

Walderslade Surgery

High Croft · Hoyland · Barnsley · S74 9AF

Practice Information Leaflet



Telephone 01226 743221

Fax 01226 352401

Opening Hours

Monday	8.00am – 11.30am	3.30pm – 6.30pm
Tuesday	8.00am – 11.30.am	3.30pm – 6.30pm
Wednesday	8.00am – 11.30am	3.30pm – 6.30pm
Thursday	8.00am – 11.30am	3.30pm – 6.30pm
Friday	7.00am – 11.30am	3.30pm – 6.30pm
Saturday	Closed	
Sunday	Closed	

Extended hours Monday–Thursday

Appointments available up to 7.30pm (by appointment only)

Out of Hours

Outside surgery hours call 01226 743221

(The PCT is responsible for commissioning the out of hours services)



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Practice Team

Practice Doctors

Dr Rebecca J Wastling	Female	MB ChB 1989	MRCGP	DRCOG
Dr Andrea S Ward	Female	MB ChB 1989	MRCGP	DCH
Dr Robert T Farmer	Male	MB ChB 1993	MRCGP	
Dr Peter F Lane	Male	MB ChB 1983	MRCGP	
Dr Jodie Lockwood	Female	MB ChB 2001	MRCGP	
Dr Zia Ibrahim	Male	MB ChB 2001	MRCGP	
Dr George van der Riet	Male	MB ChB 1998		
Dr Roisin Cartwright-Terry	Female	MB ChB 2005	MRCGP	
Dr Rekha Chilukuri	Female	MBBS 1997 (India) M.D 2002 (India)	MRCGP 2010	DRCOG 2011

Practice Staff

Sr Julie Daughtry	Nurse Practitioner
Sr Claire Caine	Practice Nurse
Sr Julie Moran-Healey	Practice Nurse
Sr Claire Boot	Practice Nurse
Miss Debbie Ryan	Healthcare Assistant
Mr Shaun Bradley	Healthcare Assistant
Miss Susan Brook	Healthcare Assistant

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Opening Hours

Reception Opening Hours

8am – 8pm

Appointment Times by arrangement 8.00am - 8.00pm

Monday	8.00am - 11.30am	3.30pm - 8.00pm
Tuesday	8.00am - 11.30am	3.30pm - 8.00pm
Wednesday	8.00am - 11.30am	3.30pm - 8.00pm
Thursday	8.00am - 11.30am	3.30pm - 8.00pm
Friday	7.00am - 11.30am	3.30pm - 6.30pm
Saturday & Sunday	Closed	

Making an Appointment

To make an appointment simply phone the surgery on: **01226 743221** between **8am** and **6.30pm Monday to Friday**. You will be asked if you feel you need to be seen on the same day, and if so we will endeavour to make you an appointment that working day. However you may also book an appointment up to a month in advance, so that if you want to see a specific doctor you are able to do so. Please be prepared to give our staff information that will help them assess the urgency of your request for an appointment/visit/advice and help them make you the most suitable appointment.

Telephone Consultations

Telephone consultations are also available during surgery hours, please ask for a telephone appointment if you feel it is appropriate.

Telephone Consultations/Triage

Unsure whether or not you need to see a doctor at the surgery? Our GPs are available for **telephone triage** each morning from **8.30am to 10am** for advice which might save you a trip to the surgery.

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Booking Online

A selection of appointments are also available for booking online. If you are interested in using this service please ask the receptionist for more details. You will be provided with the appropriate access codes and password after which you may book your appointment online.

Nurse Appointments

Nurse appointments are all bookable in advance.

Home Visits

Home visits are made daily to those patients the doctor feels are too ill or too immobile to come to the surgery. If you require a non urgent home visit please phone before **11.00am**. When requesting a visit be prepared to give the receptionist some information (describe your symptoms) as this will help the doctor to decide whether a home visit is necessary and to establish the urgency of your call. Please remember that the doctor can see several people at the surgery in the time it takes to drive to a patient's home. Also, when visiting people at home, the doctor does not have the facilities which the surgery provides. Nevertheless, home visits are an important part of the health service and you should feel you can ask for a doctor's visit if you feel you need one.

Repeat Prescriptions

Prescriptions for drugs which have been authorised as a repeat prescription by the doctor may be ordered in person by handing in a written request any time during reception hours using the post box in the entrance lobby, by telephone Monday - Friday between the hours of 11am and 6pm, or by post. Please enclose a SAE if you require the prescription posting back to you. **48 working hours** notice is required for the processing of repeat prescriptions.



