

ASHVILLE MEDICAL PRACTICE

Oaks Park Primary Care Centre

Thornton Road

Kendray

Barnsley

S70 3NE

A GUIDE TO OUR SERVICES

Opening Hours

Wednesday	7.15am until 20.30pm
Mon, Tues, Thurs and Friday	7.15am until 18.00pm

Telephone Numbers:-

Appointments (01226) 729860	8.00am-12noon 14.00-18.00pm
General Office (01226) 282280/216000	8.00am until 17.00pm
Web www.ashvillemedicalpractice.co.uk	

The practice closes for training on the 2nd Thursday of every month from 13.00pm. All calls to the surgery during this time will be diverted to I Heart 365 who will provide cover until 18.30pm. If you require urgent medical assistance after 18.30pm please dial 111 and you will be connected to the NHS 111 service.

Out of Hours Monday – Friday 18.30pm - 08.00am and Friday 18.30pm - Monday 08.00am.

If you require urgent medical assistance when the surgery is closed, which cannot wait until the surgery re-opens; please dial 111 and you will be connected to the NHS 111 service. Calls to this service are free from both landlines and mobile phones, and the service is commissioned by NHS England.

If you have a life threatening medical emergency please dial 999.

Welcome

Ashville Medical Practice serves many areas of Barnsley. Our team includes nine GP Partners, one advanced nurse practitioner, four practice nurses and three healthcare assistants. As well as our practice manager and office manager there are reception and office staff.

We offer a full general practice service and run specialist clinics for children and pregnant women. We also provide clinics for hypertension, heart disease, diabetes, asthma, minor surgery, well woman/man, contraception, anti-coagulation, holiday vaccinations, diet advice, mental health and stop smoking.

Ashville Medical Practice is a training practice. This means doctors wanting to enter general practice spend time with us in order to gain the experience they need to become a family doctor. As a training practice your medical records may be used for educational purposes.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

If you live in our practice area and would like to register with us, please complete our registration forms that are available from the reception desk.

All patients will have a named accountable GP who will be responsible for patients' overall care at the practice. This does not stop you from seeing any other GP or Nurse Practitioner in the practice. Where a patient wishes to see a particular GP, they may have to wait longer to see their preferred practitioner. If you wish to know who your named accountable GP is, please contact the practice on 01226 216000. If you have a preference to a particular GP the practice will make reasonable efforts to accommodate your request.

Newly registered patients will be invited for a consultation with our health care assistant.

The practice operates a no smoking policy which includes the premises and the grounds.



Clinics

We run a range of clinics in addition to daily Dr Appointments.

Antenatal Clinics

Wednesday 1.30pm-3pm

This clinic is run by the midwives. If you become pregnant your details will be passed onto the midwives who will contact you and arrange a 'booking appointment'. The midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy at the practice or at the local hospital or both.

Child Health and Immunisation

Tuesday 1.30pm-3pm

All new babies are invited for regular check-ups from birth. The vaccine schedule will also be provided within this clinic. In order to protect other children we ask you not to bring babies or children with cough, colds, temperature etc to this clinic. They should be seen in normal surgery.

Minor Surgery

Various days and times

Minor operations can be done in our minor op suite. Please discuss this with your doctor who will then arrange for you to be given an appointment if appropriate.

Asthma
COPD
Diabetes
Hypertension/Healthy Heart
Stroke
CKD
PAD
Anti-coagulant
Contraceptive
Dietary Advice
Stop Smoking



These specialties are offered by our nursing team within general nurse clinics, giving advice and general checks within the specified field.

Travel

We have dedicated clinics on varying days covering most aspects of travel; these are run by our practice nurses.

Contraception

Implanon contraception is provided by Dr Ainsworth and Dr Pringle
IUCD (coil) contraception is provided by Dr Ainsworth
Depo-Provera (contraceptive) injections provided by the practice nurses.

Joint Injections

Depo-Medrone joint injections are provided by Dr Ainsworth, Dr Mills and Dr Cooke.

Repeat Prescriptions

If you are on regular treatment, requests for repeat prescriptions can be made in the following ways:

- By bringing your repeat prescription counterfoil to the Surgery and placing it in the prescription box
- By sending your request by post, enclosing a stamped addressed envelope for its return.
- Register for online prescription ordering at reception. (photographic identification will be required to verify your identity before a username and password are issued)

Telephone requests for repeat prescriptions with the exception of housebound patients are not accepted as they may lead to errors.

Housebound patients **only** may order by telephone.

Your prescription will be ready for collection 48 hours later after 17.30pm, excluding weekends and bank holidays. For example, a request left on a Friday, will be ready for collection the following Tuesday, after 17.30pm

If you require a chemist to deliver your prescription please inform the relevant chemist and indicate which chemist you are using on your request. The chemist will be able to give you a timescale for delivery.

