

# WOMBWELL MEDICAL CENTRE

5 George Street, Wombwell Barnsley S73 0DD

Tel: 01226 752470

## ***PRACTICE INFORMATION GUIDE***

### PRACTICE OPENING TIMES

The surgery reception is open from 8am to 6pm Monday – Friday. The appointment times are as follows.

	AM	PM
<b>Monday</b>	08:00	08:00
<b>Tuesday</b>	08:00	06:00
<b>Wednesday</b>	07:00	06:00
<b>Thursday</b>	08:00	06:00
<b>Friday</b>	08:00	06:00
<b>Saturday</b>	CLOSED	CLOSED
<b>Sunday</b>	CLOSED	CLOSED

**Early morning:** Wednesday

**Late Evening:** Monday

***PLEASE NOTE THAT SMOKING IS NOT ALLOWED  
WHILST IN THE PRACTICE AT ANY TIME***

## WOMBWELL MEDICAL CENTRE STAFF

**Practice Manager Jane Taylor**

<p style="text-align: center;"><b>GPs</b></p> <p>Dr Christopher Bowns Dr Carolyn Dales Dr Liz Wolff Dr Michelle Scott Dr Ishraq Baig</p>	<p style="text-align: center;"><b>Advanced Nurse Practitioner</b></p> <p>Mandy Sowerby Michele Green Lisa Booty</p>	<p style="text-align: center;"><b>Practice Nurses</b></p> <p>Jodie Heaton Claire Simpson Whitney Cooper</p>
<p style="text-align: center;"><b>Physician Associates</b></p> <p>Rizwana Ikram Tayabah Qureshi</p>	<p style="text-align: center;"><b>Health and Wellbeing Coaches</b></p> <p>Diane Atkinson Deborah Carter</p>	<p style="text-align: center;"><b>Health Care Assistants</b></p> <p>Laura Ford Jayne Jones Lauren White</p>
<p style="text-align: center;"><b>Pharmacists</b></p> <p>Karen Maltman Kirtan Purohit Sarah Haygarth</p>	<p style="text-align: center;"><b>Care Coordinators</b></p> <p>Kayley Moynihan Kirby Robson Georgia Bates</p>	<p style="text-align: center;"><b>Secretaries</b></p> <p>Michelle Webster Katie Smith</p>
<p style="text-align: center;"><b>Administrators</b></p> <p>Karen Pearson Katie Belshaw Rebecca Glover</p>	<p style="text-align: center;"><b>Receptionists</b></p> <p>Tanya Wood (Manager) Katie Smith (Supervisor) Alison Leech Jayne Hamby Sophie White Mandy Moxon Caroline Hanson Morgan Wheeler Victoria Needham Chanelle Rimmington</p>	

## APPOINTMENTS

Patients needing to see a GP, ANP, or PA need to contact the surgery from 8am. These appointments can be accessed by the online service, calling the surgery, or popping down to the surgery at 8am. Your name will be added to the triage list by the Receptionist with a brief description of why you need the appointment. The ANP will call you and discuss your problem, however this does not mean that you will be seen at the surgery.

Your problem may be dealt with elsewhere, for example, we can refer to the First Contact Physio clinic, Pharmacy First Scheme, or the extended hours service at the Priory Campus.

However, we do have a capacity and when this is reached you may be told to contact the out-of-hours service, i-Heart Barnsley at 4pm if you think your problem is urgent.

All of the Long-Term Conditions patients will be invited for their 'birth month', meaning that your LTC will be done annually on the month you were born. You will

be given 2 appointments, the 1st to see the HCA and then the 2nd to discuss your result with the practice nurse.

## CHOICE OF PRACTITIONER

Patients are registered with the practice rather than individual GPs. However, we understand that patients may wish 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 also be asked to accept an alternative if, for example, a service required is delivered by another professional member of the practice.

## HOME VISITS

Through our triage service, we also offer home visits for patients who are unable to get to surgery. These should be requested before 10.30am wherever possible.

Please only request a home visit if it is necessary and if it is not medically possible to come to surgery.

Patients requesting a home visit will be asked the reason for the visit by the receptionist. This information will be added to the home visit requests. The ANP will contact you. If appropriate this visit may be passed on to our local home visiting scheme.

