

# PRACTICE CHARTER AND INFORMATION LEAFLET

DR A MUNZAR: MBBSMRCPDFFPJCTGP  
MRCGP Part 1 Substance Misuse

MONK BRETTON HEALTH CENTRE  
HIGH STREET  
BARNSELY  
S71 2EQ

General Enquiries and Appointments 01226 771707  
8.00am to 6.00pm

Home Visits (Ring before 10.30am) 01226 771707

Repeat Prescriptions Monday - Friday 01226 779875  
10.30am to 5.00 pm  
Closed Bank Holidays

Out of Hours Emergencies 01226 771707

Website: [www.drmunzarsurgery.nhs.uk/](http://www.drmunzarsurgery.nhs.uk/)

Office Hours: Monday to Friday 8.00am to 6.00pm  
Surgery closed at weekends and Bank Holidays

## Surgery Hours: By Appointment

|           |                 |                |
|-----------|-----------------|----------------|
| Monday    | 9.00 to 11.30am | 3.20 to 5.30pm |
| Tuesday   | 9.00 to 11.30am | 3.20 to 5.30pm |
| Wednesday | 9.00 to 11.30am | No GP surgery  |
| Thursday  | 9.00 to 11.30am | 3.20 to 5.30pm |
| Friday    | 9.00 to 11.30am | 3.20 to 5.30pm |

# **WELCOME TO THE PRACTICE**

**This is your Practice Information Leaflet and our Practice Charter.**

**Please keep it in a safe place to refer to when necessary.**

## **Primary Health Care Team**

Services provided by Dr Munzar include full General Medical Services, Maternity, Contraceptive, Cervical Screening, Child Health Surveillance, Travel Immunisations and Medical Reports and Examinations

The Practice Team consists of a GP, Practice Nurse, Practice Manager, Two Administration Staff and one Receptionist plus attached Community staff, Care Co-Ordinator, District Nurses, Midwife, Health Visitors, Nursery Nurse, School Health Advisor, Community Psychiatric Nurse, Substance Misuse. See attached list of the current Primary Health Care Team members.

This team supports the doctors in the provision of the best possible health care for the patients in the Practice area, offering treatment, care, advice, counselling and administering the needs of the Practice. Doctors and Nurses may be contacted by telephone but are not always available to speak to callers at the time. Messages will be relayed and the clinician will return the call as necessary.

## **Patient Registration**

To register with the Practice you should live within the Practice's designated area and complete a Registration Form (obtainable from the Practice or on line) together with a health declaration form. The health declaration form enables the Practice to have some knowledge of your health status prior to receiving your personal medical records. A preliminary health check appointment is made with the Practice Nurse when you are required to bring a urine sample and your current medication.

## **Practice Area**

The present practice area is detailed at the end of this leaflet. This will be reviewed from time to time.

The Practice has facilities for Disabled patients there is wheelchair access and a disabled toilet in the Health Centre

## **Computerisation**

The Practice is computerised as an aid to the provision of a speedy, efficient service and is registered under the Data Protection Act. Each patient is allocated a personal computer number, unique to themselves which should be used when contacting the surgery.

It is the responsibility of the patient to ensure that any consent to the release of their medical record to a third party is fully explained to them by the third party prior to the request being made to the Practice. Please be aware that these requests are usually for the full patient record. We will not release your information without your written consent.

## **Out of Hours Emergencies**

For serious, sudden or severe conditions which may require a home visit when the surgery is closed our telephone is diverted to out of hours I heart Barnsley.

## **Home Visits**

If you are too ill or infirm to attend the surgery a home visit may be requested. Please telephone on **771707 before 10.30am** where possible, giving details of the problem to enable the doctor to assess the urgency of the visit. The doctor is available for emergencies during normal office hours on the above number. It is possible at busy times that the Practice Nurse may contact you to assess priority or need for a visit.

## **Test Results**

To allow the Doctor time to check the results of any tests that may have been requested for you please ring the surgery between **1.30 pm and 4.00 pm Monday to Friday** wherever possible.