Patients' medication is reviewed regularly and you may, on occasions, be asked to see or speak with a Doctor before further prescriptions are issued.

Test Results

Please allow 5 working days after your test has been done (unless told otherwise by the doctor/nurse) for the test results to reach the surgery. X-rays/ultrasounds take longer so please allow 10 working days. If any further action is required when test results are received the surgery will either telephone you or contact you in writing. Test results can only be given to the patient unless written consent is given to divulge this information to a third party. Every patient of any age has the right to confidentiality.

Completion of Forms

Completion of Medical/Insurance forms and Holiday Cancellation forms are payable in advance. The minimum fee for completion of any form or private note is £20.00. Patients will be contacted prior to completion of any paperwork if the fee is expected to exceed £20.00.

Please note — not all forms need to be completed by your doctor.

Appointments

Ring our appointments line (01226) 729860 to book an appointment. Booked appointments are available from 07.15am to 20.30pm on Wednesday and 07.15am to 18.00pm Monday, Tuesday, Thursday and Friday. Consultations are by appointment only.

There will be on the day appointments for patients to book with the receptionists, and once these appointments have been used and a patient requires an appointment, they will be placed on a list where a Dr will telephone the patient back during the course of the morning or afternoon and perform triage. The Dr will then decide on the next appropriate course of action, as not all patients will need to be treated at the surgery.

Urgent cases are seen on the same day; though please remember urgent surgeries do not always run on time so on occasions you may have to wait.

Please Note – we do not issue sick notes in urgent surgeries.

Any requests for home visits or Dr appointments in advance will also be placed on a list where a Dr will telephone the patient back and perform triage. The Dr will then decide on the next appropriate action.

The receptionist will ask the nature of a patient's condition to assist the Dr prior to placing on the triage list; this is so the condition can be prioritised. Depending on the condition action may be needed sooner than others.

If you cannot attend your appointment for any reason, please let us know as soon as possible, giving at least 24 hours' notice. We can then offer the appointment to some-one else. If you repeatedly fail to attend appointments with any clinician without informing us, we may write to you advising you that you may be removed from the practice list and to find an alternative doctor.

Booking and Cancelling Appointments

You are able to book and cancel Drs Appointments on System Online as well as the surgery.

How to Register for System Online

To use System Online, you will need to come into the surgery to register, so you can be given a user name and password. You cannot register for this service online or by phone because your identity needs to be verified.

When you come into the surgery please bring photographic identification e.g. passport or driving licence. Once your identity has been checked you will be issued with a user name and password.

With this service you may:

- Book and cancel Drs Appointments by logging on to the internet
- Appointments will be available to book up to 2 weeks in advance. (patients will be allowed to book 1 future appointment depending on availability)
- Manage your appointments quickly and easily wherever you are, 24 hours a day, 365 days a year
- View past appointments
- View future appointments
- View and print your patient summary record

Download the System Online App from the [Apple App Store](#) and the [Android Play Store](#) – allowing patients to manage their care on the move

Patient Online Access

To access online services you will need to register for Systm Online at the surgery.

How to Register for Systm Online

To use Systm Online, you will need to come into the surgery to register, so you can be given a user name and password. You cannot register for this service online or by phone because your identity needs to be verified.

Once your identity has been checked you will be issued with a user name and password.

When you come into the surgery please bring photographic identification e.g. passport or driving licence.

When you register for online services you have the option to:

1. Book and cancel GP appointments
2. Order repeat medication
3. View your summary patient record (medications, allergies and sensitivities)
4. View your detailed patient record (coded medical information and vaccinations)

Download the Systm Online App from the [Apple App Store](#) and the [Android Play Store](#) – allowing patients to manage their care on the move

Home Visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason we ask our patients to come to surgery. Home visits are only for housebound patients who are too ill or immobile to come to the surgery. A home visit is not always the most appropriate course of action, and if patients are able to come to the surgery this is the safest place for them to be reviewed. The surgery has relevant equipment, medications and additional staff members if required, therefore it is more appropriate to assess and treat a patient in the surgery rather than at home if possible.

If you require a home visit please telephone before 10.30am, the receptionist will ask you to describe your symptoms as this will assist the doctor in establishing whether a home visit is necessary and to establish the urgency of your call. The Dr may call you first prior to a home visit taking place. **Please note** – not having transport or childcare is **not** a valid reason for a home visit.

Evenings and Weekends

If you require urgent medical assistance when the surgery is closed, which cannot wait until the surgery re-opens; please dial 111 and you will be connected to the NHS 111 service. Calls to this service are free from both landlines and mobile phones, and the service is commissioned by NHS England.

If you have a life threatening medical emergency please dial 999.

Accident and Emergency Department

The Accident and Emergency Department at the hospital is for people needing **Emergency Medical Attention** or who have had an accident.