## PRESCRIPTIONS AND REQUESTS

Prescriptions are available to order through the following the below:

IN PERSON by handing in a written slip at any time during reception hours.

BY TELEPHONE Monday to Friday for the housebound only.

BY POST, Please enclose an SAE if you require the prescription posted back to you.

ONLINE through the online app, please ask at reception to register to use this service.

Please note that 48-hour notice is required for the processing of repeat prescriptions. Requests received after 15.00 hours will be treated as having been received the next day.

**REPEAT PRESCRIPTIONS WILL BE REVIEWED EVERY 6 MONTHS.**

## ACCESS TO INFORMATION AND CONFIDENTIALITY

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

Under the Data Protection Act 2018, we are obliged to keep your data confidential. Staff are required to treat your information in the **strictest confidence**. Failure to do so can result in dismissal.

Test results will only be given to the patient they're regarding unless prior written authorisation has been given to disclose to a third party.

We undertake medical research at the practice and use anonymised data analysis. If you object to your data being used this way, please write to the practice manager who will ensure your data is not used.

## REGISTRATIONS AND CHANGE OF DETAILS

Patients are expected to register online wherever possible. If a patient does not have online access, please call in at the surgery. All new patients must attend for a new patient health check. If this is not attended the registration will be cancelled, and you will be asked to register at another practice. Please refer to the catchment area to find out if you are eligible to register at this practice.

It is the patient's responsibility to inform the surgery of any changes to their medical records, change of name and address, etc. The patient should also inform the hospital of any changes concerning any referrals that may have been made on their behalf.

Please refer to our catchment area before registering to check that your address is within. The practice catchment area is the whole of Wombwell and Hemingfield. We do have an extended boundary; this means if you are already registered at the surgery, and you move to a new address within our extended boundary you may be eligible to stay with the surgery.

## THE PRACTICE AIMS NOT TO DISCRIMINATE AGAINST THE GROUNDS OF RACE, GENDER, AGE, DISABILITY OR SEXUALITY

### WHAT WE OFFER AT THE PRACTICE

We offer a range of facilities, services, and clinics at the practice. Please see the below list.

Facilities	Parking	Other Services
Access for wheelchairs Baby changing facilities Disabled toilet	The surgery is situated in a large free car park, with disabled parking next to the surgery entrance.	Deputising Service Childcare surveillance Contraceptives

Services	Local Transport	Clinics
Antenatal services Minor surgery Obstetric list	The surgery is accessible from all major local bus routes.	Long-Term Chronic Conditions Mother and Baby Family planning Other – Well person
<p><b>Disabled Access</b></p> <p>All consulting and treatment rooms are at ground level and have disabled access.</p>		

## COMPLAINTS AND SUGGESTIONS

If you wish to make a written complaint, please ask Reception for a complaints pack. Any medical issues will be passed on to the doctor for comment.

Alternatively, there is a **suggestion box** provided in the reception area for you to place any written comments or suggestions to improve the service we provide.

### 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 list immediately.

## ACCESSIBLE INFORMATION STANDARD

Should you need this information in an alternative format could you please inform a member of staff. We can offer large print, easy read, via email or other alternative formats.

The Accessible Information Standard is a new law to make sure that people who have a disability, impairment, or sensory loss are given information they can easily read or understand.

Please inform a member of staff if you have any communication support needs. You need to help us make sure we get things right for you.

## Useful Numbers

<b>Rowlands Pharmacy</b>	George Street, Wombwell Tel: 01226 753355
<b>Akram Za Pharmacy</b>	22 High Street, Wombwell Tel: 01226 752253

<b>Rowlands Pharmacy</b>	Mayflower Way, Wombwell Tel: 01226 753425
<b>Pickford's Pharmacy</b>	65 Knollbeck Lane, Brampton Tel: 01226 341281
<b>Boots Pharmacy</b>	Unit 2, Cortonwood, Barnsley Tel: 01226 341957
<b>Morrisons Pharmacy</b>	Cortonwood Retail Park, Brampton Tel: 01226 341193
<b>Local Hospitals</b>	Barnsley Hospital Tel: 01226 730000 Northern General Hospital Tel: 0114 243 4343 Royal Hallamshire Hospital Tel: 0114 271 1900