St George’s
MEDICAL PRACTICE
NHS PATIENT INFORMATION
caring for our community
www.stgeorgesmedicalpractice.co.uk

Roundhouse Medical Centre
Langsett Court, (off Wakefield Road),
New Lodge, Barnsley  S71 1RY
Tel: 01226 720207 Fax: 01226 720297

Mapplewell Health Centre
276 Darton Lane, Mapplewell, Barnsley  S75 6AJ
Tel: 01226 720207 Fax: 01226 720297

Dr N Balać
MBChB MRCGP  M.Med.Sc.

Dr M F Alvarez
LMS MRCGP PG Cert Pri Care Ed

Dr W Farhan
MBBS MRCGP DFSRH DOHNS MRCS
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WELCOME TO ST GEORGE’S MEDICAL PRACTICE
This booklet contains useful information about your doctors and their staff. It also provides the surgery hours, services we provide for you and other useful telephone numbers. Please make yourself familiar with the information and keep this booklet in a safe place for further use.

The Partners:
Dr N Balac
MB ChB (Sheffield) 1987
MRCGP 1991
M.Med.Sc (Birmingham) 1998
General Medical Council Registration 1987

Dr M F Alvarez Escurra
LMS (Barcelona) 1984
MRCGP 2011
Post Grad Cert in Primary Care Education 2012
General Medical Council Registration 1987

Dr W Farhan
MBBS (2009)
MRCGP (2006)
DFSRH (2010)
DOHNS (2001)
MRCS (2006)

Practice Staff:
Practice Manager Full-time
Nurse Practitioner Full-time
Practice Nurse (1) Full-time
Phlebotomist Part-time
Practice Administrator Full-time
Admin Clerk/Receptionist Part-time
Practice Secretary Part-time
Senior Receptionist Full-time
Receptionists (5) Part-time

Primary Health Care Team:
Attached Staff - Employed by Primary Care Trust
District Nurses, Health Visitors, School Nurses, Midwives, Physiotherapist, Chiropodist, Community Psychiatric Nurse, Macmillan Nurse Service.

Computer
The Practice is computerised and all information is governed by the Data Protection Act.

Summary of Facilities
Access for wheelchairs YES
Access without steps YES
Toilet for wheelchair users YES

Please Note:
Our Practice has a regular influx of Medical Students, Post Graduate Junior Doctors & Registrars. Patients have the right to decline the presence of a medical student during usual consultations.
Consultations By Appointment

Our receptionists will be happy to help you make an appointment. If you cannot attend an appointment, please let us know, another patient could have urgent need of this appointment. One appointment must be made for each person attending. It is desirable for children under the age of 14 years to be accompanied by an adult, whenever possible, preferably a parent.

Appointment Length

The doctors currently see patients at a mixture of 10 minute intervals, which is a standard consultation time in many practices. Many appointments currently run over, which results in patients waiting. Sometimes this is inevitable and based on clinical need, but other factors include:

- Requests for routine repeat prescriptions during consultation time.
- Patients asking for accompanying relatives to be seen at the same time without having made an appointment.
- Patients with extensive ‘lists’ of problems which cannot possibly all be dealt with in a single appointment.

Please Try & Make The Best Use Of The Doctors Time

- Please use the repeat prescription system.
- Remember, one appointment for one patient only.
- If you have several problems, please make a further appointment.

Access

The current arrangement for access is a mixture of 24 hour appointments, which allows patients to book for any urgent appointments on the day.

The practice also offers appointments up to 2 weeks in advance for patients who wish to book this way.

You can also book appointments online - please ask at reception for details on how to register for this service.
Patients Not Seen Within Three Years
Patients aged 16-75 who request a consultation and who have not seen a clinician within a period of three years prior to the date of request will receive a health check as deemed appropriate by the clinician in the course of the consultation.

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

This consultation will take place in the home of the patient if, in the opinion of the clinician, it would be inappropriate as a result of the patient’s medical condition for them to attend the practice premises.

