Young People

Young people can attend for a health check with the Practice Nurse. This health check is tailored to cover a variety of issues that young people face and our Nurses are trained to give you advice on a broad section of topics relative to young people. All advice is completely confidential between the Practice and the patient.

Private Medical and Non–NHS Fees

Some services you may require are not covered by the National Health Service. These include certain certificates, examinations, fitness to participate in sports, pre-employment examinations, those for elderly driver and HGV/PSV licences. The reception staff should be able to advise you about the fee, based on the British Medical Association rate. A list of the more common fees is displayed in the waiting rooms.

Patient Participation Group

We have a Patient Group that meets every two to three months to discuss services and developments at the practice. New members are always welcome so please let the reception staff know if you are interested in attending. Dates of meetings are displayed in the waiting rooms.

Useful Telephone Numbers—keep by your phone

| CHEMISTS            | Stone (Darfield) | 01226 270240 |
|                     | Rowlands (Wath) | 01709 873134 |
|                     | McGill’s (Wath) | 01709 872163 |
|                     | Well (Darfield) | 01226 754138 |
|                     | Akram (Wombwell)| 01226 752253 |

| HOSPITALS           | Barnsley        | 01226 730000 |
|                     | Rotherham       | 01709 820000 |
|                     | Montagu Mexborough | 01709 585171 |
|                     | Doncaster RI    | 01302 366666 |
|                     | Northern General Hospital | 0114 243 4343 |

| PRIMARY CARE TRUSTS | Barnsley        | 01226 730000 |
|                     | Rotherham       | 01709 820000 |
|                     | Doncaster       | 01302 320111 |

| SOCIAL SERVICES     | Barnsley Town Hall | 01226 734444 |
|                     | Wombwell Town Hall | 01226 340444 |
|                     | Rotherham Borough Council | 01709 382121 |
|                     | Wath Town Hall | 01709 873678 |

Surgery Opening Times

Garland House Surgery
Monday 8:00am—6:00pm
Tuesday 7:30am—6:00pm
Wednesday 7:30am—6:00pm
Thursday 8:00am—6:00pm
Friday 7:30am—6:00pm

Woodgrove Surgery
Monday 8:00am—6:00pm
Tuesday 7:30am—1:00pm
Wednesday 8:00am—6:00pm
Thursday 8:00am—1:00pm
Friday 7:30am—6:00 pm

Saturdays, Sundays and Public Holidays both surgeries are closed
Both surgeries provide car parking, access without steps, wheelchair access and toilet for wheelchair users.

Websites: www.garlandhousesurgery.co.uk
www.woodgrovesurgery.co.uk
Welcome to Dr Mellor and Partners

This booklet is designed to inform you of the medical and other services available from our two premises, at Wath and Darfield. Please read the contents and keep it in a safe place for future reference.

PMS (Personal Medical Services)

Dr Andrew Mellor, Dr Heather Smith, Dr Aitor Santiago-Martin and Dr Caroline Hollis are a partnership and provide services under a PMS agreement within NHS England.

NHS England
South Yorkshire and Bassetlaw Area Team
Oak House
Moorhead Way
Bramley
Rotherham
S66 1Y 01709 302000
Email: England.contactus@nhs.net

Practice Area and how to register

Anyone who lives in our practice area may apply to join the practice. The practice area include the villages of Darfield, Little Houghton, parts of Wombwell, Brampton and Bingley and covers the postal code area of S73. Please see the practice website or ask at reception for more details.

To register with the practice you will need to ask for and complete a registration pack for each person wishing to register. These can be downloaded from the website or collected from reception at the surgery.

Surgery Times at Darfield

Between 7:30am—10.50am and 3.30pm—6:00pm Monday—Friday

Surgery Times at Wath

Between 7:30am—10.50am and 3.30pm—6:00pm Monday to Friday except Tuesdays and Thursdays 8:00 am—10:50am

Clinics and Times

Ante Natal  
Appointments can be booked anytime during surgery hours

Test Results

You can ring the surgery for your test results or if you prefer we can send these via SMS text message.

Patient Rights and Responsibilities

Choice of Practitioner

Patients are registered with the practice rather than individual GPs. However, patients may request to be seen by a practitioner of their choice. Where a patient wishes to exercise this right, the patient may have to wait longer to see their preferred practitioner.

