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WELCOME TO HONLEY SURGERY

We operate as a group practice
Honley Surgery is not a limited partnership

April 2018

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Introduction

We are a semi-rural practice in the Holme Valley situated about 4 miles from Huddersfield centre. The practice premises are purpose-built and have good disabled access. We are a friendly, approachable, forward-thinking practice, committed to providing high quality GP services; and keeping up-to-date with current guidelines and research.

We have an excellent team of doctors (GPs), advanced practitioners, nurses, health care assistants, managers, reception, administration and secretarial staff who all work very well together – collectively our aim is to give our patients the best possible service.

Opening Times

The surgery is open at the following times, except statutory public bank holidays. The surgery and the reception telephone line also close once a month, on the third Tuesday in the month, from 1pm for staff training and education.

Reception:

8.00am to 6:00pm Monday to Thursday

7.30am to 6:00pm Friday

Please note: we stay open late on rotating Tuesday and Wednesdays until 8:00pm for extended hours and appointments are available.

Telephone:

Reception (01484 303366) - 8.00am to 6.00pm Monday to Friday

Prescription line (01484 347640) - 24hrs a day/7 days a week

Please note: all telephone calls to the practice are recorded for training and quality purposes

Doctors' Appointments:

8.00am to 11:30am and 1.00pm to 5:50pm Monday to Thursday

7:30am to 11:30am and 1.30pm to 5:50pm Friday

Advanced Practitioners' Appointments

8.00am to 5.45pm Mondays

8.00am to 2.15pm Wednesdays

8.30am to 5.45pm Tuesday and Fridays

Nursing Team Appointments:

8.00am to 12:00 noon and 2:00pm to 5:15pm Monday to Thursday

7.30am to 12:00 noon and 2:00pm to 5:15pm Friday

Mobile Phones

Please remember to turn these off before coming into the surgery building.

Please note: The Practice has the facility to send an SMS text message to confirm the date and time of pre-booked appointments for patients who provide up-to-date mobile telephone numbers.

Registering with the Practice

New patients should complete a Family Doctors Registration Form (GMS1) and a New Patient Questionnaire Form (one for each member of the family to be registered with the practice) – these forms are available on our website (www.honleysurgery.co.uk) or at our reception desk. When returning the completed forms to the practice patients are required to produce evidence of their identity and current address e.g. photographic driving license or a valid passport and a utility bill etc.

Once you have been accepted as a patient your medical records will be transferred to us. You do not need to inform your existing practice that you are moving, although it may be courteous to do so.

As part of the registration procedure new patients, aged 5 and over, may be asked to see the practice nurse or healthcare assistant for a new patient check. This appointment with a member of the nursing team includes checking your blood pressure, urine, measuring your height and weight and giving advice on a healthy lifestyle. The nurse/HCA will also note any current problems or allergies in your medical history as often receipt of your clinical records from your previous GP can take some considerable time.

We only ask patients to leave our list if:

1. They have moved out of our practice area and they are not suitable for The Out of Area Registration Scheme (see page 6).
2. Their behaviour has become unacceptable, for example stealing from us, damaging our property, abuse or violence (or threat of violence) to any member of the practice team.
3. They repeatedly fail to attend appointments.

Out of Area Registration

Patients may approach any GP Practice even if they live outside the practice area, to see if they will be accepted onto the patient list. The Out of Area Registration arrangement means that practices can register patients who live outside the practice area without the obligation to provide home visits.

Honley Surgery will consider any application to register someone living out of the practice's defined boundary on an individual basis, taking into account their circumstances to ensure that it is clinically appropriate and practical to register the individual patient in this way – please see the practice website (www.honleysurgery.co.uk) for further details or pick up an 'Out of Area Registration' patient information leaflet from our reception desk.

Facilities for the Disabled

There is wheelchair access via automatic doors at the main front entrance and there are toilet facilities for the disabled.

Any member of the practice team will be happy to offer assistance to any patient where necessary.

Accessible Information

Please inform the receptionist if you have any communication or information needs relating to a disability, impairment, language or sensory loss. The Practice will endeavour to accommodate your needs.

Carers

If you are a carer or are being cared for please inform the receptionist and we will be able to offer you further information.

Practice Team

Please treat staff with courtesy and respect.