Roundhouse Surgery - Opening Hours:

<table>
<thead>
<tr>
<th>Day Surgery</th>
<th>Opening Times</th>
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<tbody>
<tr>
<td>Monday</td>
<td>8.00am - 6.30pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>7.00am - 6.30pm</td>
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<tr>
<td>Wednesday</td>
<td>7.00am - 6.30pm</td>
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<tr>
<td>Thursday</td>
<td>7.00am - 6.30pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8.00am - 6.30pm</td>
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Mapplewell Surgery - Opening Hours:

<table>
<thead>
<tr>
<th>Day Surgery</th>
<th>Opening Times</th>
<th>Opening Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>8.30am - 12.30pm</td>
<td>3.00pm - 6.00pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>8.30am - 12.30pm</td>
<td>3.00pm - 6.00pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8.30am - 12.30pm</td>
<td>Closed</td>
</tr>
<tr>
<td>Thursday</td>
<td>8.30am - 12.30pm</td>
<td>3.00pm - 6.00pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8.30am - 12.30pm</td>
<td>Closed</td>
</tr>
</tbody>
</table>
Repeat Prescriptions

If repeat medication has been authorised by a doctor, you will be issued with a computer copy of your repeat medication, this is attached to your prescription and is known as a ‘B side’. When you require repeat medication, please tick the box of the items you require and post it in the prescription box (Roundhouse or Mapplewell) at the surgery reception, your prescription and new copy can be collected after two working days. Alternatively, you may post your computer request slip with a stamped addressed envelope and it will be returned.

When collecting prescriptions from Mapplewell, please note opening times and remember when ordering to state which surgery you will collect from.

When collecting prescriptions from the Roundhouse Medical Centre, please collect between 8.00am and 6.30pm.

Home Visits

Home visits are for people who are housebound or very ill. Please try to attend Surgery whenever possible. If a home visit is necessary, please make every effort to request the visit before 11am, explaining the symptoms to the receptionist will help us to plan our calls. If you feel an home visit is not really necessary, but would like advice, a doctor will speak to you by arrangement.

Should you require a visit when the surgery is closed, please telephone the surgery and an answering machine message will give you instructions. You will be visited by one of the partners or a local colleague of the Doctors Deputising Service.

Out of Hours Service

Out Of Hours Services are now provided by NHS 111 - Should you require a Doctor when the practice is closed, please ring NHS 111.

New Patients Health Screening

It can take several weeks to obtain your medical records from your previous doctor. Therefore, you will be asked to complete a medical questionnaire and be offered a health screen examination with a Practice Nurse or Health Care Assistant. Please make sure you attend the initial appointment, this will give your doctor some background information should you become ill.
**Child Health Clinic**
Child health clinics are held for immunisations and developmental assessments. The doctor, nurse and health visitor are in attendance for routine screening of Infants and to give the parents advice. If your child is unwell, please make a normal surgery appointment. This is to minimise the risk of cross infections for other infants.

**Antenatal Clinic**
Antenatal clinics are held weekly with a midwife. We have a shared care system with local consultant obstetricians.

**Anticoagulant Clinic**
This is a nurse led clinic that we offer to patients on long term Warfarin therapy. This has the benefit of providing a local service for patients monitored by ourselves.

**Minor Surgery**
Minor surgery procedures including the treatment of warts are carried out in the practice. Please ask one of the doctors if you think minor surgery is appropriate for you.
Other Services:

Family Planning Services
We offer a comprehensive range of contraceptive services including the morning after pill, contraceptive injections, implants, IUD (coil) fitting and referral for vasectomy sterilisation as appropriate.

Health For Life
Health checks are available to everyone and these include advice on diet, lifestyle, stopping smoking, sensible alcohol intake and blood pressure checks. Please make an appointment with the practice nurse.

Smoking
The practice now has an in-house Smoking Cessation Clinic. Please enquire at reception for more information as day and times vary.

