



# St George's MEDICAL PRACTICE

**NHS** PATIENT INFORMATION

*caring for our community*  
[www.stgeorgesmedicalpractice.co.uk](http://www.stgeorgesmedicalpractice.co.uk)

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**Roundhouse Medical Centre**  
**Wakefield Road, BARNSELY S71 1TH**



**Dr N Balać** MBChB MRCGP M.Med.Sc.

**Dr W Farhan** MBBS MRCGP DFSRH DOHNS MRCS

**Dr S Amin** MBBS

**Tel: 01226 720207**

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## WELCOME TO ST GEORGE'S MEDICAL PRACTICE

This booklet contains useful information about your doctors and their staff. It also provides the surgery hours, services we provide for you and other useful phone numbers. Please make yourself familiar with the information and keep this booklet in a safe place for further use.

### The Partners:

<b>Dr N Balac</b>	MB ChB	(Sheffield) 1987
(Male)	MRCGP	1991
	M.Med.Sc	(Birmingham) 1998
	General Medical Council Registration	1987

<b>Dr W Farhan</b>	MBBS	2009
(Female)	MRCGP	2006
	DFSRH	2010
	DOHNS	2001
	MRCS	2006

### Salaried GP:

<b>Dr S Amin</b>	MBBS	1998
(Female)		

### Practice Staff:

Practice Manager	Full-time
Practice Nurse (1)	Full-time
Practice Nurse (2)	Part-time
Trainee Nurse Associate	Full-time
Health Care Assistant (2)	Full-time
Senior Administrator	Part-time
Practice Administrator	Part-time
Data Input Clerk	Part-time
Practice Secretary (3)	Part-time
Reception Manager	Part-time
Receptionists (6)	Part-time
Clinical Pharmacists (3)	Part-time
Physician Associate	Full-time
Health & Wellbeing Coach	Part time
Care Coordinator	Part time

### Primary Health Care Team:

#### Attached Staff - Employed by Primary Care Trust

District Nurses, Health Visitors, School Nurses, Midwives, Chiropodist, Physiotherapist, Community Psychiatric Nurse, Macmillan Nurse Service.



### Computer

The Practice is computerised and all information is governed by the Data Protection Act.



### Summary of Facilities

Access for wheelchairs	YES
Access without steps	YES
Toilet for wheelchair users	YES

### Please Note:

Our Practice has a regular influx of Medical Students, Post Graduate Junior Doctors & Registrars. Patients have the right to decline the presence of a medical student during usual consultations.



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



## Consultations By Appointment

Our receptionists will be happy to help you make an appointment. If you cannot attend an appointment, please let us know, another patient could have urgent need of this appointment. One appointment must be made for each person attending. It is desirable for children under the age of 14 years to be accompanied by an adult, whenever possible, preferably a parent.

### How to Register as a New Patient

Please ask at reception for a new patient registration pack. Once this is complete and a GP has authorised registration, your records will be requested from your previous GP. You can see a GP as soon as your registration has been authorised should you need to.

## Appointment Length

The doctors currently see patients at a mixture of 10 minute intervals, which is a standard consultation time in many practices. Many appointments currently run over, which results in patients waiting. Sometimes this is inevitable and based on clinical need, but other factors include:

- Requests for routine repeat prescriptions during consultation time.
- Patients asking for accompanying relatives to be seen at the same time without having made an appointment.
- Patients with extensive 'lists' of problems which cannot possibly all be dealt with in a single appointment.

## Please Try & Make The Best Use Of The Doctors Time

- Please use the repeat prescription system.
- Remember, one appointment for one patient only.
- If you have several problems, please make a further appointment.

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## Access

The current arrangement for access is a mixture of 24 hour appointments, which allows patients to book for any urgent appointments on the day.

The practice also offers appointments up to 2 weeks in advance for patients who wish to book this way.

The practice also offers some appointments online up to 2 weeks in advance for patients who wish to book this way.

## Roundhouse Surgery - Opening Hours:

Day Surgery	Opening Times
Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm

### Online Services

Patients can register for our online services which include **booking appointments online, ordering prescriptions** and access to their **patient medical record**.

Please contact reception to register.

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## **Prescription Line: 01226 720200**

Between 10am & 2pm

**Patients can also order their prescriptions online - to do this please ask at reception for information on how to register for this service.**

**Please give us 48 hours notice to get your prescription ready for collection.**

**Please do not request routine repeat prescriptions during appointments with the Doctor, as this keeps other patients waiting longer.**

## **Enquiries**

Any other enquiries will be passed to the doctors after their morning surgery. You will then be asked to telephone the practice after 3pm the same day for a response.

