



Brinsworth Medical Centre

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Rotherham S60 5ND

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www.brinsworthmedicalcentre.co.uk

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Welcome To Brinsworth Medical Centre

We are a two partner, Personal Medical Services (PMS) training practice, employing three salaried GPs and have been in existence for over 50 years serving the community of Brinsworth. In the last few years, the number of services provided has greatly increased and improved. It is our aim to ensure that our patients receive the best care suited to them and, as winners of the Charter Mark accolade, we constantly review our services, tailor them to meet patient and health needs of the community and provide a comprehensive and friendly service at all times.

We are also involved in teaching undergraduate medical students from Sheffield University.

How To Register

The practice welcomes new patients living within our catchment area of Brinsworth (map of catchment area at the back of booklet). If you live in Brinsworth, please collect a form from Reception and ensure all details including the health questionnaire are completed fully. It is important that you make an appointment with our health care assistant for a medical. This enables our clinicians to provide a holistic care of a high standard.

Our Opening Hours

Monday	8.00am - 6.30pm
Tuesday	7.00am - 6.30pm
Wednesday	7.00am - 6.30pm
Thursday	7.00am - 6.30pm
Friday	7.00am - 6.30pm

Appointments are available at the following times:

DOCTORS	AM	PM
Monday	9.00 - 11.30am	1.00 - 5.00pm
Tuesday	7.00 - 11.30am	1.00 - 5.00pm
Wednesday	7.00 - 11.30am	1.00 - 5.00pm
Thursday	7.00 - 11.30am	3.00 - 5.00pm
Friday	7.00 - 11.30am	1.00 - 5.00pm

NURSES	AM	PM
Monday	8.00am	6.00pm
Tuesday	7.00am	6.00pm
Wednesday	8.00am	6.00pm
Thursday	8.00am	6.00pm
Friday	7.00am	6.00pm

Outside these hours, all emergencies are dealt with by Care UK
(previously called Primecare)

NORAH ANDERTON
BEd Hons, MSSh, DipMedicine

PODIATRIST
(Chiropody)
HPC Registered

CLINIC AND HOME VISITS

21 Broom Lane, Rotherham

01709 837046

norah@nachirology.co.uk



Advertising Feature

Happy Feet?

Feet bear the brunt of our busy and hectic lifestyles - so good care of our feet is vital to ensure pain-free, lifetime usage.

Chiropodists and podiatrists specialise in assessing, diagnosing and treating abnormalities and diseases of the lower limb. They are involved with the total care of the feet. Proper care and attention of the feet is as important at an early age to ensure proper growth as it is in later life to keep feet functioning well.

Chiropodists and podiatrists are trained to prevent, correct or alleviate anything and everything that can go wrong with your feet and provide professional advice on proper foot care to patients of all ages and from all walks of life. They work closely with other medical practitioners in providing health care. Take care to choose a Health Professions Council (HPC) registered chiropodist or podiatrist and you are assured of receiving the highest standard of treatment from a fully trained and registered professional.

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516



To feature your business in our booklet call 0800 612 1516

To contact Care UK, you may ring **0845 601 8802**

or

ring the surgery on **01709 828806** and your call will be diverted to Care UK.

You may also ring NHS Direct, a 24-hour nurse-run helpline, for assistance on **0845 46 47**.

Your Doctors

Dr T B Venkatraman (Male) Registered 1975 - Delhi, India
MBBS MS (orth) FRCS(Edin) DCH Dip in Palliative Care

Our senior partner is a qualified and experienced orthopaedic surgeon and specialises in musculoskeletal disorders. Involved in medical school teaching yr 1 - 5.

Dr Manish Singh (Male) Registered 1991 - Newcastle Upon Tyne, UK
MBBS MRCGP (Lon) DRCOG

Involved in medical school teaching yr 1 - 5.

