Larwood & Village Surgeries

www.larwoodsurgery.co.uk
email: BASCCG.LarwoodSurgery@nhs.net

Main Surgery:-
Larwood Surgery,
56 Larwood Avenue,
Worksop, S81 0HH.
Tel: 01909 500233 Fax: 01909 479722

The Village Surgery:-
Long Lane, Carlton in Lindrick,
Worksop, S81 9AR.
Tel: 01909 732933 Fax: 01909 540365

Lakeside Surgery:-
Church Street, Langold,
Worksop, S81 9NW.
Tel: 01909 732933 Fax: 01909 541028

Oakleaf Surgery:-
Harworth Primary Care Centre
Scrooby Road, Harworth, Doncaster DN11 8JT
Tel: 01302 741820 Fax: 01302 751998
Larwood & Village Surgeries Philosophy

Our Aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patient, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that practice staff and doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Patients Responsibilities

- If you are unable to attend your appointment please let us know so we can offer the appointment to another patient.
- If you are late for your appointment we may have to ask you to rebook at another time- if you can, ring us and we and may be able to speak to the doctor for you.
- Home visits should only be requested for those who are unable to come to the surgery.
- An urgent appointment is for an urgent medical problem. If you require a sick note or repeat prescription please speak to a receptionist and we can request this for you.
- We would ask you to be patient if the doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- Please make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time they deserve.
- Please act in a responsible and courteous manner whilst on the practice premises for the safety and comfort of others.
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.
The Practice

We would like to welcome you to our practice, which aims to give a high quality service that is sensitive to your needs.

Larwood & Village Surgeries consists of four surgeries:
- Larwood Surgery in Worksop,
- Carlton Village Surgery in Carlton-in-Lindrick,
- Lakeside Surgery in Langold and
- Oakleaf Surgery in Harworth

All premises have easy access available for wheelchairs and disabled toilet facilities.

The Partners

Dr Christopher Stanley  
(M) MBBS MRCGP MSc. A graduate of Newcastle University in 1982  
Specialist Interest in Substance Misuse

Based at Villages Surgeries  
Substance Misuse at Villages and Larwood

Dr Lisa Collins  
(F) MB ChB DRCOG. A graduate of Sheffield University in 1985  
Specialist Interest in Substance Misuse

Based at Villages Surgeries  
Substance Misuse at Villages and Larwood

Dr Richard Davey  
(M) MBBS. A graduate of London University in 1994.  
Interest in Palliative care, Diabetes and Clinical Governance

Based at Larwood Surgery

Dr Gerard Austin  
(M) MB ChB MRCGP. A graduate of Dundee University in 1992.  
Specialist Interest in Diabetes

Based at Larwood Surgery

Dr Stephen Kell  
(M) BmedSci BM BS DCH MRCGP. A graduate of Nottingham University in 1994  
Specialist Interest in Dermatology and Chair of Bassetlaw Clinical Commissioning Group

Based at Larwood Surgery

Dr Cheuk Lai Tang  
(F) MB ChB DRCOG. A graduate of Sheffield University in 1999

Based at Villages Surgeries  
Substance Misuse at Villages and Larwood
Dr V Nanthakumar
(M) MBBS MRCGP MRCGEd. A graduate of the Medical University of India in 1997
Based at Villages Surgeries
Substance Misuse at Villages and Larwood

Dr C Slater
(F) MBBS DRCOG DFFP A graduate of Newcastle upon Tyne University in 1991
Specialist Interest in Diabetes and Women's Health / Family Planning
Based at Larwood Surgery

Dr H Ghaebi
(M) MRCGP A graduate of Tabriz University, Iran in 1997
Based at Villages Surgeries
Substance Misuse at Villages and Larwood

Dr S Hussain
(F) MRCGP DRCOG DFFP A graduate of National University Ireland in 1999
Based at Larwood Surgery

Dr A Muthu
(F) MBBS MSc (Med Ed) MRCGP A graduate of London University 2000
Specialist interest in Ophthalmology
Based at Village Surgery

Dr J Greenwood
(M) MB ChB MRCGP
A graduate of Sheffield University in 2006
Based at Larwood Surgery

Dr K Ruthireswaran
(M) MBBS MRCGP
A graduate of B-Z University in 2002
(Known as Dr Kiruban)
Based at Larwood Surgery

Dr A Khanna
(M) MBBS, MS (Ortho), MRCS, DRCOG, DFSRH, MRCGP. A graduate of Manipal Academy of Higher Education, India, 2001
Based at Village Surgeries