The patient may be asked to accept an alternative if, for example, a service required is delivered by another professional member of the practice. Patients may state a preferred practitioner at the time of completing an application to join the practice, though they may also express this wish verbally.

Keeping Appointments

If you cannot keep your appointment, please give us 24 hours notice so that we can offer it to another patient. Patients who fail to attend for 2 appointments in a six month period run the risk of being removed from the practice list.

Access to information

The practice keeps careful records in order to ensure a high standard of care. Over time this builds into a comprehensive record about each patient. We take seriously our responsibility to protect this information and use it only in appropriate ways. It will be used to care for you and passed on to others who will continue to care for you, such as a hospital consultant. It will not be passed to anyone else without your express consent including members of your own family. Data is used to provide other organisations with information but only in a way that does not identify individuals. All personnel are aware of the importance of this responsibility. Because we are a training practice, the patient records we keep are subject to inspection at visits made by the Joint Committee on Postgraduate Training for General Practice. The persons inspecting the records are all subject to a strict duty of confidentiality and records are only inspected to ensure that the practice complies with educational standards for trainee doctors. If you object to any part of your record being inspected, please write to the practice manager.

Violent or abusive patients

The practice will not tolerate violent or abusive behaviour. Anyone verbally abusing either a member of staff or the public using inappropriate language will be asked to leave the premises and to find another GP.

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

Equal Opportunities

The practice aims not to discriminate on the ground of race, culture, gender, religion or belief, sexual orientation, age or disability.
How to See the Doctor, Practice Nurse or Healthcare Assistant

Routine Appointments with the doctor
You can see any doctor you like within the practice. Wherever possible, we prefer you to see the same doctor for the same problem, so do plan ahead as your usual doctor may not be immediately available. Consultations with the doctor are by appointment only and they can be made by telephone or at the reception desk during normal surgery hours and are ten minutes long. You can also book appointments using the internet. Please contact reception who will provide you with the information you need.

Telephone appointments with the doctor
We can offer patients telephone consultations for test results or queries about repeat medication etc. Please book this with the receptionist and the doctor will call you back.

Emergency Appointments with the doctor
Some appointments are kept free every day for emergencies. If you ask for an urgent appointment you will not have a choice of doctor. Emergency appointments are three minutes long and you may have to wait some time before you are seen. Children will always be seen urgently if needed. Please telephone before 8.30am for a morning emergency appointment and not later than 3.30pm for an afternoon emergency appointment.

Appointments with the Nurse or Healthcare Assistant
Appointments with the Nurse or Healthcare Assistant are booked by the receptionist. Appointment length will vary depending on what you are seeing the nurse for.

Emergency Consultations out of hours
The practice does not provide an emergency Out of Hours service. If you need to see a Doctor when the surgery is closed please ring NHS 111, this is a free phone number. Alternatively you can call the surgery and you will be diverted to NHS 111, however you will be charged for the call. You may be offered advice, an opportunity to visit an emergency surgery or a home visit if necessary.
On some occasions your call may be diverted to Care UK, the Out of Hours service which is commissioned by Barnsley CCG.

Home visits
Home visits are intended for the housebound and those too ill to travel. If you are too ill to come to the surgery, please telephone before 10.00am. The receptionist will ask for some details of the illness so that the doctor can assess the priority of the call.
Remember we can see many patients in the surgery in the time an average home visit takes. Please try to come to the surgery whenever possible as we have better facilities for examination and treatment.

The Doctors

Dr Andrew Mellor  
(Partner)  

Dr Heather Smith  
(Partner)  
1991 MBBS, MRCGP Dr Smith qualified from Charing Cross and Westminster Medical School in 1991 and joined the practice in 2001. Her clinical interests include Family Planning, Children's/Young People's Health, Menopause Issues, Dermatology, Minor Surgery and Joint Injections.

Dr Aitor Santiago-Martin  
(Partner)  
1995 LMS, MRCS Dr Santiago-Martin joined the practice in 2005. His clinical interests include Musculoskeletal Problems and Minor Surgery.

Dr Caroline Hollis  
(Partner)  
2000 MB ChB Dr Hollis qualified from Sheffield University Medical School and joined the practice as a Salaried GP in August 2005. Her clinical interests include Dermatology and Women's Health.

