

# Walderslade Surgery

High Croft · Hoyland · Barnsley · S74 9AF

Telephone 01226 743221

Fax 01226 352401

## Practice Information Leaflet

### Opening Hours

<b>Monday</b>	8.00 am – 8.00 pm* (6.30pm – 8pm pre-arranged appointments only)
<b>Tuesday</b>	8.00 am – 6.30 pm
<b>Wednesday</b>	8.00 am – 6.30 pm
<b>Thursday</b>	8.00 am – 6.30 pm
<b>Friday</b>	7.00 am* - 6.30 pm (7am–8am pre-arranged appointments only)

\*Extended hours by appointment only

**Saturday, Sunday and Public Holidays – Closed**

NHS England is responsible for commissioning the Out of Hours Service

The Out-of-Hours Service is currently provided by NHS111  
Please dial 111

**Telephone calls to the surgery after 6pm Monday – Friday  
will be diverted to i-HEART BARNESLEY**

**Contact i-HEART Barnsley 365 on Telephone: 01226 242419.**

## Practice Doctors

**Dr Rebecca J Wastling - MB ChB 1989 MRCGP DRCOG**

**Dr Andrea S Ward - MB ChB1989 MRCGP DCH**

**Dr Robert T Farmer - MB ChB 1993 MRCGP**

**Dr Peter F Lane - MB ChB 1983 MRCGP**

**Dr Zia Ibrahimi - MB ChB 2001 MRCGP**

**Dr Olatomiwa Olasimbo – MBChB 2009, DCH, AKT & CSA**

**Dr Allan – MBBS 2009**

**Dr Georgina Taylor – MBChC 2008**

**Dr Elizabeth Ness – MBChB 2010, MRCGP**

**Dr Stephanie Edgar - MBChB 2007, MRCGP, BSc**

**Dr Bessant -MB ChB 2005, MRCGP, DRCOG, DGM, DFSRH**

**Registrar – Dr Joseph Eagle MB ChB 2012**

### GP Routine Working Days

These are our GP routine working days; however these are subject to change on occasion due to holidays etc.

Doctor	Mon	Tue	Wed	Thu	Fri
Dr Rebecca J Wastling (female)	✓	✓	-	-	✓
Dr Andrea S Ward (female)	-	✓	-	✓ (am)	-
Dr Edgar (female)	✓ (am)	-	✓	-	-
Dr Georgina Taylor (female)	-	-	✓	✓ (am)	✓
Dr Ness (female)	-	-	-	✓	✓
Dr Robert T Farmer (male)	✓	✓	✓	-	✓
Dr Peter F Lane (male)	✓	✓ Some	-	-	✓
Dr P Bessant (male)	✓	-	✓	✓	-
Dr Zia Ibrahimi (male)	✓	✓	✓	-	✓
Dr Stuart Allan (male)	✓	✓	-	✓	✓
Dr Olasimbo (male)	✓	✓	-	-	✓
Dr Joseph Eagle (Registrar)	✓	-	✓ (am)	✓ (am)	✓

## Practice Staff

**Sister Julie Daughtry - Nurse Practitioner RGN, BMed Sci (Hon) MMed Sci**

**Sister Claire Caine - Practice Nurse RGN**

**Sister Julie Moran-Healey - Practice Nurse RGN**

**Sister Kay Sidebottom - RGN**

**Sister Rebecca Oliver – RGN**

**Sister Kelly Kershaw – RGN**

## Nurse and HCA Routine Working Days

These are our Nurse and Health Care Assistant (HCA) routine working days; however these are subject to change on occasion due to holidays etc.

Nurse or HCA	Mon	Tue	Wed	Thu	Fri
Sister Julie Daughtry	✓	-	-	✓	-
Sister Claire Caine	✓	✓	-	✓	-
Sister Julie Moran-Healey	✓ (pm)	✓	✓	-	✓
Sister Kelly Kershaw	✓ (pm)	-	✓	✓	-
Sister Kay Sidebottom	✓ (am)	-	✓ (am)	✓	✓
Sister Rebecca Oliver	✓ (pm)	✓	✓	-	✓
Debbie Ryan (HCA)	-	✓	✓	✓	✓
Susan Brook (HCA)	✓	✓	✓ (am)	✓	✓ (am)
Karen Bates (HCA)	✓	✓	✓ (am)	✓	✓ (am)

## Appointments

**Routine GP Appointments** - All GP appointments can be booked in advance. Patients will be offered the next available appointment. Please be prepared to give information that will help staff assess your request for an appointment; this will enable them to make the most suitable appointment for you.

