**Disabled Access**

Our surgery is accessible to all patients using a wheelchair and access can be gained without using steps. The building has toilet facilities for wheelchair users.

We also have dedicated parking spaces outside which are reserved for patients displaying a disabled sticker.

The Practice also has a treatment room for the disabled with disabled access.

**Lakeside Surgery**

**Alliance Primary Care Limited**

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

**Accessible Information Standard**

We want to get better at communicating with our patients, we want to make sure you can read and understand any information we give you. We want to know if you need information in braille, large print or easy read.

We want to know if you need a British Sign Language interpreter or advocate.

We want to know if we can support you to lip-read or use a hearing aid or communication tool.

Please tell the receptionist when you arrive for your next appointment, or call us on 01226 288651 between 9:00am and 5:00pm.

 **Practice Boundaries**

Servicing areas within Post Codes: S63, S64

This practice is also contracted to:

NHS England

South Yorkshire and Bassetlaw Area Team

Oak House

Moorhead Way

Bramley

Rotherham

S66 1YY

**Practice Leaflet**

**This Practice is Part of Barnsley Clinical Commissioning Group**

[**www.barnsleyccg.nhs.uk**](file:///E%3A%5CCare%20Quality%20Commission%202014%5CCQC%20PARK%20GROVE%5COutcome%201%20Respecting%20and%20involving%20people%20who%20use%20services%5Cwww.barnsleyccg.nhs.uk)

Lakeside Surgery

Goldthorpe Green

Goldthorpe

Rotherham

S63 9EH

Tel: 01709 886360

**Practice website:**

**www.lakeside-surgery.co.uk**

 **website**[**www.drmguntamukkala.nhs.com**](http://www.drmguntamukkala.nhs.com)

**Violent Patients - Zero Tolerance Policy**

The Lakeside Surgery operates a Zero Tolerance Policy regarding violent and abusive patients and will remove patients from the list immediately and the police will be notified. NHS England is then responsible for providing further medical care for such patients. This is to ensure the practice staff, visitors and other patients remain safe at all times.

The practice will also take action against patients who are not only violent and abusive, but who persistently misuse or abuse their medication.

If the surgery feels that a patient has behaved unreasonably they will be asked to leave and removed from our list of patients. We will notify the patient in writing of removal from the list with the reason why they have been removed.

**The Practice Staff**

We aim to provide a high standard of medical care in a friendly and professional manner to patients within our wide catchment area.

You can help us to achieve our aim by reading this guide and following the suggestions made to ensure that the appropriate services can be provided when you most need them.

Our Doctors

Dr M I Kadarsha (Male)

Dr M H Kadarsha (Male)

Dr N Ishaque (Male)

Our Nursing Team

Adele Quinn (Feale) Practice Nurse

Victoria Martin (Female) Practice Nurse

Francesca Harnett (Female), Healthcare Assistant

Administration Team

Sharon Copeland – Practice Manager

Nicola Morgan/Amanda Berry – Assistant Practice Manager
Gemma Micklethwaite – Receptionist

Rebecca Booth - Receptionist

Francesca Harnett – Receptionist

Julie Peck – Receptionist

Gill Eastwood - Receptionist

**Comments & Suggestions**

We are happy to accept and consider comments and suggestions from our patients.

A suggestion/comments book is located on the reception desk. Please use it to give your written comments or suggestions.

If you prefer, you may discuss your suggestions/comments in private with a senior member of staff. Just speak to a receptionist.

**Complaints**

The Practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. In the first instance speak to whoever you feel most comfortable with – your GP, a senior member of staff or any of our reception staff.

In the majority of cases concerns can be resolved quite easily. However, if you feel the need to make a written complaint please address it to the Practice Manager, who will acknowledge it in writing within 48 hours.

NHS England has set up a national Customer Contact Centre (CCC) if you are not happy with the outcome,

* Tel: 0300 311 2233
* Email: england.contactus@nhs.net
* Post: NHS England, PO Box 16738, Redditch, B97 9PT
* Website: [www.england.nhs.uk/contact-us](http://www.england.nhs.uk/contact-us)

The service operates Monday to Friday, 8am to 6pm, except bank holidays

**Lakeside Surgery (Alliance Primary Care Limited), Goldthorpe Green, Goldthorpe**

**S63 9EH**

**Tel: 01709 886360**

**SURGERY OPENING TIMES**

Monday 7.30am – 6.30pm

Tuesday 8am – 6.30pm

Wednesday 8am – 6.30pm

Thursday 8am – 7pm

Friday 7.30am – 6.30pm

Saturday Closed

Sunday Closed

**Patient Participation Group**

Patients are encouraged to become involved in improving and developing the services offered by the practice through the practice Patient Participation Group. We would like to hear your views. Please ask at reception for more details.

**Change of Details**

It is your responsibility to inform the surgery of any changes to the medical record – change of names, addresses, telephone and mobile telephone numbers.

**New Patient Registration**

We are pleased to welcome new patients to register at the practice. Call in at the surgery and complete a registration form and our registration pack for each person who is registering. Please note that new registration forms must be signed by the person registering except in the case of a child under 16 when a parent or guardian may sign on their behalf.