Our practice is a recognised Multi Professional Learning Organisation. We usually have doctors training with us who are seeking a career in general practice these are Foundation Doctors (F2), GP Registrars and we also have medical students.
The Primary Health Care Team

**Practice Management**

Sarah Dale  Practice Manager
Lisa Johnson  Business Manager
Jane Field  Finance Manager
Stephanie Savage  Lead Nurse
Sharron Wood  HR Manager, Larwood Surgery
Suzanne Davies  Estates Manager
Liz Driver  Office Manager, Larwood Surgery
Gail Dunn  Office Manager, Oakleaf Surgery
Teresa Westwood  Office Manager, Village Surgeries

**Practice Nurse Team**

We have an extensive practice nursing team, including nurses with prescribing rights and nurses with interests in chronic disease management.

**Health Care Support Workers**

The practice has six health care support workers based across the four surgeries

**Administration and Reception Team**

And not forgetting our highly trained secretarial and administrative staff that will deal with problems and enquires.

Please do not hesitate to ask for help or guidance

**Community Staff**

Attached to the surgeries are District Nurses, Health Visitors, Midwives and Community Psychiatric Nurses.

To leave a message for a district nurse or health visitor please ring: Single Point of Access (SPA) at Retford Hospital on 01777 274422.
**Opening Hours**
An appointment system operates across all surgeries for both doctors and nurses

**Larwood Surgery**

**GP Appointments Monday to Friday**
8.30 am to 12.15pm  2.30pm to 6.30pm

And for those patients that find it difficult to access routine GP appointments during normal surgery times. We have some later appointments available on Wednesdays or Thursdays each week and on Saturday mornings.

- **Wednesdays**  6.30pm to 8.00pm
- **Thursday**  6.30pm to 8.00pm
- **Saturday**  8.00am to 12 noon

Extended hours (Saturdays & Late nights) are for pre-bookable routine appointments only, and our phone lines are closed during this time.

Patients should contact 111 for medical advice.

In a genuine emergency you should call 999. Chest pains and/or shortness of breath constitute an emergency.

**Nurse Appointments Monday to Friday**
8.30am to 12.30pm  2.00pm to 6.10pm
We offer some late night appointments with nurses or HCSW

**Surgery Opening Times**

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Carlton Surgery

GP Appointments Monday to Friday
8.30 am to 12.15pm 2.30pm to 6.30pm

And for those patients that find it difficult to access routine GP appointments during normal surgery times.

Thursday  6.30pm to 8.00pm
Saturday  8.00am to 10.30am

Extended hours (Saturdays & Late nights) are for pre-bookable routine appointments only, and our phone lines are closed during this time.

Patients should contact 111 for medical advice.

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency

Nurse Appointments Monday to Friday
8.30am to 12.30pm 2.00pm to 6.10pm

Surgery Opening Times

Monday  8.00am to 6.30pm
Tuesday  8.00am to 6.30pm
Wednesday  8.00am to 6.30pm
Thursday  8.00am to 8.00pm
Friday  8.00am to 6.30pm
Saturday  8.00am to 10.30am

Lakeside Surgery

Monday Wednesday and Friday  8:15am - 6:00 pm
Tuesday and Thursday  8.15 am - 1.00 pm

Patients requesting an emergency appointment may be requested to attend Carlton Surgery.
Oakleaf Surgery

**GP Appointments Monday to Friday**
9.00 am to 12.15pm      3.40pm to 6.30pm

And for those patients that find it difficult to access routine GP appointments during normal surgery times.

Saturday  10.30am to 12 noon

**Extended hours (Saturdays & Late nights)** are for pre-bookable routine appointments only, and our phone lines are closed during this time.

Patients should contact 111 for medical advice.

**In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency**

**Nurse Appointments Monday to Friday**

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New Registrations

The Practice welcomes new registrations. Patients wishing to join the practice will be asked to complete registration forms prior to seeing the practice nurse for a new patient check appointment. The appointment is to record relevant medical details and to carry out a basic health check.

Larwood Urgent Care Service

Larwood Urgent Care Service (LUCS) opened at Larwood Surgery in November 2010. The service is run by GPs and Nurse Practitioners and will see patients on a “walk-in” basis who have a medical problem that needs to be dealt with that day. The service is open from 08:30-11:30 am and 14:30-17:30 pm. This service is open to all patients of Larwood & Village Surgeries.

