

MAGNA GROUP PRACTICE

**General Partners in an unlimited partnership are:-
Dr Tariq M. Ahmed, Dr Naheed Nazir Ahmed,
Dr Ashrif Akram and Dr Mohammed Ripon Ahmed**

**Highthorn Road Surgery
Highthorn Road
Kilnhurst
Mexborough
S64 5UT
Telephone 01709 582522
Fax 01709 578691**

**Valley Health Centre
Saville Street
Dalton
Rotherham
S65 3HD
Telephone 01709 851414
Fax 01709 852882**

**Wath Health Centre
35 Church Street
Wath Upon Dearne
Rotherham
S63 7RF
Telephone 01709 873233
Fax 01709 872977**

**Thrybergh Medical Centre
21 Park Lane
Thrybergh
Rotherham
S65 4BT
Telephone: 01709 853873
Fax: 01709 853530**

Website : <http://www.magnagrouppractice.co.uk>

Welcome

The Highthorn Road surgery covers the areas of Kilnhurst and Swinton

The Valley Health Centre covers the areas of Thrybergh, Dalton, East Dene, East Herringthorpe and Eastwood

The Wath Surgery covers the areas of Wath, Brampton and parts of Swinton, Wombwell. Hoyland and Harlington

Thrybergh Medical Centre covers the areas of Thrybergh, Dalton, East Herringthorpe, Ravenfield, Hooton Roberts and parts of Rotherham Town Centre.

This publication advises you of the services that we offer and we suggest that you keep it in a safe place for future reference.

We aim to provide health care in an environment which is clean, comfortable and sensitive to your needs. All information regarding patients is kept confidential. As a team we will always strive to do our best for you but if you find you are not happy with the service please let us know.

It is part of the Department of Health's work to improve services across the NHS by offering more choice to patients about their medical treatment and our practice will actively support this policy for you.

Each surgery provides suitable access for disabled patients.

Magna Group Practice

Partners

Dr Tariq M Ahmed MB ChB
Male Full Time

Dr Naheed Nazir Ahmed MB BS
Female Full Time

Dr Ashrif Akram MB ChB
Male Full Time

Dr Mohammed Ripon Ahmed MB ChB
Male Part Time

Dr Alexandria Jubb MB ChB
Female Part Time

Dr Victoria Bishop MB ChB
Female Part Time

Dr Leonard Jacob MB ChB
Male Part Time

Dr Andrew Fakhry MB ChB
Male Part Time

The partnership operates as a teaching practice and we have a doctor attached to the practice for 6 months as part of their general practice training.

We teach qualified doctors to be G.P.'s as part of their medical training. The Registrars sit in with the General Practitioners and nurses: please say if you do not want a Registrar present at your consultation.

We also employ at various times within the practice an assistant doctor, or locum doctors to cover holidays and sickness.

Patients can express a reasonable preference as to which practitioner they would like to see and the practice will endeavour to comply with any request.

Help us to help you

Once you have made an appointment: keep it or cancel it. The fact that a patient makes an appointment and does not keep it is recorded in our records. As this is such a problem repeat offenders may be removed from the practice list.

Ideally only one problem per appointment. Patients often present with four or five problems in one consultation and this causes considerable inconvenience mainly to other patients whose appointments may be delayed as a result. If you have more than one problem, please ask for more than one appointment slot. Patients under 16 years should usually be accompanied by a parent

Named GP

All Patients at Magna Group Practice have a Named GP they are registered with. All New Patients who join our practice are informed of who their Named GP will be, and this is recorded on the patient's notes.

Freedom of Information

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

Non-NHS/Private Services

Examinations for insurance, employment, driving and legal purposes are not covered by the National Health Service.

The receptionist will advise you if there is a fee when you arrange your appointment.

Clinical Commissioning Group

Certain services not provided by the practice are commissioned by Rotherham CCG at:

NHS Rotherham (CCG)
Oak House
Moorhead Way
Bramley Rotherham
South Yorkshire
S66 1YY
Telephone: (01709) 302000

Zero Tolerance

All the doctors and practice staff are entitled to work in a climate free of intimidation, abuse and threats of violence. All we ask is that you are civil and respectful. Police will be called to any intimidation or violent incident and the patient/patients involved removed from the practice list.

