

VICTORIA MEDICAL CENTRE

7 Victoria Crescent West
Barnsley
South Yorkshire
S75 2AE



Practice Information Leaflet



Telephone 01226 282758

Opening hours

Monday	8:00am - 8:30pm
Tuesday	8:00am - 8:30pm
Wednesday	8:00am - 6:30pm
Thursday	8:00am - 6:30pm
Friday	8:00am - 6:30pm

Saturdays, Sundays and public holidays the surgery is closed.

**Outside surgery hours call
01226 282758**

The surgery provides ample car parking, access without steps and all on one level, wheelchairs and wheelchair access. There is a confidential room near reception if extra privacy is needed



www.victoriamedicalcentre.org.uk

PRACTICE TEAM

Practice Doctors

Dr Mark T Smith (Partner) Special interests: Diabetes, minor surgery, cryotherapy, joint injections, GP Registrar trainer, Commissioning board member for BCC, drug & alcohol lead GP	Male	MBChb Manchester 1985	MRCGP
Dr Claire M Taylor (Partner) Special interests: Contraceptive Implants (Coil fits/Implanon), medical student trainer, baby clinic lead GP, joint injections, cryotherapy, patient participation group chair	Female	MBChB Leeds 1991	MRCGP, DFFP
Dr Morven Lowe Special interests: Injections, cryotherapy	Female	MBChB Sheffield 2002	MRCGP
Dr E Travers Special interests: Cryotherapy	Female	MBChB Sheffield 2004	MRCGP
Dr Adrienne Littlewood Special interests: contraceptive implants (coil fits/Implanon)	Female	MBChB Sheffield 1993	DFFP
Dr Willem Boshoff	Male	MBChB University of the Orange Free State (South Africa) 1979	

Practice Staff

Debbie Dyson	Practice Nurse
Kerena Mann	Practice Nurse
Bev Grimshaw	Healthcare Assistant
Sue Govier	Phlebotomist

Denise Morley	Practice Manager	Tel: 01226 729806
Kate Appleyard	Practice Administrator	Tel: 01226 729808

Surgery fax number 01226 729800

Website: www.victoriamedicalcentre.org.uk

NHS choices website: www.nhs.uk



Victoria Medical Centre has recently been awarded the Barnsley Quality Practice Award.

