

The Scott Practice



Greenfield Lane
Balby
Doncaster
DN4 0TG

Telephone: 01302 850546

Branch Surgery

The Scott Practice Village Surgery
Main Street
Sprotbrough
Doncaster
DN5 7RH

Telephone: 01302 850546

www.thescottpractice.co.uk

Welcome To The Scott Practice

This booklet has been produced to inform you about the services available at our main surgery at Balby and our branch surgery at Sprotbrough and help you make the best use of them. Through these services It is the practice's Mission Statement to;

Provide a comprehensive range of consistent high quality, safe, primary health care services, which are patient centred, including effective drug therapy and access to secondary care services within a reasonable time frame.

Educate patients and stimulate awareness in them of their own health needs, promoting choice, and to use the resources of the NHS, particularly general medical services, in a responsible and appropriate manner.

Provide a stimulating, supportive, learning environment for all.

We are always keen to improve our services and would welcome your ideas. If you have any views on our service provision or facilities please complete a your opinion counts form in the waiting room.

Opening Times

yourlife yourcare yourchoice yourlife yourcare yourchoice

Safeguarding Adults

Are you Safe?
Does anyone...



Bully you or hit you?



Touch your body in places where you don't want them to?



Steal money from you?



Lock you in your room?



Stop you from having the medicine your Doctor says you should have?

Then tell us about it;



(01302) 737391



Write to: Adult Contact Team, Council

House, College Road, Doncaster, DN1 3DA



Balby

Monday 8:00am - 6:00m
Tuesday 8:00am - 6:00pm
Wednesday 7:00am - 12pm
2:00pm - 6:00pm
Thursday 8:00am - 6:00pm
Friday 8:00am - 6:00pm

Sprotbrough

Monday 8:00am - 6:00m
Tuesday 8:00am - 6:00pm
Wednesday 8:00am - 12pm
2:00pm - 6:00pm
Thursday 8:00am - 6:00pm
Friday 8:00am - 6:00pm

The practice is closed two Wednesday afternoons per month for staff training. The dates of these sessions will be publicised in the surgery.

The practice is contracted by NHS England , who can be contacted at
Oak House, Moorhead Way,
Bramley,
Rotherham,
S66 1YY.

Details of other Primary Care medical services in the area may be obtained from Healthwatch. They can be contacted at; 8D Cavendish Court, South Parade, Doncaster, DN1 2DJ
01302 965450

The Partners

Dr Thomas Cayton (male)

Qualified Dundee 2010 - MBChB MRCP

Dr Kevin M S Lee (male)

Qualified Cardiff 1988 - MB ChB MRCP

Dr Amyas N Bray (male)

Qualified Sheffield 2002 - MB ChB

Dr Ian Seymour (male)

Qualified Sheffield 2001, MB ChB

Dr Kate Mansfield (Female)

Qualified Liverpool 2006, MBChB

Dr Davinder Singh (male)

Qualified Sheffield 2006, MbChB MRCP DFRH PgDip

Dr Andrew Slattery

Qualified Sheffield 2010 -MBChB MRCP DRCOG

Dr Liz Gomersall

Qualified Sheffield 2008 -MbChB

Managing Partner

Mrs Rose Fells B A (hons), CMI, MIHM, MInst LM, Cert.Acc (open)

Safeguarding

What is Child Abuse?

All children have the right to be looked after properly, kept safe and protected from harm.

Child abuse is the ill treatment or neglect of a child by an adult or young person resulting in the child suffering significant harm. Abuse of a child can be sexual, physical, emotional or neglect. Child abuse and neglect occurs to children of both sexes, of all ages, and in all cultures and social classes.

Things can go wrong for all sorts of reasons in any kind of family at any time, which sometimes means that children suffer as a result Don't assume someone else will be doing something about it.

Children can not always ask for help themselves.

Do not delay reporting your concerns.

Whom should I contact?

You can contact Doncaster Council either by telephone or going to Civic Office, Waterdale, Doncaster DN1 3BU and asking to speak to the Duty Child Care Social Worker or call 01302 736000 During office hours.

Out of office hours

You should contact the Emergency Social Services Team on 01302 737 777 or your nearest Police station.

Do I have to give my name?

If you give your name it will be treated confidentially. The most important thing is to tell Doncaster Council or the Police about the children you are worried about. We take all calls about child abuse seriously whether you give your name or not.

