; your responsibility is to take all the reasonable steps you are able to, to enable us to do that.

PLEASE REQUEST VISITS BEFORE 10.30 AM WHENEVER POSSIBLE

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The Surgery endeavors to provide appointments to book two months in advance.

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HOW TO REGISTER

To register at this practice you will need to call in person and complete a registration form. You will be asked to complete a simple patient questionnaire so we have as much information about any medical condition you may have until we receive your full medical record from your previous doctor. Please give us as much information as you can. You will be offered a health check with one of our Health Care Assistants in order to assess any current or future needs and to introduce our services. If you suffer from any long term condition, eg Diabetes, Asthma, COPD, CHD, we have Practice Nurses who specialise in these conditions and you should make an early appointment with them for a review.

ON-LINE ACCESS

When you register with the Surgery, if you would like on-line access please ask the receptionist. This will enable you to book and cancel appointments and order any repeat prescriptions through our website. Please make sure you bring some photographic identification.

CHANGE OF PERSONAL DETAILS

It is your responsibility to inform the surgery of any personal changes, so that our medical records can be kept up to date.

NHS ZERO TOLERANCE POLICY

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises. Persons abusing this policy may be reported to the police and removed from the practice list.

PRACTICE AREA

You must live in our practice area to be eligible to register at this practice. This is to ensure we can offer a complete range of services to you and any family members. Our area covers Barnsley town centre and the following: Pogmoor, Gawber, Wilthorpe, Barugh Green, Cawthorne, Silkstone, Silkstone Common, Gilroyd, Kingstone, Dodworth, Staincross, Darton, Mapplewell, Athersley, New Lodge, Carlton, Monk Bretton, Stairfoot, Ardsley, Worsbrough, Ward Green, Lundwood, Cundy Cross. If you are in any doubt please enquire at reception.

If you move to an address outside the practice boundaries you will be required to register with a GP nearer to your home. This is a practice ruling and we are unable to make any exceptions. Please inform other Health Care Providers such as hospitals in view of referrals and outstanding clinic appointments.

REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long term treatment. Requests for prescriptions can be made in writing, by bringing into surgery, posting or on-line. Please enclose a stamped addressed envelope if you wish us to return to you by post. You will be asked to see the doctor or nurse at regular intervals for review of medication. Please allow 2 working days before collection of your prescription making allowances for weekends and public holidays

ELECTRONIC PRESCRIPTION SERVICE (EPS)

The Surgery now offers patients the Electronic Prescription Service (EPS). If your local Pharmacy has asked you to nominate them as your preferred Pharmacy your prescription can be sent electronically to them, therefore saving you a journey to the surgery to collect it. Alternatively inform reception of your nominated Pharmacy and this will be recorded on your record.

IF YOU HAVE EXPERIENCED A PROBLEM

If you are not happy with the care, service or treatment you have received in the practice, it is important that you tell us. We try to sort any problems as quickly and informally as possible. In some cases, a word with an appropriate member of staff is all that is needed to put things right. You will not be treated any differently because you have made a complaint.

HOW TO COMPLAIN

If your complaint cannot be easily resolved and you wish to make a formal complaint you need to advise us as soon as possible. Please ask at Reception for a copy of our complaints procedure which will explain how to make a formal complaint and how it will be dealt with.

If you are not happy with the response from the practice you may forward your complaint to NHS England Monday to Friday 8am-6pm except bank holidays.

Customer Contact Centre: 0300 311 2233

Email: England.contactus@nhs.net

Post: NHS England, PO Box 16738, Redditch B97-9PT

Website: www.england.nhs.uk/contact-us/

You have a right to approach the Ombudsman

Contact: The Parliamentary & Health Service Ombudsman
Millbank Tower, Millbank, London SW1P 4QP
Website: www.ombudsman.org.uk

FOR FURTHER INFORMATION OF PRIMARY MEDICAL SERVICES AVAILABLE IN THE AREA PLEASE CONTACT:

NHS Barnsley
Longfields Court, Middlewoods Way
Carlton, Barnsley. S71 3GN
Tel: 01226 327144
www.barnsley.nhs.uk

You may approach PALS for help or advice:

The Patient Advice and Liaison Service (PALS) is based NHS Barnsley and they provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different

services available from the NHS

Please ring 730000 and ask for PALS

BARUGH GREEN SURGERY
44 Cawthorne Road, Barugh Green, Barnsley
Tel: 01226 384505

The Huddersfield Road Partnership has a branch surgery at Barugh Green, Barnsley, which any patient may attend. We encourage patients to ring the surgery of their choice when booking appointments. If a suitable appointment is not available at your surgery of choice you may be offered an appointment at one of the other branches.

