

Welcome to our Practice

Dr A Mistry & Partners
Chapelfield Medical Centre
Mayflower Way Wombwell Barnsley
S73 0AJ

Tel: 01226 752361

Web Address: www.chapelfieldmedicalcentre.nhs.uk

Surgery Opening Times 08.30am – 6.00pm

Surgery Hours:

	AM:		PM:	
Monday	09.00	11.00	3.00	6.00
Tuesday	09.00	11.00	3.00	6.00
Wednesday	09.00	11.00	3.00	6.00
Thursday	09.00	11.00	3.00	6.00
Friday	09.00	11.00	3.00	6.00

Extended Surgery Hours on Tuesday and Wednesday Evenings:

6.30pm – 7.30pm

Saturday Closed

Sunday Closed

Chapelfield Medical Centre
Is a member of
Barnsley Clinical Commissioning Group



Partners:

Dr A Mistry
Sister S Hoggard

Dr A O Adekunle
Sister M Orr

Doctors:

Dr A Mistry
Dr A O Adekunle
Dr S Dye

MB Ch B (Male)
MB BS (Male)
MB ChB (Female)

First Contact Practitioners:

Sister Samantha Hoggard
Sister Sue Willows

Practice Manager:

Victoria Pugh

Deputy Practice Manager:

Joanne Perry

Nursing Staff:

Clinical Nurse Specialist
Nurse Practitioner
Nurse Practitioner
Nurse Practitioner
Nurse Practitioner
Practice Nurse
Practice Nurse
Practice Nurse
Senior Healthcare Assistant
Healthcare Assistant
Healthcare Assistant

Maxine Orr
Kim Claydon
Clare Robinson
Angela Bywater
Sandra Holmes
Carole Booth
Claire Grierson
Emma Meynell
Kerry Gillespie
Emma Booth
Diane Appleton

Admin Staff:

Administration Officer
Data Input/Chronic Disease Management
Administration Assistant
Secretary
Secretary
Secretary
Secretary
Clinic Support Assistant

Katherine Wilson
Kath Brookes
Andrew Bell
Yvonne Watson
Carole Smith
Gemma Gillespie
Marlene Ruston
Samantha Burton

Reception Staff:

Reception Supervisor
Deputy Supervisor
Receptionist
Receptionist
Receptionist
Receptionist
Receptionist

Carol Hebron
Melanie Parkinson
Jess Auckland
Glenys Colborn
Elle Askin
Karen Turnbull
Katie Prigmore

Clinics:

The following clinics are by appointment only. Please ask at reception for more details:

Well-woman / Well-man Clinic

Anti-coagulation Clinic

Diabetes Clinic

Asthma/COPD Clinic

Spirometry & Respiratory Assessments

Hypertension Clinic

CHD (Coronary Heart Disease)

Stroke Clinic

Antenatal Clinic

Mother & Baby Clinic

Smoke Cessation Clinic

Minor Surgery Clinic

Wart Clinic

Sexual Health & Drop-in Clinic:

Monday 4.30pm – 5.30pm

Tuesday 4.30pm – 5.30pm

Thursday 3.30pm – 4.30pm

NHS Health Check Clinic

Reception Times:

The surgery is open between 8:30 am and 6:00 pm daily.

Doctor / FCP Appointments:

All surgeries are by appointment only. To make an appointment for the same day telephone after 8.00 am on the day that you wish to be seen, if the Doctor/FCP of your choice is not available you will be offered an alternative Doctor/FCP.

A limited number of appointments may be available for booking in advance for patients who require a follow-up appointment with the Doctor, or for those who need to make advanced arrangements to come to surgery for various reasons such as transport/work/school etc.

A patient can express a preference for any particular GP, First Contact Practitioner etc. Every attempt will be made to offer an appointment with the person requested. We will endeavour to offer an appointment with your preferred clinician but if fully booked and the appointment request is urgent then you will be offered an alternative clinician.

Online Appointments:

Ask Reception for your unique log-in details.

Extended Hours:

If you find it difficult to access a GP during normal surgery times we have now introduced extended hours surgery on Tuesday and Wednesday evenings from 6.30pm to 7.30pm. These extra sessions are for the use of patients who are designated carers or due to work commitments cannot get during normal surgery times and these appointments are pre-bookable.

The Practice operates a Triage System:

This is where a First Contact Practitioner initially answers calls from 8.00am Monday to Friday. They can arrange for you to speak with a practitioner of your choice or can usually deal with any queries you may have. Please leave your up to date contact details to enable the clinician to call you back if necessary.

Each appointment slot is for one person. Urgent cases and children will be seen on the same day. Sick notes are not a medical emergency and will be refused an emergency appointment. In case of emergency after surgery hours, please Tel 01226 752361. The Practice uses an out of hours service - Care UK - from 6:00 pm to 8.00 am weekdays and throughout the weekends and bank holidays.

Nurse Appointments:

These may be booked in advance.