Insect Bites/Stings

Antihistamine tablets from the chemist relieve itches as can calamine lotion. Antihistamine creams are not recommended.

Patient Participation Group

- Would you like to get involved in shaping the services we offer at the Practice?
 - Could you spare a few hours a month to get involved?
 - Can you attend a quarterly Patient Representative Group Meeting?

Our Patient representative Group is seeking new members. We need Patients who could help us conduct surveys, write reports and generally get involved with the practice and other patients.

Please ask a Receptionist for an application form or
Email: syicb-doncaster.scottpractice-reception@nhs.net

You can also follow us on facebook

The Practice Team

The practice manager, Rose Fells, is assisted by Administration manager Andrea Hughes, Reception Manager Amy Ledger and Reception team leader Shay O'donnell.

There are currently 16 staff who are responsible for all the administration and reception work of the practice. They book appointments and visits, prepare repeat prescriptions and answer patient enquiries. They have to follow the instructions of the doctors, whilst at the same time, satisfying the patients' needs, occasionally under difficult circumstances.

Receptionists have to be friendly, helpful and supportive.

We have to ensure that the patients are booked with the health professional most able to treat them; this may be a healthcare assistant, practice nurse, advanced nurse practitioner, physician associate, musculoskeletal specialist, pharmacist or a doctor. Please take this into consideration if you are asked about your appointment request.

It is always nice to receive comments from patients who feel they have received exceptional care from one of our staff; we equally welcome comments from patients who feel they have not received good care. If you would like to comment on the care you have received from one of our staff, either good or bad, please speak to our Reception Manager Amy.

The practice operates a Zero Tolerance policy of abuse or violence towards its staff. Anyone who is abusive verbally or physically or does not respect the race, gender or disability of our staff will be removed from the practice list.

Training Practice

The practice is approved of being of sufficiently high standard to undertake the training of general practitioners attached to the Doncaster Vocational Training Scheme. Dr Corlett , Dr Lee and Dr Bray are actively involved in teaching these doctors, who are fully qualified but wish to develop further their skills in general practice. These doctors are known as GP registrars. We also have student doctors attached to the practice from time to time. You may be asked if you mind a GP Registrar or student doctor present during your

consultation but remember you have the right to refuse to have them present. Occasionally we videotape consultations for teaching purposes. The recordings will only be viewed by other doctors involved in postgraduate education. You will always be asked for your consent before the consultation is recorded and you will always have the right to refuse.

Research

The Scott Practice actively participates in research. Any study that we do take part in will have received ethical approval first.

Spots

Most childhood spotty illnesses are minor and often cause little upset. Measles is more serious, but is rare now that all children are immunised. Your doctor will not mind you attending the surgery with a spotty child to confirm diagnosis. All of these illnesses are contagious before the spots appear.

Nosebleeds

Pinch the nose between thumb and forefinger gently for five to ten minutes below the nasal bone. Persistent bleeding or a clot of blood down the throat may need further medical intervention. If heavy bleeding continues for more than 20 minutes you should go to A&E.

Sprains

R.I.C.E. - Rest, ice, compression, elevation. A cold compress with ice (a bag of frozen peas) applied over the strain for 30 minutes reduces and prevents swelling. A crepe bandage can be used and elevation continued until all swelling subsides. Gradual resumption of movements and exercise over a few days is recommended.

Sunburn

Treat as other burns. Calamine lotion and paracetamol will help. Avoidance, especially in children is most important. High factor sun block and hats etc are advisable in all but the mildest of exposure to the harmful effects of the sun.

Earache

Usually earache accompanies coughs and colds. Paracetamol will relieve the pain. If symptoms persist, and with children, consult the doctor at the next surgery session.

Burns And Scalds

Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a nurse or doctor.

Coughs, Colds And Sore Throats

No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so.

Diarrhoea And Vomiting

Again normally caused by viruses. Even holiday diarrhea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehydrate/ Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist.

Head Lice

Very common in children, head lice prefer clean hair and are not a sign of poor hygiene. Lotions are available from the chemist for all the family.

Threadworms

All children will get these at some stage. An itching bottom, especially at night, is the most common complaint. Threadworms resemble small pieces of white cotton. Your chemist can advise you about treatment, again for all of the family.