Oakleaf Urgent Care Service

The Oakleaf Urgent Care Service opened in July 2013. The service is run by GPs and will see patients on a “walk-in” basis who have a medical problem that needs to be dealt with that day. The service is open from 16:00-17:30 Monday to Friday.

Surgery Appointments

To help maintain continuity of care we offer face-to-face consultations and telephone consultations. Patients requesting telephone consultations are given an approximate time when the GP will phone them back (usually a half-an-hour window). All the Doctors have personal secretaries, so if you need to get a message to a Doctor please ask for his personal secretary. Wherever possible we try to make sure you can see the GP or nurse of your choice within 7 working days (this means the days that the doctor is in surgery). If you do not have a preference we aim to see patients within 2 working days.

If you require a same day appointment and your regular doctor is not available you may be asked to attend/contact the Larwood Urgent Care Service.
**Appointment Times**

We aim to keep appointment times, but obviously on occasions you may have an unavoidable wait. To help us maintain a good schedule please let us know if more than one person in the family needs to be seen. Routine appointments are for 10 minutes, however if you feel you need longer than this please let the receptionist know at the time of booking the appointment and we can then give you a longer appointment.

**If you cannot keep your appointment please let us know**

**Not attending appointments (DNA’s)**

The Practice has the right to respond to patients who repeatedly do not attend for appointments. We politely ask that if a patient cannot attend they telephone the surgery to inform us as soon as possible which will then allow another patient to use that appointment. There are approximately 1000 appointments which are not attended or cancelled each month.

**Choose & Book**

If you need to be referred, the GP will discuss which options are available to you. We have the facility to electronically book your hospital appointment prior to you leaving the surgery.

**Repeat Dispensing**

The practice has now introduced repeat dispensing for patients who wish to participate in the scheme and who fit the medical criteria. If you are on four or less medications the GP may be able to authorise a set number of prescriptions that a patient can collect on a monthly basis direct from a pharmacy of their choice. This will alleviate the need for the patient to order and pick up their prescription from the surgery each month. Full details will be discussed and agreed with the patient prior to their enrolment on the scheme.
Ordering Repeat Prescriptions

Repeat Prescriptions

All repeat prescriptions are carefully monitored at the surgery. Your review date will be shown on the tear off slip attached to your prescription, if you need to be seen you will be contacted by the surgery.

The best way to order your repeat prescription is via SystmOnline. To do this you will need to request a username and password from reception, details of how to do this are on the next page. You can also bring your repeat medication ordering slip to the surgery after marking very clearly the items you require. If it is difficult for you to get to the surgery you may telephone your order through.

Please use the dedicated ordering lines where available:
Larwood 24 hr prescription answer phone line 01909 500233 (press 3).
Village prescription line 01909 735900
Lakeside prescription line 01909 541020
Oakleaf prescription line 01302 741820

Please make sure that you have the exact information required - all the relevant information is on your medication re-ordering slip.

The prescription will be available for collection from the surgery after 2pm the next working day. Please remember to take weekends and bank holidays into account when ordering medication.

Repeat Dispensing
The practice has now introduced repeat dispensing for patients who wish to participate in the scheme and who fit the medical criteria. If you are on four or less medications the GP may be able to authorise a set number of prescriptions that a patient can collect on a monthly basis direct from a pharmacy of their choice. This will alleviate the need for the patient to order and pick up their prescription from the surgery each month. Full details will be discussed and agreed with the patient prior to their enrolment on the scheme.
EPS – Electronic Prescription Service

Your local pharmacy may be asking you if you would like your repeat prescriptions to go directly to them. You can either organise the facility through them or through the surgery. If you select a specific pharmacy you would not need to phone them each time you order a prescription as it would automatically go to them.

You can change your nominated pharmacy at any time.

You may also order your prescription on line by visiting our website www.Larwoodsurgery.co.uk.

Once on the website you can use your mouse to navigate to the prescribing area of the site. Using ‘SystmOnline’ you can view your current repeat medication and order the items you are requiring. To use this system you need to visit the practice to be registered for a username and password. Before giving you these details we will ask to see photographic proof of identity such as driving licence / passport / bus pass. We aim to have all routine repeat prescriptions ready within 24 hours of receiving your request. The above also gives you the facility of viewing past and future booked appointments.

Home Visits

If you are too ill to get to surgery please telephone the surgery before 10.30 am and request a home visit. Wherever possible we ask you to try and come to the surgery, not only because home visits are time consuming, but also because we have better facilities for examining and treating you in the surgery.
Visits normally take place after morning surgery or alternatively the GP may ring you directly to discuss the problem.

