

## **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.

The practice also has an Induction Loop hearing system and Braille signage.

## **Interpreter & Advocacy Services**

All new patient checks will involve questions about the patient's spoken languages.

The practice has access to the Big Word who can provide translation services. Please notify us in advance of your appointment if you would like to have an interpreter present.

The practice can also arrange for a BSL (British Sign Language) interpreter with prior notification.

## **Practice Boundaries**

Servicing areas around Post Codes: S63

Thank you for taking the time to read this leaflet.

This practice is also contracted to:

NHS England  
South Yorkshire and Bassetlaw Area Team  
Oak House  
Moorhead Way  
Bramley  
Rotherham  
S66 1YY

**Tel:** 01709 302000

**Email:** [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

## **The Grove Medical Practice**

**Dr M Guntamukkala & Dr M Vemula**

## **LAKESIDE SURGERY**



## **Practice Leaflet**

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

**[www.barnsleyccg.nhs.uk](http://www.barnsleyccg.nhs.uk)**

Goldthorpe Centre  
Goldthorpe Green  
Goldthorpe  
Rotherham  
S63 9EH

Tel : 01709 886360

Fax : 01709 886361

**Practice website:**

**[www.lakeside-surgery.co.uk](http://www.lakeside-surgery.co.uk)**

## 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 Guntamukkala (Female) MBBS, MRCP, DCH, DFFP, Dip in Dermatology.

Dr M Vemula (Male) MBBS, MRCP

### Our Nursing Team

Lesley Broadhead (Female) Advanced Nurse Practitioner.

Vicky Crosby (Female) Health Care Assistant,

Practice Nurse (Female) Appointment to be confirmed

### Administration Team

Joyce Morley – Practice Manager

Kate Firth – Information Manager

Karen Davies – Senior Receptionist

Gill Ivill – Receptionist

Angela McLellan – Receptionist

Julie Peck – Receptionist

The clinical staff at the practice speak the following languages:

- Telugu

## Violent Patients - Zero Tolerance Policy

The Grove Medical Practice 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.

For registration information patients can contact Barnsley Registrations Department, South Yorkshire Primary Care Agency, Doncaster (01302 566566).

## 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 who will arrange an appointment.

## 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. If you still feel that the issues raised have not been dealt with you can write to Rebecca Wixey Quality Manager in Corporate Governance & Patient Safety Department at Barnsley Clinical Commissioning Group, Hilder House, 49-51 Gawber Road, Barnsley S75 2PY. Tel: 01226 433766

## 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. By leaving your e-mail details we can contact you every now and then to ask you a question or two. 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.

Reception			Appointments			
	<i>Open</i>	<i>Close</i>	<i>Open</i>	<i>Close</i>	<i>Open</i>	<i>Close</i>
Monday	08:00	18.30	09:00	11:30	14.00	18.00
Tuesday	08:00	18:30	09:00	11.30	15.30	18.00
Wednesday	08:00	18:30	09:00	11:30	16:00	18.00
Thursday	08:00	18:30	09:00	11:30	15.30	18.00
Friday	08:00	18:30	09:00	11:30	15.30	18.00
Saturday	Closed		Closed	Closed		Closed
Sunday	Closed		Closed	Closed		Closed

Patients can also book routine GP appointments and order repeat prescription online.

Patients can receive confirmation and reminders for appointments by text message at point of registration

## 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 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 16 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, 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.

## 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.

## 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 are unsure about seeing a doctor.
- ✓ Be sure to tell your pharmacist if you are taking other medicines – some medicines are not compatible.

## Services Provided

Asthma/ COPD Clinic	<i>by appointment</i>	Nurse / ANP
Hypertension Clinic	<i>by appointment</i>	Nurse /ANP
Diabetic/ CHD Clinic	<i>by appointment</i>	Nurse/ ANP
Ante Natal Clinic	<i>Thursday AM, by appointment</i>	Midwife
Post Natal Clinic	<i>by appointment</i>	Doctor
Health visitor Baby	Weds 10-12	<i>Baby Clinic</i>
Child Health/Immunisations	<i>by appointment</i>	Nurse
Minor Surgery	<i>by appointment</i>	Nurse/ Doctor
New patient health check	<i>by appointment</i>	HCA
Well woman/ man/ person	<i>by appointment</i>	Nurse/ Doctor
Over 75 check &	<i>by appointment</i>	Nurse/ Doctor
Medication review	<i>by appointment</i>	Nurse/Doctor
Routine & Travel Vaccinations	<i>by appointment</i>	Nurse
Phlebotomy	<i>by appointment</i>	HCA/Nurse
Blood Pressure Checks	<i>by appointment</i>	HCA
INR	<i>by appointment</i>	HCA
Contraceptive Services		
(Including IUDs & Implants)	<i>by appointment</i>	Doctor
Smoking cessation advice	<i>by appointment</i>	HCA
Flu vaccinations	<i>by appointment</i>	Nurse/Doctor

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

## 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 or DiTV. 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 10:30am 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 (Evenings, weekends and Bank Holidays)

If you need urgent medical attention you should call: 111.

## **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, you 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 1998. 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 1998, 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.

## **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 or sexuality.

## **Risk Profiling and Care Management**

### **Privacy Notice:**

Risk Profiling is a new NHS service that will help your GP spot whether you might need early treatment or care. Your health information will be profiled in a local NHS data warehouse and the results will be seen only by your GP and health care professionals involved in your care pathway.

NHS security systems will protect the information from beginning to end.

If you have any other concerns about the use of your information, please contact Joyce Morley (Practice Manager).