

VICTORIA MEDICAL CENTRE

PATIENT INFORMATION LEAFLET

Welcome to Victoria Medical Centre, thank you for choosing to register at our practice. Our practice list currently holds over 11,500 patients and is growing by the day!

Our registration process can take up to 5 working days, we ask when filling out the registration forms you take your time as all information is required to make your registration process as smooth as possible. If any information is missing this can affect your registration being processed. Please let the patient co-ordinator aware if you require any assistance with your registration documents.

Once registered our services and appointments will become available for you to book.

APPOINTMENTS

ROUTINE GP / ACP APPOINTMENTS

All appointments with the GP or ACP are triaged by a clinician. If you need a routine appointment, please visit the triage link <https://florey accurx.com/p/C85033/> and select "I want help for a medical issue". You will be asked a series of questions, and a clinician will review the information provided and send you the most appropriate booking link. If your query can be dealt with without an appointment the clinician will do so.

URGENT SAME DAY APPOINTMENTS

If you feel your problem is urgent and can't wait until the next routine appointment, you will need to contact the surgery between 08:00 - 08:45 to request a same day urgent appointment. All requests for same day urgent appointments will be triaged by a clinician.

PRACTICE NURSE / HCA / PHELEBOTOMY APPOINTMENTS

Appointments with the Practice Nurses and HCAs are mostly face to face and can be booked at reception or over the telephone. These appointments cannot be booked online. Phlebotomy appointments are offered on specific days and must be pre-booked.

If you require an Interpreter or any other communication needs for your appointment this can be organised for all appointments at Victoria Medical Centre. Please make the patient co-ordinator aware if these are required. We will also add this to your record, so we are aware for future appointments.

SERVICES

- Childhood Immunisations
- Maternity Services
- Chronic Disease management
- INR
- Phlebotomy
- Travel advice / immunisations
- Women's Health
- Drug and alcohol advice
- Health & wellbeing coaching
- Learning disability health check
- Family Planning
- Smoking cessation clinics
- Minor Surgery
- Joint Injections
- First contact physio
- 24-hour BP monitoring
- Spirometry & FENO testing

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PRESCRIPTIONS

We require 48 hours' notice for all prescriptions. If you are on repeat medication, you can order this online, over the telephone or by filling out your prescription and placing it in the box in the reception foyer or the box on the gate if we are closed. You can request acute medication over the telephone or at reception. Acute medication will be at the GP's discretion, and you may require an appointment before it can be issued.

All patients on repeat medication will require a 6 monthly or annual review, you will be contacted via letter when this is due with instructions of what appointment is required and who with. It is the patient's responsibility to book this appointment.

FIT NOTES AND PRIVATE WORK

All requests for Fit Notes will be assessed by the GP or ANP. You will usually need an appointment with the GP or ANP so they can assess your fitness to work. Fit notes cannot be post-dated but can overlap. Once your fit note expires you can return to work without the need for a return to work note from the GP or ANP. If you feel you need your note extending, please contact us to discuss this as you may not need a further appointment.

Private work is work that is not an expectation of the NHS to carry out, such as insurance reports, supporting letters, medical forms etc. These are all chargeable and will take longer to complete as NHS work will be prioritised. All private work requests can take up 28 working days to be completed. Please note we do not complete passport forms or any form of identity check. All forms are accepted at the GP's discretion. We accept cash only for payments.

HOUSEBOUND AND CARE HOME PATIENTS

If you are housebound or become housebound, please let us know as soon as possible. If you feel you need to see a GP, please contact the surgery on 01226 282758 and inform the patient co-ordinator. They will add you to the home visit list. Occasionally we may ask Barnsley Healthcare Federation to add you to their home visit list who will decide if the visit is appropriate and visit you that day. Most visits will receive a phone call prior to the GP attending.

We offer all housebound and care home patients annual flu vaccinations at home; the Practice Nurse will come out to do these during flu season.

If a patient moves into a care home within our practice boundary you need to complete a registration form as soon as possible.

GDPR / PRIVACY NOTICE

A Copy of our privacy notice is available from reception. Please ask a patient co-ordinator for a copy if you would like one.

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PRACTICE TEAM

Clinical Partners

Dr M T Smith
Dr M Mufalil

Salaried GPs

Dr N Wren
Dr V Goncharova
Dr R Ball
Dr R Rutter

Advanced Clinical Practitioners

Gemma Lacy
Claire Firth
Louise Deakin
Catherine Fitzpatrick
Jessica Marchant

Practice Nurse Team

Melissa Lumby – Lead Nurse
Rachael Southam
Michelle Wilson

Healthcare Assistants

Beverly Grimshaw
Zoe Mansell

Phlebotomist

Janet Smith

Practice Manager / Non-Clinical Partner

Alice Vickers

Deputy Practice Manager

Laura Brooks

Administration Team

Patient Co-ordinators x7

Secretaries x3

Document Management Clerks x2

Prescription Clerks x2

Domestics x2

Care Co-ordinator

Brooke Newman

Health & Wellbeing Coach

Simeon Blackett

First Contact Physio

Jack Gerachty

ZERO TOLERANCE POLICY

Victoria Medical Centre operates a strict zero tolerance policy. For the practice to maintain good relations with their patients the practice asks all patients to read and take note of types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards any member of the practice team or other patients, such as pushing or shoving.
- Threats of violence towards any member of the practice team or other patients.
- Verbal abuse towards the staff in any form including verbally insulting the staff.
- Racial abuse and sexual harassment will not be tolerated within this practice.
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible, and explanations given when they cannot.
- Causing damage/stealing from the Practice's premises, staff, or patients
- Obtaining drugs and/or medical services fraudulently.

Failure to comply with the above may result in you being removed from the practice list and advised to seek alternative arrangements for your medical care.

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COMPLAINTS

If you feel you need to complain about the service, please ask for a complaint form from Reception.

You can contact us by telephone and speak to a patient co-ordinator who can write the complaint on your behalf if attending surgery is not possible for you.

You can send your complaint in writing addressed to the Practice Manager.

All complaints are taken seriously and dealt with appropriately. If you would like a copy of our complaints procedure, please ask at reception.

CONTACT DETAILS

Address

Victoria Medical Centre
7 Victoria Crescent West
Barnsley
South Yorkshire
S752AE

Telephone

01226 282758

Opening Hours

Monday – Friday 08:00am – 18:30pm.
Closed weekends and public holidays.

Website

www.victoriamedicalcentre.org

Facebook

VictoriaMedicalCentre



SAFE SURGERIES



**Armed Forces veteran
friendly accredited
GP practice**