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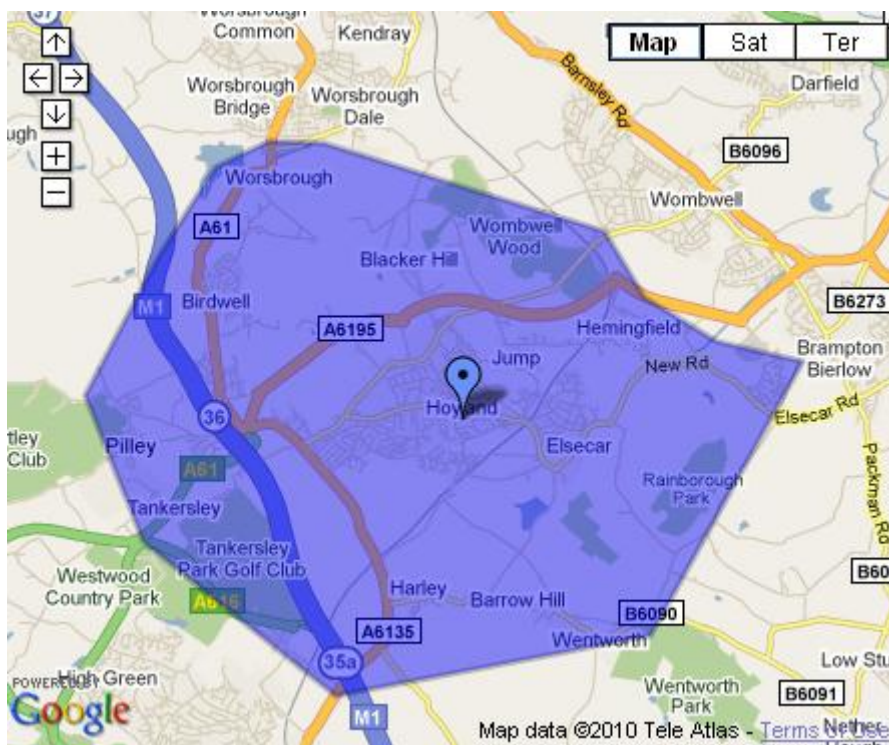
Register With Us

You can register as a patient with the practice either by completing your medical card and handing it in at reception or by requesting a registration application form from reception.

We will ask you to complete a simple questionnaire. This provides us with some important information about your health and helps us with your future medical care. You will be requested to attend a new patient check. These are usually performed by the practice nurse. Please enquire at reception if you require any further information.

Please remember to let us know if you change your address, phone number or other details. It helps if we need to contact you about your health or medication. If you are attending hospital, please also keep the hospital department informed of any changes of address.

The practice catchment area includes the villages of Hoyland, Elsecar, Hoyland Common, Birdwell, Jump, Hemingfield, Tankersley, Pilley, Wentworth and Harley. We also cover part of Wombwell and Worsbrough Bridge.



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Specialist Clinics and Services

Child Health Surveillance	Yes
Contraception/Sexual Health/Family Planning	Yes
Deputising Service	Yes
Dispensary Service	No
Maternity Services	Yes
Home Delivery	No
Hospital Delivery	Yes
IUDs	Yes
Minor Surgery	Yes
Obstetric List	Yes
Cytology/Cervical Screening	Yes
Diabetes	Yes
Asthma/Respiratory	Yes
Coronary Heart Disease	Yes
Mother & Baby	Yes
Ante Natal	Yes
Anti-coagulant clinic	Yes

Patients aged 75+

Patients aged 75 years and over who request a consultation and have not been seen by a clinician in the preceding 12 months, will receive a health check as deemed appropriate by the clinician in the course of the consultation.

Test Results

If a doctor has asked you to make another appointment to review results, please tell the receptionist in order to ensure the results are available for your return appointment. Results will only be given to the patient unless prior written authorisation has been given to disclose to a third party.

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. If you prefer you may discuss your suggestions/comments in private with the Practice Manager.

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Complaints

If you wish to make a complaint please speak to the Practice Manager or the Senior Receptionist in the first instance or for advice on how to make a complaint please speak to the receptionist. The practice complaints procedure is displayed in the waiting area.

Violent and Abusive Patients

The practice will not tolerate violent or abusive behaviour. 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 practice list immediately.

Equal Opportunities

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

Facility Information

Wheelchair access is available to all rooms on the ground floor. A toilet with disabled access is also provided. There is lift access to the second floor.

Public Transport

The practice is situated in Hoyland town centre where there is a regular bus service. There is a bus stop directly in front of the surgery premises.

Parking

There is a car park to the rear of the building.

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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 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.

Access to Information

The practice stores information on computer. Under the Data Protection Act 1998 we are obliged to keep your data confidential. Staff are required to treat your information in the strictest confidence. Failure to do so can result in dismissal

Training

We are an accredited training practice involved in the training of fully qualified doctors who wish to enter General Practice. These GP registrars usually work in the practice for six months and often have particular expertise in another branch of medicine. Their work is supervised by a GP. We also have supervised nursing and medical students at the practice. If you do not wish a medical student to be present during consultation please let us know.

**The practice is contracted to
Barnsley Primary Care Trust
Longfields Court,
Middleswood Way
Wharncliffe Business Park
Carlton, Barnsley
S71 3GN
Tel: 01226 630000**

**Details of primary medical services in the area may be obtained from the PCT
The out of hours service is commissioned by the PCT**

NHS Direct advice

We're here.

Dial 0845 4647

Whenever you need health
advice and information

NHS

NHS Direct. Dial 0845 4647. Whenever y
advice and information.

www.nhsdirect.nhs.uk

www.waldersladesurgery.co.uk

