

**THE PRACTICE IS CONTRACTED BY:**

NHS England

South Yorkshire & Bassetlaw Area Team

Oak House

Moorhead Way

Bramley

Rotherham

S66 1YY

Tel: 01709 302000

E-Mail: England.contactus@nhs.net

Details of other Primary Care Medical Services in

The area may be obtained from:

Healthwatch

36-38 Duke Street

Doncaster

DN1 3EN

Tel: 01302 378935



Princess Street

Woodlands

Doncaster

DN6 7LX

Phone: 01302 723406

Fax: 01302 726433

Chestnut Avenue

Carcroft

Doncaster

DN6 8AG

Phone: 01302 723510

Fax: 01302 726424

You can find us on Facebook www.facebook.com/greatnorthmedicalgroup

**WOODLANDS OPENING HOURS**

Monday: 8:00am -18:00pm

Tuesday: 7:00am -18:00pm

Wednesday: 7:00am -18:00p Thursday: 8:00am -18:00pm

Friday: 8:00am -18:00pm

Saturday: Closed

Sunday: Closed

**APPOINTMENTS**

The practice is closed two Wednesdays out of the month for staff Training sessions the dates are displayed in reception.

Consultations take place between 7:00am and 12:30pm and afternoon between 1:30pm to 7:00pm.

Routine face to face and telephone appointments are available to be pre booked via the NHS App or telephoning the surgery. The telephones are switched on at 8:00am and are then diverted to 111 at 6:00pm.

We operate an emergency triage system every morning at 8:00am for all on the day emergencies.

The practice operates a call and recall system. If you are over 75 years of age you may be asked to attend the surgery more often for a review of your medication or a general check-up. You will also be asked if you require an influenza vaccination in the winter months.

**CARCROFT OPENING HOURS**

Monday: 8:00am - 18:00am

Tuesday: 7:00am - 19:00pm

Wednesday: 7:00am - 18:00pm

Thursday: 8:00am - 18:00pm

Friday: 8:00am - 18:00pm

Saturday: Closed

Sunday: Closed

**KEEPING APPOINTMENTS**

Patients are requested to inform us if they are unable to keep their appointment. Please cancel in good time this allows us to offer the appointment to someone else. This saves wasting valuable GP/Nurse time. Consistent failure to attend for booked appointments may result in removal from the Practice.

**PATIENT CHOICE OF PRACTITIONER**

We are a group practice and do not operate separate lists for the doctors in the practice, this means you can see any doctor you wish within the practice. However if you do have a preference for a certain doctor, you may sometimes have to wait a little longer for an appointment.

**Chaperones are available on request**

**ACUTE MEDICATION REQUEST**

Patients that would like to request an item that is not on repeat can contact the surgery and we will add the request to the Pharmacist medication request list, for them to review if appropriate for issuing, this service can take up to 48 hours.

**REPEAT PRESCRIPTIONS**

**To ensure safety and accuracy we do not accept repeat prescription** **requests over the telephone**

Repeat medication can be requested by:-

* On-line Access (please ask for details at reception)
* Bringing your counterfoil to the secure drop in box on the wall in the foyer
* Posting your counter foil (please include a stamped addressed envelope if you require your prescription posting back)
* By arrangement with the Chemist of your choice

Please ensure the items requested are ticked clearly and allow **48 hours** for your prescription request to be processed, this does not include weekends.

**THE TEAM**

**GP’S**

Dr Aikohi Dibia Senior Partner–(Female)

 Dr Rebecca Brown - (Female)

Dr Alfredo Espina - (Male)

Dr Abdullaih Mazai - (Male)

Dr Serghei Patraman - (Male)

Dr Aruna Muthu - (Female)

Dr Vladimir Cujba - (Male)

Dr Ife Fayanjoula ‘Dr Ife’ – (Male)

**Management**

Sue Bushell - Business Manager

Sara Lamph - Practice Manager

Emma Brookes - Office Manager

Amy McGowan - Contracts Manager

**Advanced Nurse Practitioners**

Beth Horvath

Kieran Lockwood

**Practice Nurses**

Sandra Clarkson

Louise Dorey

Kathryn Mackintosh

Nina Moran

Nicola Morris

Andrea Palmer

Maria Simon

**Clinical Pharmacist**

Shaf Ismail

**Health Care Assistants**

Michelle Tyas

Amanda Dunn

Jo Shaw

**Practice Support Office**

Kerry Coleman

**Secretaries, Care Coordinators, Medical Administrator &Prescription Clerks**

We have a full complement of administrative staff

**LIST OF SERVICES PROVIDED**

Ante-Natal Care

Cervical Screening

CHD

Childhood Immunisations

Counselling Service

Diabetic Care

DNA Testing

ECG Monitoring

Ear Syringing

Epilepsy Reviews

Family Planning including Coil fittings and Implanon

Flu Vaccinations (seasonal)

Hypertension (Blood Pressure)

HRT Clinic

Minor Illness Management

Minor Operations/ routine surgery and Joint Injections

New Registrations

Orthopaedic Physiotherapy (OPP)

Phlebotomy (Blood Clinic)

Physiotherapy

Pneumonia Immunisations

Respiratory Clinic

Shingles Immunisations (age specified)

Spirometry

Stitch Removal

Travel Immunisations

Wart Clinic (Liquid Nitrogen)

Wound Dressing/checks

Weight Management

**NHS 111**

NHS 111 is a free telephone service (111) to make it easier for people to access local health and social care services when they have an urgent need - which is not considered life-threatening.

**ACCIDENT & EMERGENCY (999)**

Whatever the day or time, if you or someone you know experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

**8am to 8pm (8to8) - 0300 123 3103**

If you require an urgent appointment and are unable to get one with your own GP, you can contact the Doncaster Same Day Health Centre and you’ll be seen within 24 hours.