All new patients (aged 15 years and over) will be offered a new patient health check. We will ask about your medical history, immunisation status - such as tetanus, about lifestyle – exercise, smoking, alcohol, and about any repeat medication you may be taking. We will also offer advice related to your general health.

**Choice of Practitioner**

Under NHS policy patients are now registered with the practice rather than the individual GPs. However, you will be allocated a **named**, **accountable** **GP**. Patients may request to see a practitioner of their choice. When this is the case, you may have to wait to see your preferred doctor. Please contact the Reception for further information.

**Make the most of our services**

* Read the notices posted in the surgery.
* Make sure you know the opening times of the surgery.
* Find out how to arrange home visits, repeat prescriptions and urgent appointments.
* You may not always need to see a doctor: ask what services the nurse can provide.
* Keep your appointment or cancel it.
* Take a list of questions with you when you see the doctor or nurse.
* Take a friend or relative with you if necessary.
* Tell the receptionist if you need more time to speak to the doctor, she may be able to arrange this.
* Think twice before making an appointment: Do you really need to see a doctor? Have you tried simple home treatments?

**How your local Pharmacy can help you**

* Ask your pharmacist for advice about choosing the right medicines for your common ailments.
* Your pharmacist will advise you if you are unsure about seeing a doctor.
* Be sure to tell your pharmacist if you are taking other medicines – some medicines are not compatible.

**Refusal of Treatment**

Where treatment is refused the clinicians will respect this decision, but will explain the risks and benefits of refusing and discuss any alternative options. The patient has the right to change their decision at any time. The refusal of treatment will be recorded in the medical record.

In the case of annual reviews patients will be invited ***each*** year and any refusal will be documented.

**Additional Appointment Information**

**General appointments**

Please attend/telephone the surgery any time during working hours to make an appointment to see the doctor, nurse or other member of the clinical team.

You can also book appointments and order repeat medication via the internet. Please see a receptionist for further information about accessing this service.

**Emergency Appointments**

Urgent cases will be seen on the same day. Sick notes are not an emergency and will be refused in the emergency surgery.

**Home Visits**

Home visits should be requested before 10:00am whenever possible.

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

**Out of Hours (111)** 18.30pm to 08.00am (Evenings, weekends and Bank Holidays). Should you require medical assistance during the above hours/days please dial 111 – calls are free from both landlines and mobiles.

**i-HEART Barnsley (01226 242419) - can offer same day appointments with a nurse or GP during evenings, weekends and bank holidays. Telephone lines are open 4pm – 6pm Monday-Friday and 8am-9.30am on weekends and Bank Holidays. Please see their website (**[**www.iheartbarnsley.org.uk**](http://www.iheartbarnsley.org.uk)**) for further details and locations (Woodland Drive Medical Centre & Chapelfield Medical Centre).**

**Services Provided**

Asthma/ COPD Clinic

Hypertension Clinic

Diabetic/CHD Clinic

Ante Natal Clinic

Post Natal Clinic

Baby Clinic

Minor Surgery

New patient health check

Over 75 check &

Medication review

Routine Vaccinations

Phlebotomy

Contraceptive Services

(Including IUDs and implants)

Smoking cessation advice

Flu vaccinations

Shingles Vaccinations

**Please enquire at reception for information about the above services, or for any other service we may be able to provide.**

**Be on Time**

Please arrive promptly and remember to cancel your appointment if you can no longer keep it, someone else may need to see the doctor urgently.

**Cancelling appointments**

It is the patient’s responsibility to inform the surgery if they cannot keep an appointment or if they are going to be late.

**Training**

The practice is committed to ongoing training and development of staff. Occasionally we have supervised nursing at the practice. If you do not wish a medical student to be present during your consultation, please let us know.

**Equal Opportunities**

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

**Repeat Prescriptions**

If you need a further supply of your medicines please hand in the computer slip with the items you need clearly marked or write down what you want and either hand it in or post it to the surgery. Repeat prescriptions can also be requested via our website or by fax, your can then be collected from a chemist of your choice. Please allow 48 hours for the signed prescription to be collected. Please avoid telephone requests.

**Test Results**

After having blood tests please ensure that you make a follow up appointment with the doctor/nurse to review the results. Results can only be given to the patient at appointment, not via the telephone unless advised by the doctor/nurse. If you require results disclosure to a third party the practice needs prior written authorisation.

**Access to Information**

The practice stores information on a computer to support medical care, prepare prescriptions, arrange appointments and recall data. Information held by us will be used lawfully, in accordance with the Data Protection Act 2018. The Data Protection Act 1998 gives you the right to know what information is being held about you and sets out rules to make sure that this information is handled properly.

Under the Data Protection Act 2018, we are obliged to keep your data confidential. Test results will only be given to the patient, unless prior written authorisation has been given to disclose to a third party. Staff are required to treat your information in the strictest confidence. Failure to do so can result in dismissal.

Confidential patient information may be needed for the purpose of public health. Information disclosed will be kept to a minimum.

You can see our full privacy statement on our website [www.lakeside-surgery.co.uk](http://www.lakeside-surgery.co.uk) or it is available from any of our surgeries.