

Oaks Park Primary Care Centre, Thornton Road, Kendray, Barnsley, S70 3NE
Dr D Ainsworth, Dr A Mills, Dr J Pringle, Dr G Cooke, Dr A Gibbins
Dr G Leary, Dr S Messenger, Dr K Hadjolyan, Sr Heather Gillott Associate Partner
www.ashvillemedicalpractice.co.uk
Telephone: 01226 216000

A Guide to Our Services

Opening Hours:

Monday	07:15 – 18.00 (Phones open from 8.00am)
Tuesday	07:15 – 18.00 (Phones open from 8.00am)
Wednesday	07:15 – 18.00 (Phones open from 8.00am)
Thursday	07:15 – 18.00 (Phones open from 8.00am)
Friday	07:15 – 18.00 (Phones open from 8.00am)
Saturday	Closed
Sunday	Closed

Telephone Number:

01226 216000

www.ashvillemedicalpractice.co.uk

The practice closes for training on the 2nd Thursday of every month from 13.00pm. All calls to the surgery during this time will be diverted to I-Heart 365 who will provide cover until 18.30pm. If you require urgent medical assistance after 18.30pm please dial 111 and you will be connected to the NHS 111 service.

Out of Hours:

Monday to Friday between 18.30pm and 8.00am
Friday to Monday between 18.30pm and 8.00am (Weekend)

If you require urgent medical assistance when the surgery is closed, which cannot wait until the surgery re-opens; please dial 111 and you will be connected to the NHS 111 service. Calls to this service are free from both landlines and mobile phones, and the service is commissioned by NHS England.

If you have a life-threatening medical emergency, please dial 999.

Welcome

Ashville Medical Practice serves many areas of Barnsley. Our team includes eight GP Partners, one advanced nurse practitioner, five practice nurses and three healthcare assistants. As well as our manager, reception and office staff.

We offer a full general practice service and run specialist clinics for children and pregnant women. We also provide clinics for hypertension, heart disease, diabetes, asthma, minor surgery, well woman/man, contraception, anti-coagulation, holiday vaccinations, diet advice, mental health and stop smoking.

Ashville Medical Practice is a training practice. This means doctors wanting to enter general practice spend time with us to gain the experience they need to become a family doctor. As a training practice your medical records may be used for educational purposes.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

If you live in our practice area and would like to register with us, please visit our website to complete the registration forms. If you cannot complete your registration online, please speak to our reception team.

All patients will have a named accountable GP who will be responsible for patients' overall care at the practice. This does not stop you from seeing any other GP or Nurse Practitioner in the practice. Where a patient wishes to see a particular GP, they may have to wait longer to see their preferred practitioner. If you wish to know who your named accountable GP is, please contact the practice on 01226 216 000. If you have a preference to a particular GP, the practice will make reasonable efforts to accommodate your request.

Newly registered adult patients will be invited for a consultation with our health care assistants for a New Patient Healthcheck.

The practice operates a no smoking policy which includes the premises and the grounds.

Our Clinics:

Nurse Clinics

We run a range of clinics in addition to daily doctor appointments with our nursing team:

Asthma	COPD	Diabetes	Hypertension
Stroke	CKD	PAD	Anti-coagulant
Contraceptive	Dietary Advice	Stop Smoking	Weight Management

Antenatal Clinics

Wednesday 9.00am to 3.00pm

This clinic is run by the midwives. If you become pregnant please contact the practice so we can provide you with the correct information to register with the local midwifery service. You will be seen regularly throughout your pregnancy at the practice or at the local hospital or both.

Child Health and Immunisation

Tuesday 10.00am to 12.30pm

All new babies are invited for regular check-ups from birth. The vaccine schedule will also be provided within this clinic. In order to protect other children we ask you not to bring babies or children with cough, colds, temperature etc to this clinic. They should be seen in normal surgery.

Minor Surgery

Various days and times

Minor operations can be done in our minor op suite. Please discuss this with your doctor who will then arrange for you to be given an appointment if appropriate.

Travel Vaccinations and Advice

We have dedicated clinics on varying days covering most aspects of travel; these are run by our practice nurses.

Please be aware we do not currently run a private vaccination clinic, therefore we can only offer this service to patients who are registered with Ashville Medical Practice.

