

Patient Advice & Complaints Team  
Barnsley Hospital NHS Foundation Trust  
Telephone: 01226 432330 or 01226 432571  
Or email: [bhnftcomplaints@nhs.net](mailto:bhnftcomplaints@nhs.net)

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NHS 111 – Telephone (FREEPHONE) 111

For Life threatening Medical Emergencies always Call 999

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Urgent Dental Care, Out Of Hours

Telephone 111  
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#### OTHER LOCAL NHS CENTRES

Urgent & Emergency Care Centre  
Rotherham Hospital  
Opening hours are 24 hours a day;  
7 days per week 365 days a year.

Doncaster Same Day Centre  
Cavendish Court, South Parade,  
Doncaster  
Telephone: 111 or 0300 123 3103

## YOUR GUIDE TO THE HOLLYGREEN PRACTICE

The Thurnscoe Centre  
(Branch Surgery)  
Holly Bush Drive  
Thurnscoe  
Rotherham  
S63 0LU  
Tel : 01709 886 490  
Fax : 01709 886 436

The Goldthorpe Centre  
(Main Surgery)  
Goldthorpe Green  
Goldthorpe  
Rotherham  
S63 9EH  
Tel : 01709 886 490  
Fax : 01709 886 303

Great Houghton Medical Centre  
(Branch Surgery)  
Oakhaven Avenue  
Great Houghton  
Barnsley  
S72 0EJ  
Tel: 01226 273888  
Fax: 01226 753256

[www.hollygreenpractice.nhs.uk](http://www.hollygreenpractice.nhs.uk)

We are part of NHS Barnsley  
Clinical Commissioning Group,  
Hilder House  
49-51 Gawber Road  
Barnsley  
S75 2PY

And a member practice of the Barnsley Healthcare Federation

#### OUR PRACTICE AREA COVERS:-

Thurnscoe, Highgate, Goldthorpe, Bolton-on-Deane, Billingley, Clayton, Hickleton,  
Marr, Barnburgh, Great Houghton, Little Houghton, Middlecliffe, Brierley, Darfield  
and Brodsworth.

## SUGGESTIONS

A suggestion box is provided in the reception area for you to place any written comments or suggestions to improve the service we provide.

## COMPLIMENTS AND COMPLAINTS

We obtain patients feedback through surveys and our suggestion boxes and we are always happy to receive suggestions on how we might improve the care and services we offer.

If you have a complaint or concern please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with patients, you may request a copy of the procedure from the Reception. Please address all written complaints to the Practice Manager.

Where local resolution with the practice has not been possible you may register your complaint with the NHS England Customer Contact Centre as below:

**By Post:** NHS England, PO Box 16738, Redditch, B97 9PT.

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

**By Telephone:** 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

## FRIENDS AND FAMILY TEST

This test was introduced in GP Practices across England from December 2014. It is a way of gathering feedback and views from patients. The information is anonymous and is shared within the Practice, NHS England and professional bodies to improve the services we offer and patient experiences.

## VIOLENT OR ABUSIVE PATIENTS

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 doctor.

Anyone who is violent or causes damage **will be removed** from the practice list immediately.

## DISABLED

The practice premises are Disability Discrimination Act (2005) compliant and are easily accessible for all wheelchairs users. All patient areas are easily located on the ground floor at all our sites.

## HOW TO REGISTER WITH THE PRACTICE

Our list is open and we welcome applications from anyone who lives within our practice area.

Patients can register as a patient with the practice by requesting a registration pack from reception. All new patients will be offered a health check.

Please refer to the Practice Area on the front cover page to find out if you are eligible to register at this practice.

If an existing patient wishes to register with another practice then the patient should ask for a registration form at the practice of their choice.

## TEMPORARY RESIDENTS

Visitors in the area that cannot get to their own medical practice due to distance can be seen as a temporary resident. You will still remain registered with your usual GP but you can see your temporary GP for up to three months. Your temporary GP will pass details of any treatment you have to your permanent GP, who will add the information to your medical record.

## REMOVAL FROM THE PRACTICE

When you move out of the Practice area you will need to register with a local practice near where you live. If you do not register elsewhere we will write to you and tell you that you need to re-register. If you still do not register with a local GP you will be removed from our list and you could find yourself without a GP.

### **WHEN THE SURGERY IS OPEN**

We aim to give you the appointment you request, and for you to be seen on time. We aim to see you immediately if you require urgent medical attention.

An appointment system is offered for non-urgent cases.

Please contact the surgery between 8.00am and 6pm at Thurnscoe or 8am to 6.30pm at Goldthorpe and Great Houghton, either in person or by telephone to make an appointment.

If you need to speak to the doctor or nurse during surgery hours, please contact the receptionist. The Doctor/Nurse will ring you back at their earliest convenience.