**To ensure confidentiality results will not be given to a third party without your prior written consent**

## **Repeat Prescriptions**

A repeat prescription system is used by the Doctor as appropriate. You will be provided with a list of the medication you may re-order without seeing the doctor. You will be asked to see the doctor in order to review your medication every 6 to 12 months. When requesting a repeat prescriptions please have your computer number and your medication list (attached to your prescription) ready so that you can give the Practice the full details. You may order a repeat prescription by:

**Phone: 01226 779875 Monday to Friday 10.30 am to 5.00 pm  
(except Bank Holidays)**

**Post: Enclosing full details of the medication required together  
with a stamped addressed envelope**

**Access via the Practice Website: This is a limited service, ask for details at Reception**

**Call in to the surgery - providing full details of the medication required**

**Prescriptions will be ready for collection 48 hours after request excluding weekends and bank holidays.**

Pharmacies in the area provide a collection and delivery service and it is your responsibility to order your prescription from the surgery and then contact your preferred Pharmacy for collection and delivery.

## **Change of Name, Address or Phone Number**

If you change your name, address or telephone number please notify us immediately to enable us to keep your medical records up to date. It may be necessary for us to contact you urgently and this may not be possible if your registration details are not updated. If you are attending the hospital please ensure that you also inform them of your changed details.

## **Surgery Sessions**

### **Doctor:**

Morning surgery is **9.00 to 11.30am** Monday to Friday except Bank Holidays by appointment only

Evening surgery is **3.20pm to 5.30pm** Monday to Friday by appointment only.

(Except Wed evening – no surgery)

**Please be aware that appointment slots are timed at 10 minute intervals. It would be appreciated if patients could restrict their consultation discussion to one problem per 10 minute appointment time where possible.** Should it be necessary to discuss several problems please consider other patients who are also waiting to see the doctor and book a double appointment.

## **Practice Nurse**

By appointment only

### **Services provided by the Practice Nurse**

|                        |                     |                           |
|------------------------|---------------------|---------------------------|
| Asthma                 | Blood Pressure      | Blood Tests               |
| Breast Awareness       | Care of the Elderly | Chronic Chest Diseases    |
| Coronary Heart Disease | Diabetes            | General Health Care       |
| Smears                 |                     | Travel      Immunisations |
| Weight Problems        | Well Man Advice     | Well Woman Advice         |
| Baby vaccinations      |                     |                           |

## **Ante Natal Clinic**

Our Ante Natal clinic is held by our community Midwife.

## **Contraceptive Service**

Contraceptive advice is available from either the Doctor or the Practice Nurse including the provision of condoms.

Emergency contraception is available on request from the Doctor for women up to 72 hours after unprotected intercourse.

## **Community Services**

District Nurses and Midwives are available at the relevant clinics held in the Practice and visit patients in the Practice area to offer treatment, care and advice on various aspects of family health. Health visitors clinics are held locally and contact details can be obtained from the practice.

A Community District Nursing Clinic is held in the Health Centre - Monday to Friday by appointment only.

|                            |                          |                      |
|----------------------------|--------------------------|----------------------|
| Contact Telephone Numbers: | District Nursing Service | <b>01226 644575</b>  |
|                            | Health Visitors          | <b>0800 612 6221</b> |
|                            | Midwives office          | <b>01226 435369</b>  |

## **Future Developments**

In order to provide ongoing high standards of patient care, the Practice Team is always looking to developing the services available to patients and the premises from which these services are provided

The practice is a partner in the shared care substance and alcohol misuse service, an advisor holds clinics in the practice.

## **Complaints or Suggestions**

There is in operation a Practice Complaints Procedure which is part of the NHS system for dealing with complaints. If you are dissatisfied with any aspects of the Practice please put your grievance in writing to the Practice Manager. Our aim is to give the highest possible standard of service and we try to deal quickly with any problems that may arise. Complaints made by relatives of a patient must be backed by the written consent of the patient.

Should you have any suggestions that may help us to improve our service in any way the Practice Manager will be pleased to hear of them.