Magna Group Practice SURGERY HOURS

Highthorn Road Surgery

The Highthorn Road Surgery is open from 8.30 a.m. to 6.00 p.m. each day (except Thursday) when we close at 1.00pm. However, please note on Thursday afternoon that enquiries can be made at Valley Health Centre - Dalton which is open until 6.30pm.

Surgeries

Monday	9.00 – 11.30	3.30 - 5.30pm
Tuesday	9.00 – 11.30	3.30 - 5.30pm
Wednesday	9.00 – 11.30	3.30 – 5.30pm
Thursday	8.30 – 11.30	
Friday	9.00 – 11.30	3.30 – 5.30pm

Valley Health Centre

The Health Centre is open from 8.30 a.m. to 6.30 pm each day except Wednesday when we are open for late night surgery until 8.30pm

Surgeries

Monday	9.00 – 11.30	3.30 – 5.30pm
Tuesday	9.00 – 11.30	3.30 – 5.30pm
Wednesday	9.00 – 11.30	3.30 – 5.30pm 6.30 – 8.10pm
Thursday	9.00 – 11.30	
Friday	9.00 – 11.30	3.30 – 5.30pm

Wath Health Centre

The Health Centre is open from 8 am to 6pm Monday to Friday

Surgeries

Monday to Friday 8.45am – 11.15am

Monday to Friday 3.45pm – 6.00pm

Thrybergh Medical Centre

The Medical Centre is open from 8.30am to 6.30pm each day

Monday to Friday

Surgeries

Monday 9.00 - 11.30 3.30 - 4.30pm

Tuesday 9.00 – 11.30 2.30 – 5.30pm

Wednesday 9.00 – 11.30

Thursday 9.00 – 11.30 4.30 – 5.30pm

Friday 9.00 – 11.30

Practice Charter

A PATIENT'S RIGHTS IN THE GENERAL MEDICAL SERVICE

The national Patient's Charter gives you the following rights:

- To be registered with a GP
- To be able to change doctors quickly and easily
- To be offered a health check on joining a doctor's list for the first time
- To receive care at any time through a GP
- To have appropriate drugs and medicines prescribed
- To be referred to a consultant when the GP thinks it is necessary and be referred for a second opinion if you and the GP agree this is desirable
- To have access to your health records, subject to any limitations in law (from 1st November 1991)

- To choose whether or not to take part in any medical research or medical student training
- To be offered a yearly health check if you are over 75 years or over
- To be given detailed information about GP services through the local Medical Directory
- To receive a copy of the practice booklet
- To receive a full and prompt reply to any complaints you make about NHS service

In addition to the rights and responsibilities of patients already stated, it is the patient's responsibility to keep GP, practice nurse, hospital and other NHS appointments.

If you are unable to keep your appointment please cancel it.

New Patients: How to Register

All our surgeries have open lists for new patients to register.

The practice has an open policy for registration subject to its immediate and subsidiary boundaries. At registration we request that you book a consultation for a simple physical check if over the age of 5 years. You will be requested to complete a GMS1 Form and given an appointment for a new patient medical examination. Identity documents required for new patient registrations (2) one photo ID (if possible) also one ID confirming your current address. A urine sample will be requested as part of the new patient medical examination. Please bring a list of medications currently being taken, this is necessary before repeat prescriptions can be issued.

Only once you have attended for your new patient medical will you be registered onto the practice list.

Practice Nurses

Our practice nurses run Diabetic, Asthma and Life Style clinics. They also give travel advice and immunisations and will also arrange hearing tests for under five year olds these are arranged through the Health Visitors.

Other services include maternity medical services: ante- and post-natal care, family planning and contraceptive services as well as cervical smear screening.

Child health surveillance services including immunisations and development.

We also run COPD, Asthma, heart disease clinics and also carry out blood pressure checks.

In addition the practice also undertakes cryotherapy for simple warts & skin tags.

Practice Nurses

Tracey Webb

Tracy Stallebrass

Kathryn Andrews

Claire Billups

Health Care Assistants

Sarah Shanley

Beverley Ayrton

Gulshan Hayat

District Nurses

The District Nurses provide care and advice to patients in their own homes at the request of the hospital or the doctors. They are also available for certain dressings and follow up care.