**OUT OF HOURS**

Doncaster CCG is responsible for commissioning a service to provide emergency care for patients outside surgery hours. Calls received on the main practice number are automatically transferred to the out of hour’s service between the hours of 6:00pm and 8:00am Monday to Friday and at weekends and bank holidays.

This service is for emergency conditions which will not wait until the next available surgery session. Home visits will only be made if the doctor feels it is medically required.

**HOME VISITS**

Visits are primarily for the housebound and terminally ill and are at the GP’s discretion. All requests for visits should be telephoned prior to 10:00am if possible. Lack of transport is not a reason for a home visit a doctor is able to hold up to 3 consultations in the time it takes to make a house call.

**WE OPERATE A ZERO TOLERANCE POLICY ON BEHAVIOUR**

**Any threatening or aggressive behaviour, verbal or physical abuse towards any staff will not be tolerated. The patient will receive a formal written warning. If the behaviour happens again this will result in the patient being removed from the practice list and the patient will have to re-register at another practice**

**PATIENT FORUM GROUP**

The practice runs a patient participation group which is made up of patients of all ages, gender and ethnicity. Meetings are held the second Monday of the month with the Patient Services Manager and one of the GP’s when available. The purpose of the Patient Group is to ensure that patients and carers are involved in the decisions about the range shape and quality of services provided at the practice.

If you would like to join the Patient Forum Group or require further details please ask at reception.

**COMPLAINTS**

Great North Medical Group aims to give a friendly and professional service to all our patients. However, we are aware that things can go wrong resulting in patients feeling that they have a genuine cause for complaint. If this is so, we would like for the matter to be settled as quickly and amicably as possible.

**To pursue a complaint please contact:**

**Emma Brookes (Office Manager)**

Who will deal with your concerns appropriately, for further details please ask at reception, if the complaint is on behalf of a third party we will need full written consent to discuss these issues?

**PATIENT INFORMATION**

The practice is registered under the GDPR and Data Protection Act and all records stored on computer or papers are covered by our confidentiality procedure. You may receive at some point or are already receiving care from other services as well as the NHS. In order that we can work together for your benefit, we may need to share some information about you. Information would only be used or passed on if there was a genuine need for it and where ever we can we shall remove details which identify you. Anyone who receives information from us is also under a legal duty to keep it confidential.

**WHO HAS ACCESS TO PATIENT INFORMATION**

GP Practices across England are now required to supply patients’ personal and confidential medical information on a regular and continual basis to the Health and Social Care Information Centre. (HSCIC). Details from your medical records will be extracted from the practice in a form that can identify you, and will include NHS number, date of birth, postcode, gender and ethnicity, together with your medical diagnosis, complications, referrals to specialists, prescriptions, family history, vaccinations, screening tests, blood test results, body mass index, smoking and alcohol habits.

This programme is called **Care Data** and the information uploaded will be used for purposes other than your direct medical care. Under the Health and Social Care Act 2012,

**NON NHS SERVICES**

Certain services are not covered by the NHS and charges are made for these please check at reception for the current fee, please note all private work can take up to 21 working days to be completed.

**Services not included are:**

* Insurance Claims
* Private Medical Examinations
* Private Sick notes
* Holiday cancellation forms
* Passport Applications
* HGV/PSV

 **INTERPRETER SERVICES**

The interpreting service is provided over the telephone and is arranged at the start of the consultation. For patients needing an interpreter present at their appointment and for sign interpreter, please inform reception to arrange prior to the consultation.

**CARERS**

Do you care for someone?

Are you a young carer that helps with a family member?

Please let us know and complete a form obtained from reception.

**COMMENTS/SUGGESTIONS**

We are always open to suggestions and comments to help improve our service. There is a comments book and a suggestions box available in reception. All comments and suggestions are discussed at our team meetings and the Patient Forum Group meetings.

**CHAPERONES**

Available on request

**DISABLED**

We have parking and suitable access for all disabled patients. A disabled toilet is available.

**USEFUL TELEPHONE NUMBERS**

**Out of Hours** 01302 723406

6pm-8am Mon-Fri + weekends 01302 723510

**Your call will be automatically transferred**

**Same Day Health Centre** 0300 123 3103

**111 Urgent medical concerns** 111

**Aspire**

(Doncaster Drugs & Alcohol Team) 01302 303900

**Crisis Team** 01302 566999

**Doncaster Royal Infirmary** 01302 366666

**Macmillan Nurses** 01302 796650

**Mexborough Minor Injuries Unit** 01709 649157

**Sexual Health – East Laith Gate** 01302 640040

(Contraceptive Services)

**Social Services** 01302 735465

**Talking Shop** 01302 565650

**BLOOD CLINIC**

Now available across both sites Monday – Friday times listed below:

**Carcroft Site**

8:30am – 11:00am

**Woodlands Site**

8:30am – 11:00am

**CARE NAVIGATION**

Care Navigation is a system in place to help signpost patients to the correct place. When booking an appointment the Care Coordinators will ask you for a brief description of the problem you are calling with as there may be other options available to you, other than a GP appointment.

If your call is of a personal nature you still have your right to confidentiality.

**RESULTS ENQUIRIES**

If you require a test result please contact the surgery between 2:00pm and 4:00pm. We will not give results out to anyone other than the patient unless a signed consent form has been completed by the patient.

**Pregnancy Results will not be given out over the telephone under any circumstances. Please come in to reception.**

**CHANGE OF PERSONAL DETAILS**

If any of your details change please let us know at reception so that we are able to update your records. This includes change of name, address and telephone number. The Practice will require proof of name changes such as marriage certificates. You are responsible for keeping your personal details up to date.