

DR G. C. AVERY, DR S. E. AVERY & ANP BEN SCOTT
BLYTH ROAD MEDICAL CENTRE
8 BLYTH ROAD
MALTBY
ROTHERHAM S66 8JD
TEL: 01709 812827



PRACTICE LEAFLET

THE PRACTICE IS REGISTERED UNDER THE DATA PROTECTION ACT
THE PRACTICE IS REGISTERED WITH THE CARE QUALITY COMMISSIONER

Appointments

Please call Blyth road on **01709 812827**. Phone lines are open at 08:00 or alternatively use the Rotherham health app.

To request an urgent on the day appointment please call between 8 and 11am that day.

Your problem will be assessed by our team and processed. However there is no guarantee that this will result in a same day appointment.

- If it's a routine appointment you require then please call after 11am
- For Home visit requests please call before 10:30am
- For results, please call after 11am or use the online access to your medical records facility

Please remember that appointment times are limited to 10 minutes. If you have complex problems that needs more time or have more than one problem, then please book a double appointment. This will help the surgery run to time and prevent both yourself and others having to wait unnecessarily.

Ordering repeat prescriptions

We please ask that you do not call up the surgery to request a prescription. There are several ways you can request a prescription:

1. Via the Rotherham health app, NHS app or SystmOnline app
 2. By dropping your repeat slip into the box in Reception
- If you would like to order via the Rotherham health app please download using the link below <https://rotherhamhealthapp.com/splash>
 - If you would like to order via the SystemOnline app then please download using the link below <https://systmonline.tpp-uk.com/>

Meet the team

Partners at Blyth Road:

- Dr Geoffrey C Avery MBChB– joined the practice in 1992. He was born in Leicester and studied medicine in Sheffield, qualifying in 1987.
- Dr Sarah E Avery MBChB Hons- Joined in 2020. Born in Rotherham and studied medicine in Manchester.

- Mr Benjamin Scott- Advanced Nurse Practitioner (ANP) Ben Scott joined in 2020. Benjamin is an experienced Advanced Nurse Practitioner, and ex clinical director of the Doncaster South Primary Care Network.

Practice Team

Practice Manager - Katie Turner

Finance/Assistant Manager – Helen Avery

Practice Secretary – Kelsey Lees

Practice Data Administrators – Debra Woodruff & Sarah Hinchcliffe

Admin Assistant – Elaine Turner

Care Coordinator – Jane Tonks

Receptionists - Jo, Kelsey, Marie, Chloe, Gillian and Lisa (Senior Receptionist)

GPs – Dr G. C. Avery & Dr S. E. Avery

Advanced Clinical Practitioner – Mandy Bunclark, Ben Scott, Rachel England-Frost & Wendy Rogers

Nursing Team

Practice Nurses - Sue Scott & Crystal Bishop

Nurse Associates –

Health Care Assistants – Louise Walker & Bethanie Powell

Phlebotomist – Lisa Treloar

Clinics held at the surgery

Blood pressure, Diabetes, Heart Disease, Chronic Obstructive Airways Disease, Ear Care, Minor Surgery, Travel Vaccinations, Counselling, Over 65 frailty checks, Childhood Vaccinations

Primary Care Team

District Nursing Team, Midwives, Physiotherapists, Health Visitors, Community Matron, Substance Misuse and School Nurses are all based at the Maltby Service Centre, Braithwell Road and Maltby.

Disabled Access

The surgery caters for patients with a disability. If you require these facilities please ask at reception. Facilities are also available for hearing aid users.

Out of Hours

Surgery phones will be diverted to the out of hours service when the surgery is closed. Additional appointments are available at the 'hub surgeries' which are located at either Dinnington, Dalton Magna, Broom Lane or Rotherham Hospital which are available at evenings and weekends.

- If you need medical advice when the surgery is closed you can phone **NHS 111**
- If your condition is URGENT, or LIFE THREATENING, you will need to **phone 999**

The Urgent and Emergency Care Centre (A&E) is located at Rotherham Hospital.

New Patients

- The practice is currently registering new patients who live within the practice area

- However if you move out of this area you will be asked to register with a practice that covers the area you have moved to

When you request registration at this practice you will be asked to complete a new registration form. We will also ask you to bring identification and proof of address if you can, as this helps to ensure we are matching you to the correct patient record. If you wish, an appointment will then be made for you to see the Health Care Assistant for a new patient health check (if over 5 years old).

Practice area covered:

Maltby, Micklebring, Braithwell, Stainton, Stone, Hooton Levitt, Hellaby, Carr, Ravenfield up to the Crossroads*, Bramley up to flash lane crossroads*, Firbeck* (* We have existing patients in these areas but do not take on new patients)

Named GP

All patients are registered to a GP; patients who registered at the surgery prior to Dr Sarah Avery starting in August 2020 will be split between the GPs as follows:

- Surname A – L registered with Dr Geoff Avery
- Surname M – Z registered with Dr Sarah Avery. *All new patients are currently being registered with Dr Sarah Avery.*

Your registration is with the practice rather than an individual doctor and you may see any clinician.

Zero tolerance policy

Please treat the surgery and its staff with the same respect and courtesy that we aim to show to you.

We will not tolerate any form of verbal or physical abuse

Any patients conducting themselves in an inappropriate manner will be removed from the list with immediate effect. The Surgery operates CCTV Surveillance in the Reception area, waiting room and outside the Surgery.

Missed Appointments

Should you be unable to attend an appointment please inform the practice so that it can be offered to someone else. Patients who fail to attend their appointments will be written to and their suitability to remain on the practice list will be considered. Patients who regularly fail to attend without good reason will be removed from the practice and have to register with another GP Practice.