## **Repeat Prescriptions**

If repeat medication has been authorised by a doctor, you will be issued with a computer copy of your repeat medication, this is attached to your prescription and is known as a 'B side'. When you require repeat medication, please tick the box of the items you require and post it in the prescription box at the surgery reception, your prescription and new copy can be collected after two working days. Alternatively, you may post your computer request slip with a stamped addressed envelope and it will be returned.

When collecting prescriptions from the Roundhouse Medical Centre, please collect between 8.00am and 6.30pm.

## **Home Visits**

Home visits are for people who are housebound or very ill. Please try to attend Surgery whenever possible. If a home visit is necessary, please make every effort to request the visit before 11am, explaining the symptoms to the receptionist will help us to plan our calls. If you feel an home visit is not really necessary, but would like advice, a doctor will speak to you by arrangement.

Should you require a visit when the surgery is closed, please telephone the surgery and an answering machine message will give you instructions. You will be visited by one of the partners or a local colleague of the Doctors Deputising Service. Barnsley Healthcare Federation have a home visiting service that is used by all GPs in Barnsley therefore one of their clinicians may visit you if appropriate.

## **Out of Hours Service**

Out Of Hours Services are now provided by NHS 111 - Should you require a Doctor when the practice is closed, please ring NHS 111.

## **New Patients Health Screening**

It can take several weeks to obtain your medical records from your previous doctor. Therefore, you will be asked to complete a medical questionnaire.

## Child Health Clinic

Child health clinics are held for immunisations and developmental assessments. The doctor, nurse and health visitor are in attendance for routine screening of Infants and to give the parents advice. If your child is unwell, please make a normal surgery appointment. This is to minimise the risk of cross infections for other infants.



## Antenatal Clinic

Antenatal clinics are held weekly with a midwife. We have a shared care system with local consultant obstetricians.

## Anticoagulant Clinic

This is a nurse led clinic that we offer to patients on long term Warfarin therapy. This has the benefit of providing a local service for patients monitored by ourselves.

## Minor Surgery

Minor surgery procedures including the treatment of warts are carried out in the practice. Please ask one of the doctors if you think minor surgery is appropriate for you.



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## **Other Services:**

### **Family Planning Services**

We offer a comprehensive range of contraceptive services including the morning after pill, contraceptive injections, implants, IUD (coil) fitting and referral for vasectomy sterilisation as appropriate.



### **Smoking Cessation Clinic**

The practice now has an in-house Smoking Cessation Clinic. Please enquire at reception for more information as day and times vary.

### **Healthcare Services**

Where appropriate the practice will direct you to other services we work with such as Pharmacy, First Contact Physio and Eye Service Clinic. The Receptionists are trained to ask patients about their concerns so they can navigate patients to the appropriate service.

### **Holiday Vaccinations**

Please plan early, you need to see a practice nurse about vaccinations before travelling abroad. The nurse will arrange an immunisation programme for you. Only some vaccines are available within the practice.



### **Flu And Pneumonia Vaccination**

In accordance with the Department of Health guidelines, we particularly recommend these vaccinations for patients with chronic heart, lung or liver disease, diabetes and residents of nursing and residential homes, Carers and poultry workers. Please enquire at reception to check your entitlement.

**Other Services Include: Zoladex / Prostag Clinic and Methotrexate Monitoring.**



## Practice Charter

**We aim to meet the National Standards of Service set out in the Patients Charter.**

1. We hope to offer patients an appointment to see a doctor within 48 hours.
2. Patients who genuinely request urgent appointments will be seen the same day.
3. We offer specialist referral to our patients where this is agreed and required. Referrals will be made to a mutually acceptable specialist.
4. We will arrange for the provision of the therapies, drugs or appliances which are felt most appropriate to our patients. In return we would ask you to follow the medical advice offered, and to take any medication as advised.
5. We aim to issue repeat prescriptions within 48 hours Monday to Friday.
6. For reasons of confidentiality, test results will not be divulged by telephone.
7. Patients can have access to their medical records on written request, and subject to the limitations of current law. Should your medical records be requested by any third parties (Solicitors etc) these will only be sent once your consent is given.
8. We undertake to maintain security and confidentiality regarding our patients medical history.
9. We will seek informed consent for any involvement in medical research, or if medical students or doctors in training are involved in any consultation.
10. We invite patients to let us know of any problems by discussion with the Practice Manager. We will do our best to resolve problems promptly, by following our 'In-House' complaints procedure.
11. All non NHS work will be charged at the BMA recommended rate.
12. This Practice has a non discriminatory policy. We endeavour to treat all patients equally, regardless of race, sex or cultural belief.
13. Patients have a right to express a preference to receive services from a particular performer or class of performer, however should the preferred performer not be available in practice (eg annual leave) and you need to see a GP, then you will be asked to see whichever GP is available.



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## Please help us to help you

### Complaints Procedure

The practice has a complaints procedure in place. Please ask at the Reception Desk for details.

### Suggestion Procedure

We welcome suggestions that will help us improve our service, please post any suggestions in the prescription/suggestion box.

### Violent or Abusive Patients

The Practice has a zero tolerance policy in keeping with NHS guidelines. 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 list immediately.

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## Your Responsibility To Us

**In order for the Practice to provide an efficient service to patients we would ask that all patients should help us in the following ways:**

1. Please be courteous to our doctors and to staff at all times - remember we are working to try and help you.
2. Please attend for appointment on time. Lateness or non attendance inconveniences other patients and wastes valuable time.
3. If you book an appointment but find that you no longer need it, please ensure that you contact the surgery to cancel it.
4. Please make every effort to consult the doctors at the surgery in order to make the best use of medical and nursing time. If this is genuinely not possible and you need the doctor to visit you at home, please contact the surgery before 11 am. Home visits should only be requested for proper medical reasons and not for social reasons or general convenience.
5. Out of hours requests for a doctor to visit, for example late evening, night and weekends should only be made if you feel that they are truly necessary for urgent medical reasons. (Please do not attend the Accident & Emergency department for trivial ailments).
6. You may not always need to see the doctor, you can use the help of all the practice team. A nurse may be able to help sooner than if you wait to see the doctor. The receptionist will advise you which team member will be able to help you.
7. If you change your name or move house, please let us know your new name, address and telephone number. This makes it easier for us to contact you.
8. **Patient Chronic Disease Reviews.** We request that all patients attend their chronic disease reviews when invited to ensure that we can care and prescribe for all patient safely.
9. If you have borrowed an item from the surgery, as soon as you are well, please return any equipment or appliances to the surgery as other patients may need them.
10. You are responsible for your own health and that of your children and should take appropriate action and advice.
11. We expect patient co-operation when reception staff may ask for information regarding your condition, for GP's to assess the urgency of your request and to ensure that you are seen by the most appropriate service.

## Self Treatment Of Common Illnesses And Accidents

### Antibiotics

Firstly a note on these commonly prescribed and powerful medicines. They only work on bacteria and are without effect on viruses. Unfortunately, therefore, common infections like colds and flu etc will not be helped by them at all. The correct treatment is the simple remedies outlined on the next page and we only use antibiotics when they fail and we suspect that there is a secondary bacterial infection. Over use of antibiotics may lead to their not working in future (antibiotic resistance) and more complications like thrush and skin rashes etc.

### Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine, being made up of 24 fragile bones and associated cartilage and tendons, supports the whole weight of the upper body and, therefore, it is understandable that it sometimes goes wrong. Because of the complex nature of the spine, it is advisable to consult your doctor if back pain persists. Meanwhile, take care to sit as upright as possible with a support for the small of the back and sleep on a firm bed. Take Aspirin or Paracetamol, if these are safe for you, which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, physiotherapy or other treatment.

### Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If you are

concerned, consult the doctor and take some pain relieving medication.

### Chickenpox

On the first day a rash appears as small red patches about 3-4 mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next 3 or 4 days, further patches will appear, and the earlier ones will turn 'crusty' and fall off. Oily Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from 2 or 3 days before the rash appears and up to 5 days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

### Childhood Rashes

If your child is basically well but has a rash, this is usually due to a virus and this will settle untreated, in only a couple of days. We would want to see the child if he/she is ill with the rash.

### Colds

Even in this day and age there is still no magic cure for the common cold. If you have a headache or are feverish, take Paracetamol and plenty of drinks. Do not bother to take any antibiotics you may have in the house - these will have no effect!

### Coughs

There is no satisfactory treatment for an irritant cough and most will clear up on their own. However, you may wish to take cough linctus. If you feel unwell, make an appointment to see the doctor.

### Diarrhoea

Diarrhoea is often caused by a virus infection and most episodes settle on their own. Take plenty of fluids. If symptoms are very severe or persist for more than a week, seek advice. Taking fluids only, for 24 hours often helps.

### Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription, and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked', in order to avoid squeezing the contents of the venom sac into the wound.

### Minor Cuts And Grazes

Wash the wound with water and a little soap. To stop bleeding, apply a clean handkerchief firmly to the wound for about 5 minutes. Cover with clean, dry dressing.

### Nose Bleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nostrils for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or food for 24 hours. If symptoms persist, consult your doctor or attend the local A & E department.

### Sprains

First, apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce swelling. Apply, firmly, a crepe bandage, and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

### Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation, whilst Paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over-exposure to the harmful effects of the sun. Sunbathing is bad for the skin and increases the risk of skin cancer. Remember to apply sun screen of Factor 20 or above as protection.

### Temperatures

Children often run temperature with no other symptoms, They need to be cooled down and then will feel much better. So do remove their clothes down to vest and pants and keep the room temperature down. Use Paracetamol syrup etc and if necessary sponge them with lukewarm - not cold - water or blow them with a fan. If there is no improvement or the child is unwell, then make an appointment.

## Useful Telephone Numbers:

NHS 111	111
Barnsley District General Hospital	01226 730000
South Yorkshire Police	0114 220 2020
Child Line	0800 1111
Rape Crisis	0808 500 222
Barnsley Smoking Cessation	0800 612 0011
Barnsley Alcohol & Drug Advisory Service	01226 779066
Registration of Births, Deaths & Marriages	01226 773555
RELATE (Relationship counselling)	07870 761082
Samaritans	0330 094 5717
Sexual Transmitted Disease Clinic	0800 055 6442
Social Services (Darton)	01226 773300
Citizens Advice Bureau	01226 206492
CRUSE Bereavement Care	0808 808 1677

## Local Pharmacy Numbers:

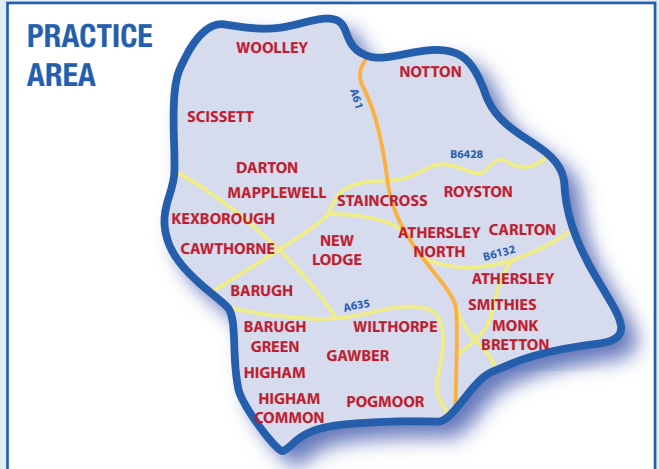
Asda	01226 704810
Barugh Green	01226 391881
Boots	01226 282616
Well Pharmacy	01226 203928
Patels (Darton)	01226 383225
Ellisons	01226 281666
Hills	01226 282882
Kexborough	01226 388475
Lloyds	01226 289620
Rowlands	01226 382297
Superdrug	01226 282106

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## PRACTICE AREA



## Patient Participation

If you have any suggestions about this or ways that we can improve any of our services, please feel free to post your suggestions in the prescription box. While we cannot promise to implement each suggestion, we will analyse them and where resource is available, implement any that will improve our service.

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## Local Bus Services

### No 1 - Staincross

Runs from Barnsley through New Lodge/Athersley onto Staincross, Mapplewell and Darton (as far as Sackup Lane) and then back to Barnsley via New Lodge/Athersley. Every 10 Minutes.

### No 11 – Athersley

Runs from Barnsley to Athersley and back into Barnsley. Every 10 Minutes.

Both bus services run directly past the Roundhouse Medical Centre.

