Broom Valley Medical Centre

Patient Information Leaflet

Dr S. Kacker (female)
M.B.B.S (Agra)., M.S., MRCOG, D (obs) R.C.O.G., F.P.A.

102-104 Broom Valley Road
Broom Valley
Rotherham S60 2QY

Telephone 01709 365244
Fax 01709 721117

Open Monday to Friday 8am to 6.30pm

Outside these hours your call will be transferred automatically to the out of hours service

“Confronting Health Care Together”
Mission Statement

We are a small family run practice in Rotherham, which prides itself on providing a friendly service which Dr Kacker has done for over 30 years. We offer a flexible booking system accompanied with a range of services and clinics to manage illness’s and improve quality of life. We feel your healthcare is about us working together with you.

Patient Charter

As a practice what we expect from you as a patient:

- That you adhere to practice policy regarding the making and keeping of appointments.
- That you are on time for your appointment.
- That if circumstances prevent you attending for your appointment, you notify the reception office as soon as possible.
- GP’s and staff are treated with respect (we operate a Zero Tolerance Policy regarding violent or abusive behaviour).
- You advise the receptionist of any change of address/telephone numbers.
- You work in partnership with your GP/practice nurse/health care professional to achieve the best possible use of the services provided by the surgery.

As a patient with the practice what you should expect from us:

- Your right to privacy and that the strict rules on confidentiality surrounding your medical and personal details be maintained at all times.
- To be dealt with in a respectful and efficient manner at all times.
- To have, within a reasonable timescale, a full and clear explanation (by a clinician in the practice) on matters concerning your health and your medical treatment if you so request.
- To have access to your medical records as defined by current legislation under the Data Protection Act 1998.
- To be notified of changes concerning the day to day functioning of the practice by the practice leaflet and/or newsletter.
- All health care professionals who are directly involved with your medical care have undergone appropriate/relevant training and updating and hold the statutory qualifications.
Medical Centre Opening Hours

The Practice is open Monday to Friday from 8am to 6.30pm

The practice has a mixture of appointments available for you to book with the Doctor and Practice Nurses. You are able to forward book appointments in addition we have a number of appointments that can only be booked on the day, we would ask these are only used in case of emergency. If you have a preference of which doctor or nurse you wish to see please inform the receptionist and they will endeavour to book you an appointment with your choice of clinician.

Doctor Surgery Times

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Practice Nurse Clinics

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Patient Services

We offer a wide range of nurse lead patients services which as a practice we are constantly developing and enhancing. These services are both disease management and disease prevention, we would ask all patients to respond positivity to all requests to attend these sessions, for an up to date list please ask at reception.
Access for Disabled Persons

The Medical Centre has ramped access and a wheelchair friendly reception desk. Should you require additional assistance please contact the medical centre prior to your visit and we will endeavour to assist you in your needs.

Telephone Advice

You are able to speak to a doctor to obtain advice on health matters by contacting the medical centre between the hours of 12 and 1 pm. Please be understanding that the doctor may not always be available to take your call as emergencies take priority. In such event we will take your details and you will be contacted when appropriate.

Home Visits

Please make every effort to come to the surgery if you can, home visits must only be requested on medical grounds.

To request a home visit please contact the Medical Centre before 10 am and give the receptionist full details of your condition and reasons why you are unable to attend the surgery. These will be logged and passed onto the Doctor who will assess your request and make the decision on your visit. You will then be contacted by the doctor or receptionist regarding your home visit request.

Pathology and X-Ray Results

Should you be required for further tests such as an X-ray or have bloods taken for analysis, the nurse or doctor will explain the process and the options of where to have these tests. They will also give you an indication of when you can expect the results to be returned.

Unless your results are abnormal and the doctor requires to see you, we will not contact you. Should you wish to contact us to obtain your results please contact us between 11am and 3pm.
Repeat Prescriptions

For all repeat prescriptions please allow 2 working days from your request. This can be done by completing your repeat slip and returning it to the medical centre, by post (please enclosed SEA for return of your following months repeat slip) or by phone.

Phone requests must be made after 11am as prior to this time your request may be declined and you asked to ring later.

We also work in conjunction with local chemists to enable a seamless service, please ask for details.

Medication Reviews

To maintain safety and to conform to best practice will we review your repeat medication. Your review date information is displayed on your repeat slip, in addition where possible our receptionist will also remind you, however should you not have your medication reviewed with the doctor we are not able to issue you with a repeat prescription.

Patient Confidentiality

Your personal details will always be kept confidential and all our staff are trained in protecting this information. Our computer systems use the latest technology to protect all information and record all data in accordance within NHS and PCT regulations and requirements.

Information is only shared with other healthcare professionals when appropriate and within NHS guidelines.

Medical Students

We currently do not have medical students or trainees, however should a medical student or trainee be in attendance the healthcare professional you are seeing will ask for your permission prior to any consultation.
Your Personal Details

It is important we always have your correct personal details, should you change any of your personal details then please let us know as soon as possible. As part of health management programmes we also will record your ethnic origins and first spoken language. We do have limited interpreter services please ask if you require assistance in this matter.

Support Services

Health Trainers supporting you in your efforts to promote a healthier lifestyle.

Maternity Services provided by a midwife and followed up with Health Visitors for you and your child.

Counselling, provided by trained professionals to support you, this service requires a referral by the doctor.

Chiropody services are available in the medical centre for more information please ask.

Palliative Care we hold joint working meetings with healthcare professionals ensuring the best possible service is provided.

New Patients

Prospective new patients are welcome to visit the medical centre and obtain information from the receptionists on the registration process. All new prospective patients will be asked to complete a registration form and an appointment will be made to see the practice nurse for assessment and check up. This process will need to take place prior to you seeing a doctor unless there are exceptional circumstances.
Child Friendly

We are a child friendly practice and should you wish to breastfeed or change your baby please speak to the receptionist who will direct you to a private room to do so should you require it.

We treat all children as priority in clinics and where possible a poorly child will be seen before other patients.

We also hold a weekly baby clinic on a Monday.

Chaperone policy

The medical centre has a chaperone policy which is displayed in the waiting room and is available to all patients and medical staff. All staff have undertaken chaperone training.

Complaints and Complements

As a practice we welcome your comments and suggestions, many of the changes made to the practice have come from feedback by our patients, and it is always nice to receive positive feedback.

However, should you feel unhappy about the service you receive from us please speak to the reception staff, who will assist you and if required refer you to the practice manager and/or our complaints procedure which is displayed in the waiting room.

Choose and Book

Should you need to be referred to secondary care you have a choice of time and location, this will be arranged by our staff in conjunction with you, the medical centre displays the latest information on the Choose and Book process please ask for additional information.
Typical Catchment Area

The vast majority of our patients are located in Broom Valley and Central Rotherham, but due to historical values we also have many patients from Kimberworth, Brinsworth, Herringthorpe and Masbrough. We are happy to take applications from patients from the surrounding area within a 5 mile radius of the practice. A map is located in reception of our catchment area and details of joining our practice are available from our reception staff.

Walk in Centre

Your local Walk in Centre is
Rotherham Community Health Centre
Greasbrough Road,
Rotherham, S60 1RY
Tel: 01709 423000
Open 8am to 9pm*

*N correct at time publication

NHS Rotherham

This practice has a contract of services with NHS Rotherham Primary Care Trust, Oak House, Moorhead Way, Bramley, Rotherham, S66 1YY,

To Contact NHS Direct
Telephone 0845 4567
Or visit
www.nhsdirect.nhs.uk