### **WHEN THE SURGERY IS CLOSED**

When the surgeries are closed, a service is provided by the Out Of Hours Service. For this service please ring 111, this service is free from both a mobile and a landline telephone.

Out of Hours services are not for life-threatening problems or emergencies.

**If you have a life threatening medical emergency, please call 999.**

### **CHOOSE & BOOK**

It is the policy of this Practice when patients are to be referred to hospital that they are always offered their choice of hospital.

The electronic hospital Choose & Book appointment system will be used in the first instance to find an appointment for the patient at the hospital of their choice

### **PATIENTS AGED 75 AND OVER**

Patients who request a consultation and have not been seen by a clinician in the preceding 12 months, will receive a health check as deemed appropriate by the clinician in the course of the consultation.

From April 2014, all patients aged 75 and over were allocated a named doctor who will have overall responsibility for the care and support that our surgery provides to them. The doctors will also work with other relevant health and care professionals, who are involved with patients to ensure that the correct care package meets their individual needs.

### **REPEAT PRESCRIPTIONS**

Prescriptions for drugs which have been authorised as a repeat prescription by the doctor may be ordered:-

**In Person** : By handing in a completed medication request slip (right hand part of prescription) at any time during reception hours.

**By Post** : Please enclose a Self Addressed Envelope if you require the prescription posting back to you.

**On Line** : You can now request repeat prescriptions-on-line. Please ask at reception for details.

**or**

**Registration** with a Registered Pharmacist.

Electronic Prescription Service (EPS)

EPS enables prescribers such as GPs and practice nurses to send prescriptions electronically to a nominated pharmacy of the patient's choice. This is more effective, reliable, secure, confidential and convenient for both the practice and the pharmacy. Patients can nominate the pharmacy of their choice at either the GP surgery, Pharmacy or via a dispensing appliance contractor if you use one.

**Please note that repeat prescription requests cannot be taken over the phone directly from patients. Two working days' notice is requested for the processing of repeat prescriptions. Repeats received after 1pm will be treated as having been received the next day.**

**REPEAT PRESCRIPTIONS WILL BE REVIEWED EVERY 6 to 12 MONTHS**

## CHANGE OF DETAILS

If you change your name or move house please let us know your new name, address, postcode and telephone number. This saves time if we need to contact you. If you change your name, The Registrations Department require proof of your new name i.e. your Marriage Certificate.

## IMMUNISATION AND TRAVEL

Immunisation for travel abroad and other immunisations when recommended are available by appointment. You will need to complete a form detailing your holiday requirements, 6 to 8 weeks in advance of your holiday. You will then be asked to ring the surgery back in 7 days as the request needs to be authorised by a GP, prior to an appointment being booked. You may not always need to see the doctor, you can use the help of all the surgery team. The practice nurse may be able to help sooner than if you wait to see the doctor, especially for Holiday Vaccinations. Flu vaccinations are available from September to January annually.

The practice has the right to refuse requests for holiday vaccinations if received too late as patients may not be covered as some vaccinations need to be administered several weeks in advance for them to be effective.

The receptionist will advise you which team member will be available to help you.

## NON-NHS WORK AND FEES

The NHS does not pay for some services. Therefore sometimes you may be asked to pay a fee for work that you ask a doctor to do for you. The fees are a guide recommended by the British Medical Association to cover work, which a family doctor is not normally required to do. Details of the non NHS services carried out and their associated fees are available from reception.

If you require any of these, please ascertain the fee prior to arranging the appointment

## MAKING APPOINTMENTS

We run an appointment system for all doctors, nurses and healthcare assistants. You can make an appointment in person, by telephone either by speaking with a member of staff or following the telephone instructions. Appointments can be made via the online service. We work very hard to ensure that patients see the most appropriate member of the team for their needs.

You do NOT always need to see a doctor. There are other members in the team who can help. Remember an appointment is for one person, and to discuss one problem only. If a patient wishes to discuss more problems the patient should request an extended time slot.

**Please note** that we now use text messaging to remind patients of their appointments.

**If you wish to opt out of receiving text messages please contact reception.**

## ON LINE SERVICES

This service is available via SystemOnline, 24 hours a day, 365 days a year and enables patients to:-

Book and cancel appointments, view past appointments and future appointments  
Request repeat medication  
View own medication

Patients need to register for this service and this can only be completed at the surgery and not via the telephone as we are required to identify the patient for Data Protection purposes. Photographic evidence such as a passport or driving licence is accepted and once identification is completed the patient will be issued with written instructions and a password which they can later amend to their own. Reminders of passwords can be re-issued direct to the patient.