**Telephone Consultation Appointments** - Telephone consultations are available during surgery hours; please ask for a telephone appointment if you feel it is appropriate. If you are unsure whether or not you need to see a doctor face to face please give the receptionist details of your problem and they may be able to advise you whether a telephone appointment will be sufficient.

**Emergency appointments** - These appointments are for one urgent problem only and patients will be allocated the next available time slot and GP. Our reception team staff will always ask the

reason for the emergency in order to better inform the GP who will risk assess the medical problem in advance of a consultation.

**Nurse Appointments** - These appointments can be booked in advance. Our nurses offer a range of services such as chronic disease management, minor ailments, travel advice and immunisation, dietary and smoking advice and cervical smears. The length of your appointment will vary depending on what you are seeing the nurse for.

**Healthcare Assistants (HCA)** - These appointments can be booked in advance. Some of the services offered by our healthcare assistants are smoking and dietary advice, new patient medicals, NHS health checks and phlebotomy services. Your appointment length will vary depending on what you are seeing the health care assistant for.

## Making an Appointment

To make an appointment simply telephone the surgery on: 01226 743221. You will have the option to use our automated telephone service or to speak to a receptionist.

There is high demand for GP appointments, if you cannot keep an appointment please give us as much notice as possible so we can offer it to another patient.

## Text Messaging Service

Our automated messaging service can remind you that you have a booked appointment. It will send you either a text, telephone or email message approximately 24 hours before. If you cannot attend your appointment you can reply by entering CANCEL and the service will automatically cancel your appointment. (*You can also cancel or check an appointment using our automated telephone service*)

There are times we may contact you via text message to offer appointments or medical information. If you do not wish to be contacted this way please inform a member of staff.

**It is the responsibility of the patient to keep their contact details up-to-date. Please inform the surgery of any changes**

## Visits

Home visits are made daily to those patients the doctor feels are too ill or too immobile to come to the surgery. If you require a non-urgent home visit please phone before **11.00am**.

When requesting a visit be prepared to give the receptionist some information (describe your symptoms) as this will help the doctor to decide whether a home visit is necessary and to establish the urgency of your call.

Please remember that the doctor can see several people at the surgery in the time it takes to drive to a patient's home. Also, when visiting people at home, the doctor does not have the facilities which the surgery provides.

Nevertheless, home visits are an important part of the health service and you should feel you can ask for a doctor's visit if you feel you need one.

If appropriate you may be visited by a Healthcare Professional from the Barnsley home visiting service who liaise closely with the practice regarding your treatment

## Online Services

GP appointments can be booked, cancelled or checked online. You can also order prescriptions and view your medical records.

You will need to register for all online services. Once registered you will be provided with the appropriate access codes and a password, after which you can follow the link on our website. If you are interested in using our online facilities please ask a receptionist for more details and application form.

Please note that the use of this service is monitored. Anyone abusing the system or failing to cancel / not attending their appointments booked on line may be suspended from using the service.

## Repeat Prescriptions

Prescriptions for drugs which have been authorised as a repeat item by the doctor may be ordered either in person by handing in a written request any time during reception opening hours using the post box in the entrance lobby, by post, or online using our online service

Please enclose a SAE if you require the prescription posting back to you. **48 working hours** notice is required for the processing of repeat prescriptions.

The NHS Electronic Prescription Service (EPS) allows your GP to send your prescription electronically to the pharmacy you choose to get your medicines or appliances from.

If you want to use this service, you will need to choose a pharmacy for your GP to send your prescription electronically to. This is called 'nomination'. You do this by registering with the pharmacy of your choice.

## Register With Us

You can register as a patient with the practice either by completing your medical card and handing it in at reception, by requesting a registration application form from reception or download one from our website.