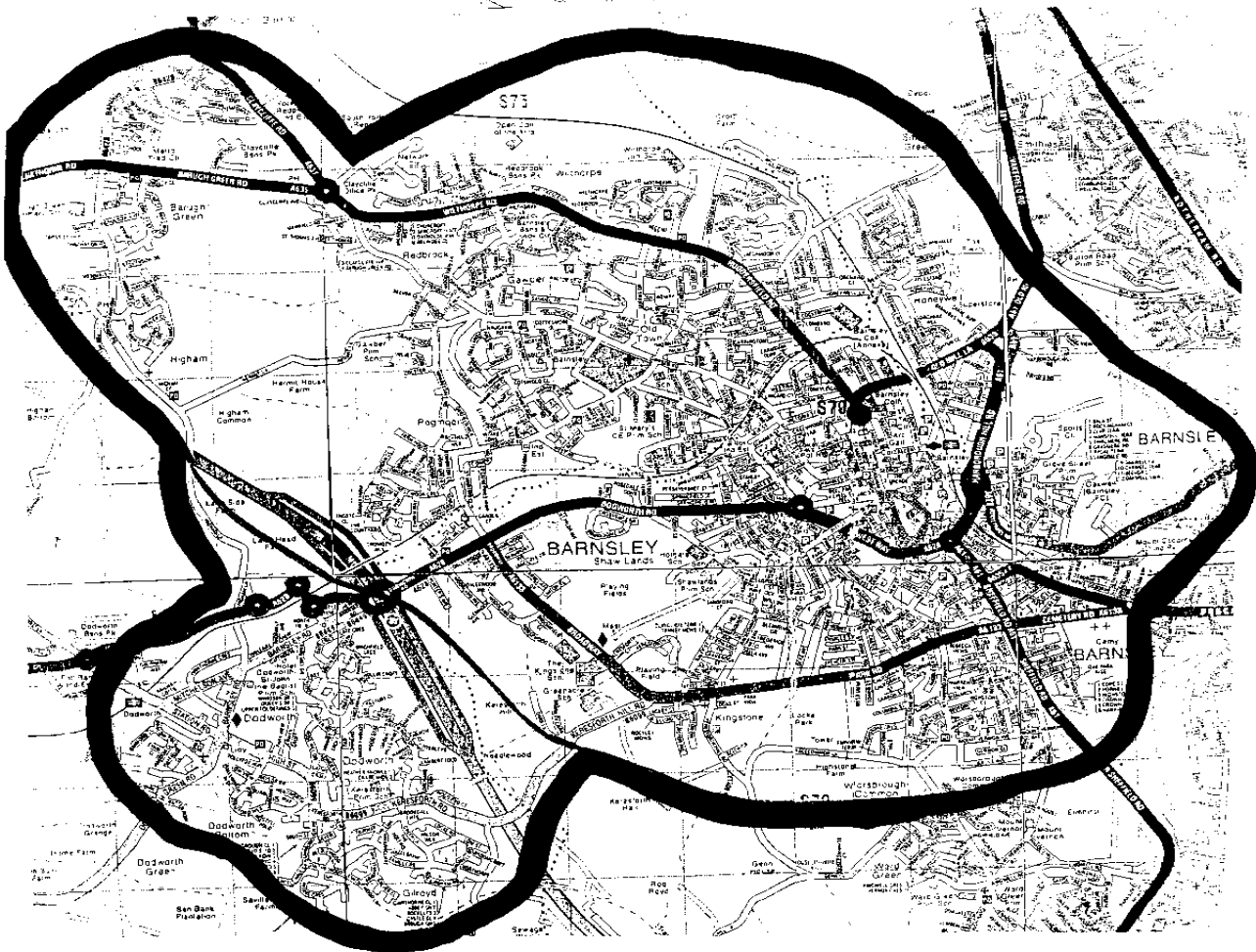
How to register

You can register as a patient with the practice either by completing a registration form from reception or by bringing in your NHS medical card.

We do not discriminate on the grounds of race, gender, social class, religion, sexual orientation or appearance, disability or medical condition.

You will be asked to complete a simple questionnaire. This provides us with important information about your health. Newly registered patients are also encouraged to attend for a health check (usually with our health care assistant) in order to assess any current or future needs and to introduce our services.

Practice area



Please ask at reception for further details.

Services available

Chronic disease management

- Chronic Heart Disease Clinic
- Diabetic Clinic
- Asthma Clinic
- COPD Clinic
- Stop Smoking Advice
- Well woman & cervical smears
- Ante natal (Wednesday 9:00am - 11:00am)
- Postnatal appointments
- Well baby checks and immunisations
- Minor operations : Weekly
- Well person and NHS checks
- Travel Advice & travel vaccination appointments
- INR (Warfarin) Clinic
- Family planning advice including Implanon and IUCD
- Psychological Therapies
- Welfare rights
- Drug and alcohol advice
- End of life care

APPOINTMENTS

Monday	8:30am - 11:40am	3:30pm - 8:15pm
Tuesday	8:30am - 11:40am	3:30pm - 8:15pm
Wednesday	8:30am - 11:40am	3:25pm - 6:30pm
Thursday	8:30am - 11:20am	1:40pm - 6:30pm
Friday	8:30am - 11:50am	2:30pm - 6:30pm

The surgery is closed Saturdays, Sundays & public holidays.

We normally close the last Wednesday afternoon in the month between 12:30pm and 4:00pm for training.

All surgeries are by appointment only.

These can be requested by phoning the surgery on 01226 282758, by the internet or in person. You may consult with any doctor, depending on availability, not necessarily the one you are registered with. However, to aid continuity of care we ask that you try to see the same doctor for follow up of any particular episode of illness. Please specify the doctor you wish to see when making the appointment.

Urgent cases are always seen the same day, but not necessarily with the doctor of your choice.

If you feel you cannot wait until the next available routine appointment to be seen you will be offered a 'same day appointment'. This appointment is for one problem only. Due to the unpredictable nature and often high demand for these appointments you may have a wait to be seen. Patients with complicated problems may then be asked by the doctor to rebook a routine appointment.

If you cannot keep an appointment, please let us know so that it can be offered to someone else. We now have a dedicated cancellation line which can be reached by phoning the surgery on 01226 282758 and selecting option 1.

Telephone advice

Is offered to patients, if appropriate. Patients are able to have access to the duty doctor each day. If appropriate nurses can also be contacted this way.

Home visits

If a patient is too ill to travel to surgery a doctor will visit if they consider it appropriate. Visits are normally for genuinely housebound and would not normally be necessary for children. If possible please request before 10:00 am. You will be asked why the visit is necessary so that doctor can judge the urgency of the call.

Health Visitors and Midwives attend some of our clinics and can be contacted by the receptionist on your behalf.

We also have a team of friendly receptionists who are available when the surgery is open to try and answer your queries. Please remember they are attempting to perform the nearly impossible task of keeping both doctors and patients happy

Internet access & online facilities

We have our own surgery website (www.victoriamedicalcentre.org.uk)

You can use this to book appointments, order prescriptions & change your registration details. Please ask a member of staff for your log on/password details.