Vasectomy Clinic
As part of our service we offer a Vasectomy Clinic which is held at our new Roundhouse site. Post vasectomy follow-up will continue until confirmation of semen analysis is clear.

If you are interested in this service please ask for information during your doctors appointment. This service is also offered to patients registered with other GP Practices. If you have any queries regarding this service please do not hesitate to contact our Vasectomy Secretary, Debbie Precious.

Holiday Vaccinations
Please plan early, you need to see a practice nurse about vaccinations before travelling abroad. The nurse will arrange an immunisation programme for you. Most vaccines are available within the practice.

Flu And Pneumonia Vaccination
In accordance with the Department of Health guidelines, we particularly recommend these vaccinations for patients with chronic heart, lung or liver disease, diabetes and residents of nursing and residential homes, Carers and poultry workers. Please enquire at reception to check your entitlement.

Other Services Include: Zoladex / Prostap Clinic and Methotrexate Monitoring.
Practice Charter
We aim to meet the National Standards of Service set out in the Patients Charter.

1. We hope to offer patients an appointment to see a doctor within 48 hours.
2. Patients who genuinely request urgent appointments will be seen the same day.
3. We offer specialist referral to our patients where this is agreed and required. Referrals will be made to a mutually acceptable specialist.
4. We will arrange for the provision of the therapies, drugs or appliances which are felt most appropriate to our patients. In return we would ask you to follow the medical advice offered, and to take any medication as advised.
5. We aim to issue repeat prescriptions within 48 hours Monday to Friday.
6. For reasons of confidentiality, test results will not be divulged by telephone.
7. We offer health checks by appointment to new patients joining our list and patients over the age of 75 years.
8. Patients can have access to their medical records on written request, and subject to the limitations of current law, if copies are required, a charge will be made. Should your medical records be requested by any third parties (Solicitors etc) these will only be sent once your consent is given.
9. We undertake to maintain security and confidentiality regarding our patients medical history.
10. We will seek informed consent for any involvement in medical research, or if medical students or doctors in training are involved in any consultation.
11. We invite patients to let us know of any problems by discussion with the Practice Manager. We will do our best to resolve problems promptly, by following our ‘In-House’ complaints procedure.

12. All non NHS work will be charged at the BMA recommended rate.
13. This Practice has a non discriminatory policy. We endeavour to treat all patients equally, regardless of race, sex or cultural belief.
14. Patients have a right to express a preference to receive services from a particular performer or class of performer, however should the preferred performer not be available in practice (eg annual leave) and you need to see a GP, then you will be asked to see whichever GP is available.
Your Responsibility To Us
In order for the Practice to provide an efficient service to patients we would ask that all patients should help us in the following ways:

1. Please be courteous to our doctors and to staff at all times - remember we are working to try and help you.
2. Please attend for appointment on time. Lateness or non-attendance inconveniences other patients and wastes valuable time.
3. If you book an appointment but find that you no longer need it, please ensure that you contact the surgery to cancel it.
4. Please make every effort to consult the doctors at the surgery in order to make the best use of medical and nursing time. If this is genuinely not possible and you need the doctor to visit you at home, please contact the surgery before 11 am. Home visits should only be requested for proper medical reasons and not for social reasons or general convenience.
5. Out of hours requests for a doctor to visit, for example late evening, night and weekends should only be made if you feel that they are truly necessary for urgent medical reasons. (Please do not attend the Accident & Emergency department for trivial ailments).
6. You may not always need to see the doctor, you can use the help of all the practice team. A nurse may be able to help sooner than if you wait to see the doctor. The receptionist will advise you which team member will be able to help you.
7. If you change your name or move house, please let us know your new name, address and telephone number. This makes it easier for us to contact you.
8. If you have borrowed an item from the surgery, as soon as you are well, please return any equipment or appliances to the surgery as other patients may need them.
9. You are responsible for your own health and that of your children and should take appropriate action and advice.
10. We expect patient co-operation when reception staff may ask for information regarding your condition, for GP’s to assess the urgency of your request.
**Antibiotics**
Firstly a note on these commonly prescribed and powerful medicines. They only work on bacteria and are without effect on viruses. Unfortunately, therefore, common infections like colds and flu etc will not be helped by them at all. The correct treatment is the simple remedies outlined on the next page and we only use antibiotics when they fail and we suspect that there is a secondary bacterial infection. Over use of antibiotics may lead to their not working in future (antibiotic resistance) and more complications like thrush and skin rashes etc.