Dr Sue Wrigley (Female) Registered 1975 - Birmingham, UK
BSc MB ChB MRCGP MMedSci (Palliative Care)

Our lady doctor has a special interest in palliative care.

Dr Paul Vohra (Male) Registered 1994 - Sheffield, UK
MBChB FRCSI FRCS (Eng)

Dr Sushama Chintala (Female) Registered 2001 - NTR University of Health Sciences, India
MBBS DFFP LOC nMRCGP

Practice Staff

Jan Venkatraman Business Manager

Jennifer Vernon Assistant Manager

Michelle Bramham Secretary

Trudy Gray Senior Practice Nurse

Every six months we have a new GP Registrar. Details of our GP Registrar are displayed in both waiting areas.

Between them, our doctors and staff speak the following languages: English, Punjabi, Hindi, Urdu, Bengali and Tamil.

We also make provision for access and other facilities for our disabled patients.

The practice has a ramp for wheelchair entry, a lift for access to consulting rooms on the first floor and a toilet for the disabled.

To ensure that all our patients are taken into account, our calling system includes a tannoy system and a visual LED.

Visit our website on: www.brinsworthmedicalcentre.co.uk

Appointments

Appointments for consultations with doctors and nurses can be made in advance either by telephone or calling in at the surgery. Whenever possible you will be given an appointment to suit you with a doctor/nurse of your choice, but it must be emphasised that this may not always be possible.

We endeavour to offer you an appointment within 48 working hours.

Each appointment allows for one person and one problem only. Please ask for a separate time for each person attending and each problem to be dealt with.

All appointments are of 10 minutes' duration. However, if you think you need more time with a doctor, please ask for a double appointment when you make your booking with the receptionist.

Please ensure that children under the age of 14 are accompanied by a responsible adult.

If you are unable to keep your appointment, please let us know without delay.

Non-attendance means someone else missing out on an appointment.

There might be occasions when a medical student is present during your consultation. If you do not wish them to be present, please let the receptionist know.

EMERGENCY APPOINTMENTS

If you think your condition is urgent you will be dealt with, without delay, by our triage nurse or the doctor who is on call.

Emergencies

WHEN IS IT AN EMERGENCY?

When it comes to your health or the health of someone in your family, it is often very obvious if the person is seriously ill and needs emergency care. You should seek medical attention by either taking the casualty to A & E or by phoning 999 for an emergency ambulance.

If the emergency is a critical or life-threatening situation like the following examples and in any of these instances, you should seek urgent medical attention by dialling 999:

- Suspected heart attack
- Unconsciousness
- Head injury
- Chest pain
- Severe breathing difficulties
- Stroke symptoms (slurring of speech, unstable on feet)

Remember to remain calm, do everything you can to help the person, but don't put yourself in danger and don't give the person anything to eat, drink or smoke.

Where someone is unconscious or appears to have had a heart attack, call 999 for an emergency ambulance and use the ABC of resuscitation:

- A** Airway: position the airway and remove any obvious obstruction (for adults);
- B** Breathing: look to see if the casualty is breathing and, if there are no signs, give mouth to mouth ventilation;
- C** Circulation: look and feel for signs of circulation and, if there are no signs, start chest compression. If you don't know how to do this, call for help from people around who may know the routine. Remember, any attempt at resuscitation is better than none.

Stay in touch with our website: www.brinsworthmedicalcentre.co.uk

People with signs of a heart attack, which might include crushing central chest pain often accompanied by shortness of breath, sweating and vomiting, need urgent medical help and an ambulance should be called immediately by dialling 999.

For conditions like:

Heavy blood loss

Suspected broken bones

Deep wounds such as stab wounds

Foreign body in eyes or ears

which are not as life-threatening and where the patient can travel, they can be taken to the nearest A & E.

You should think carefully whether or not your condition/illness is an emergency, as you may be preventing others with life-threatening conditions from getting immediate care.

Sick children will be seen as quickly as possible in surgery. It does not harm a child to be brought to the surgery warmly wrapped up unless they are extremely ill. You can telephone the surgery for advice.