Head Injuries/Concussion

Most bumps on the head cause no damage. A slight headache can be helped with paracetamol. If the patient is knocked out for more than a few seconds, consult your doctor. He may advise that the patient is taken to hospital if a more serious injury is suspected even though the patient can at first appear well.

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The Practice Nurses

Lisa Scott - Advance Nurse Practitioner
BN(hons) registered Nurse 2000
specialist Practitioner Public Health 2000
PGdip First Contact Care 2006
Independent Nurse Prescriber 2004

Alison Subramanian - Advanced Nurse Practitioner

Laura Purdy-Rushton - Practice Nurse
Julie Tait - Practice Nurse
Catherine Swann - Practice Nurse

Working alongside them are:

Sophie Mcall - Nursing Associate
Taya Underwood - Healthcare Assistant
Mrs Nicola Daykin - Healthcare Assistant
Sophie Wormley - Healthcare Assistant
Jodie Orwin—Phlebotomist

Pharmacy Team

Louise Patterson - Clinical Pharmacist
Qualified in 2000 BPharm (hons), MRPharms

Working along side;
Karla Kirton - Pharmacy Technician
Marie O'donnell - Pharmacy Technician

Complaints

Many of the practice nurses have additional skills in certain areas and are responsible for the running of the clinics within these areas:

**Asthma
Diabetes
COPD
Cervical Cytology
Family Planning
Travel Vaccinations
Hypertension
Wound care**

The practice nurses also treat a number of ailments

If you are unsure whether the nurse would be able to help you with your condition please ask the receptionist. Most of these conditions need to be dealt with within specialist clinics. Please inform the receptionist at the time of making the appointment in order that you can be booked into the correct clinic.

What To Do If You Have A Complaint

The easiest way to make your complaint is to raise your concerns at the time with the person concerned. If you are unable to do this please let us know as soon as possible.

Complaints must be made:

- By the person concerned or
On behalf of someone with their written consent.
- Within six months of the incident you are complaining about or
Within six months of you becoming aware of the problem as long as this is within a year of the Incident.

Please address written complaints to:

Mrs Rose Fells, Managing Partner
The Scott Practice
Greenfield Lane
Balby
Doncaster
DN4 0TG

E-mail: syicb-doncaster.scottpractice-reception@nhs.net

Further details can be found in our complaints procedure, copies of which are available on request.

Self Treatment of Common Illnesses

Back Pain

Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause.

Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

Patient Information

The practice is registered under the Data Protection Act and all records stored on computer or paper are covered by our confidentiality procedure. At times you may be asked to complete a patient questionnaire in order to update and maintain our records. Please also keep the practice up to date about any changes in name, address or telephone number.

You may be receiving care from other people as well as the NHS. In order that we can work together for your benefit we may need to share some information about you. Information would only be used or passed on if there was a genuine need for it. Whenever we can we shall remove details which identify you.

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

Your information may be used for:

Giving you health care and treatment.

Looking after the health of the general public.

Managing and planning patient care.

To help provide the best healthcare for you.

Training and education for the healthcare team.

Leaflets are available from reception with further details about the protection and use of patient information.

Freedom of Information Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

Appointments

Booking of urgent and routine appointments

All our appointment bookings for the GP are now done through our online service, AccuRx. You can access this by using the link <https://florey accurx.com/p/C86019>. Answer the questions prompted with regards to your symptoms and the form will be sent directly to the GP to triage your request. The surgery will contact you with the most appropriate appointment.

Please note we no longer take appointment requests for the GP over the phone, but if you have any issues completing the form or are unsure, our friendly reception staff will always be available to assist you. You can pop into the surgery or can call us for this.

Cancelling or changing an appointment

If you are unable to make your appointment, please let us know as soon as you can so the appointment can be offered to another patient. You can cancel or change your appointment using:

[NHS App](#) / [Patient Access App](#)

- Contact the surgery Monday to Friday 8.00am to 6.00pm
 - Visit the surgery to speak with a receptionists Monday to Friday 8.00am to 6.00pm
 - Text your cancellation to 07935160938
- Use our 24/7 automated booking system by calling 01302 850546

For any medical advice, you can also ring NHS 111 on 111 (24 Hours).

If you need urgent treatment outside of surgery hours, call the out of hours service on 111.