Contraception

Implanon contraception is provided by Dr Ainsworth, Dr Pringle and Dr Hadjolyan
IUCD (coil) contraception is provided by Dr Ainsworth and Dr Hadjolyan
Depo-Provera (contraceptive) injections provided by the practice nurses.

Joint Injections

Depo-Medrone joint injections are provided by Dr Ainsworth, Dr Mills, Dr Cooke and Dr Messenger.

Repeat Prescriptions

If you are on regular treatment, requests for repeat prescriptions can be made in the following ways:

- By bringing your repeat prescription counterfoil to the surgery and placing it in the prescription box
- By sending your request by post, enclosing a stamped addressed envelope for its return.
- Register for online prescription ordering at reception. (photographic identification will be required to verify your identity before a username and password are issued)

Telephone requests for repeat prescriptions, with the exception of housebound patients, are not accepted as they may lead to errors.

Only housebound patients may order by telephone.

Your prescription will be ready for collection 48 hours later, after 17.30pm, excluding weekends and bank holidays. For example, a request left on a Friday, will be ready for collection the following Tuesday, after 17.30pm.

If you require a home delivery of your prescription, you will need to contact the pharmacy you have asked your prescription to be forwarded to and they will be able to give you a timescale for delivery.

Patients' medication is reviewed regularly and you may, on occasions, be asked to see or speak with a doctor before further prescriptions are issued.

Test Results

Please allow 5 working days after your test has been done (unless told otherwise by the doctor/nurse) for the test results to reach the surgery. X-rays/ultrasounds can take longer so please allow 10 working days. If any further action is required when test results are received the surgery will either telephone you or contact you in writing. Test results can only be given to the patient unless written consent is given to divulge this information to a third party. Every patient of any age has the right to confidentiality.

Booking and Cancelling Appointments

You are able to book and cancel appointments on SystmOnline as well as the surgery.

Appointments at Ashville

You don't always need to see a GP

Pharmacy First Scheme

The Pharmacy First scheme means you can go and see a pharmacist about several minor illnesses and conditions you would previously have had to see your GP about. You can visit your pharmacist for a consultation, and they will treat you and prescribe medicines if necessary. If your condition is more serious you will be referred to a GP or hospital.

Under Pharmacy First, pharmacists can treat and prescribe medicines for seven conditions. These are the conditions, and at what age, you can see the pharmacist about:

Earache	1 to 17 years.
Impetigo	1 year and over.
Infected insect bites	1 year and over.
Shingles	18 years and over.
Sinusitis	12 years and over.
Sore throat	5 years and over.
Uncomplicated UTI (Urinary tract infections)	Women 16-64 years.

Minor Eye Conditions Service (MECS)

MECS is a service that can provide you with optician led care

Symptoms that can be seen under the service include:

- Red eye or eyelids
- Dry eye, or gritty and uncomfortable eyes
- Irritation and inflammation of the eye
- Significant recent sticky discharge from the eye or watery eye
- Recently occurring flashes or floaters
- In-growing eyelashes
- Recent and sudden loss of vision
- Foreign body in the eye

If you believe you are eligible, please use this link to find your closest participating pharmacy: <https://primaryeyecare.co.uk/find-a-practice/>

If you still believe you need an appointment:

Ring our appointments line on 01226 216000 to book an appointment. Booked appointments are available from 07.15am to 18.00pm Monday to Friday. Consultations are by appointment only.

All requests for GP appointments will be placed on a list where a doctor will telephone the patient back during the course of the morning or afternoon and triage the call. The doctor will then decide on the next appropriate course of action, as not all patients will need to be treated at the surgery.

Urgent cases are seen on the same day; though please remember urgent surgeries do not always run on time so on occasions you may have to wait.

Please note, we do not issue sick notes in urgent surgeries.

Any requests for home visits or GP appointments in advance will also be placed on a list where a doctor will telephone the patient back and perform triage. The doctor will then decide on the next appropriate action.

The receptionist will ask the nature of a patient's condition to assist the doctor prior to placing on the triage list; this is so the condition can be prioritised. Depending on the condition, action may be needed sooner than others.

If you cannot attend your appointment for any reason, please let us know as soon as possible, giving at least 24 hours' notice. We can then offer the appointment to some-one else. If you repeatedly fail to attend appointments with any clinician without informing us, we may write to you advising you that you may be removed from the practice list and to find an alternative doctor.

