



# Magna Group Practice

## *Getting an appointment*

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- The content of this newsletter has been devised following collaboration between the practice and members of the Patient Participation Group

Getting appointments at the right time is still an issue for patients. The practice recently surveyed it's patients to establish when they would most like appointments and the findings were that most people preferred appointments in the middle of the day: a small percentage favoured appointments before 9.30 and the practice is reviewing it's policy in this respect.

Please be aware that patients can book appointments at all 3 surgeries within the Group i.e Kilnhurst, Wath and Dalton where there are capacity is-

sues.

Please phone 01709 582522 for Kilnhurst and 01709 851414 for Dalton and 01709 873233 for Wath

- An evening surgery is held at Dalton Health Centre between 6.30 and 7.40p.m on a Wednesday

- When booking for non-urgent conditions please book ahead.

- An SMS messaging service confirming your appointments is now available – please update the surgery with your up to date mobile telephone number so that you can receive

messages

Please note that one appointment is for one condition – if you have more than one problem please book a double slot

## *Patient Participation Group*

The practice continues to liaise with the Patient Participation Group and receives valuable feedback from it's members. The Group meets to discuss suggestions that patients may have

regarding surgery services. We try to make the group as representative of the total practice population as a whole and should you wish to get involved please contact the

Practice Manager : Steve Hindle on 0845 1220439(Kilnhurst Surgery) or 01709 851414 (Dalton Health Centre)

We particularly need more patients from Dalton and Wath

## *Long Term Case Management*



*Long Term  
Case Manage-  
ment*

A new initiative was rolled out last year to help improve the health of people with long term conditions that are at risk of regular admission to hospital. This will hopefully help patients to manage their conditions at home with the help of their local GP

A lot of patients have already been seen which entails an in-depth review initially and regular follow up reviews through out the year.

Patients are provided with a File to keep at home which details their medical history, medications and action plans for use by

other health and support workers.

## *Clinics Available*

**Specialist  
Clinics  
available**

**Mondays** at Dalton 2—5pm—Health Trainers

**Tuesdays** at Kilnhurst  
Counselling 10am to 4pm  
Mental Health Counselling 1pm—5pm  
Further Counselling 10—12am

**Wednesdays** at Kilnhurst  
Health Trainer 1.30—4.30pm  
Drug Rehab Clinic 1.30—3.30pm  
Diabetes Specialist Nurse 1.30—4.45pm every other week

**Thursday** at Dalton

Counselling 8.30—1pm

**Friday** at Kilnhurst

Physiotherapy 12—6pm

Dietitian 9—12am

Mental Health Counselling at Dalton 9.30—1pm

Counselling at Dalton 1.30—4.30pm

## *Health Trainers*

### Health Trainers

**Health Trainers help adults in Rotherham make healthy lifestyle changes. The service is free and confidential. Please see above for dates and times**

### **Changes we can help you make**

improving your diet and weight management

increasing your activity levels

reducing stress

stopping smoking

### **What we offer you**

One-to-one sessions

Help you decide what goals are important to you



*Health Trainers*

## Getting an Appointment 2

The practice operates a three tier appointment policy:-

Open appointments which are always available and can be booked anytime if available—ideal for review appointments

Book on the Day appointments are only released on the Day and are not designed for

routine appointments

A small number of emergency appointments are available each day for chronic conditions that may need very urgent attention

Every endeavour is made to meet our patients needs but please be aware that should you need to attend the

doctor or nurse for a review then this should be booked in advance and this helps us to satisfy patients who might have a more immediate need.

The balance of Book on the Day appointments against open slots is being constantly reviewed and we will keep you updated on this item



*Book on the Day  
Emergency  
Routine*

## Other NHS Health Services which might meet your needs

Routine health issues should be dealt with by your GP : however, should you have an urgent need for specialist intervention because of a life threatening condition then please attend Accident and Emergency at the Hospital

The Walk In Centre on Greasborough Road Rotherham is available for General Practice “type” intervention when the practice is closed i.e. in the evenings or at week-ends

Tele : 01709 423000

Alternatively NHS Direct is a 24 hour helpline. The helpline is run by nurses who give telephone advice and health information. The telephone number is:-

**NHS Direct  
0845 4647**

**Other outlets  
providing  
NHS health  
services**

## What does a Counsellor Do?

### Counsellors

#### **Psychological Wellbeing Practitioners**

These professionals provide time limited guided self help for people with mild to moderate anxiety disorders, stress or depression

based on a cognitive behavioral model

**Mental Health Practitioners** These have a professional background such as nursing or occupational therapy. They provide time limited support for people

with moderate to severe anxiety disorders, depression or stress based on a cognitive behavioral model. They can also provide help/ education around medi



*Health Counselling*

## Magna Group Practice

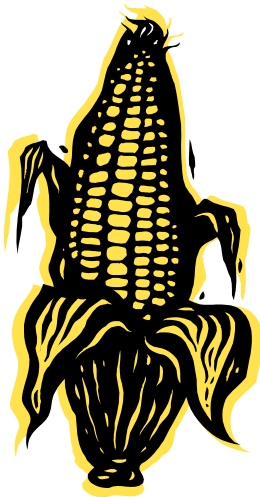
*Dr T M Ahmed and Dr N Nazir  
With Dr A Akram, Dr A Jubb and Dr  
H Raha*

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*Highthorn Road Surgery 01709 582522  
Dalton Health Centre 01709 851414  
Wath Health Centre 01709 873233*

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Should you have any topics that you feel the Patient Participation Group could discuss or should you be interested in getting involved in the Group please contact Steve Hindle : Practice Manager on 01709 582522 or 01709 851414



*Privacy and Confidentiality*

### *Privacy and Confidentiality*

*The members of our Patient Participation Group identified that privacy was sometimes an issue when discussing your health needs at the reception counter.*

*This issue is not as prevalent at our Wath and Dalton Health Centres where glass screens are in place and you are not speaking to the reception team in front of people sat in the waiting room.*

*The issue is mainly at our open plan waiting room at Kilnhurst.*

*The survey found that 4.45% of respondents were worried that their conversations could be overheard.*

*Not a high figure but nevertheless the Practice wants our patients to feel that their health issues are dealt with discreetly.*

*Various options were mentioned to remedy this problem:*

*A notice asking patients to respect peoples privacy by standing back from the counter*

*A notice advertising the fact that there is a more confidential area available if patients would want to use this area for more privacy.*

*The practice is to implement these remedies but would all patients please respect other*

*Patients privacy when waiting at the reception counter*

*Thank You*