There are certain emergencies that can be dealt with by local pharmacies and patients entitled to free prescriptions will be dealt with in the same way as they would be at their doctors.

Morning after pill

Diarrhoea in children

Headlice

Hayfever

Sore throats/cold/flu

Insect bites and stings

If you are pregnant and have bleeding contact EPAU on 01709 304398 between 9.00am and 5.00pm for advice.

Home Visits

Requests for emergency visits take priority at all times. For a home visit please telephone before 10.30am so that the doctors have enough time to arrange their visits in order of priority and therefore avoiding unnecessary delays.

Home visits are for people whose illness renders them truly housebound. The doctor can see four or five patients in surgery during the time it takes to do one home visit.

Typical examples of home visits are for people who are:

- Terminally ill
- Elderly and infirm
- Where the journey to the surgery would exacerbate their condition, for example a severe disc prolapse

For most other conditions doctors expect patients to be seen in the surgery and the doctors may need surgical equipment for examination, which would not be available at home. When requesting a home visit, it is necessary to leave a contact telephone number.

Please bear in mind that emergency appointments are offered each day for certain conditions and will allow easier access.

Visit our website on: www.brinsworthmedicalcentre.co.uk

Telephone Consultations

You may ask to speak to a doctor on the telephone if necessary. Unless the matter is urgent the best time is after morning surgery (after 11.00am).

NHS Direct

NHS Direct is a 24-hour nurse helpline providing confidential advice and information on what to do if you are feeling ill, have health concerns for you and your family or local health services and self help and support organisations. Calls are charged at local rates. Telephone 0845 46 47 for telephone advice.

Out Of Hours

In the event of needing medical advice or care outside surgery hours, you may ring the surgery number and your call will be diverted to Care UK, who act on our behalf after surgery hours.

Alternatively, you may ring NHS Direct on 0845 46 47.

Repeat Prescriptions

All requests for repeat prescriptions must be made in writing and dropped either:

In the box provided in the waiting room

or

In the boxes at the local chemists

Rotherham Road Pharmacy (sister site of Brinsworth Pharmacy)

DELIVERY ONLY 01709 829727

Weldricks - Brinsworth 01709 378320

Weldricks - Catcliffe 01709 382266

Cohens Chemist Treeton 0114 2939039

Tinsley Chemist 0114 244 2121

Canklow Pharmacy 01709 820514

Boots at Meadowhall 0114 256 8011

Tesco - Rotherham 01709 347449

You may also request for your prescriptions to be sent directly to the chemists.

PLEASE ALLOW TWO WORKING DAYS FOR YOUR PRESCRIPTIONS TO BE READY. ORDER THEM IN TIME TO ENSURE THAT YOU **DO NOT** RUN OUT OF MEDICATION.

All our prescribing is carried out through our computerised system. If you require a repeat prescription the doctor will issue you with a copy prescription, which should be presented at the surgery two working days before a prescription is required. You may send a request through the post if you enclose an SAE, but allow longer for this to reach you. The repeat prescription request can be dropped in the prescription box in the waiting area. Always give full details of the medication required so that mistakes can be avoided. All patients on repeat prescriptions must see the doctor at least every 12 months.

Stay in touch with our website: www.brinsworthmedicalcentre.co.uk

If the hospital changes your medication, please inform us so that we can amend your record. Please do not order any unnecessary items. It would help us if you order your prescriptions for the whole month at the same time rather than ordering one item one week and another item the following week. Should you require to drop a request outside working hours, please use the letterbox on the side door along the driveway.

Suggestions, Commendations And Complaints

Please feel free to make any suggestions to improve our service.

If you are unhappy with any of the existing services, please do not hesitate to inform us. Our business manager, Jan Venkatraman, will be happy to deal with them.

We shall also be happy to hear from you when you are happy and satisfied with our services. It feels nice to be appreciated.

