

## **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 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 -**

### **Local Pharmacies -**

Stone (Darfield)	01226 270240
Well (Darfield)	01226 754138
Akram (Wombwell)	01226 752253
McGills (Wath-Upon-Dearne)	01709 872163
Rowlands (Wath-Upon-Dearne)	01709 873134

### **Local Hospitals -**

Barnsley Hospital	01226 730000
Rotherham Hospital	01709 820000
Mexborough Montagu Hospital	01709 585171
Doncaster Royal Infirmary	01302 366666
Northern General Hospital	0114 243 4343
Royal Hallamshire Hospital	0114 271 1900
Sheffield Children's Hospital	0114 271 7000
Weston Park Hospital	0114 226 5000

### **Primary Care Trusts-**

Barnsley	01226 730000
Rotherham	01709 820000
Doncaster	01302 320111

# **DR MELLOR & PARTNERS**

## **- Patient Information Leaflet -**

Garland House Surgery  
1 Church Street  
Darfield  
Barnsley  
S73 9JX  
Telephone: 01226 759622 (24 hours)  
Fax: 01226 759307  
Website: [www.garlandhousesurgery.co.uk](http://www.garlandhousesurgery.co.uk)

Woodgrove Surgery  
2 Doncaster Road  
Wath-Upon-Dearne  
Rotherham  
S63 7AL  
Telephone: 01709 763400 (24 hours)  
Fax: 01709 872899  
Website: [www.woodgrovesurgery.co.uk](http://www.woodgrovesurgery.co.uk)

## **Surgery Opening Times**

### **Garland House Surgery**

**Monday 07:30 - 18:00**

**Tuesday 07:30 - 18:00**

**Wednesday 07:30 - 18:00**

**Thursday 07:30 - 18:00**

**Friday 07:30 - 18:00**

### **Woodgrove Surgery**

**Monday 07:30 - 13:00 & 13:30 - 18:00**

**Tuesday 07:30 - 13:00**

**Wednesday 07:30 - 13:00 & 13:30 - 18:00**

**Thursday 07:30 - 13:00**

**Friday 07:30 - 13:00 & 13:30 - 18:00**

Saturdays, Sundays and Public Holidays both surgeries are closed

*Both surgeries provide car parking,  
access without steps, wheelchair access and toilet for wheelchair users.*

# 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 Darfield and Wath-Upon-Dearne. 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 1YY  
Telephone: 01709 302000  
Email: [england.contactus@nhs.net](mailto: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 includes the villages of Darfield, Little Houghton, Great Houghton, Billingley, Ardsley, parts of Wombwell, parts of Wath, parts of Brampton; 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

### Garland House Surgery:

Between 07:30 - 10:50 and 15:30 - 18:00. Monday - Friday.

### Woodgrove Surgery:

**Between** 07:30 - 10:50 and 15:30 - 18:00. Monday - Friday (except Tuesdays and Thursdays , where surgery times are between 07:30—10:50 only.

## 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.

### ***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 expressed 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.

## Appointments

### ***Routine appointments with a Doctor/ANP -***

You can see any Doctor you like within the practice, or the Advanced Nurse Practitioner. Wherever possible, we prefer you to see the same Doctor or ANP for the same problem, so do plan ahead as your usual Doctor/ANP may not be immediately available. Consultations with the Doctor are by appointment only. Routine appointments are ten minutes long. Double appointments are available. You can book routine appointments online. Please ask at Reception for more information.

### ***Telephone appointments with a Doctor -***

We can offer patient's routine telephone consultations with the Doctor for test results or queries about repeat medication etc.

### ***Urgent appointments with a Doctor/ANP -***

Some appointments are kept free every day for emergencies. If you ask for an urgent appointment you will not have a choice of Doctor/ANP, and you may have to wait some time before you are seen. Children will always be seen urgently if needed.

### ***Appointments with a 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/HCA for.

### ***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.

### ***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 number 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 10am**. 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.

## Doctors/ANP

### **Dr Andrew Mellor** (Partner)

1985 MB, ChB, DRCOG, MRCGP FPCert Dr Mellor qualified from Leeds University in 1985 and joined the practice in 1989. He became a GP trainer in 1997. His clinical interests include Asthma, Migraine and Palliation.

### **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 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.

### **Dr Jennifer Farrington** (Salaried GP)

2012 MbChB, MRCGP. Dr Farrington graduated from the University of Sheffield, and continued her postgraduate training in South Yorkshire. Following final VTS year was spent at Garland House, she took up the post of Salaried GP in August 2017.

### **Emma Meddick** (Advanced Nurse Practitioner)

2001, Emma Meddick qualified as a Nurse at the University of Northumbria. She qualified as a District Nursing Sister in 2010 & was appointed as an Advanced Nurse Practitioner in 2015. Her clinical interests include Palliative Care, Mental Health and Women's Health.

## Services and Clinics Provided

- Antenatal & Postnatal care.
- Anti-coagulation monitoring
- Asthma & COPD.
- Coronary Heart Disease.
- Diabetes.
- Minor Surgery
- Well baby checks & childhood immunisations.

Ask at reception for more information.

## **Practice Nurses and Supporting Staff**

### ***Practice Nurses -***

*Kay Bennett, Sue Fellows and Julie Wade.*

Our Practice Nurses are available for anti-coagulation monitoring, cervical smears, childrens immunisations, coronary heart disease, diabetes, hypertension, pill checks, respiratory disease, and travel advice.

### ***Healthcare Assistants -***

*Jane Firth and Vicky Crosby*

Our healthcare assistants are available for blood pressure checks, weighing, blood taking and new patient medicals.

### ***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.

### ***Community Midwives -***

The Midwives 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.

### ***Health Visitors -***

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

### ***Receptionists -***

Our reception staff are your first contact with the practice and will arrange appointments with the Doctor, Advanced Nurse Practitioner, 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.

## ***Training -***

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

### ***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 by placing your order in the designated boxes in the lobby and waiting area 7-10 days before your supply is due to run out.

Your local Pharmacist may be willing to collect your prescription from the surgery on your behalf, please ask your Pharmacist about this service.

You can order your prescriptions online 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 -***

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

### ***Suggestions and 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 by telephone: 03000 616161 or online: [www.cqc.org.uk](http://www.cqc.org.uk).