Out of Hours Arrangements

There is always a doctor on call for urgent medical problems. When the surgery is closed the number to ring is 111.

A dedicated call centre will deal with your enquiry and advise as necessary. You may be offered an appointment to attend the Bassetlaw Primary Care Centre based at Bassetlaw Hospital or be dealt with immediately as necessary.
What Happens When You Ring Out Of Hours

When the Surgery is Closed
Ring 111

Your call is received by an adviser from the NHS 111 team. They will take down your details including your phone number and the reason for your call. They will then ask a series of questions to ascertain the urgency of your problem. They will be able to help decide what medical help you need, tell you where to go, transfer your call to the service you need or book you an appointment.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to, However if they do need to call you back they will then:

1. Give you advice to treat your symptoms / care for yourself until the surgery re-opens.

2. If they feel that you should see a Doctor before the surgery re-opens they will arrange an appointment for you at one of the Out Of Hours centres, A&E, Walk-in-clinic or an emergency dentist. Or if clinically indicated they will arrange a home visit. You will be seen by a local doctor or community nurse.

3. Arrange a 999 ambulance if they consider your symptoms require hospital treatment.
Test results
Please contact the surgeries for the results of any tests or investigations. You can telephone or enquire at reception where, depending on which test is involved, you will either be informed of the result or given an appointment to see the doctor.

Clinic and other services
We provide a comprehensive programme of health promotion clinics including asthma, diabetes, coronary heart disease, anticoagulation, smoking cessation and healthy lifestyle advice. Please contact reception staff for details.

Blood tests
Bloods test can be arranged at the surgery by appointment or you can attend Bassetlaw District Hospital without an appointment.

Well Man Clinic
A lifestyle check is available to include advice on healthy living, diet, exercise and testicular examination.

Well Woman Clinic
Cervical smears can be taken at this clinic. We recommend an interval of no more than three years between smears. Gynaecological problems including menopause can be discussed as can breast examination.

Family Planning
Family planning advice and contraceptive care is provided by all the doctors and practice nurses during surgery hours.

Maternity Services
Antenatal clinics are provided by the midwives in conjunction with the doctors. Parent craft and relaxation classes, led by the Primary Health Care Team, are held during the antenatal period. Also a postnatal support group is run by health visitors.

Minor Surgery
Doctors carry out minor surgery procedures by appointment.

Smoking Cessation
For patients who wish to stop smoking we have nurses who specialise in this area.
**Child Health Services**
Comprehensive child health services are provided by the practice. This includes: a child immunisation clinic; a child health surveillance clinic for routine assessment by the doctor. Other assessments, including hearing tests are performed by health visitors.

**Immunisations**
The practice carries out a full immunisation programme involving all patients, including an extensive flu campaign each year. A full advice and immunisation service for patients travelling aboard is provided by the practice nurse team.

The practice is a designated Yellow Fever Centre

**There may be a charge for certain immunisations**

**Private examinations**
The doctors are happy to carry out medicals, e.g. insurance and driving licence. Please telephone for an appointment and details of charges.

**Sickness Certificates**
A sick note is not needed if you are off work for less than seven days, (including weekend); the period is covered by a self-certificate available from your employer. You need to contact the surgery if the period is longer.

**Community Services**
If you require a visit from a health visitor or midwife you can expect to be contacted about a convenient time. If the health visitor or midwife is unable to make this appointment they will let you know and make another appointment with you.

**You can expect to receive a visit from a Health Visitor**
- between 10 and 28 days after the birth of your baby
- or be contacted within 10-20 working days if you are newly registered with the practice and have children under five years old.
You can expect to receive a visit from someone in the District Nursing Team

- within four hours (in the daytime) if you have been referred to them as a non urgent patient and you have not asked to see them on any particular day.
- by appointment on the day you ask for, if you give the district nursing service more than 48 hours’ notice.

Podiatry Services

The department of foot health run clinics at Larwood, Lakeside and Oakleaf surgeries. Patients can self refer if they are over 75, but can be referred for an assessment by any health professional, an assessment is offered and a treatment plan is followed if there is a genuine foot or ankle health problem identified. A large part of what the department does is offer self help advice and encourage patient involvement in their care.

Care Quality Commission (CQC)

The CQC are the independent health and social care regulator. Their job is to make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage improvement.

They do this by monitoring, inspecting and regulating services to make sure they meet fundamental standards of quality and safety then publish what they find, including performance ratings to help people choose care.