GP Partners

- **Dr Debra Rawcliffe** MB ChB, MRCP, Dip. Rheumatology, MSc
H.S
Female Partner. (Leeds 1987)
Monday, Wednesday, Friday
- **Dr Andrew Fowler** MB ChB, MRCP, DRCOG
Male Partner. (Leeds 1997)
Monday, Tuesday, Wednesday, Friday
- **Dr Kathryn Cummings** MB ChB
Female Partner. (Leeds 1994)
Tuesday, Thursday, Friday
- **Dr Shazia Ali** MBChB, MRCP
Female Partner. (Liverpool 2008)
Monday, Tuesday, Thursday

Salaried GPs

- **Dr John Hawkswell** MB ChB, DFFP
Male Associate. (Dundee 1991)
Monday, Wednesday, Thursday, Friday
- **Dr Harriet Frain** MB BS
Female Associate (Newcastle 2011)
Monday, Tuesday, Thursday

Advanced Practitioners (APs)

Our APs provide a comprehensive service and run their own surgeries alongside the GPs in the Practice – they are able to examine patients, order tests, make a diagnosis, refer patients and prescribe treatments like a GP can.

- **Virginia Roberts** MSc (Primary Care), BSc
Female Practitioner - Monday, Tuesday, Friday
- **Claire Grantham** MSc (Primary Care), BSc
Female Practitioner - Wednesday, Friday

The Practice is a partnership and you may see any of the GPs/APs but it is better to see the same clinician for test results and ongoing problems when this is possible. We will always try and place you with the clinician of your choice but that may not always be possible.

Please note all GPs/APs and locum clinicians have full access to your full record.

The GPs/APs offer a full range of medical services as well as child health surveillance, minor surgery, joint injections, diabetic and cardiovascular clinics, anticoagulation, COPD screening, contraception and sexual health.

The GPs/APs will see you in surgery by appointment, but urgent cases will be dealt with as they arise by the clinician covering the doctor-on-call duty - in order to prioritise patients on the basis of their need, the reception staff at Honley Surgery will ask patients some questions about their problem(s).

The Nursing Team

- **Debbie Dyson**, Female, Lead Practice Nurse
- **Leanne Brown**, Female Practice Nurse
- **Debra Hoyle**, Female Practice Nurse
- **Jill Hinchliffe**, Female Health Care Assistant
- **Zoe Bryant**, Female Health Care Assistant
- **Emily Graham**, Female Health Care Assistant

The nursing team is available by appointment for consultation and treatment. They offer the following services:

- Minor illness e.g. sore throats and ear infections
- Minor injuries, accidents and dressings
- General health checks including blood pressure and cardiovascular risk assessments
- Diabetes, heart disease and respiratory disease monitoring
- Anticoagulation, Spirometry and ECG testing
- Cervical screening, sexual health, HRT, contraceptive advice and monitoring
- Smoking cessation advice and healthy living advice including diet and weight management
- Travel advice and immunisation
- Children and adult immunisation programmes
- Influenza (Flu) and pneumococcal immunisations

Practice/Business Manager

- **Mrs Tina Walsh**

Assistant Manager

- **Mrs Isobel Wood**

Deputy Business Manager

- **Vacancy**

Receptionist/Admin staff

Our fully trained receptionists, secretaries and administration staff are here to help you. They will often need to ask you further details when you telephone - this is to ensure that we help you as effectively as possible. The job of a receptionist in a surgery can be difficult at times; please remember our staff are trying to do their best for you.

Reception/admin staff are bound by the same rules of confidentiality as the doctors and nurses. We have a private room in our reception area should you wish to discuss anything in private with the receptionist.

Confidentiality

All patient information is handled confidentially according to NHS guidelines. You have the right to access any personal information held under the Data Protection Act 1998 but a charge may be payable.

We will not disclose your information to any third party without your permission unless there are exceptional circumstances i.e. life or death situations or where the law requires information to be passed on in accordance with Caldicott principles.

Named GP

From April 2015 all practices are required to provide all their patients with a named GP who will oversee the coordination of their care amongst other health professionals. The named GP will not take on 24 hour responsibility for the patient's care; they will purely oversee the care that a patient receives. Patients can continue to see any clinician they wish as they currently do – they do not have to see their named GP.

Health Records

Healthcare professionals who provide you with care maintain health records about your health and any treatment or care you have received previously. Your health record is used to facilitate and ensure that you receive the best possible care.

NHS health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure.

At times, information held about you may be used to help protect the health of the public and help to manage the NHS – this may be clinical audit, statistical purposes or risk stratification and where we do this we take strict measures to ensure that individual patients cannot be identified.

To access our Fair Processing and Privacy Notice or read our patient information leaflet 'How we use your Health Records' please visit our website (www.honleysurgery.co.uk) or ask for a copy at our reception desk.

Medical Student Training

We participate in the training of medical students. The receptionist will inform you on the occasions when a medical student will be in a surgery and you will be asked for permission for the medical student to be present during your consultation. If you would prefer the student not to be present then please say so.