If your personal details change please inform the Receptionist so that we can ensure that our records are kept up to date.

Complaints

- We make every effort to give the best service possible to everyone who attends our practice
- However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint.
- To pursue a complaint please write to the Practice Manager who will deal with your concerns appropriately

If you are not satisfied with the response to your complaint, you can approach NHS England.

In these circumstances you should contact NHS England's Customer Contact Centre by either telephoning 0300 311 2233, Monday to Friday 8am to 6pm (excluding English Bank Holidays), by email to england.contactus@nhs.net with 'For the attention of the complaints manager' in the subject line or by writing to NHS England, PO Box 16738, Redditch. B97 9PT

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 4 QP – Telephone: 0345 015 4033.

'Healthwatch Rotherham' is an independent consumer champion created to help patients get the best out of their local health and social care services by gaining patient's thoughts, opinions and experiences which may help to improve services and shape them for the future. 'Healthwatch Rotherham' Advocates are available to support you through the whole NHS complaints process and will explain the options available to you. They do not investigate or encourage complaints, nor do they offer legal or medical advice. The service is free, independent and confidential. 'Healthwatch Rotherham' is based at 33 High Street, Rotherham, S60 1AP and can be contacted by telephone on 01709 717130 or by email at infor@healthwatchrotherham.org.uk – website www.healthwatchrotherham.org.uk

Commissioning

The Practice is commissioned to provide medical services and disease management and prevention by NHS England, Rotherham Commissioning Group and Rotherham Metropolitan Borough Council. Rotherham Commissioning Group is based at Oak House, Moorhead Way, Bramley, Rotherham S66 1YY. Tel: 01709 302000. For further information on the availability of services in the area please contact NHS England, South Yorkshire and Bassetlaw Area Team, Oak House, Moorhead Way, Bramley, Rotherham, S66 1YY Tel 01709 302000 E:mail england.contactus@nhs.net

Feedback

If you wish to feedback to us positive comments or compliments, or to feedback on what could be made better then please fill out a friends and family form which can be found on our website or in the waiting room. You should also receive a text message invite to complete one after attending an appointment.

More information-

For more information on the practice and for up to date information please go to our website: <https://www.blythroadmedicalcentre.co.uk/>

Also follow our Facebook if you wish to receive updates about the practice – Blyth Road Medical Centre

Many thanks,
Team Blyth Road



THE PROTECTION AND USE OF PATIENT INFORMATION

All information about you is kept in the strictest confidence.

Why we ask for patient information

In order to ensure the best care and treatment your general practice holds information about you. This information is kept on paper and in other ways, such as electronically on a computerised system.

Information we collect about you and your health is very personal and all staff are contractually and duty bound to keep information about you confidential. This applies to anyone over 16 years, for children and young people under the age of 16 years your information may be shared with a parent/guardian unless you specifically ask for it not to be.

Legal Duty

You have legal rights to how your information is used and Rotherham Primary Care Trust and your General Practitioner have to ensure that information is used appropriately in order to meet these requirements. These laws cover such principles as use of personal data so they can be used in a fair and lawful way for specific purpose.

Sharing of Information

You may be receiving care from other people as well as the practice. We may need to share some information about you so that we can all work together for your benefit.

We only ever pass on information about you if people have a genuine “need to know” and it is in your own and everyone else’s interest. Whenever we can, we remove details that identify you. In addition, the law strictly controls the sharing of some types of very sensitive information.

Anyone who receives information from us is also under legal duty to keep it confidential.

How we may use your information

We may use some information for other reasons and where possible any information that can identify you will be removed.

In some cases the law requires us to pass on information, for example to notify a death to the appropriate statutory bodies to protect the health of the public.

Policies are in place for the controlled and appropriate sharing of patient information with other agencies, taking into account relevant legislation i.e. Health & Social Care Act, Crime and Disorder Act and Protection of Children Act.

We also use your information so that the NHS can make plans for the future. Information may also be needed to carry out medical and other health research for the benefit of everyone. Research projects are always approved by the Local Research Ethics Committees. If anything to do with research would involve you personally you will be contacted to see if you are willing to take part.

Improvements and advances in medical care and treatment can only occur by monitoring current practices. Sometimes managers and planners as well as researchers may need to examine records to assist in the monitoring process. All data that could be used to identify you personally is removed.

In addition, the NHS maintains a number of registers for diseases such as cancer, to allow the NHS to plan services it provides. These registers are used to monitor the effectiveness of treatments, and therefore over time improve outcomes for specific conditions.

Your Data Matters to the NHS

Information about your health and care helps to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

You can choose whether your confidential patient information is used for research and planning.

To find out more visit: www.nhs.uk/your-nhs-data-matters

Protecting your Confidentiality

To protect your privacy and confidentiality we will not normally disclose any medical information over the telephone or fax without confirming your identity. This means that we will not disclose information to your family, friends or colleagues about any medical matters, unless we have your consent.

Access to Health Records and what to do if you want to know more

You can request on line access to your detailed medical record from 1.4.2016. If this is something that you wish to do please contact reception for more information on what this means and what you need to do to register for this service.

You also have the right of access to you own health records through the GDPR 2016/Data Protection Act 1998/Access to Health Records Act 1990, subject to certain conditions. If you want a copy, or to see the information that is kept about you, please ask Reception for a Subject Access Request Form. Once you have completed the form, this will be checked and authorised by the GP and will take up to 28 days.

April 2023