There is a box in the waiting area for this purpose.

Clinics Held Within The Practice

(ask at reception for details)

MINOR SURGERY

Some minor operations are done in the surgery. Your doctor will advise you. These procedures are performed on certain Tuesday and Wednesday afternoons. Before you can have an operation you need to see the doctor in routine consultation and then he will arrange for your operation to be performed.

CRYO CLINICS

Cryo clinics are held on Monday and Friday afternoons once a month and are run by our nurses.

FAMILY PLANNING

A full range of family planning services is available. Additionally, menopausal advice including various HRT options can be sought. We also offer well person preventive medicine and health screening. Cervical smears, a part of the national screening programme, can also be booked in with our practice nurse.

ASTHMA CLINIC

A regular review of patients with this chronic problem is available in a specialist asthma clinic run by our practice nurse. This is supported by the doctors.

CHD CLINIC

Regular checks for patients suffering with ischaemic heart disease, again run by the practice nurse with the support of doctors, are offered.

DIABETIC CLINIC

We aim to optimise the care of diabetics through our practice nurse clinic. This is for all types of diabetics and forms an important part of their control of disease and complications.

Visit our website on: www.brinsworthmedicalcentre.co.uk

ANTENATAL CLINICS

These are held on a Tuesday afternoon by appointment only at the surgery and are predominantly run by the midwives with doctors' support being available.

WELL BABY CLINIC

This is run on a Thursday afternoon between 1.00 and 2.30pm. The health visitor runs an open access clinic. She can give general help and advice specialising in under fives.

In the clinic, vaccinations to children will be offered and it is most important that your child is immunised and protected against diseases as set out by the Government Schedule.

Other clinics run in the practice include Physiotherapy, Dietetics, Counselling, CPN.

We also have a social services interviewing officer at the practice every Monday.

Child Immunisation Schedule

Aged 2 months	First dose of Diphtheria, Tetanus, Pertussis, Polio and Hib, Pneumococcal (PCV)
Aged 3 months	Second dose of Diphtheria, Tetanus, Pertussis, Polio and Hib, Men C
Aged 4 months	Third dose of Diphtheria, Tetanus, Pertussis, Polio and Hib, Men C, Pneumococcal (PCV)
Aged 12 months	Hib and Men C combined
Aged 13 months	MMR and Pneumococcal (PCV)
Pre-school ie 3 years 4 months - 5 years	Further dose of Diphtheria, Tetanus, Pertussis, MMR and Polio, Hep B booster for children who were born to Hepatitis B infected mothers
Between 10 - 14 years	BCG (if tuberculin negative)
Aged 13 - 18 years	Diphtheria, Tetanus and Polio, check MMR status

ADULT VACCINATIONS ARE AVAILABLE BY THE PRACTICE NURSE

Flu vaccinations are available every October upon request.

Pneumococcal vaccination can be given at the same time as the flu vaccination. However, the pneumococcal can be given at any time of the year also.

Tetanus booster at 10 yearly intervals after initial course is also available.

Hepatitis B vaccinations are available for those who are at risk.

For full travel advice and immunisation services please see the practice nurse.

Childhood Ailments

(in alphabetical order)

CHICKENPOX

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

- Calamine lotion may be applied to soothe the often severe itching.
- Cool baths may also help.
- The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

GERMAN MEASLES (RUBELLA)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

- It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.
- The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.
- **Immunisation can prevent this disease.**

MEASLES

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight to ten days after that date.

- **Immunisation can prevent this disease.**

MENINGITIS

This is a rare illness that is most common in babies, children under four years and teenagers, and requires urgent attention. It is important to be aware of the symptoms which we have listed below.

Signs and symptoms in BABIES and VERY YOUNG CHILDREN are:

- Difficulty in waking
- A high pitched cry that is different from a normal cry
- Repeated vomiting
- Refusing feeds
- Pale or blotchy skin, especially with red or blue/black bruises that don't go white when you press on them
- Tight or bulging soft spot on the top of your baby's head

If you are in any doubt contact your doctor immediately.