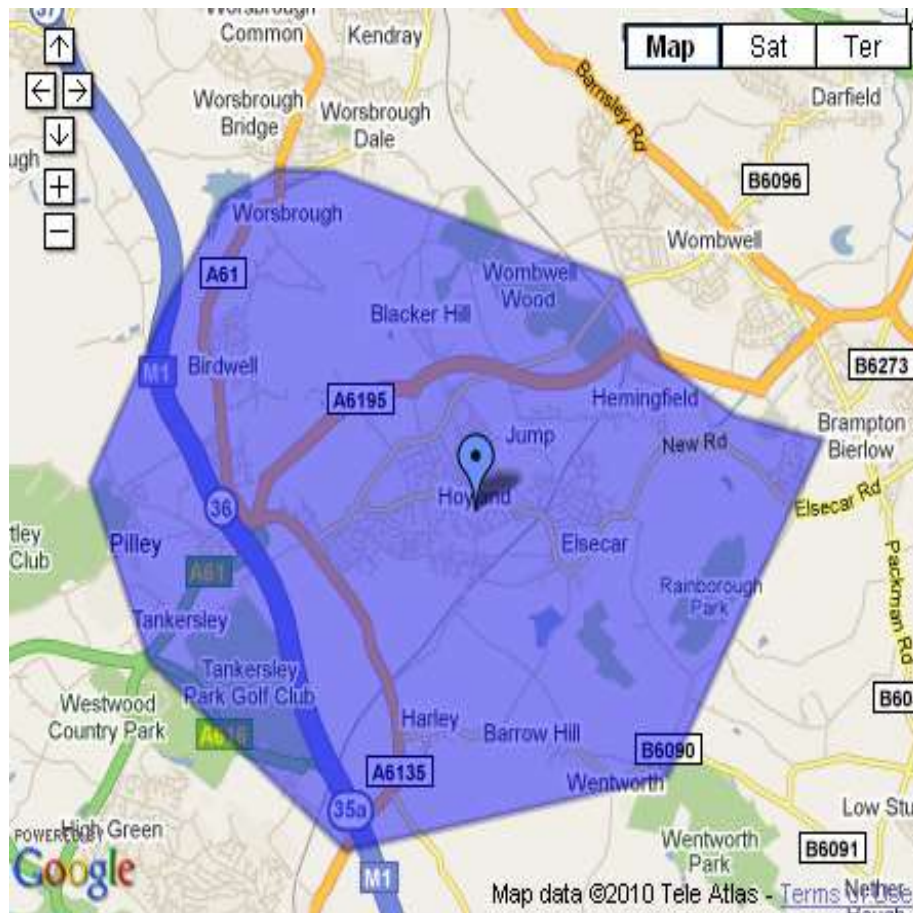
We will ask you to complete a simple questionnaire. This provides us with some important information about your health and helps us with your future medical care. You will be requested to attend a new patient check. These are usually performed by a practice health care assistant. Please enquire at reception if you require any further information.

Please remember to let us know if you change your address, phone number or other details. It helps if we need to contact you about your health or medication.

If you are attending hospital, please also **keep the hospital department informed of any changes of address.**

The practice catchment area includes the villages of Hoyland, Elsecar, Hoyland Common, Birdwell, Jump, Hemingfield, Tankersley, Pilley, Wentworth and Harley.

We also cover part of Wombwell and Worsbrough.



### Specialist Clinics and Service

Child Health Surveillance	Yes
Contraception/Sexual Health/Family Planning	Yes
Out-of-hours service	Yes
Dispensary Service	No
Maternity Service/Antenatal Care	Yes
IUD's/Contraceptive Implants	Yes
Minor Surgery	Yes
Cytology/Cervical Screening	Yes
Long-term conditions (Diabetes, Asthma, Coronary Heart Disease)	Yes
Coronary Heart Disease	Yes
Mother and Baby	Yes
Anti-coagulant Clinic	Yes

## Patients aged 75+

Patients aged 75 years and over who request a consultation and have not been seen by a clinician in the preceding 12 months, will receive a health check as deemed appropriate by the clinician in the course of the consultation.

## Test Results

If a doctor has asked you to make another appointment to review results, please tell the receptionist in order to ensure the results are available for your return appointment. Results will only be given to the patient unless prior written authorisation has been given to disclose to a third party.

## Chaperone Policy

This practice is committed to providing a safe and comfortable environment and strives to achieve good practice at all times.

**All** patients are entitled to have a chaperone present during any consultation, examination or procedure. Clinicians at this practice will advise patients a chaperone is necessary during any intimate examination; this is to safeguard both the clinician and you, the patient.

Where a chaperone is not available, the clinician will ask you to make an appointment and request the presence of a chaperone at the time of booking.

All staff have received the appropriate training.

## Suggestions

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

## Complaints

The practice complaints procedure is displayed in the waiting area and on the practice website. Please speak to the receptionist in the first instance or for further advice please speak to the Reception Team Manager.

## Violent and Abusive Patients

The practice will not tolerate violent or abusive behaviour. 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. Anyone who is violent or causes damage will be removed from the practice list.

## **Equal Opportunities**

The practice adheres to the Equality Act 2010. We aim not to discriminate on the grounds of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Sex.



## **Facility Information**

Wheelchair access is available to all rooms on the ground floor. A toilet with disabled access is also provided. There is lift access to the second floor. The surgery also has a hearing loop and a portable hearing loop for consultations. Please ask at reception if you have any problems connecting to the loop or would like to use the portable one.