Chaperones

Victoria Medical Centre is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone will be a member of our practice team.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way.

Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment.

Your GP may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

Out of hours

For advice or home visit request, telephone the surgery as usual. You will be transferred to Care UK which is the Doctor Deputising Service and provides cover for many practices in the area. Phone calls are recorded by the Deputising Service. They are answered in order and there may be a short delay at busy times. You may be offered advice, a consultation or a home visit. Please reserve out of hours requests for genuine emergencies. Our out of hours service (Care UK) is commissioned by the PCT. NHS Direct is also available 24 hours a day, 365 days a year and can be contacted by telephoning 0845 46 47 or via their website www.nhsdirect.nhs.uk.

Test results

Please ring for test results after 2:00pm if at all possible. The phone lines tend to be less busy at this time and also that day's hospital post will have been received in practice and dealt with. Results will only be given to the patient unless prior written authorisation has been given to disclose to a third party.

Repeat Prescriptions

If regular treatment is required, the doctor will authorise issues of repeat prescriptions of specified medications, usually for four weeks supply at a time. You will be asked to see the doctor or nurse at regular intervals for review of treatments. Please allow 48 hours for collection of your prescription (excluding weekends/bank/local holidays). Medication can also be ordered via the internet. In extreme circumstances eg you have totally run out of your medication, we will endeavour to get you a prescription ready the same day. Telephone requests for medication will not usually be dealt with.

Access/car park

The surgery has a car park next to the building. Wheelchairs are available in the waiting room. Please inform the receptionist if you have any special requirements. There is a confidential room near reception if extra privacy is needed. A toilet for the disabled is available.

Complaints/suggestions

If you have any specific complaints about our service these should be made initially to the Practice Manager and reception staff will advise you about how to do this. We will do our best to resolve complaints as quickly as possible through our complaints procedure. A leaflet about our procedure is available at the reception desk. There is a suggestion box in reception.

Training

The practice is involved in the training of medical students. This will mean that sometimes another person will be "sitting in" with your doctor. You will be warned in advance when this is happening and you will have the opportunity to decline if you prefer. The practice also trains GP registrars who are fully qualified doctors completing their training in General Practice. Sometimes they will be "sitting in" with your doctor but more often they will be taking surgeries of their own. The training GP will always be available for advice if necessary. Please see our information board for the current GP registrar. Occasionally there will be a video camera in use. You will be warned in advance when this is happening and will have the opportunity to decline if you prefer. Intimate examinations will not be recorded and the camera can be switched off at any time. The recording will be erased after use.

Confidentiality of patient's records

Because we are a training practice we sometimes need to use patient records during official visits to check on practice quality and standards. The visit team are all subject to a strict duty of confidentiality

Equal opportunities/Recognising diversity

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

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

Infection control

Standard infection control precautions underpin routine safe practice at Victoria Medical Centre. They protect both staff and patients from infection. They are carried out with all patients, regardless of perceived or known infection risk factors and include:

- Hand washing and drying
- The use of protective clothing
- Protection of open wounds
- Safe disposal of clinical waste and sharps
- Prevention of sharps injury
- Environmental cleaning
- Decontamination of equipment

This practice is contracted to:

Barnsley Primary Care Trust
Longfields Court
Longfields House
Middlewoods Way
Wharncliffe Business Park
Carlton
Barnsley
S71 3GN

Practice Patient Reference Group

Are you interested in finding out more about your surgery?

Would you like to influence development of services?

If so, please contact Denise Morley, Practice Manager or 01226 729806 or email denise.morley@gp-c85033.nhs.uk for further details



Useful contact numbers

Hospitals

Barnsley Hospital	01226 730000
Doncaster Royal Infirmary	01302 366666
Montagu Mexborough	01709 585171
Northern General Hospital	0114 2434343
Rotherham Hospital	01709 820000
Royal Hallamshire Hospital	0114 2711900
Sheffield Children's Hospital	0114 2717000
Weston Park Hospital	0114 2265000

NHS direct

0845 4647

Chemists

Akrams (Monk Bretton)	01226 207020
Asda	01226 704810
Boots (town centre)	01226 282616
Boots (Worsbrough)	01226 242026
Cohens	01226 320597
Ellisons (Huddersfield Road)	01226 281666
Ellisons (Park Grove)	01226 203447
Elliot's (Spring Street)	01226 282146
Lloyds (Bus Station)	01226 289620
Lloyds (Cemetery Road)	01226 282157
Stephensons (Kexbrough)	01226 388475
Superdrug (town centre)	01226 282106
Tripharm	01226 286312