Signs and symptoms in OLDER CHILDREN and ADULTS are:

- A high temperature
 - A constant headache
 - Vomiting
 - Drowsiness or confusion
 - Dislike of bright lights
 - Stiffness of the neck (moving their chin to the chest will be particularly painful)
 - A rash of red/blue spots or bruises that don't go white when pressed with a tumbler
- If you are in any doubt contact your doctor immediately.
- **Immunisation can prevent this disease.**

MUMPS

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days by swelling in front of the other ear.

- It is infectious from two or three days before the swelling appears until eight to ten days after that date.
- If the pain is severe you should consult your doctor.
- **Immunisation can prevent this disease.**

HOW TO LOOK AFTER A CHILD WITH A TEMPERATURE

A child will develop a fever because of an infection. Usually the child will get over such an infection without the need for antibiotics. Most childhood infections are caused by viruses and these do not respond to antibiotics. The following advice will help to bring your child's temperature down and make them feel better.

1. Always keep a supply of paracetamol syrup (Calpol, Disprol) at home. If you wait until you need it, there will be none close at hand.
2. If your child feels hot or appears unwell
 - a) Give the maximum dose of paracetamol stated for a child of that age.
 - b) Dress your child in cool clothes. A lot of heat is lost through a child's head, so leave it uncovered. Cool down the room by opening doors and windows.
 - c) Give your child plenty of cool drinks as fluid is lost with a fever. If they are reluctant to drink, encourage small amounts from a favourite cup.
 - d) Sponging your child down with a tepid flannel will make them feel better as well as bringing their temperature down. Using tepid water is more effective than using cold water.
 - e) Repeat the dose of paracetamol every four hours as necessary, up to the maximum daily dose stated.
 - f) A child with a fever is likely to be restless at night. Offer cool drinks and sponge them down if they wake.
 - g) If your child does not improve after giving paracetamol and sponging, or appears particularly ill, call the doctor.

3. Very rarely, a child under five years will have a convulsion with a high temperature. They will shake all over and become very still. It usually subsides in less than five minutes. Lie the child on their side and stay with them while it lasts. If there is another adult in the house, ask them to phone a doctor. If not, call when the convulsion has passed.

Self Treatment Of Common Ailments

Many common aches and pains can be treated simply at home without the need to consult a doctor.

COLDS

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

DIARRHOEA

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken.

Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

FLU

This is an unpleasant illness characterised by high temperature, aches and pains. The best treatment is plenty of rest and fluids with paracetamol to relieve aches and temperature. Antibiotics have no effect. If you are elderly or have a chronic health problem (eg heart disease, chest disease or diabetes) we would recommend an annual flu jab.

GASTROENTERITIS

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomachache. Because the lining of the stomach is likely to be inflamed medicines are often immediately vomited up.

Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

STOMACHACHE

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

SPRAINS

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling.

Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided.

Further strain will inevitably lead to further swelling and a longer recovery period.

NOSEBLEEDS

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

MINOR CUTS AND GRAZES

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

SUNBURN

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

INSECT BITES AND STINGS

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

HEAD LICE

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

Your local pharmacy can also provide advice and medication for the above problems.

Stay in touch with our website: www.brinsworthmedicalcentre.co.uk

Taking Care Of Information About You Your Rights, Our Responsibilities

MEDICAL INFORMATION AND THE DATA PROTECTION ACT 1998

It is not possible to provide the best possible standards of health care without keeping information about you. This will include your name, address, date of birth and next of kin and details of your medical history. This information is held solely for the purposes of caring for your health. The records are stored both on paper and computer, and may take other forms such as x-ray photographs.

We have a legal responsibility to keep confidential all of the information held about you. The obligations that the NHS has, together with the rights that every individual enjoys, are set out in the Data Protection Act 1998.