## AUTOMATED TELEPHONE BOOKING APPOINTMENTS

Patients may wish to book, check or cancel appointments via the automated telephone booking system and the instructions for this are at the end of the recorded telephone message or by pressing 1 on the telephone keypad. Patients can access this facility when the surgery is closed and need to enter their date of birth in 6 digits and the telephone number we hold on the patient's record. This is for appointments with doctors only. Appointments with other nursing staff have to be made by telephone only to ensure patients booked into the correct clinic.

## PRE-BOOKABLE APPOINTMENTS WITH ANY DOCTOR

Routine appointments are available to book up to one month in advance. Surgeries have extended openings on Mondays until 8pm, please see normal surgery opening hours.

Hollygreen Practice is a GMS Practice. The Practice is not a limited partnership.

#### OUR TEAM

Dr M I Kadarsha	(Male)	MBBS	
Dr M H Kadarsha	(Male)	MBBS	MRCGP
Dr N Ishaque	(Male)	MBBS	MRCGP (UK)
Dr N Kadarsha (Salaried GP)	(Male)	MBChB	MRCGP
Dr Sanda Sanda (Salaried GP)	(Female)	MBBS	MRCGP DRCOG DFSRH
Dr S Awadallah (Salaried GP)	(Female)	MD	MRCGP
Dr S Ali (Salaried GP)	(Male)	MBBS	

<b>Advanced Nurse Practitioner</b>	Claire McKinney
<b>Practice Manager</b>	Sharon Copeland
<b>Assistant Manager</b>	Nicola Morgan
<b>Practice Administrators</b>	Christine Halliday/Rebecca Glover

<b>Practice Nurses</b>	Victoria Martin Rachael Furniss Karen Burkill Amanda Crossland Adele Quinn
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<b>Healthcare Assistants</b>	Alison Reader Alison Davis Jane Nyari
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<b>Secretaries</b>	Mandy Nicholson & Jill Kirkwood
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<b>Receptionists</b>	Anita Renshaw	Julie Peck	Amanda Berry
	Jennifer Careless	Jennifer Murdoch	Ann Preston
	Melanie Webster	Margaret Shaw	Tracy Jones
	Karen Cole	Kim Whitehurst	Ellie Tindale
	Zoe Mason	Amanda Deighton	Karen Gyte
	Gemma Barnett		

**Attached Staff include the Health Visitors, Midwives,  
District Nurses and Community Matrons.**

#### WE ARE A TRAINING PRACTICE

We are a GP training practice and regularly support medical students who are training to be doctors and nurse students wanting to work in general practice.

The receptionist will be able to tell you when a surgery is being jointly run (with a GP plus medical student), the patient will be asked if the student is permitted to remain during the doctor's consultation. The practice would like to thank all those patients who help us with the continuing education of future doctors.

#### EQUAL OPPORTUNITIES

The practice does NOT discriminate on the grounds of: Age, Disability, Gender, Sexual Orientation, Race and Ethnicity or Religion and Beliefs.

#### DATA PROTECTION

Record keeping in the practice is computerised. The practice is registered with the Data Protection Agency. We take our responsibility very seriously and your medical records are kept strictly confidential. You have a right to access your medical records. Access to your medical records by others outside the practice team (for example Solicitors or Insurance Companies) is only permitted with your written consent.

#### YOU HAVE A RIGHT TO ACCESS YOUR HEALTH RECORDS

Everyone working for the NHS has a legal duty to keep information about you confidential. Therefore should there be any breach of confidentiality it would be treated very seriously by the Hollygreen Practice who treats all personal information it holds about its patients as confidential. However, the practice works closely with a number of statutory external agencies such as Social Services and where necessary for the medical wellbeing or safety of patients, personal information may be shared between the Hollygreen Practice and those other agencies. Where practicable such disclosures may be discussed with those concerned.

#### ACCESS TO PATIENT INFORMATION

We ask you for information so that you can receive the proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again. Clinical information is only accessed by staff and doctors who need the information to provide care to patients. We may use some of this information for other reasons, i.e. to help protect the health of the public generally, to see that the NHS runs efficiently, plan for the future and train staff. Information may also be needed to help educate new clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information, for example, to notify a birth. The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner. The register does not contain clinical information.

## NEW SERVICES FOR PATIENTS

### **I-HEART Barnsley 365**

i-HEART Barnsley 365 is a FREE service available to anyone registered with a Barnsley-based GP. It provides access to same day appointments with a GP or Nurse during evenings, weekends and bank holidays.

The service is quick and easy to use. Simply call 01226 242419 and they will arrange for you to see a GP or Nurse at a location of your choice. When you require a medical appointment you should always contact your own GP in the first instance.