Opening Hours

Monday and Friday 8.00 am—2 pm

Tuesday, Wednesday, Thursday

8.00 am—6 pm

If you need to contact the surgery out of these hours your call will be automatically transferred to the Huddersfield Road Surgery.

A dispensing service of medication to patients living in the Cawthorne, Silkstone and Silkstone common areas is

available for patients attending the Barugh Green branch surgery. A delivery service is available for those who have difficulties collecting their medication.

SERVICES

The practice offers the following clinics: - please ask reception for details

Diabetes, Chronic Heart Disease
Stroke/CVA, Atrial Fibrillation
Asthma, COPD
Smoking Cessation
Ante-Natal, Well Baby Clinic
Contraception (Nexaplanon/IUD fitting)
Anti-coagulation, NHS Healthchecks
Alcohol and Substance Misuse
Psychology, Minor Surgery

TRAVEL VACCINATIONS

Please collect a travel form from reception and return completed at least 6 weeks prior to your holiday to ensure adequate cover.

FLU VACCINATION

Influenza vaccination is recommended for all patients over 65, patients with long term conditions and pregnant ladies. Appointments will be available from September onwards.

KNOW YOUR SCORE!

The practice offers an NHS Health Check to patients between 40 and 74 every 5 years to identify your own personal score. Your score will give you a percentage of the likelihood of developing a heart condition or diabetes. Depending upon the result we can offer support and advice where needed to reduce your risk.

NON NHS EXAMINATIONS/FORMS

Some of our doctors are happy to carry out medicals, eg insurance, driving licence, HGV etc by appointment. Please enquire at reception.

CHAPERONE

If during your consultation, a physical examination is necessary please note that a chaperone is available to oversee the examination at your request.

DISABLED ACCESS

Surgeries have disabled access at the front of the buildings and have disabled toilets available. A lift is available at Huddersfield Road and staff will be happy to provide assistance if required.

PATIENTS 75 YEARS AND OVER

If you are 75 or over you should be seen annually, either by your doctor, the practice nurse or a district nurse. This can be arranged by the surgery or if that's not possible a home visit can be arranged.

BREAST FEEDING

The Practice supports breast feeding mothers. Please ask at reception if you require a private room for this purpose.

DISPENSING

Our branch surgery offers a dispensing service of medication to patients living in the Cawthorne, Silkstone and Silkstone Common areas. A delivery service is available for those who have difficulties collecting their medication.

PRIVACY AND DIGNITY

We endeavour to provide privacy and dignity to our patients wherever possible. If you feel you need to discuss something in a private area please ask at reception.

CONFIDENTIALITY

The practice has a duty under the Data Protection Act to ensure patient confidentiality is maintained at all times by members of the practice team. However, it is sometimes necessary to share information with members of our multi-disciplinary team to ensure you receive the best care possible.

EQUAL OPPORTUNITIES

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

FREEDOM OF INFORMATION

The Freedom of Information Act 2000 obliges the practice to make available certain 'classes' of information. For more information ask at reception.

PARKING

The main surgery has a small car park to the front of the building which offers LIMITED parking. At the branch surgery you are able to park along the main road outside the building.

GP TRAINING

We are an accredited Training Practice involved in the training of fully qualified doctors who wish to enter General Practice. We have a Registrar who works in the practice for 6 months at a time and an 'F2' who will be in the practice for 4 months, these doctors will have their own surgeries. Occasionally there will be a video camera in use. You will be warned in advance when this is happening and will have the opportunity to decline if you prefer. Intimate examinations will not be recorded and the camera can be switched off at any time. Tapes will be erased after use.

We also have medical and nursing students at the practice who may be present in your consultation. If you do not wish for the students to be present in your consultation, then please let us know.

PATIENT PARTICIPATION/REFERENCE GROUP

We encourage our patients to give their views about how the practice is doing. To enable this to happen in a structured way we are asking patients to join our virtual patient participation/reference group, where we contact you through e-mail every now and again to ask a question or two. If you are interested in having your voice heard and helping the practice move forward please complete an application form available from reception.