Information about you may need to be shared with others involved in your care from time to time - for example, with a hospital consultant or a district nurse. The sharing of medical information is specifically covered by the Act. It says that the sharing of sensitive, patient-related information is permissible for 'Medical Purposes' provided that it is processed by:

- A health professional - ie GP, nurse, health visitor
- A person who, though not a health professional, has responsibility to preserve confidentiality

This condition will always be met by our services.

To help improve the standards of health care, information from your records may also be used for research and statistical analysis. In the Data Protection Act 1998 'Medical Purposes' is defined to include 'preventative medicine, medical diagnosis, medical research, the provision of care and treatment and the management of healthcare services'.

Some research studies involve interviews and questionnaires; in these cases you will be approached to see if you'd like to take part. Before making a decision to participate you should be made aware if all or part of the information is going to be anonymised. Wherever possible, information used for such purposes will be anonymised so that it is not possible to identify the patient to whom it relates.

You do have the right to prevent processing and sharing of your information. However, the professionals involved in your care may encounter difficulties and delays if they are unable to share important health information.

YOUR RIGHTS

The Data Protection Act 1998 gives every individual a number of rights. In brief, you have the right to:

- Access information held about you (you may be charged for this service)
- Prevent processing of information likely to cause distress
- Prevent use of information about you for direct marketing

Visit our website on: www.brinsworthmedicalcentre.co.uk

- Correct an inaccurate record
- Seek compensation if you suffer damage
- Have an assessment made if you think the Act has been contravened.

We undertake to respect these rights.

OUR OBLIGATIONS

The Data Protection Act 1998 imposes a number of obligations on our services. In brief, these are:

- Information about you will be processed fairly and lawfully
- Information will be used solely for planning and delivering your health care and will not be used in an inappropriate way
- The information recorded about you will be adequate and relevant, but not excessive
- The information will be accurate and up to date
- Information will be kept no longer than necessary
- All of the information will be processed within the service in accordance with your rights
- We will take all necessary measures to prevent unlawful processing, accidental loss, damage or destruction.
- Information will not be transferred to a country outside of the European Economic Area, unless the country provides adequate protection of your rights as regards the processing of information

We undertake to fulfil these obligations.

FURTHER INFORMATION

Should you need any further information about the application of the Data Protection Act 1998 within this service, please make an appointment at reception to see the business manager.

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.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Stay in touch with our website: www.brinsworthmedicalcentre.co.uk



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We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £20 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call **0800 612 1408** or email us at payasyougo@opg.co.uk

OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 30 YEARS

Why Your Business Needs A Website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

Advertising Feature

To advertise your business in our booklet call 0800 612 1516

'THE TEN REQUIREMENTS'