## **Parking**

There is a car park to the rear of the building. There is disabled parking available.

## **Public Transport**

The practice is situated in Hoyland Town Centre where there is a regular bus service. There is a bus stop directly in front of the surgery premises.

## **Choice of Practitioner**

Patients are registered with the practice rather than individual GPs. 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.

The patient may be asked to accept an alternative if; for example, a service required is delivered by another professional member of the practice.

## **Access to Information**

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

Our members of staff are required to treat your information in the strictest confidence. Failure to do so can result in dismissal.



## Data Sharing

In accordance with the new European General Data Protection Regulation which came into effect on 25th May 2018 we have to inform you how we treat personal information that we hold about you. Please ask for a copy of our 'Practice Privacy Notice' or view online at [waldersladesurgery.co.uk](http://waldersladesurgery.co.uk) for further details.

### **What we record at the practice**

Healthcare professionals in our practice record information about the care we provide. The type of information that is recorded includes the following:

- Demographics, e.g. address, telephone number, e-mail, date of birth, gender etc.;
- What you tell us when you see us in consultation, e.g. about your physical and psychological health and social circumstances;
- Diagnosis, investigations, treatments, referrals, family background;
- Social information, e.g. housing status, alcohol, smoking status;
- Third party sources, e.g. hospital letters, A&E attendances, relatives, carers, insurance companies, solicitors.

### **What we already share about you**

We share different types of information about our patients. These include:

- Personal information about you and your illness, when needed for your direct care, e.g. referral to Hospital Consultants, District Nurses, Health Visitors, Midwives, Counsellors;
- The summary Care Record Patient identifiable information to public health, in order to arrange programs for childhood immunisations, communicable diseases, cervical smears and retinal screening;
- With explicit consent, personal information to other organisations outside the NHS, e.g. insurance companies, benefits agencies;
- Limited information about you, if relevant, to protect you and others, e.g. to social services child protection investigations;
- Under certain acts of parliament to protect you and others e.g. court orders Summary information which is anonymised (cannot identify you) e.g. quality and outcome framework (QOF), medical research and clinical audit;

## Training

We are an accredited training practice involved in the training of fully qualified doctors who wish to enter General Practice. These GP registrars usually work in the practice for six months and often have particular expertise in another branch of medicine. Their work is supervised by a GP.

We also have supervised nursing and medical students at the practice. If you do not wish a medical student to be present during consultation please let us know.

## Private Medicals & Non-NHS Work

Some services you may require are not covered by the NHS. These include some medicals and certificates. The reception staff should be able to advise you about the fees for providing these services. A list of the more common fees for non-NHS work is available in reception.

## Patient Participation Group

We have a patient group that meets approximately every quarter to talk about ways of improving services and discuss any practice developments. Please inform a member of the reception team if you are interested in joining the group.

## i-Heart Barnsley

### i-Heart (Extended Hours)

i-HEART Barnsley 365 is designed to help patients access same day appointments during the evening and weekends. The service has created additional appointments enabling patients to receive medical advice outside of standard GP surgery opening times.

Appointments can be booked between 4:00pm – 6:00pm, Monday to Friday and 8:00am – 9:30am Saturday, Sunday and Bank Holidays.

Appointments are available at Woodlands Drive GP Surgery and Chapelfield Medical Centre between 6:30pm – 10:30pm Monday to Friday and 10:00am to 1.00pm Saturday, Sunday and Bank Holidays.

Appointments are also available at the Primary Care Centre, Barnsley Hospital between 7:00pm – 11:00pm Monday to Friday and 9:00am to 11:00pm Saturday, Sunday and Bank Holidays.

Contact i-HEART Barnsley 365 on **Tel: 01226 242419**. Outside of the hours, please call NHS 111.

The service offered at Woodlands Drive Medical Centre, Barnsley and Chapelfield Medical Centre, Wombwell include a clinician led telephone assessment service, bookable appointments with GPs and nurses for face to face and telephone consultations, video calls and an email advice service.

The services offered do not replace any existing services offered at Walderslade Surgery but will provide an additional service to compliment access to appointments

### **NHS England**

The practice has an agreement with NHS England to provide NHS medical services.  
The contract is with the partnership (this is non-limited partnership).

The NHS England South Yorkshire & Bassetlaw Area Team is based at:

Oak House  
Moorhead Way  
Bramley  
Rotherham  
S66 1YY

Email: [england.contact@nhs.net](mailto:england.contact@nhs.net)  
01709 302000