Examples of an emergency situation are where someone is experiencing a loss of consciousness/ blackout, suspected broken bones, crushing chest pain, sudden onset of breathing difficulties, overdose, has swallowed something harmful, poisoning or has a deep wound.

The list is not exhaustive, if you are unsure about the situation you are dealing with you can either:

- Ring NHS 111- dial 111 from your telephone, if you require urgent medical assistance when the surgery is closed, and cannot wait until the surgery re opens. Calls to this service are free from landlines and mobile phones.
- Use an alternative service

BEFORE YOU GO TO A+E THINK

- Is it an emergency/ accident?
- Can I wait and see my GP?
- Could another GP help me? (NHS 111)
- Could I use an alternative service?(e.g. I Heart Barnsley, Walk in Centre)

Alternative Services to the Accident and Emergency Department

NHS 111

If you require urgent medical assistance when the surgery is closed, which cannot wait until the surgery re-opens; please dial 111 and you will be connected to the NHS 111 service.

Calls to this service are free from both landlines and mobile phones, and the service is commissioned by Barnsley Clinical Commissioning Group.

I Heart Barnsley

More to choice to access evening and weekend GP appointments.

This is a free NHS service and you do not need to register, and is available to anyone who is registered with a GP practice in Barnsley.

Telephone **01226 242419**

Mon- Fri 4pm-6pm

Weekends and Bank Holidays 10.00am -1.00pm

Rotherham NHS Walk in Centre

Greasbrough Road

Rotherham

S60 1RY

Open Monday to Sunday 8am -9pm

Sheffield NHS Walk in Centre

Broad Lane

Sheffield

S1 3PB

Open every day 8am -10pm

Emergency Eye Care Service

An emergency eye care service is available at the Royal Hallamshire Hospital for adults only.

Opening times:

Monday 08:00 to 16:30

Tuesday 08:00 to 16:30

Wednesday 09:00 to 16:30

Thursday 08:00 to 16:30

Friday 08:00 to 16:30

Telephone: 0114 271 2495

Urgent Dental Care

Please dial 111 from your telephone and you will be connected to the NHS111 service. Calls to this service are free from both landlines and mobile phones

Our Team

Dr Margaret Scargill Female GP Partner

BSc (Hons), MPhil, MBChB, MRCP (London/Leeds 1992)

Dr Scargill works part time and as well as general and family medicine specialises in minor surgery and is a GP trainer.

Dr Helen Rainford Female GP Partner

MBChB, MRCP DRCOG

Dr Rainford works part time and joined the practice in August 2008 offering general and family medicine with a specialist interest in obesity management and substance misuse.

Dr Rainford is also a GP trainer.

Dr Debra Ainsworth Female GP Partner

MBChB, BSC (Hons), MRCP, MRCS, DFSRH

Dr Ainsworth works full time and joined the practice in February 2012. As well as general and family medicine she also specialises in minor surgery, joint injections, family planning including Coil and Implanon insertions.

Dr Ainsworth is also a GP trainer.

Dr Andrew Mills Male GP Partner

MB, BChir, MA, MRCP, MRCS, DRCOG

Dr Mills works part time and is a GP Partner. He started with Ashville Medical Practice in August 2012 as a GP Registrar and became a GP partner on 1st August 2013. He has an interest in men's health, children and adolescent health, as well as general family medicine.

Dr James Pringle Male GP Partner

MBChB, MRCP

Dr Pringle works part time and is a GP Partner. He joined the practice in August 2014 as a salaried GP and he became a GP Partner in August 2015.

Dr George Cooke Male GP Partner

MBChB, MRCP, BSC

Dr Cooke works full time and joined the practice in August 2015 as a GP Partner.

Dr Alexander Gibbins Male GP Partner

MBChB, MRCP

Dr Gibbins joined the practice in September 2016 as a GP Partner

Dr Gregory Leary Male GP Partner

MBChB, MRCP

Dr Leary joined the practice in September 2018 as a salaried GP and became a GP Partner in October 2018

Dr Sarah Messenger Female GP Partner

BSc (Hons), PhD, MBBS, MRCP

Dr Messenger joined the practice as a GP Partner in September 2019. Dr Messenger is also training to become a GP trainer.

GP Registrars

As the surgery is a training practice it means that GP Registrars will work at the surgery for a period of 6 or 12 months at a time. GP registrars are doctors who are training to be GP's.

The Nursing Team

Our highly qualified nurses deal with a range of conditions. They are experts in many areas of disease management such as diabetes and asthma.

Heather Gillott RGN	Advanced Nurse Practitioner & Associate Partner
Ruth Booker RGN	Practice Nurse
Jeanette Marshall RGN	Practice Nurse
Laura Cook RGN	Practice Nurse
Laura Petyt RGN	Practice Nurse
Clare Bates	Phlebotomist/Health Care Assistant
Andrea Brown	Phlebotomist/Healthcare Assistant
Rebecca Mitchell	Phlebotomist/Healthcare Assistant

Practice Manager

Melanie Jones is the Practice Manager.