Home Visits

Home visits are only for those patients who are seriously ill and/or too frail to attend surgery e.g. an elderly housebound patient with no means of transport to the surgery. A short journey in most cases will not make a condition any worse.

If you require a visit, please telephone the surgery before 10.30 a.m. giving full details. This will help the doctor to plan their round of visits, attending to the most urgent ones first. The doctor may phone back and take details of the condition and in some cases provide telephone advice instead of making a visit. Please remember that it is the doctor's decision as to whether a visit will be necessary dependent upon the medical condition of the patient.

Emergency Out of Hours Service

If you require emergency attention outside of surgery hours please telephone:-

Care UK 0333 200 4054 from 6 – 6.30pm and then NHS 111 between 6.30pm and 8.00am. Care UK provide cover then from 8.00 am to 8.30am until the practice opens

Rotherham NHS Walk-in Centre is a new facility commissioned by NHS Rotherham. The Walk in Centre, operated by Care UK, a leading independent provider of health and social care services, is located within Rotherham Community Health Centre, Greasbrough Road, Rotherham, S60 1RY. The centre is open every day from 8am to 9pm, including bank holidays and offers a range of services, including health information, advice and treatment for a range of minor illnesses and injuries.

NHS 111

Is a service that was introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Patient On-Line Access

Would patients please note that you can now book and cancel your appointments and order repeat prescriptions On- Line.

To use Patient Access you will need a Practice ID number and Access ID number which are obtained from the practice, and, in conjunction with a password, will be unique to you.

Patient Access is a secure online service available to Book or cancel your GP appointments and ordering of Repeat Prescriptions:

To register for our online services please contact the surgery. You will need to bring to Reception, photo ID and address verification documents.

You will then be provided with a User name and Password from the practice. **Please contact reception to register for the service**

Repeat Prescriptions

Repeat prescriptions can only be requested if the doctor has given his authorisation for you to do so either in writing or verbally. In most cases, requests for repeat prescriptions should be made in writing as this minimises errors and prevents the telephone lines from being blocked.

With effect from 1.6.2017

We no longer take repeat prescriptions over the telephone, (with the exception of housebound patients).

You can order your repeat prescriptions by post, On-line Access or by posting your request, please tick the items you require on the counterpart right hand side of your prescription and post in the repeat prescription box.

Please Allow 2 Working days for the prescription to be prepared.

E-Referral

For most medical conditions, you can now choose where and when to have your treatment. Pick up a leaflet from the surgery for more information

Other - NHS Services

The following are some of the services provided by the practice which are not covered by the health service and a fee may be charged. Reception will advise you of the current charges or inform you of any other private services not listed below:-

- Pre-employment medicals
- Private medicals
- Insurance reports and claims
- Fitness certificates for driving or travel
- Sports medicals
- Private certificates
- Passport application endorsements.

Details of other Primary Medical Services that are available in the area may be obtained from the **Rotherham NHS based at Oak House, Moorhead Way, Bramley, Rotherham S66 1YY – Tele : 01709 302000**

Community Health Centre Walk In Service is located at Greasbrough Road Rotherham. Telephone: 01709 423000

Ante-Natal Clinic

In conjunction with the doctors the mid-wives run ante-natal clinics as follows:-

Dalton	Tuesdays	12.30 am– 3.00 pm
Dalton	Wednesdays	11.00am – 12.30 pm
Highthorn Road	Thursdays	10.00am – 12.00 pm
Wath	alternate Mondays	9.30am – 11.30am

A doctor is always available should the midwife need to refer a patient to them.

Baby Clinics

Well Baby Clinics are for assessing a baby's growth development and for addressing immunisation issues. Poorly children should be seen by appointment within normal surgery hours and not brought into the well baby clinics as this may put other babies at risk. The Doctors, in conjunction with the nurses, run baby clinics as follows:-

Dalton	Tuesdays	10.45-2.30pm
Highthorn Road	Wednesdays	11.00 am – 12.30 pm
Wath	Monday	10.30 – 11.30 am
Thrybergh	Thursday Morning	

Health Visitors

Health Visitors hold clinics at Kilnhurst Surgery and for Dalton patients at the Foljambe School, Wath – available at Wath Children’s Centre at Wath Victoria School 10.30- 12 noon every Thursday. The Health Visitor and Nursery nurses undertake a variety of work mainly involving children. Their role is to oversee the health and development of children older than 5 years.