Dr Richard Dachtler  
(Salaried GP)  
2009 MBChB, MRCGP, DFSRH Dr Dachtler qualified from Sheffield Medical School and joined the practice in 2014. His clinical interests include Joint Injections and Child Health.

Dr James Holloway  
(Salaried GP)  
2010 MB ChB MRCGP Dr Holloway qualified from Sheffield Medical School and joined the practice in 2016.

Dr Maria Wrest  
(Salaried GP)  
2009 BSc (Hons), MBBS, MRCGP Dr Wrest qualified from Newcastle University Medical School and joined the practice in 2016. Her clinical interests include Women's and Children's Health, Dermatology and Mental Health.

Services and Clinics Provided
We offer the following services. Our receptionist will advise you on using the services:

Well baby checks & childhood immunisations  
Contraceptive Services  
IUDs and Implanon  
Antenatal & Postnatal care  
Ante-Natal and Baby Clinics  
Anti-coagulation monitoring  
Minor Surgery  
Diabetes  
Coronary Heart Disease  
Asthma and COPD  
Stop smoking advice
Practice Nurses and Supporting Staff

Practice Nurses

They are available during surgery hours for appointments and can help with minor ailments, health and heart checks, travel advice and immunisation, dietary advice and help to stop smoking. In addition they are trained to carry out certain procedures such as cervical smears etc.

Practice Nurses

Kay Bennett, Sue Fellows and Julie Wade

Our practice nurses are available for Diabetes, Respiratory Disease, CHD, Cervical Smears, Travel, Anti-coagulation Monitoring, Hypertension, Baby Immunisations and Pill Checks.

Healthcare Assistants

Jane Firth and Vicky Crosby

Our healthcare assistants are available for blood pressure checks, weighing, blood taking and new patient medicals. They are also trained in helping you to quit smoking.

District Nurses

A team of district nurses support the work of the practice by caring for patients who are unable to attend surgery for the provision of wound dressings and other nursing duties. Referral to the district nurses will be by the doctor or practice nurse.

Health Visitors

The health visitors are available to help with health matters relating to all age groups, specialising in the under fives (hearing tests, developmental assessments, etc). They attend the baby clinics and offer weaning advice and help with childhood behavioural problems.

Community Midwives

The midwives run the antenatal clinics at Wath and Darfield. They are available for advice about pregnancy and newborn babies, breast feeding and bottle feeding. The midwives will visit mothers and their newborn babies at home.

Training

The practice offers training posts for new general practitioners who come to the practice on a six or twelve month placement.

Receptionists

Our reception staff are your first contact with the practice and will arrange appointments with the doctor, practice nurse or healthcare assistant, and will take requests for home visits. It is their job to help and guide you. All the information they receive is treated in the strictest confidence. If you are willing to provide them with details of your query then they will be much better placed to help you use our range of services. They do a difficult job well. Please be patient in your contacts with them.

Repeat Prescriptions

If you are on regular long-term medicine, you will be issued with a computer order form with your prescription. You can order your repeat prescription by post, over the internet or placing your order in the designated boxes in the lobby and waiting area giving 48 hours notice excluding weekends and bank holidays. Alternatively your local pharmacist may be willing to collect your prescription from the surgery on your behalf, please ask your pharmacist about this service. Please note that prescriptions cannot be ordered or collected on Saturday morning. You can order your prescriptions on line if you have access to the internet. Please ask at reception to register for this.

Medication Reviews

The doctors regularly review patients who are on long-term medication to ensure that patients are on the most appropriate treatment and to ensure that any monitoring needed is done for patient’s safety. It is important that you come to surgery for monitoring when requested as we may not be able to continue to prescribe your medicines safely.

Change of address

If you change your address, telephone number or surname please inform the reception staff as soon as possible. Please note that the practice has defined practice boundaries and you will not be able to remain on our list if you move beyond them.

Languages Spoken

We can arrange translation for other languages. Please contact the surgery at least seven days beforehand to arrange.

Suggestions or Complaints

If you have any problem with our services or would like to make any constructive suggestions please let us know. We operate a complaints procedure and details of how to make a complaint can be obtained from reception. We welcome any suggestions patients have to improve our services. You can also tell the Care Quality Commission about your experience at the practice: www.cqc.org.uk or 03000 616161