For emergencies only – please use A & E Department or Ring 999. This is for seriously ill patients with injuries and serious complaints (e.g. chest pain).

Pharmacy First Service

What they can deal with?	How to Access
<ul style="list-style-type: none">• impetigo (aged 1 year and over)• infected insect bites (aged 1 year and over)• earache (aged 1 to 17 years)• sore throat (aged 5 years and over)• sinusitis (aged 12 years and over)• urinary tract infections (UTIs) (women aged 16 to 64 years)• Shingles (aged 18 years and over)	<p>Pharmacists can suggest treatments that do not need a prescription for a range of conditions.</p> <p>Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First.</p> <p>If you are not within these age ranges, a pharmacist can still offer advice and support decisions about self care treatment with over the counter medicines, but you may need to see a GP for treatment. If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other health professional if needed. They will also update your GP health record, but your information will not be shared</p>

Long-term Illnesses

The practice nurses hold regular clinics for Asthma, COPD, CHD, Diabetes etc. You will be sent a letter inviting you to attend the clinic, if relevant, on an annual basis. Some of these clinics require you to see a healthcare assistant for some base line tests before seeing the nurse. This will be explained on the letter. When you telephone to make your appointment please inform the receptionist what it is for as these clinics need longer appointments. We do advise all patients to attend these reviews but, if you decide you would rather not attend, please let us know so that we can update our records

Gynaecology Clinic

The Practice offers a gynaecology clinic where we provide appointments for Coil Fit/Removals, Implant Removals, Endometrial Biopsies, and Polyp Removals.

Vasectomy Clinic

The Scott Practice GP and trained Vasectomist Dr Davinder Singh performs the routine no scalpel vasectomies at The Scott Practice and accepts all Doncaster patients for the procedure.

In-House Clinics

Minor Surgery

We provide a full service for minor surgery procedures including Vasectomies, usually with much shorter waiting times than the local hospitals. We also provide a liquid nitrogen clinic for the removal of warts, verruca's and other suitable skin lesions. You will require a referral from your doctor for these services.

Foreign Travel

We advise you to contact the surgery well in advance of your holiday to arrange a travel immunisation appointment with a nurse. There may be a charge for certain vaccinations.

Family Planning

We offer a full family planning service providing advice regarding all oral contraceptives and the depot contraceptive injection. We also undertake coil fittings and Implanon implants. Patients who are interested in coil fitting need to see Dr Mansfield or Dr Cawley to discuss this.

Baby Immunisations

We have a baby immunisation clinic every Thursday. You will be sent an appointment when your child's vaccinations are due. We also carry out the eight week baby checks at this clinic. The health visitors do not hold a well baby clinic at the practice but details of the local sessions available can be obtained from the health visiting team.

Cancel an Appointment

If your appointment is today, please telephone the surgery on 01302 850546

Please notify us if you need to cancel your GP appointment so that we can allocate the time to another patient. You can email the practice on syicb-doncaster.scottpractice-reception@nhs.net or text **07935160938**. Please make sure you include you name DOB and appointment date and time on your message. Please give as much notice as possible when cancelling appointments by email.

Self Check-in

We have a patient self check-in system, which is located on the wall as you enter our reception area. This allows you to book yourself in for your appointment and will save you time waiting for a receptionist. This also frees up the receptionist to answer the telephones quicker. Please follow the instructions on screen.

Length of Appointments

Appointments with a doctor are 10 minutes, If you have more than one problem to discuss please book a double appointment. Appointments with the nurses vary depending on what you are attending for. Each appointment is for one person only; if more than one person in your family needs a consultation please make separate appointments for each person.

Chaperones

The practice healthcare's and receptionists and administrative staff act as chaperones whenever a doctor is required to carry out an intimate examination. If you think you will require such an examination it would help us if you could mention when booking your appointment that you would like a chaperone so that the receptionist can schedule a chaperone as well.

Home Visits

The practice does not routinely offer home visits. Home visits will only be made in exceptional circumstances, when the doctor feels it is medically necessary.

Please try to contact the practice before 10.00am if you feel a home visit may be required. The receptionist will request the full name and address of the patient and brief details of their condition so that the doctor can assess the priority of the visit. A doctor will then telephone you to discuss your request. Visits are usually done after morning surgery and, depending on the urgency, there may be a delay before being seen.