Home Visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to surgery.

Home visits are only for housebound patients who are too ill or immobile to come to the surgery.

A home visit is not always the most appropriate course of action, and if patients are able to come to the surgery this is the safest place for them to be reviewed.

The surgery has relevant equipment, medications and additional staff members if required, therefore it is more appropriate to assess and treat a patient in the surgery rather than at home if possible.

If you require a home visit please telephone before 10.30am, the receptionist will ask you to describe your symptoms as this will assist the doctor in establishing whether a home visit is necessary and to establish the urgency of your call. The doctor may call you first prior to a home visit taking place.

Please note, not having transport or childcare is **not** a valid reason for a home visit.

How to Register for SystmOnline

To use SystmOnline, you will need to come into the surgery to register, so you can be given a username and password. You cannot register for this service online or by phone because your identity needs to be verified.

When you come into the surgery please bring photographic identification e.g. passport or driving licence.

Once your identity has been checked you will be issued with a username and password.

With this service you may:

- Book and cancel appointments - Appointments will be available to book up to 2 weeks in advance (Patients will be allowed to book one future appointment depending on availability)
- Manage your appointments quickly and easily wherever you are, 24 hours a day, 365 days a year
- View past appointments
- View future appointments
- View and print your patient summary record

Download the Systm Online App from the [Apple App Store](#) and the [Android Play Store](#) – allowing patients to manage their care on the move

Out of Hours

Evenings and Weekends:

If you require urgent medical assistance when the surgery is closed, which cannot wait until the surgery re-opens; please dial 111 and you will be connected to the NHS 111 service. Calls to this service are free from both landlines and mobile phones, and the service is commissioned by NHS England.

If you have a life-threatening medical emergency, please dial 999.

Accident and Emergency Department:

The Accident and Emergency Department at the hospital is for people needing **Emergency Medical Attention** or who have had an accident.

Examples of an emergency situation are where someone is experiencing a loss of consciousness/blackout, suspected broken bones, crushing chest pain, sudden onset of breathing difficulties, overdose, has swallowed something harmful/poisoning or has a deep wound.

The list is not exhaustive, if you are unsure about the situation you are dealing with you can either:

- Ring NHS 111- dial 111 from your telephone, if you require urgent medical assistance when the surgery is closed, and cannot wait until the surgery re opens. Calls to this service are free from landlines and mobile phones.
- Use an alternative service (Minor injuries unit, walk in centres etc)

BEFORE YOU GO TO A&E, THINK:

- Is it an emergency or accident?
- Can I wait and see my GP?
- Could another GP help me? (e.g. NHS 111)
- Could I use an alternative service? (e.g. I-Heart Barnsley, Walk-in centre, Pharmacy)

Alternative Services to the A&E Department

I-Heart Barnsley 01226 242419 Monday to Friday - 16.00pm to 18.00pm Weekends and Bank Holidays - 8.00am to 9.30am	Rotherham NHS Walk in Centre Greasbrough Road Rotherham S60 1RY Open Monday to Sunday 8am -9pm
Sheffield NHS Walk in Centre Broad Lane Sheffield S1 3PB Open every day 8am -10pm	Urgent Dental Care Please dial 111 from your telephone and you will be connected to the NHS 111 service. Calls to this service are free from both landlines and mobile phones