Office Manager

Ruth Nowodny is the Office Manager

Reception Staff

Lynn and Karen are here to help you. They book patient appointments and deal with queries. Their job is very demanding so please be patient. If you wish to speak with a receptionist privately, away from the reception area, please ask to do so. All information is treated in strictest confidence.

Administration Staff

Karen, Lesley, Tracey, Amy, Kathryn, Hayley, Andrea, Karen, Zoe, Amber, Lydia, Aimee, Leeann, Charley and Janine work in the administration department within the practice.

Secretary

Karen is the practice secretary and deals with all the in-house typing and referrals.

Violent Patients – Zero Tolerance

Ashville Medical Practice operates a Zero Tolerance Policy with regards to violence and abuse and the practice will remove violent and abusive patients from the list with immediate effect, in order to safeguard practice staff, patients and other persons and the Police will be informed.

Anyone using inappropriate verbal / physical abuse or inappropriate language to a member of staff or the public may be asked to leave and find a new doctor. We will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it.

Patients with Particular Needs

Our surgery is accessible to patients using a wheelchair with disabled toilets. We have 5 designated parking spaces reserved for patients displaying a disabled sticker.

For patients who do not speak English interpreters can be arranged and need to be booked in advance. Please let us know if you need this service when booking any appointment.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. Please inform Ashville Medical Practice of any changes in details i.e. new address, telephone number or name change.

For patients who wish their medical information to be available to another member of their family or their carer a consent form can be completed and kept on record at the practice.

Access to Information

Medical information will only be given to the patient involved unless written authorisation has been given by the patient to give the information to a representative.

Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and if possible will be anonymised before disclosure.

Confidential and identifiable patient information will not be disclosed without explicit consent unless;

- It is a matter of life and death or serious harm to you or to another individual
- It is overwhelmingly in the public interest to do so
- There is a legal obligation

In all of these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

Patient Rights and Responsibilities

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available. The Practice aims not to discriminate on the grounds of race, gender, age, disability or sexuality.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service e.g. it is your responsibility to ensure that you keep appointments and follow the medical advice given.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally follow a warning that had failed to remedy the situation.

Summary Care Record

This is a system provided by the NHS to assist in patient care. You have the choice to opt out of this service and can complete a form and hand it in to the surgery. For more information see www.nhscarerecords.nhs.uk/summary

National Data Opt Out

NHS Digital has developed a system to support the national data opt-out which will give patients more control over how identifiable health and care information is used. The system will offer patients and the public the opportunity to make an informed choice about whether they wish their personally identifiable data to be used just for their individual care and treatment or also used for research and planning purposes.

Research- finding ways to improve treatments and identify causes of and cures for illnesses

Planning- to improve and enable efficient and safe provision of health and care services

If patients are happy about sharing their personal identifiable information for research and planning they do not need to do anything.

If patients would like to opt out of sharing their personal identifiable data for research and planning they can either:

Telephone 0300 303 5678

Or manage their choice online at <https://www.nhs.uk/your-nhs-data-matters/>

It will not be possible to set National data opt out preferences via the GP practice.

Complaints/Patient Satisfaction/Suggestions

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily.

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

A copy of our practice complaints procedure is available at reception.

Annual Patient Survey

The Practice undertakes a patient survey every year. The results of the survey are analysed and the practice team discusses the findings and where necessary we implement change. We aim to provide a high standard of medical care and value feedback from patients. The results of the survey are shared with the patient participation group and displayed on the practice website.

Patient Participation

We have a patient participation group at the practice who meets every quarter, if you would like to participate in the group, please contact Melanie Jones, Practice Manager.

Useful Contacts

Web Address	www.ashvillemedicalpractice.co.uk
Barnsley District General Hospital	01226 730000
Family Planning	01226 249949
Stop Smoking Service	01226 288540
Out of Hours urgent medical assistance	111
I Heart Barnsley	01226 242419

The Practice Area

The practice area is defined below.

We cannot accept or retain patients outside this area.

Patients who move to an address outside this area will be asked to find a new GP and will be removed from the practice list.



The practice is contracted to NHS England who holds our PMS contract, and who can also provide details of primary medical services in the area. The contractors at the practice are Dr MA Scargill, Dr HM Rainford, Dr DJ Ainsworth, Dr ADF Mills, Dr J Pringle, Dr GPJ Cooke, Dr AB Gibbins, Dr GD Leary and Dr SL Messenger.

NHS England
South Yorkshire and Bassetlaw Area Team
Oak House
Moorhead Way
Bramley
Rotherham
S66 1YY
Telephone: 01709 302000
Email: england.contactus@nhs.net