The practice would like to thank all those patients who do help us with the continuing education of our future doctors; you are helping them to develop professionally and contributing to the future of the Health Service.

Appointments

We offer a mixture of book ahead and same day appointments. Same day appointments are designed for urgent problems that cannot wait. Routine appointments are available for advance booking.

Appointments are usually 10-15 minutes depending on the clinician you are seeing – this is long enough to deal with one problem. If you have a number of problems that need attention or you feel your problem will take longer, please let the receptionist know.

- Please treat your fellow patients courteously by keeping your appointment to time.
- Please remember most delays are usually due to emergencies – please be patient.

The Practice operates a Did Not Attend Policy – if you fail to attend for 3 appointments you may be removed from the practice list and will have to find an alternative doctor.

- Please tell us if you cannot keep your appointment – failing to keep appointments you have made means that the time is wasted and other patients will have to wait longer to be seen.

Making an Appointment

To make an appointment please telephone the surgery between 8.00am and 6.00pm. The receptionist, who is bound by the same rules of confidentiality as the clinical staff, will take a brief description of the problem - if you would prefer not to disclose this information please say so. The receptionist will advise you on the best person who can help you.

We have telephone and surgery appointments available with the nurses, APs and GPs which can be booked up to 12 weeks in advance. On the day appointments are available for more urgent problems, these are 5 minute appointments for one problem only; you may have to wait but you will be seen – medically urgent cases will always be seen.

Telephone appointments/advice

Many simple problems can be dealt with over the phone. Non-urgent telephone appointments are available every day with the GPs, APs and nurses.

Home Visits

Home visits should only be requested by elderly and/or infirm patients who are too ill to travel to the surgery - the GP/AP can typically see 4 patients in the surgery in the time it takes to do a single home visit.

If you require a home visit please telephone the surgery before 10.00am. You may be contacted by the clinician covering the doctor-on-call duty to give details of your illness so that he or she can assess the urgency, in some cases you may be asked to attend the surgery instead of having a home visit.

Please note that lack of transport is not, in itself, an acceptable reason for a home visit.

Call Board

The practice uses a call board in the waiting room to let patients know when their clinician is ready to see them. If you have any difficulty seeing these messages please tell the receptionist and we will make a note on your record so that the clinician knows that they will need to make alternative arrangements to ask you to go through to their consulting room.

Chaperones

If you would like a chaperone during your consultation this can be arranged, please let the receptionist know at the time of your booking your appointment.

Text Messaging Service

Honley Surgery operates a text messaging service for all patients aged 16 years and over – if we have your mobile number you will automatically receive text messages from the practice. For further information on this service please see our practice website (www.honleysurgery.co.uk) or ask the receptionist for a copy of our SMS (text) Messaging Service patient information leaflet.

Patient Online

The practice operates a secure online system where you can book and cancel appointments, request prescriptions, access your test results and coded medical record. The system is very secure and requires personal identification numbers and passwords before access is allowed. To register for this service please see our practice website (www.honleysurgery.co.uk) or enquire at our reception desk. *Please note this facility is available for patients over the age of 16 only.*

Test Results

As a general rule there is no need to contact the surgery for test results (such as blood and urine) as these are reviewed by a clinician and if any action is required the practice will contact you either by telephone or letter. However, if you feel you need to check on your results then please call or enquire after 10.30am and before 4.00pm when the surgery is less busy.

Please note reception staff are only able to give out results that have been reviewed by a clinician – they are not able to comment on, or interpret results.

Patients who are registered for Patient Online can benefit from the added facility which enables them to view their test results, along with the comments that the clinician has made within their electronic medical record – if you would like to register to use this facility please see our practice website (www.honleysurgery.co.uk) or enquire at our reception desk.

If your test has been requested by the hospital you need to contact the hospital for your results as these results go back to the consultant/department that ordered them – they do not come to the practice.

Repeat Prescriptions

If a clinician has started you on medication which you need to keep taking over a long period of time, you will be given a 'Repeat Prescription'. You can order any or all of your repeat medicines if they are due by telephoning our dedicated prescription line on 01484 347640 anytime of the day or night, online (if registered for Patient Online) or you can hand-in your written request at reception.

- Prescriptions will be ready to collect 2 full working days after you make the request.

Please always make sure you have enough medication to last you through weekends and extended holiday periods.

Due to an initiative mandated by our Clinical Commissioning Group from 1st April 2017 pharmacies and suppliers of medical appliances will not be able to order medicines on your behalf. Instead you will need to order your repeat prescription directly from the practice

Prescriptions can be collected from the surgery by a pharmacy and they will often deliver medicines to housebound patients. Please make arrangements for this by contacting the pharmacy of your choice.