**Please be aware that the practice operates a two-way policy. We ask that you treat the Doctors and all Practice Staff with the same courtesy and respect with which we treat you**

## **Patient Experience**

We will on an annual basis undertake a Practice Survey in which we will ask you to take part. This will give us the opportunity to assess how we are progressing as a Practice with regard to your needs.

We intend to set up a Practice Patient Group to assist us in the development of the services we provide to the Practice Community. If you are interested in becoming a committed member of this group please contact the Practice Manager.

## **Violence and Aggression**

The Practice values its staff, therefore abusive language and violent and aggressive behaviour by patients, relatives or their representatives will not be tolerated. Anyone behaving in such a manner will be asked to leave the premises and this could result in removal from the Practice List.

## **Discrimination**

It is not the policy of the Practice to discriminate against any person on the grounds of age, gender, disability, race or sexuality.

## **Health Care for the House Bound**

The Practice provides a service to those who are unable to attend the surgery in conjunction with the District Nursing Service and Health Visitors. Regular health checks will be made by these teams liaising with the GP.

## **General**

Useful telephone numbers

Barnsley District General Hospital 01226 730000

**Out of hours I heart Barnsley 01226 242419**

## **Practice Area for new patient registrations**

**Monk Bretton, Cudworth, Carlton, Lundwood, Cundy Cross, Smithies, Athersley, and Royston**

# **.OUR PRACTICE CHARTER**

All members of the Primary Health Care Team are committed to achieving high quality services for you, our patients.

We will do everything we can to keep you healthy, treat you as an individual and make every effort to respect your personal beliefs. We will also ensure that you have easy access to the services you use and that you understand the care and treatment we offer.

In return for these standards we ask that you take responsibility for your side of the bargain.

## **OUR RESPONSIBILITY TO YOU**

You will be treated as an individual and will be given courtesy and respect at all times

We will try to answer the telephone promptly and courteously to deal with your request

You will be visited at home if you are too ill or infirm to attend surgery

We will visit you outside normal surgery hours for emergencies only

We will offer advice and information about how you can promote good health and avoid illness

## **YOUR RESPONSIBILITY TO US**

We ask that you treat the doctor and all Practice Staff with the same courtesy and respect

Please try to call outside of peak surgery times for non-urgent requests. Telephone lines are generally quieter in the afternoon

Please remember that the doctor may not always be available due to holidays, study days etc in which case a locum doctor will provide cover

Facilities for examination and treatment are better at the surgery. The less time the Doctor or Nurse spends travelling, the more time there is available for patients. Please don't ask for a home visit unless it is strictly necessary.

Please do not call out of hours except in real cases of emergency. Wherever possible it is best to wait for the next surgery. Please remember the Doctor on call will have paid the Deputising Service to visit you.

You are responsible for your own health care and that of your children and should take appropriate action and advice

Repeat prescriptions may be requested by phone Monday to Friday

We will explain the likely effects of any drugs and review your long term medical needs

Your consent will be sought before proceeding with any stage of treatment

We will advise you about how and when to obtain results of tests or x-rays you have undergone

You have the right to ask for a second opinion

You have the right to see your written medical records compiled after November 1991 and may see a copy of your computerised record. (a fee will be charged for this) The contents of your records will be treated as confidential

We will not give out your details to a third party without your consent

We will maintain accurate medical records

The Practice may have medical or nursing students attached. You will be advised if they are sitting in during your consultation

We will inform you about how you can make suggestions and complaints about the services we offer

We have the right to remove patients from our list if they repeatedly and persistently ignore their responsibilities to us and other patients or threaten violence to any member of staff

Please keep a close watch on your medication and request a repeat prescription in good time

Discontinued or unused medication should be returned for safe disposal. Medication prescribed for you should not be offered to or taken by anyone else

Please try not to call during peak surgery hours

Please remember to tell us if you change your name, address and telephone number

Please let us know if you are not happy about this

Please read the details set out earlier in this leaflet. Suggestions for improving our services will gladly be received

If you are seriously unhappy with us or the services we provide, you have the right at any time to leave our list and register with another practice