Our Team

Partners

<p>Dr Debra Ainsworth <i>Female - GP Partner</i> <i>MBChB, BSC (Hons), MRCGP, MRCS, DFSRH</i></p> <p>Dr Ainsworth works full time and joined the practice in February 2012. As well as general and family medicine she also specialises in minor surgery, joint injections, family planning including Coil and Implanon insertions. Dr Ainsworth is also a GP trainer.</p>	<p>Dr Andrew Mills <i>Male - GP Partner</i> <i>MB, BChir, MA, MRCGP, MRCS, DRCOG</i></p> <p>Dr Mills works part time and is a GP Partner. He started with Ashville Medical Practice in August 2012 as a GP Registrar and became a GP partner on 1st August 2013. He has an interest in men's health, children and adolescent health, as well as general family medicine.</p>
<p>Dr James Pringle <i>Male - GP Partner</i> <i>MBChB, MRCGP</i></p> <p>Dr Pringle works part time and is a GP Partner. He joined the practice in August 2014 as a salaried GP and he became a GP Partner in August 2015.</p>	<p>Dr George Cooke <i>Male - GP Partner</i> <i>MBChB, MRCGP, BSC</i></p> <p>Dr Cooke works full time and joined the practice in August 2015 as a GP Partner.</p>
<p>Dr Alexander Gibbins <i>Male - GP Partner</i> <i>MBChB, MRCGP</i></p> <p>Dr Gibbins joined the practice in September 2016 as a GP Partner</p>	<p>Dr Gregory Leary <i>Male - GP Partner</i> <i>MBChB, MRCGP</i></p> <p>Dr Leary joined the practice in September 2018 as a salaried GP and became a GP Partner in October 2018</p>
<p>Dr Sarah Messenger <i>Female - GP Partner</i> <i>BSc(Hons), PhD, MBBS, MRCGP</i></p> <p>Dr Messenger joined the practice as a GP Partner in September 2019. Dr Messenger is also training to become a GP trainer.</p>	<p>Dr Karin Hadjoylan <i>Female - GP Partner</i> <i>MD, MRCGP</i></p> <p>Dr Hadjoylan works full time and joined the practice in February 2024. She is qualified to fit and remove contraceptive implants and coils.</p>

The Nursing Team

Our highly qualified nurses deal with a range of conditions. They are experts in many areas of disease management such as diabetes and asthma.

Heather Gillott RGN Advanced Nurse Practitioner & Associate Partner	Jeanette Marshall RGN Practice Nurse	Lynsey Wright RGN Practice Nurse
Laura Smith RGN Practice Nurse	Georgia Westwood RGN Practice Nurse	Jessica Lane RGN Practice Nurse
Clare Bates Phlebotomist/Health Care Assistant	Andrea Brown Phlebotomist/Healthcare Assistant	Hannah Stoner Phlebotomist/Healthcare Assistant

The Admin Team

Our reception staff are here to help you. They book patient appointments and deal with queries. Their job is very demanding so please be patient. If you wish to speak with a receptionist privately, away from the reception area, please ask to do so. All information is treated in strictest confidence.

Melanie Jones Manager	Ruth Administrator	Lesley Administrator	Lynn Administrator	Andrea Administrator
Kathryn Administrator	Sonia Administrator	Amy T Administrator	Lydia Administrator	Leeann Administrator
Lucy Administrator	Amy S Administrator	Karen Administrator	Sarah Administrator	Abbey Administrator
Emily Administrator	Karen Secretary	Louise Health and Wellbeing Coach		
Clare Care Coordinator	Melanie Care Coordinator	Julie Care Coordinator	Holly Care Coordinator	Beth Care Coordinator

Violent Patients – Zero Tolerance

Ashville Medical Practice operates a Zero Tolerance Policy with regards to violence and abuse. We will remove any violent and abusive patients from the list with immediate effect, in order to safeguard practice staff, patients and other persons.

The Police will also be informed.

Anyone who is verbally/physically abusive or uses inappropriate language to a member of staff or the public may be asked to leave and find a new doctor. We will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it.

Patients with Particular Needs

Our surgery is accessible to patients using a wheelchair with disabled toilets available. We have 5 designated parking spaces reserved for patients displaying a disabled sticker.

For patients who do not speak English interpreters can be arranged and need to be booked in advance. Please let us know if you need this service when booking any appointment.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. Please inform Ashville Medical Practice of any changes in details i.e. new address, telephone number or name change. For patients who wish their medical information to be available to another member of their family or their carer, a consent form can be completed and kept on record at the practice.

Access to Information

Medical information will only be given to the patient involved unless written authorisation has been given by the patient to give the information to a representative. Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and if possible, will be anonymised before disclosure.

Confidential and identifiable patient information will not be disclosed without explicit consent unless;

- It is a matter of life and death or serious harm to you or to another individual
- It is overwhelmingly in the public interest to do so
- There is a legal obligation

In all of these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose. All individuals with access to your data have a professional and/or contractual duty of confidentiality.

Patient Rights and Responsibilities

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available. The Practice aims not to discriminate on the grounds of race, gender, age, disability or sexuality.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service e.g. it is your responsibility to ensure that you keep appointments and follow the medical advice given.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally follow a warning that had failed to remedy the situation.