**Back Pain**
Back pain causes 13 million working days to be lost in Britain each year. The spine, being made up of 24 fragile bones and associated cartilage and tendons, supports the whole weight of the upper body and, therefore, it is understandable that it sometimes goes wrong. Because of the complex nature of the spine, it is advisable to consult your doctor if back pain persists. Meanwhile, take care to sit as upright as possible with a support for the small of the back and sleep on a firm bed. Take Aspirin or Paracetamol, if these are safe for you, which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, physiotherapy or other treatment.

**Burns**
Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If you are concerned, consult the doctor and take some pain relieving medication.

**Chickenpox**
On the first day a rash appears as small red patches about 3-4 mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next 3 or 4 days, further patches will appear, and the earlier ones will turn ‘crusty’ and fall off. Oily Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from 2 or 3 days before the rash appears and up to 5 days after this date. Children may return to school as soon as the last ‘crusts’ have dropped off.

**Childhood Rashes**
If your child is basically well but has a rash, this is usually due to a virus and this will settle untreated, in only a couple of days. We would want to see the child if he/she is ill with the rash.

**Colds**
Even in this day and age there is still no magic cure for the common cold. If you have a headache or are feverish, take Paracetamol and plenty of drinks. Do not bother to take any antibiotics you may have in the house - these will have no effect!

**Coughs**
There is no satisfactory treatment for an irritant cough and most will clear up on their own. However, you may wish to take cough linctus. If you feel unwell, make an appointment to see the doctor.
Diarrhoea
Diarrhoea is often caused by a virus infection and most episodes settle on their own. Take plenty of fluids. If symptoms are very severe or persist for more than a week, seek advice. Taking fluids only, for 24 hours often helps.

Insect Bites And Stings
Antihistamine tablets can be obtained from the chemist without prescription, and will usually relieve most symptoms. Note: bee stings should be scraped away rather than ‘plucked’, in order to avoid squeezing the contents of the venom sac into the wound.

Minors Cuts And Grazes
Wash the wound with water and a little soap. To stop bleeding, apply a clean handkerchief firmly to the wound for about 5 minutes. Cover with clean, dry dressing.

Nose Bleeds
Sit in a chair (leaning forward with your mouth open) and pinch your nostrils for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or food for 24 hours. If symptoms persist, consult your doctor or attend the local A & E department.

Sprains
First, apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce swelling. Apply, firmly, a crepe bandage, and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

Sunburn
Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation, whilst Paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over-exposure to the harmful effects of the sun. Sunbathing is bad for the skin and increases the risk of skin cancer. Remember to apply sun screen of Factor 20 or above as protection.

Temperatures
Children often run temperature with no other symptoms, They need to be cooled down and then will feel much better. So do remove their clothes down to vest and pants and keep the room temperature down. Us Paracetamol syrup etc and if necessary sponge them with lukewarm - not cold - water or blow them with a fan. If there is no improvement or the child is unwell, then make an appointment.
### Useful Telephone Numbers:

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
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<tbody>
<tr>
<td>NHS 111</td>
<td>111</td>
</tr>
<tr>
<td>Barnsley District General Hospital</td>
<td>01226 730000</td>
</tr>
<tr>
<td>South Yorkshire Police</td>
<td>0114 220 2020</td>
</tr>
<tr>
<td>Child Line</td>
<td>0800 1111</td>
</tr>
<tr>
<td>Rape Crisis</td>
<td>01226 298560</td>
</tr>
<tr>
<td>Smoking Cessation</td>
<td>01226 288540</td>
</tr>
<tr>
<td>Barnsley Alcohol &amp; Drug Advisory Service</td>
<td>01226 779066</td>
</tr>
<tr>
<td>Registration of Births, Deaths &amp; Marriages</td>
<td>01226 773085</td>
</tr>
<tr>
<td>RELATE (Relationship counselling)</td>
<td>08451 304016</td>
</tr>
<tr>
<td>Samaritans</td>
<td>01226 202222</td>
</tr>
<tr>
<td>Sexual Transmitted Disease Clinic</td>
<td>01226 432599</td>
</tr>
<tr>
<td>Social Services (Darton)</td>
<td>01226 775480</td>
</tr>
<tr>
<td>Citizens Advice Bureau</td>
<td>01226 206492</td>
</tr>
<tr>
<td>Department of Social Security</td>
<td>08456 088560</td>
</tr>
<tr>
<td>CRUSE Bereavement Care</td>
<td>08444 779400</td>
</tr>
</tbody>
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### Local Pharmacy Numbers:

<table>
<thead>
<tr>
<th>Pharmacy</th>
<th>Number</th>
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<tbody>
<tr>
<td>Asda</td>
<td>01226 704810</td>
</tr>
<tr>
<td>Barugh Green</td>
<td>01226 391881</td>
</tr>
<tr>
<td>Boots</td>
<td>01226 282616</td>
</tr>
<tr>
<td>Coop</td>
<td>01226 203928</td>
</tr>
<tr>
<td>Patels (Darton)</td>
<td>01226 383225</td>
</tr>
<tr>
<td>Ellisons</td>
<td>01226 281666</td>
</tr>
<tr>
<td>Hills</td>
<td>01226 282882</td>
</tr>
<tr>
<td>Kexborough</td>
<td>01226 388475</td>
</tr>
<tr>
<td>Lloyds</td>
<td>01226 289620</td>
</tr>
<tr>
<td>Rowlands</td>
<td>01226 382297</td>
</tr>
<tr>
<td>Superdrug</td>
<td>01226 297385</td>
</tr>
</tbody>
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Note: Patients are in no way obligated to use the Co-op Pharmacy (advertised back cover). It is the right of the patient to use the Pharmacy of their choice.
Local Bus Services
No 1 - Staincross
Runs from Barnsley through New Lodge/Athersley onto Staincross, Mapplewell and Darton (as far as Sackup Lane) and then back to Barnsley via New Lodge/Athersley. Every 10 Minutes.

No 11 – Athersley
Runs from Barnsley to Athersley and back into Barnsley. Every 10 Minutes.

Both bus services run directly past the Roundhouse Medical Centre and the No 1 service runs directly past Mapplewell Health Centre.

In 1948 the National Health Service was introduced and the General Medical Services (GMS) contract was established. All GPs held contracts with the Department of Health.

The year 1997 saw the introduction of the NHS (Primary Care) Act. This Act allowed GPs to move from the GMS Contract and make local agreements to provide health care: Personal Medical Services (PMS) pilots.

The practice has moved to a PMS Contract. This means that the practice can focus on local needs and improve the care offered, within the limits of the resources available.

Updated October 2014.
NOTES:
The co-operative pharmacy is now open at New Lodge, Barnsley

Pop into your new branch and make the most of the following services:

- **Use our Prescription Collection and Delivery Service**
  - **FREE**

- **Get your medicine questions answered**
  - Our Medicines Check is available annually to customers receiving prescription medication from this pharmacy for 3 months or longer.
  - **FREE**

- **Expert health advice and information**
  - **Your questions answered**

- **Have a quiet, private word with the Pharmacist**
  - **Private Consultation Room**

Looking after your family’s health and the community of Barnsley

To find out more, pop into your local Co-operative Pharmacy

**Find us at:** The Co-operative Pharmacy, Roundhouse Medical Centre, Langsett Court, New Lodge, Barnsley S71 1RY. Tel: 01226 203928.

**Visit:** www.co-operativepharmacy.co.uk