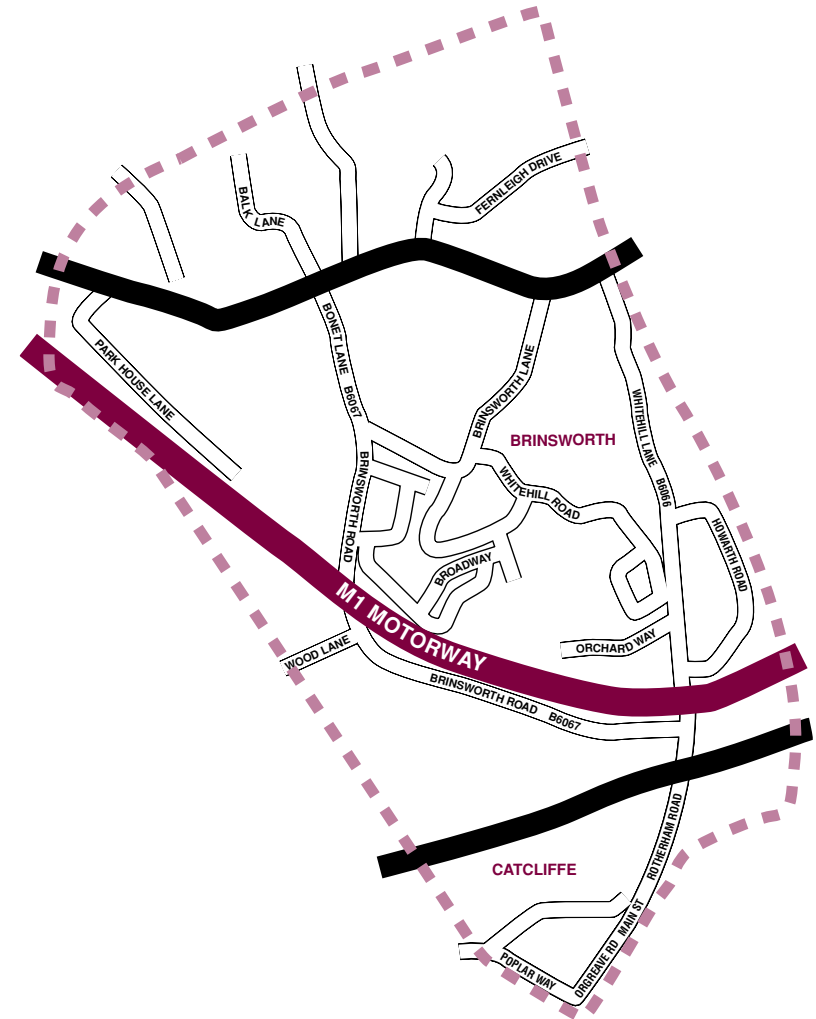
TO HELP US TO PROVIDE YOU WITH HEALTH CARE OF THE HIGHEST QUALITY

Always Remember

1. One appointment is for one person and one problem only.
2. Inform the surgery in good time if you cannot keep your appointment.
3. Inform the receptionist if you require a longer appointment.
4. Home visits are strictly for the housebound and those medically unfit to travel to the surgery.
5. Requests for routine home visits must be made before 10.30am.
6. Allow two working days for your prescription to be ready.
7. If you wish to speak in privacy please let our receptionists know.
8. Please bear with us if the surgery is running late - it is another patient's care that is causing it.
9. If you have any suggestions or comments, do let us know.
10. If you are unhappy with the service, please do not hesitate to tell our manager Jan Venkatraman.

HELP US TO HELP YOU

Practice Area



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for Drs Venkatraman, Singh, Wrigley, Vohra & Chintala of Brinsworth

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Useful Telephone Numbers

Brinsworth Pharmacy (located within the surgery)	01709 829727
Boots (Meadowhall).....	0114 256 8011
Cohens Chemist (Treeton).....	0114 293 9039
Canklow Chemist	01709 829584
Harvey & Richardson (Tinsley Chemist).....	0114 244 2121
Tesco Chemist (Rotherham).....	01709 347449
Weldricks (Brinsworth Chemist).....	01709 378320
Weldricks (Catcliffe Chemist).....	01709 382266
Care UK (Out of Hours).....	0845 601 8802
NHS Direct.....	0845 46 47

SUPPORT SERVICES

Cruse (Bereavement care)	01709 362744
.....	01709 511909
Relate	0845 6441027
RNIB	01709 370933
.....	01709 821232
Age Concern	01709 829621
ROPES.....	01709 852232
Medical Loan Service (short-term loans of wheelchairs, bath seats, commodes, walking frames etc)	01709 879451
Dyspraxia Support Group.....	01709 542864
Alcoholics Anonymous.....	0114 270 1984
Quit Smoking Services.....	0800 002211
Rotherham Talking Newspaper.....	01709 367933
Rotherham Cancer Services.....	01709 302094
.....	01709 820083
Alzheimer's Society.....	0114 276 8414
Health Advice Centre.....	01709 302483
Social Services.....	01709 812637 Ext. 4746/4747