Complaints Procedure

We operate a complaints procedure which meets National Health services criteria and we would like to know if any patient has a problem regarding any aspect of the service received from the doctors, nurses or staff. Please ask at reception to discuss any problem with the practice manager. All complaints will be treated without prejudice.

Should your complaint not be resolved at practice level, patients can register their complaint with the NHS England customer contact centre. You can contact them on 0300 311 2233 or email England.contactus@nhs.net with 'For the attention of the complaints manager' in the subject line.

If you wish to raise a concern about health and social care services you feel should be dealt with outside of the practice. Healthwatch Rotherham is commissioned to provide and advise, support, information and [Advocacy](#) service. You can contact them on 01709 717130 or email info@healthwatchrotherham.org.uk

If you still remain dissatisfied after the conclusion of the NHS complaints procedure, you can ask the Parliamentary and Health Service Ombudsman to review your case as the next level.

The Health Service Ombudsman is independent of both Government and the NHS and can be contacted at:

Millbank Tower

London

SW1P 4QP

Telephone: 0345 015 4033.

The Staff

Dalton

Cheryl Ramsey	Practice Manager	Cheryl Ramsey
Diane Lambert	Deputy Practice Manager	Diane Lambert
Julie Maycock	Systems Administrator	Julie Maycock
	Practice Administrator	Isobel Clark
Sonia Wall	Medical Secretary	Sonia Wall
Annette Miree	Senior Receptionist	
Karen Bagnall	Receptionist	Lynda Jaques
Sharon Borrington	Receptionist	Joanne Howard
Haleema Bashir	Receptionist	Julie McShane
Sharon Cant	Receptionist	

Highthorn

Wath

Cheryl Ramsey	Practice Manager	Cheryl Ramsey
Diane Lambert	Deputy Practice Manager	Diane Lambert
Louise Ward	Data Clerk	
Christine Atkinson	Receptionist	Sharon Lidster
Alison Wilson	Receptionist	Debra Chapman
Karen Compai	Receptionist	

Thrybergh

The Family Medicine Chest

Paracetamol Tablets

Paracetamol Mixture

For relief of pain or fever in young children.

Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

Vapour rub

Useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

Antiseptic Solution

One teaspoon diluted in warm water for cleaning cuts and grazes

Antiseptic Cream

For treating septic spots, sores in the nose and grazes

Calamine Lotion

For dabbing (not rubbing) on insect bites, stings and sunburn

Dressing Strips

For minor cuts

3" Wide Crepe Bandage

To keep dressings in place. To support sprained or bruised joints.

Cotton Wool

For cleaning cuts and grazes

Thermometer

For fevers

Tweezers

For removing splinters

Remember that the local chemist can give you advice about medicines

TRAVEL ADVICE

Before you go

Well before travelling abroad, check with your travel agent or the tourist office/embassy of the country you intend to visit on any special precautions you may need to take.

At least two months before departure, discuss any vaccination requirements with our Practice Nurse.

Pack a small first aid kit containing: adhesive dressing, insect repellent, antiseptic cream and water purification tablets.

When Abroad

Check on the quality of drinking water. If in doubt, either drink only bottled water or use water purification tablets. Avoid ice in drinks as this may very well have been made from suspect water.

Raw vegetables, salads and fresh fruit should be carefully washed in clean water. If in doubt, stick to freshly cooked food.

Beware of the sun! Use a high factor sunscreen particularly in the first few days of exposure. Children in particular should be monitored closely in this respect.

In hot climates drink plenty of non-alcoholic drinks. If you are not passing water regularly, you are not drinking enough.

On Your Return

If you fall ill, don't forget to tell your doctor that you have travelled abroad.

If you have received treatment abroad, tell your own doctor on your return. When donating blood, tell the transfusion staff which countries you have visited.