New Patients:

We are now accepting patients from all areas within our Practice Boundary. If you wish to join our Practice please ask at Reception for a New Patient Welcome Pack.

Home visits:

Please request before 10:30am whenever possible. Please only request a home visit if it is absolutely necessary and it is not physically possible to attend surgery. Patients requesting a home visit will be asked the reason for the visit by the reception staff. This is to enable the Doctors to prioritise visits.

Repeat Prescriptions:

Telephone Ordering:

Prescriptions can be ordered by telephone for:

Housebound Patients

Over 75's

Nursing/Residential Homes/EMI

Prescriptions (not on repeat) may be ordered over the telephone Monday to Friday between 1.00pm and 3.00pm. From the time of request the collection of the signed prescription will be 2 working days, ie, an order placed on Monday will be ready for collection on Wednesday afternoon. This information is printed on the repeat side of all prescriptions.

By Post:

The repeat side of the prescription needs to be ticked to indicate items required and then posted to the Practice. Once the request has been received the prescription will be ready for collection within 2 working days.

By Hand / Over Desk:

Drop the repeat side of the prescription (items require to be ticked) in the prescription letter box or the Surgery letter box. Requests may be taken over the reception desk by a member of staff by simply printing the B side of the repeat medication and asking the patient (if able) to tick the items. Again the prescription will be ready for collection within 2 working days.

Consultations:

Are not to be used for solely ordering repeat medication and the Clinician may ask the patient to order routine medications via Reception.

Complaints:

We aim to provide an excellent service and take all complaints very seriously. Any complaint will be dealt with promptly and confidentially. Please ask at reception for a complaints form, or to speak with the Practice Manager.

Confidentiality:

All patient information is confidential: sharing of information is within the confines of the NHS, and by consent only.

Suggestions/Praise and Grumbles:

We have a suggestion box located in the Reception area. Please complete a slip and place in the box if you have anything you feel would benefit the practice.

Violent or Abusive patients:

Chapelfield Medical Centre operates a Zero Tolerance Policy to rude or aggressive behaviour against any of member of staff, other patients and visitors to the Practice.

We reserve the right to terminate the registration of patients in these circumstances.

Wheelchair Access:

The Practice has full wheelchair access to both front and rear of the premises, and has a lift for services on the first floor.

About Us:

Chapelfield Medical Centre is a forward thinking Practice committed to providing its patients with the very best of care at all times. If on any occasion you feel this has not been achieved please speak with the Practice Manager who will be happy to discuss matters with you. We have in place a “Team Charter” to which we expect our staff to adhere to at all times and also a “Patient Charter” which indicates what is expected of our Patients. Both of these are located in Reception for viewing. (The Patient Charter is also included within this leaflet.)

Chapelfield Medical Centre has Foundation 2 doctors on a 4-monthly rotation, and is a Training Practice for GP Registrars. The practice will also provide mentorship to student nurses periodically.

Patient's Charter:

Chapelfield Medical Centre is committed to giving you the best possible service. This will be achieved by working together.

As a patient of this Practice you can expect:

- To be treated as an individual in a friendly, courteous and helpful manner
- Your rights to privacy and confidentiality to be respected – if you would like to speak confidentially to a receptionist please advise on arrival
- A clear explanation of your care and treatment
- Information on services offered by the Practice to be available in the Practice Leaflet
- We aim that you will wait no longer than 30 minutes for your booked appointment and to be given a reason for any delay. Your patience is appreciated as some problems take longer to sort out than others, resulting in some patients unexpectedly needing a longer appointment than anticipated

- Repeat prescriptions ordered before 6pm to be available for collection in 2 working days
- Any unresolved complaint to be addressed in accordance with the Surgery's complaints procedure

You can help us by:

- Taking responsibility for your own health – eating a balanced diet, taking regular exercise etc
- Keeping appointments with the Practice and hospital, or cancelling in good time – remember your appointment could be used for someone else
- Requesting home and out of hours visits only when absolutely necessary. The Doctor can see several patients in the time it takes to do a home visit
- Always informing the Practice of any changes to name, address and telephone number – it is essential that we can contact you
- Treating the Practice Team with courtesy and respect
- Taking responsibility for your children's behaviour whilst on the premises, ensuring their safety and giving regard to other patients' expectations of a tidy, calm and quiet atmosphere

We welcome your comments regarding any aspect of the service, as we continually look to maintain and improve the service we provide.

NHS Contact Information:

If you wish to contact NHS England (Barnsley) the details are as follows:

NHS England
Telephone number: 01709 428705

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If you require medical assistance when the surgery is closed please dial 111. You can also dial the 111 service if:

- You need medical help fast but it is not a 999 emergency
- You think you need to go to A & E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next

You can call 111 free from any number including mobile numbers.

For immediate life-threatening emergencies continue to call 999.

Parking:

We have a large car park to the rear of the premises.

Public Transport:

The Travel line number is: 01709 515151

Many bus routes direct to Barnsley, Sheffield, Rotherham and Doncaster.

Where We Are:

