

ROYSTON GROUP PRACTICE

Practice Information Leaflet

65D Midland Road
Royston
Barnsley
S71 4QW

Tel: 01226 700400

Syicb-barnsley.safehaven-c85005@nhs.net

Access

The surgery has a car park and disabled access through the main entrance and is ideally located for public transport. It has a disabled toilet and baby changing facilities.

Opening Hours

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

Saturday, Sunday and Public Holidays – Closed

Out of Hours

For medical advice outside surgery hours call I heart on
01226 242419

NHS Barnsley CCG (OOH) are responsible for commissioning the out of hour's services.

The out of hour's service is currently provided by Iheart365

Reception Opening Hours

Monday – Friday 8.00am – 6.00pm

The GP's

Dr Sarath Sakhamuri (Male) MBBS

Dr Arakal P Cherian (Male) MBBS

Dr Anil Vakkalanka (Male) MBBS MS FRCS (Edin) MRCPGP

Dr Heike Kruger (Female) MBBS

Dr Shona Adams (Female)

Practice Nurses

Mrs Vicky Martin

Healthcare Assistants

Lucy Jones

Assistant Practitioner

Louise Wilkinson

Reception/Administration

Leeanne Hill

Jessica Sheldon

Stacey Shaw

Ann Youngs

Samantha Jackson

Charlie Burton

Joy Haigh – Secretary

Rhonda Edwards– Secretary

Practice Management

Mrs Antonia Hudson (Toni)

Assistant Practice Management

Mrs Dawn Woodward

Personal Medical Services

Dr's SS Sakhamuri, APC Cherian, AK Vakkalanka, S Adam and H Kruger have an agreement with NHS England to provide NHS medical services. The contract is with the partnership, which is a non-limited partnership.

The NHS England South Yorkshire and Bassetlaw Area Team are based at:

Oak House
Moorhead Way
Bramley
Rotherham
S66 1YY
Email: england.contact@nhs.net
Tel 01709 302000

Patient Registration

Patients can register at the practice by requesting a registration application form from reception.

We will ask you to complete a short medical history questionnaire which will provide us with some important information about your health and current medication. You will be offered an appointment with the Healthcare Assistant for a new patient check.

It is important that we have your correct details, so please remember to let us know if you change address or telephone number (particularly mobile telephone numbers).

The practice area covers
Royston
Old Royston
Notton
Carlton
Shafton

Choice of Practitioner

Patients are registered with the practice rather than individual GP's. However, patients may request to be seen by a practitioner of their choice. Where a patient wishes to exercise this option:

- The patient may have to wait longer to see their preferred practitioner
- The patient may be asked to accept an alternative; if for example, the service required is delivered by another professional member of the practice.

Appointment System

- Appointments can be made over the telephone from 8:30am or online
- Urgent cases will have access to a healthcare professional on the same day
- Pre bookable appointments are available with all clinicians.
- Practice Nurse and Health Care Assistant clinics are held daily and appointments are pre bookable.

There is a high demand for GP and Nurse Appointments; if you cannot keep your appointment please give as much notice as possible so we can offer it to another patient. Patients who continually fail to attend for an appointment run the risk of being removed from the practice list.

Telephone Consultations

- The duty doctor operates a triage system and is available to provide telephone consultations daily.
- The Nurse Practitioner and Practice Nurse are also available for telephone consultations daily.
- Pharmacy first – for minor illnesses like cough, cold, head lice, diarrhoea, worms etc.

Nurse Appointments

Our nurses offer a range of services such as chronic disease management, travel advice and immunisation, dietary and smoking advice and cervical smears.

Appointments vary in length depending on what you are seeing the nurse for. All nurse appointments are pre bookable in advance.

Healthcare Assistant Appointments

The healthcare assistant offers a range of appointments including new patient checks, NHS Health Checks, phlebotomy and flu/pneumonia immunisations.

Health and Wellbeing Coach

Our health trainer holds a clinic each Monday and Friday and can give advice on weight, diet, smoking cessation, blood pressure monitoring and a range of other healthy lifestyle information. Appointments can be made via reception.

Home Visits

Home visits should be requested before 10.30am whenever possible. Please request home visits only if it is not possible to attend the surgery. Patients requesting a home visit will be asked to speak to the triage doctor, this is to enable the doctor to prioritise visits or make you an appointment as necessary.

Services Available at the Practice

- Cervical Screening
- Contraceptive Services
- Vaccinations and Immunisations
- Child Health Surveillance
- Maternity Services
- Minor Surgery Procedures
- Chronic Disease Management – Asthma, COPD, Diabetes, Coronary Heart Disease etc
- Smoke Stop Service

- Weight management Clinic
- Health Trainer
- NHS Health Checks
- Clinical pharmacist for medication reviews
- Social prescribing (my best life).
- First contact physiotherapy

Repeat Prescriptions

Repeat medication can be requested the following ways:

- By ordering online (please obtain password from reception)
- In person by handing in your printed request slip at any time during reception opening hours.
- By post. Please enclose a stamped addressed envelope if you require the prescription posting back to you
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Three working day's notice is required for the processing of repeat prescriptions. Requests received after 4.00pm will be treated as having been received the following day. You will be asked to attend the surgery for a review of your repeat medication at least every 6 months. Other options such as Nomad and Batch Prescription are available. Please speak to a member of staff for more details.

Please note: if you are overdue for your medication review you will be unable to order your prescription.

Test Results

Test results may be requested from reception at any time on Monday – Friday. Results will only be given to the patient unless prior written authorisation has been given to disclose the information to a third party.

Private Medicals and Non-NHS Work

Some services you may require are not covered by the NHS. These include some medicals and certificates. The reception staff will be able to advise you about the fees for providing these services. A list of the more common fees for non-NHS work is displayed in reception.

Complaints

Complaints regarding any aspect of the service we provide can be made in writing to the Practice Manager who will deal with them in the appropriate manner. Clinical complaints will be dealt with by one of the Partners. All written complaints will be acknowledged within 5 working days of receipt.

Patient Suggestions

A suggestion box is provided in the reception area for you to place any written comments or suggestions to improve the service we provide.

Patient Reference Group

The patient reference group meets on the last Wednesday every two months at 6pm. The purpose of the group is to share information about the practice as well as to encourage feedback and suggestions from our patients. Everyone is welcome to attend.

Languages Spoken

There is a translation service available. Please inform the reception at the time of booking your appointment if this service is required.

Violent and Abusive Behaviour

The practice has a zero tolerance approach to violent or abusive behaviour. Anyone verbally abusing wither 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 to the premises will be reported to the Police and removed from the list with immediate effect.

Removing Patients from the List

Patients will be removed from the list in the following circumstances:

- Violence and Aggression
- Damage to practice property or equipment
- Change of residence to an address outside the practice area
- Persistent misuse of the service

Full details of the practice policy are available on request from reception.

How you can help us

- Please only request a home visit if you are housebound or unable to get to surgery due to a medical condition
- Please telephone for home visits before 10.30am
- Please telephone and let us know if you are unable to keep your appointment – or use the automated telephone system to cancel it
- Keep us informed if you change address or telephone number – particularly mobile numbers which we use for text reminders and messaging

Equal Opportunities

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

Data Protection Act 1998

Doctors, Nurses and staff use the computer to record clinical data, prepare prescriptions, arrange appointments and recall patients' person data.

Information will not normally be disclosed without the patient's prior signed authority.

Data may be shared with other healthcare professionals in the interest of patients health care e.g. organisation of in-patient treatment, referral for outpatients services and local area teams.

Members of staff are required to treat patient information in the strictest confidence, failure to do so could result in instant dismissal.

For further information

If you require further information, please speak to one of the receptionists or contact the practice management on 01226 700400.