#### **Appointment opening times are:**

Monday to Friday 6.30pm to 10.30pm  
Saturday and Sunday 10am to 1pm  
Bank holidays 10am to 1pm

#### **Booking an Appointment:**

Appointments can be booked via telephone between:

Monday to Friday 4pm to 6pm  
Weekends and bank holidays 8am – 9.30pm

## TRIAGE SYSTEM

We have introduced a new triage system from December 2015 whereby our Practice Nurse will speak with patients and sign post them to the most appropriate person or service as you may not always need to see a GP.

This has been introduced on a trial basis and will continue to develop to meet the needs of the patients and the practice.

## HOME VISITS

Please contact the surgery before 12 noon to request a home visit. Home visits are only for the elderly, housebound, frail and physically disabled patients.

### **DID NOT ATTEND (DNA)**

As soon as you are aware you cannot attend the surgery for your appointment, you should notify reception to cancel or re-arrange the appointment. This allows the practice to use the appointment for another patient.

The practice has a policy for patients who repeatedly fail to attend their appointments. A patient may be removed from the practice list.

## LABORATORY RESULTS

Results may be requested from the practice after 2pm Monday to Friday. If a doctor has asked you to make another appointment to review results, please tell the receptionist to ensure the results are available for your return appointment. Results will only be given to the patient, unless prior written authorisation has been given to disclose to a third party.

## OTHER SERVICES

### **Family Planning**

Advice on all methods of contraception (Including the Pill, Coil and Injection) are available within the Family Planning Clinic or separately by appointment.

### **Health Promotion Clinics**

Hypertension, Diabetes, Asthma

### **Child Health Surveillance**

Undertaken in baby clinics

### **Maternity Services**

Full Antenatal and Postnatal Services

### **Smoking Cessation**

Clinics run by Practice Staff

### **Alcohol Misuse**

Run by Trained Counsellors

### **Substance Misuse**

Run by Trained Counsellors

### **Minor Surgery**

Undertaken by trained Practice Doctors

### **Anti-coagulation**

Blood Testing and Medicine Dosing done at Surgery.

### **Learning Disabilities**

Undertaken by Doctors.

## SMOKING CESSATION

If you are a smoker and would like to consider smoking cessation, then please discuss this with your doctor, the practice nurse or the healthcare assistant (HCA).

The nurse and HCA are fully trained Smoking Cessation Advisors.

### PATIENTS NOT SEEN WITHIN 3 YEARS

Patients aged between 16 and 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.

### PATIENT PARTICIPATION GROUP (PPG)

We have a PPG which meets quarterly at the surgery, for more details please ask at reception. These meetings usually start around 6.00pm for approximately one hour. The meetings are held at the Thurnscoe Centre. We are always looking for new members to join our group.

### RISK PROFILING: HOW YOUR NHS RECORDS ARE USED PRIVACY NOTICE

This practice is taking part in a new NHS service that helps your family doctor (GP) to identify whether you need more help to manage your health. The service is called "risk profiling".

Using information from your health records, a secure NHS computer system will look at any recent treatments you have had in hospital or at this surgery, and any existing health conditions that you have, and alert your doctor to the likelihood of a possible future hospital admission. The clinical team at the surgery will use the information to help you get early care and treatment where it is needed.

The information will be seen only by qualified health workers involved in your care. NHS security system will protect your health information and patient confidentiality at all times.

If you don't want your information being used in this way, or have any other concerns, please contact our reception team.

## NORMAL SURGERY OPENING TIMES

Day	Goldthorpe Surgery (Main Surgery)	Thurnscoe Surgery (Branch Surgery)	Great Houghton Surgery (Branch Surgery)
Monday	8.00am – 6.30pm	8.00am – 8.00pm	8.00am – 8.00pm
Tuesday	8.00am – 6.30pm	7.30am – 6.00pm	8.00am – 6.30pm
Wednesday	7.30am – 6.30pm	7.30am – 6.00pm	8.00am – 6.30pm
Thursday	8.00am – 6.30pm	8.00am – 6.00pm	8.00am – 1pm
Friday	7.30am – 6.30pm	8.00am – 6.00pm	7.30am – 6.30pm
Saturday	CLOSED	CLOSED	CLOSED
Sunday	CLOSED	CLOSED	CLOSED

### GP EXTENDED WEEKEND OPENING

We are no longer open on a Saturday morning at the Goldthorpe Centre. This was a pilot scheme run by the NHS Barnsley Clinical Commissioning Group. However, funding has now ceased.

### WHO SHOULD I SEE?

From April 2015, we have been required by our NHS Contract to allocate a named GP to all our patients. This will not affect you seeing the GP of your choice; you can continue to book appointments with any one of our Doctors. However where a patient wishes to exercise this right, the patient may have to wait longer to see their preferred doctor. The patient may be asked to accept an alternative if; for example, a service required is delivered by another GP in the practice.