Out of Hours

If you need medical help when the surgery is closed, please contact 111. If your condition is life threatening please contact 999 or attend our local accident and emergency department
(Doncaster Royal Infirmary)

How Do I Order A Repeat Prescription?

Repeat prescriptions can be ordered in one of the following ways:

- By post (please include a stamped, addressed envelope if you wish your prescription to be posted back to you).
- In person at the surgery by posting the request slip in the box in the foyer.
 - Through the NHS app / Accurx Link texted to you

IF you are unable to use any of the above methods, please contact the surgery on 01302 850546

We are now able to send prescriptions electronically to a nominated pharmacy. Please ask your pharmacist for further details.

Repeat prescriptions will be ready 48 hours after ordering (excluding weekends and bank holidays). Please make sure that you order your medications in time as we cannot guarantee we will be able to have your prescriptions ready before this time. Wherever possible, please try to order all the medications you take regularly at the same time. Many of the local pharmacies now offer a collection service - ask your pharmacy for details

Community Nursing Team

There is a district nursing team attached to the practice which is, primarily, available to give nursing care to patients in their homes, at the request of doctors. They can be contacted on 01302 798382. Health visitors are closely involved in the health care of patients, particularly children, expectant mothers and the elderly. They can be contacted on 572260. The community midwife runs clinics at the local children's center contact details are available from the practice.

Appointment Reminders

The practice offers a text reminder service where we will send you a text to confirm the booking of an appointment. We will also text you on the day to remind you of it. We will also text you if for any reason your appointment has had to be cancelled.

Registering with the Practice

The practice accepts registration applications from people residing within our postcode areas:

DN4 0

DN4 8

DN4 9

Sprotbrough DN5

Cadeby DN5

Patients are registered with the practice rather than an individual GP.

Patients have the right to express a preference as to which GP they see. Patients already registered with the practice also have the right to express a preferred GP. Existing patients should put their preference in writing to the practice manager.

Patients who move from within the above areas into Wadworth, Loversall, Wickets Estate at Edlington, High Melton, or the Melton Brand/Burntwood Grange are of Sprotbrough may request to remain registered. We do not accept new registrations from those areas.

Contact Details

Please keep your contact details up to date, especially your mobile phone number. If we need to contact you to cancel an appointment we will leave a message asking you to ring the surgery (we will not leave any information about the appointment) if you do not want us to do this, please advise reception how you would like to be contacted.

Telephone Appointments

Not every problem needs you to be seen by a Doctor or Nurse. Some things such as discussing test results or routine advice can be dealt with in a telephone call.

The Doctors and nurses can provide telephone consultations which are for medical purposes only. While we can specify days for telephone calls we can't guarantee a time you will be called, but the Doctor will always try you twice.

These telephone slots are for advice only. Please do not use them to try to request an appointment or home visit with a particular doctor.

Test Results

Test results are available online through the NHS app. We encourage patients to use online services to obtain their results, however if you are unable to please telephone the surgery after 2.00pm Monday to Friday. Please leave seven working days from when the test was taken. Please note that the receptionist is only able to pass on the comment the doctor has annotated. Any other queries will need to be discussed with a doctor.

If you need help signing up to the NHS app or online services please speak to a member of our reception team.

Violent or abusive patients

Sadly the instances of violence or abuse that the staff face are increasing so please treat our staff with courtesy, as we will our patients. The practice will not tolerate rude, abusive or threatening behavior towards any of our staff. Such conduct will result in removal from the list. Patients removed for violent or potentially violent behavior may be placed onto the local scheme set up to deal with violent patients.

Sick Notes

You do not require a doctor's certificate for illnesses lasting seven days or less and where employers insist on a certificate being issued for illnesses of less than seven days' duration, a private sick note may be given which would incur a fee.

Non - NHS Services

Certain services are not covered by the NHS and charges are made for these services. Details of the fees are available from the reception. Services not covered include:

- Insurance claims
- Private medical examinations
- Private sick notes

Please note that the doctors will not verify passport applications. Full details of non NHS fees can be found on our website www.thescottpractice.co.uk

Access within the surgery

The main practice premises are built on two floors and there is a lift to assist patients in gaining access to the second floor. The branch surgery is built on one floor and has wheelchair access to all rooms