Summary Care Record

This is a system provided by the NHS to assist in patient care. You have the choice to opt out of this service and can complete a form and hand it in to the surgery. For more information see www.nhscarerecords.nhs.uk/summary

National Data Opt Out

NHS Digital has developed a system to support the national data opt-out which will give patients more control over how identifiable health and care information is used. The system will offer patients and the public the opportunity to make an informed choice about whether they wish their personally identifiable data to be used just for their individual care and treatment or also used for research and planning purposes.

Research- *finding ways to improve treatments and identify causes of and cures for illnesses*

Planning- *to improve and enable efficient and safe provision of health and care services*

If patients are happy about sharing their personable identifiable information for research and planning they do not need to do anything.

If patients would like to opt out of sharing their personable identifiable data for research and planning they can either:

Telephone 0300 303 5678

Or manage their choice online at <https://www.nhs.uk/your-nhs-data-matters/>

It will not be possible to set National data opt out preferences via the GP practice.

Complaints/Patient Satisfaction/Suggestions

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily.

Within the practice, we keep to the very strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

A copy of our practice complaints procedure is available at reception.

Patient Participation

We have a patient participation group at the practice who meets every quarter, if you would like to participate in the group, please contact the surgery.

The Practice Area

The practice area is defined in this image.
We cannot accept or retain patients outside this area.

Patients who move to an address outside this area will be asked to find a new GP and will be removed from the practice list.

The practice is contracted to NHS England who holds our PMS contract, and who can also provide details of primary medical services in the area.

The contractors at the practice are Dr DJ Ainsworth, Dr ADF Mills, Dr J Pringle, Dr GPJ Cooke, Dr AB Gibbins, Dr GD Leary, Dr SL Messenger and Dr K Hadjolyan.

NHS England - South Yorkshire and Bassetlaw Area Team

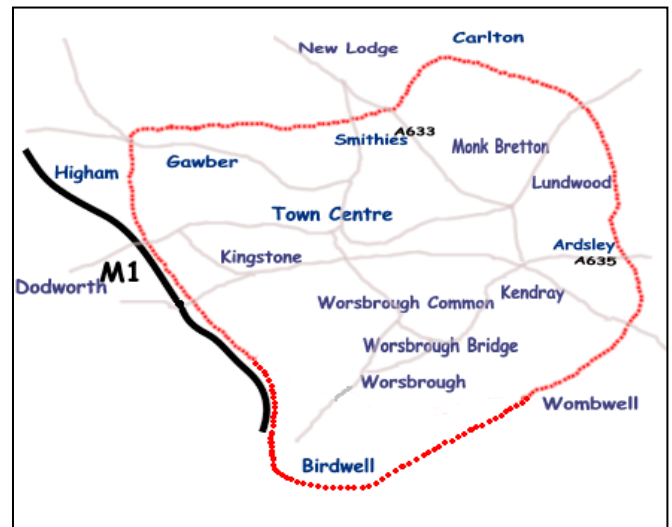
Oak House, Moorhead Way

Bramley

Rotherham

S66 1YY

Telephone: 01709 302000 || Email: england.contactus@nhs.net



Ashville Medical Practice Call Recording Policy

Introduction

This policy outlines the practice's call recording process. The purpose of call recording is to provide a record of incoming and outgoing calls which can:

- Identify practice staff training needs
- Protect practice staff from nuisance or abusive calls
- Establish facts relating to incoming/outgoing calls made (e.g. complaints)
- Identify any issues in practice processes with a view to improving them

Purpose

The purpose of this policy is to ensure that call recording is managed in line with DPA & Data Retention requirements. This will generally involve the recording of telephone conversations which is subject to the Telecommunications Act 1984.

The practice will make every reasonable effort to advise callers that their call may be recorded and for what purpose the recording may be used. This will normally be via a pre-recorded message within the telephone system. The voice file may be stored within the clinical system or within the telephone system to which the same rules of confidentiality will apply.

Where a patient requests to listen to a recording then this should be allowed within the general provision of data subject access under the Data Protection Act 2018.

Scope

This policy applies to all practice staff including any contracted or temporary workers.

All calls via the telephone systems used in the practice will be recorded, including:

- All external incoming calls
- All external outgoing calls made by practice staff
- All internal incoming and outgoing calls made by the practice staff
- Call transfers

Recording will automatically stop when the practice staff member terminates the call.