Larwood and Village Surgeries is registered with the CQC and will display it’s ratings following an inspection. We pride ourselves on offering excellent patient care and innovative ways of working.

For more information visit their website: www.cqc.org.uk
Information and Confidentiality

We will make every effort to provide you with full information about the services we offer and any information, which directly affects your health and the care or treatment you receive, it is important that you fully understand any information you are given. Please ask questions if you are unsure about anything.

We respect your privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

All information given to any member of the practice will be completely confidential. The practice is computerised and we take all appropriate measures to safeguard all your information. You have the right to see your health records subject to any limitations of the law. A recommended charge will be levied for the service.

From time to time we are asked to provide patient data to external health related organisations e.g. the number of patients diagnosed with a specific condition in the last 12 months. Whenever this occurs, the data submitted does not contain any information that could identify a patient.

As part of our contractual agreement we may be asked to make available a small, random selection of our patients records for inspection to verify that we are offering the best possible care. The viewed records would contain information that could identify patients, however all staff are bound by strict confidentiality rules.

Consent to Treatment

Consent is a patient’s agreement for a health professional to provide care. Patients may consent non-verbally (eg by presenting their arm for a pulse to be taken) verbally or in writing. For the consent to be valid the patient must:

- Be competent to make the particular decision
- Have received sufficient information
- Not be acting under duress
Everyone who is over the age of 16 is presumed to be competent to give consent unless the opposite is demonstrated. If a child under the age of 16 has sufficient understanding and intelligence to enable him or her to understand fully what is proposed, then he or she will be competent to give consent for him/herself. Only people with parental responsibility can give consent for their child. Specific consent will be requested for such things as minor-operations. If you are recommended to undergo a procedure of this nature you will be given comprehensive information about the condition and the possible treatment options as well as the risks and benefits to you. Once this information has been give you will always have the option to refuse treatment.

**Freedom of information – publication scheme**

We are now required by the NHS Freedom of Information Act 2000 to produce a Publication Scheme. A Publication Scheme is a guide to the classes of information the practice intends to routinely make available. A copy is available from each surgery.

**Zero Tolerance Campaign**

Larwood & Village Surgeries support the Government's Zero Tolerance Campaign, which states that violent or abusive patients will be removed from the practice list. Any form of discrimination will be taken very seriously and may be reported to the Police.

**Equality**

Our Practice is committed to recognising and valuing people's differences and to providing healthcare and related services which are equally accessible and appropriate to everyone in the community we serve. This leaflet can be made available in other languages upon request.
How we use your Health Records

Why we collect information about you:

In the National Health Service we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

How your records are used:

The people who care for you use your records to:
• Provide a good basis for all health decisions made in consultation with you and other health care professionals
• Deliver appropriate health care
• Make sure your health care is safe and effective, and
• Work effectively with others providing you with health care

You have the right to ask for a copy of all records about you (a fee may be charged)

• Your request must be made in writing to the organisation holding your information
• There may be a charge to have a printed copy of the information held about you
• We are required to respond to you within 40 working days
• You will need to give adequate information (for example full name, address, date of birth, NHS number etc.)
• You will be required to provide ID before any information is released to you

If you think anything is inaccurate or incorrect, please inform the organisation holding your information

We will not share information that identifies you for any reason unless:

• You ask us to do so
• We ask and you give us specific permission
• We have to do this by law
• We have special permission for health or research purposes, or
• We have special permission because the interests of the public are thought to be of greater importance than your confidentiality—for example, if you had a serious medical condition that may put others you had come into contact with at risk
The NHS is dedicated to protecting your information

In order to provide you with the best possible healthcare, we need to maintain proper records of your health and make sure that this is available to your medical team, wherever and whenever possible.

All of our staff are trained in their responsibilities to protect your data and are under legal obligations not to disclose this information to unauthorised bodies or people.

Your medical records are vital

We use your records to help us to give you proper healthcare and advice. We also need records to manage and plan the NHS itself in order to provide proper accounting for the public money we spend and to have the right resources in the right place.

We also use medical records in research to help find cures and treatments for illnesses. This helps us and other research bodies better understand diseases and determine which treatments work best under certain circumstances.

When we use this information we make sure that, wherever possible, we do not use personal details such as your name and address, in order to protect your confidentiality.

When releasing information to researchers, we give them only the minimum data necessary, and all their research is carefully vetted.
LET THE PRACTICE KNOW YOUR VIEWS

LARWOOD & VILLAGE SURGERIES is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don’t meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

   Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

In the first instance please discuss your complaint with the Office Manager on site, who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint please contact Mrs Sharron Wood who is our HR Manager and complaints co-ordinator based at Larwood Surgery.

It would be better at this stage if your complaint could be in writing. Please complain as soon as possible after the date of the event that you are complaining about. If this is not possible complaints should normally be made within 12 months.

The Practice will acknowledge your complaint within three working days and where possible will provide a response to your complaint within 10 working days. In some cases more time may be required; if so we will keep you informed.
When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Offer you the opportunity to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

**COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that LARWOOD & VILLAGE SURGERIES keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

**COMPLAINING TO OTHER AUTHORITIES**

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact any of the following 3 bodies:

**PATIENT ADVISORY LIAISON SERVICE (PALS)**
PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally.
Email: bassetlaw.pals@bassetlaw-health.co.uk
Phone: 0800 587 3089 / 0800 015 3367
Website: www.bassetlaw-health.co.uk

**INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)**
ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service is detailed below:
East Midlands Area: 0845 650 0088
www.pohwer.net/how_we_can_help/icasProviders.html
OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman’s Complaints Helpline on 0345 015 4033 or http://www.ombudsman.org.uk or Textphone (Minicom): 0300 061 4298

Address:
Millbank Tower
Millbank
London
SW1P 4QP

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: http://www.cqc.org.uk

You can also leave comments about our service by visiting our website www.larwoodsurgery.co.uk

Keeping us informed

If you change your name, address or phone number, please let the Practice know immediately. We would also appreciate you letting us have your mobile number, if you have one and keeping us informed of any changes, as we may wish to use text messaging to remind you of certain types of appointments.

Remember we may need to contact you urgently.
Larwood & Village Surgeries
provide medical services to all the following and surrounding areas:

Worksop, Carlton, Langold, Firbeck, Stone, Woodsetts, Gildingwells, Oldcotes, Blyth, Styrrup, Tickhill, Harworth, Bawtry, Scrooby, Ranskill, Ranby, Hardwick (Clumber), Carburton, Cuckney, Osberton, Shireoaks, Rhodesia & Thorpe Salvin.

If you wish to register and are not sure if you are in our practice area, please ask at reception.

Although you can register and be seen at any one of our sites, we do recommend that you see the same doctor for ongoing problems.

The Larwood Surgery is situated on the northeast side of Worksop close to Bassetlaw Hospital on Kilton Hill. We provide a full range of NHS primary care services to our registered patients. At Larwood surgery there is a physiotherapy practice based on-site catering for both NHS and private patients.

The Carlton Village Surgery, situated on Long Lane, mainly covers the population of Carlton in Lindrick and the surrounding area.

The Lakeside Surgery, situated on Church Street, mainly covers the population of Langold and the surrounding area.

The Oakleaf Surgery covers the population of Harworth and surrounding area. The surgery is situated in the new Harworth Primary Care Centre.

Each surgery has an adjacent or nearby pharmacy.

All sites also have easy access available for wheelchairs and disabled toilet facilities.
USEFUL NUMBERS

Larwood Surgery 01909 500233
Larwood 24 hr prescription answer phone line 01909 500233 (press 3)
Larwood fax line 01909 479722

Carlton Surgery 01909 732933
Carlton prescription line 01909 735900
Carlton Fax line 01909 540365

Lakeside Surgery 01909 732933
Lakeside prescription line 01909 541020
Lakeside Fax Line 01909 541028

Oakleaf Surgery 01302 741820
Oakleaf fax line 01302 751998

NHS 111 Service 111

Hospice RETFORD 01777 869239

Hospitals DRI 01302 366666
BASSETLAW 01909 500990
RETFORD 01777 274400

NHS Bassetlaw 01777 274400

PALS 0800 587 3089
Patient Advice and Liaison Service

BEREAVEMENT CARE 01909 502779

NHS DIRECT 0845 46 47
For deaf people or those hard of hearing 0845 606 4647

SPA (Single Point of Access at Retford Hospital) 01777 274422
If you wish to leave a message for a District Nurse or Health Visitor

GU Med 01777 274442

Family Planning 01909 506418

Sure Start 01909 731805
More useful numbers

Carer’s Support (adult) 01909 500483
Emergency Ambulance 999
Royal National Institute for Deaf People (RNID)
Royal Society for the Blind 0115 970 7705
Worksop Police Station 01909 500999
Social Services 01909 533533
Samaritans 01909 531153
CRUSE (Bereavement) 01909 530202

If you require this leaflet in larger print please ask at reception.