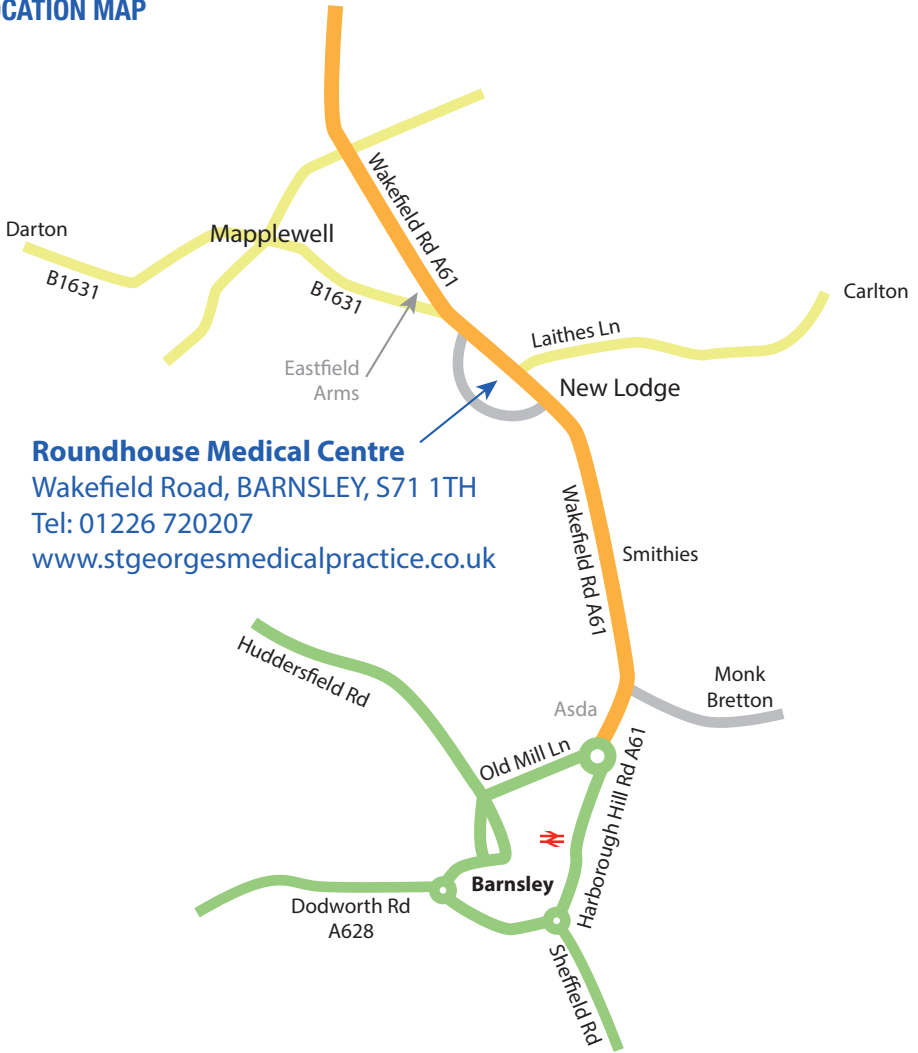
In 1948 the National Health Service was introduced and the General Medical Services (GMS) contract was established. All GPs held contracts with the Department of Health.

The year 1997 saw the introduction of the NHS (Primary Care) Act. This Act allowed GPs to move from the GMS Contract and make local agreements to provide health care: Personal Medical Services (PMS) pilots.

The practice has moved to a PMS Contract. This means that the practice can focus on local needs and improve the care offered, within the limits of the resources available.

Updated February 2023.

## LOCATION MAP



## NOTES:

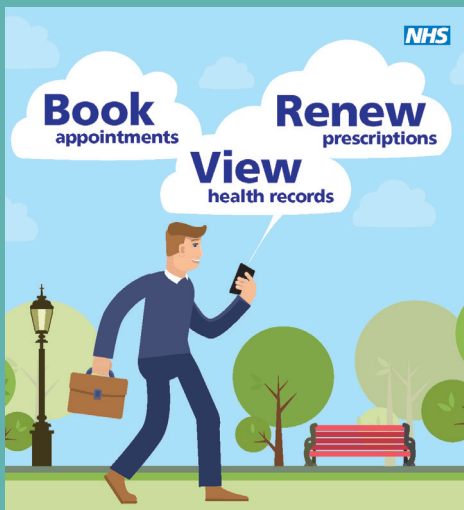


There is now a service in Barnsley that allows patients more choice to access evening and weekend appointments.

This is a free NHS Service and you do not need to register. This service is available to anyone registered with a GP practice in Barnsley.

**To use the service please call: 01226 242429**

**For more information please visit: [www.iheartbarnsley.org.uk](http://www.iheartbarnsley.org.uk)**



## Patient Online

Giving you more choice in accessing GP services

Access all our online services by visiting:  
**[www.stgeorgesmedicalpractice.co.uk](http://www.stgeorgesmedicalpractice.co.uk)**

To register for online services please enquire at Roundhouse Medical Centre Reception