

MAGNA GROUP PRACTICE

GENERAL PARTNERS IN AN UNLIMITED PARTNERSHIP

ARE:-

**DR TARIQ M. AHMED, DR NAHEED NAZIR AHMED,
DR ASHRIF AKRAM, DR MOHAMMED RIPON AHMED
AND DR PRABHU SHANMUGAM**

Highthorn Road Surgery
Highthorn Road
Kilnhurst
Mexborough
S64 5UT
Telephone 01709 582522

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

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

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

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

Welcome

The Highthorn Road surgery covers the areas of
Kilnhurst and Swinton

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

The Wath Surgery covers the areas of Wath and Swinton

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 Part Time

Dr Naheed Nazir Ahmed MB BS

Female Part Time

Dr Ashrif Akram MB ChB

Male Full Time

Dr Mohammed Ripon Ahmed MB ChB

Male Part Time

Dr Prabhu Shanmugam MB BS

Male Part Time

Dr Alexandra Jubb MB ChB

Female Part Time

Dr Victoria Key MB ChB

Female Part Time

Dr Leonard Jacob MB ChB

Male Part Time

Dr Andrew Fakhry MB ChB

Male Part Time

Dr Anisa Haddad BSc MB ChB MRCGP
Female Part Time

Dr Rumi Begum MB ChB BSc
Female 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 OPENING HOURS

Highthorn Road Surgery

The Highthorn Road Surgery is open from 8.00 a.m. to 6.00 p.m. each day (except Thursday) when we close at 1.00pm.

However, please note on Thursday afternoons that enquiries can be made at Valley Health Centre - Dalton which is open until 6.30pm.

Valley Health Centre

Valley Health Centre is open from 8.00 a.m. to 6.30 pm each day

Wednesdays we have our late night surgery when we are open until 8.30pm.

Wath Health Centre

Wath Health Centre is open from 8.00 am to 6.00pm each day.

Thrybergh Medical Centre

Thrybergh Medical Centre is open from 8.00am to 6.00pm each day

MAGNA GROUP PRACTICE

Thursday Afternoon closures

Like all surgeries in Rotherham we are involved in the Rotherham Wide Training Events.

These are held every month on a Thursday afternoon. We close our surgery from 12 noon to allow all our staff and doctors to attend.

The Thursdays we are closed (from 12 noon)
are:

Thursday 10th January 2019

Thursday 14th February 2019

Thursday 14th March 2019

Thursday 11th April 2019

Thursday 16th May 2019

Thursday 20st June 2019

Thursday 11th July 2019

Thursday 15th August 2019

Thursday 19th September 2019

Thursday 10th October 2019

Thursday 14th November 2019

Thursday 12th December 2019

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 Watson
Tracy Stallebrass
Claire Billups
Diane Woodward

Health Care Assistants

Sarah Shanley
Beverley Ayrton
Gulshan Hayat
Samantha Smith

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 your usual surgery number and you will be redirected to the out of hours service.

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.

Rotherham Urgent and Emergency Care Centre.

The Urgent and Emergency Care Centre is open 24 hours a day, 7 days a week and located at:

Rotherham Hospital

Moorgate Road

Rotherham

S60 2UD

For general enquiries please call The Rotherham NHS Foundation Trust switchboard on 01709 820000

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 01/06/2018

We now have a dedicated phone line for repeat prescriptions, telephone number is 01709 859575

Also, 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**

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
Highthorn Road	: Tuesdays	9.00am – 4.00 pm
Wath	alternate Mondays	9.30am – 11.30am

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	10.45-12.30pm
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.

Hub Appointments

Monday 6.30pm- 8.30pm at Highthorn Road

Wednesday 6.30pm- 8.30pm at Highthorn Road

Saturday 8.00am-12.00pm at Valley Health Centre

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, you may be asked to put your complaint in writing. 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

Cheryl Ramsey	Practice Manager
Angela Madden	Deputy Practice Manager
Diane Lambert	Deputy Practice Manager

Dalton

Annette Miree	Senior Receptionist
Karen Bagnall	Receptionist
Sharon Borrington	Receptionist
Tracey Cheshire	Receptionist
Marcia Griffin	Receptionist
Margaret Barrett	Records Summariser
Janet Pepper	Administration
Deborah Calleja	Administration
Nicola Laycock	Administration

Highthorn

Julie Maycock	Systems Administrator
Sonia Wall	Medical Secretary
Lynda Jaques	Receptionist
Kelly Gash	Receptionist
Kathy Russ	Receptionist
Sharon Cant	Administration
Alison Bamforth	Administration

Wath

Louise Ward	Medical Secretary
Alison Wilson	Medical Record Summariser
Karen Compai	Receptionist
Matthew Thompson	Receptionist

Thrybergh

Lisa Fox

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.