The Practice also offers an Electronic Prescription Service – if you have nominated your preferred pharmacy we can digitally sign your prescription and transmit it electronically to the pharmacy for them to dispense your medication ready for you to collect or deliver to you.

Please note you need to have made arrangements for this to happen.

Non NHS Work

There are many services requested by patients which fall outside the remit of NHS work and, for which, fees are levied. This includes certain categories of drugs, private medicals e.g. HGV, PSV driving licenses - staff will advise you if a service is outside the scope of the NHS and a fee is being levied.

Please note that GP practices are entitled to charge a fee for any work that is not NHS work. The fee must be paid in full at the time the request is made by the patient/third party.

Health Checks

We offer comprehensive annual checks for many long term conditions. If you are known to have certain conditions then you will be invited for annual checks and review by the clinician in our cardiovascular, diabetes, hypertension, chronic kidney disease, asthma, COPD, pre-diabetes and mental health clinics.

- If you do not have any medical problems and are aged 75 and over then we will invite you for an over 75's check.
- The practice provides a consultation on request for any registered patient (aged 16 or over) who has not attended a consultation in the previous 3 years.

Travel Advice and Vaccinations

We are a registered **Yellow Fever Centre**. We offer a wide range of travel vaccinations and medical advice regarding travel and being safe in the sun.

If you would like advice on travel vaccinations please collect a travel form from reception, or download it from our website, complete and return it to us, ideally this should be done one month before travel. Alternatively you can telephone and the receptionists can complete the form for you with the details you provide. The nurses will review your records and details of travel and recommend required vaccinations or treatment on your form which will be left at reception for you to collect 3 working days later. The nurse will indicate on the form if you require a surgery appointment for immunisations or a telephone appointment for travel advice.

It is essential that you contact the surgery/see the nurse at least 14 days before travel as some of the vaccinations take this long to take effect and you won't be covered if you see us after that time.

District Nurses

District nurses are responsible for all home visits to patients who are completely housebound. Services provided by the district nurses comprise assessing health needs including the provision of equipment to maximise independence, monitoring long-term health problems, care of the terminally ill patient and support for their family, wound care, hospital after-care and continence management.

The district nurses can be contacted by telephoning the Single Point of Access on 0300 304 5555. Working hours are 8:30am to 5:00pm Monday to Friday.

Health Visitors

The Health Visiting Team can be contacted on 0303 330 9974. Drop-in clinics at Honley Surgery for general advice and baby weighing are held on the last Thursday in the month from 2:00 pm to 3:00 pm. Health Visitors do checks on small children and are a valuable source of information and advice on pregnancy, childhood immunisations, antenatal classes, feeding problems, behavioural problems, toilet training, sleep problems and developmental problems.

Midwife/Antenatal Care

Honley Surgery has an attached midwife employed by Calderdale and Huddersfield NHS Trust. The ante-natal clinic is on a Wednesday morning between 9.00am and 1:00 pm at Honley Surgery. Patients are seen in this clinic by appointment.

When a pregnancy has been confirmed, patients should call the Midwife office on 01484 355731 (between 8.00am to 12.00pm) to complete the necessary booking forms. After your baby is born you will receive a letter from the surgery containing details of your postnatal check and baby clinic/immunisation appointments.

Pharmacist

Your local pharmacist will be able to give you free professional health advice and you don't need an appointment. They can help you with coughs and colds, aches and pains, advice about prescribed and over-the-counter medicines. The pharmacist may also suggest that you see your doctor for more serious symptoms.

Patient Participation Group

Honley Surgery has a virtual (email) patient participation group; this includes members of our practice of all ages and situations to represent the practice population.

The aim of the Group is to make the relationship between patients and the practice stronger. Being involved gives patients an opportunity to have a say in and take action to improve the way health services are being delivered in the community.

If you would like to join our virtual patient participation group and are happy for the practice to contact you occasionally by email, then please complete an application form which is available on our website or at the reception desk.

Patient Transport Scheme

Holme Valley Transport Scheme which is based at Honley Surgery operates along the Holme Valley; it is available to all patients registered at practices in the Honley and Holmfirth area.

The vehicle transports patients who may have difficulty in accessing surgery facilities from a private address to surgery premises and back again.

Appointments where transport is required should be booked in advance where possible and this can be done by contacting the surgery in the normal way on 01484 303366.

The Holme Valley Transport Scheme is a registered charity and relies on donations to keep going. If you would like to make a donation please either use the donation box on the reception desk or send a cheque to Honley Surgery made payable to the Holme Valley Transport Scheme.

Practice Charter

How can we help you?

- We feel it is important you know who is dealing with your enquiry on reception – our staff wear name badges.
- You will be received by named staff, who will be courteous and efficient – we ask that you treat them with the same courtesy and respect you would expect yourself.
- Staff are trained for the position they hold with the practice.
- We would like to ensure that privacy, dignity and respect for cultural beliefs are respected – if you would like to speak confidentially to the receptionist, please let them know on arrival.
- The telephone will be answered promptly and your request dealt with as swiftly as possible. The first 2 hours of the morning is the busiest time on the telephone – please keep calls brief and avoid calling during the peak morning time for non-urgent matters.
- Waiting times will be kept to a minimum, and if there is an unforeseen delay, you will be kept informed.
- The waiting room area will be kept warm, clean and tidy.
- Repeat prescriptions will be ready 2 full working days after they are requested.
- Confidentiality will be respected at all times.
- Professional healthcare workers within the practice will have access to patients' records at an appropriate time.

How you can help us?

- Please book one appointment per patient
- If you are unable to keep your appointment please inform us as soon as possible.
- Arrive on time for your appointment
- Ask if you are unclear about your treatment.
- Home visits are only to be requested when the patient is unable to attend the surgery. Ideally make requests for home visits before 10.00am. Requests for late visits are for urgent cases only, not routine problems
- Please keep children under control in the surgery.
- Let us know if you change your name, address, telephone number or email address.

Comments and Complaints

We are interested to know what our patients feel about our services. We would welcome any comments you have – please address these to the Assistant Manager.

We adhere to the national guidelines for complaints management in the NHS, for further information ask a member of the team for a copy of our complaints leaflet and procedure.

If you would like to make a complaint, ideally we would prefer you to outline your complaint in a letter. If you are unable to put your complaint in writing then please ask to speak to the Assistant Manager.

What to do when the Surgery is closed

If you require urgent advice or a home visit when the surgery is closed then please telephone the NHS 111 Service on telephone number 111. You will be assessed, given advice and directed to the local service that can help you best; this includes the Kirklees Out Of Hours GP Service.

Please remember that Accident and Emergency Departments and the 999 ambulance service are for urgent life threatening conditions and severe injuries only. An emergency is a critical or life threatening situation which may include loss of consciousness, severe chest pain, head injury, or loss of blood. People who use these services for minor problems may prevent others with life threatening conditions from getting the immediate care they need. If your problem isn't life threatening but you need urgent medical advice or help then it is best to call 111.

For less urgent health needs then contact the surgery during normal working hours, your local pharmacist in the usual way or visit our website for useful health information and links.

Honley Website and Self-Help Information

Please take a look at our website www.honleysurgery.co.uk for advice on common conditions and minor illnesses, leaflets, contact details for help-lines/support, links to useful websites and much more.

Useful Telephone Numbers

District Nurses (Single Point of Access)	0300 304 5555
Health Visiting/School Nursing Team	0303 330 9974
Midwife (general enquiries)	01484 355743
Huddersfield Royal Infirmary	01484 342000
Social Services (Gateway to Care)	01484 414933

Email Address for General Enquiries only

This email address can be used for general enquires but not for personal medical matters: enquiries.honleysurgery@nhs.net

Clinical Commissioning Group

The area served by Honley Surgery is in the district covered by Greater Huddersfield Clinical Commissioning Group (GHCCG). GHCCG is responsible for ensuring you get all the services you need.

The local office of GHCCG is at:

Broad Lea House
Bradley Business Park
Dyson Wood Way
Bradley
Huddersfield, HD2 1GZ.
Tel: 01484 464000

Freedom of Information Act 2000

The Freedom of Information Act aims to promote a culture of accountability amongst public authorities by providing people with rights of access to the information held by them. Honley Surgery complies with the act.

Further Information is available from:

The Information Commissioner
Publication Schemes
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF
Tel: 0303 123 1113 (local rate) or 01625 545745

Zero Tolerance Scheme

In common with the rest of the NHS Honley Surgery operates a zero tolerance policy on any issues of abuse whether verbal or physical on any member of staff or person on the premises. We have the right to remove a patient from our list and to inform the police of any such incident.

Parking at the Surgery

Our surgery car park is on Marsh Gardens around 300 yards away from the building. We have a permanent bike rack and disabled car parking spaces adjacent to the surgery. There is a turning bay which can be used for dropping off and picking up disabled patients. Please do not park by the turning bay, main entrance or in the area marked “Doctor’s only” at the side of the building.

Our Practice Area

We cover a wide area in the Holme Valley:

