

Meltham Road Surgery

9 Meltham Road, Lockwood, Huddersfield HD1 3UP

Telephone: 01484 432940 Fax: 01484 451614 (Secretary)

Fax: 01484 451423

www.melthamroadsurgery.co.uk



FAMILY DOCTORS

Dr Anil Aggarwal

MB ChB (Manchester 1979) MRCGP MBA Dip
Dermatology (M)

Dr Anne Steyn

MB ChB (Aberdeen 1987) MA (F)

Dr Naim Hasanie

MB ChB (Manchester 1990) MRCP MRCGP
DCH DRCOG Dip Diabetes (M)

Dr Elizabeth Brook

MBBS (Newcastle upon Tyne 1986) MRCGP
Cert Substance Misuse (F)

Dr Joy Hewitson

MBBS (London 1999) MRCGP 2013 (F)

Assistant

Dr Judith Hooper

MB ChB (Birmingham 1978) MRCGP DRCOG
Dip Med Acupuncture (F)
Director of Public Health
FFPH (Faculty of Public Health)



Welcome to Meltham Road Surgery. We are a group practice and you can see any doctor of your choice. We will try and ensure that this happens and if this is not possible, we will give you a reason. The doctors all have special interests and they may ask you to see another doctor within the practice for a specific problem. This is to ensure that you get the best possible quality of care. We are a fully computerised training practice and you will have the option of booking/cancelling your appointments or requesting your repeat prescriptions on-line.

Meltham Road has access and facilities for the disabled.

PRACTICE CHARTER

How Can We Help You?

You will be greeted in a friendly and courteous manner by staff wearing name badges. We will give you full information about the availability of services within the practice. You will be seen within 30 minutes of your appointment time, but where a delay may occur you can be expected to be advised of this.

We will keep you fully informed about all aspects of your condition, possible treatments and side effects.

Telephone calls will be answered promptly and diverted to the appropriate person.

Request for repeat prescriptions will be completed and ready for collection within two working days.

You will be seen the same day with an urgent medical problem.

We will respect your confidentiality at all times.

If you are unhappy about any aspect of your care and wish to discuss this further, please contact the practice manager, who will deal with your problem as soon as possible.

Help Us Help You

Please request a home visit only when absolutely necessary and you are too ill to attend the surgery.

Please give us adequate notice of appointment cancellations.

We request that you treat our staff in a courteous manner.

Please consider other patients and remember one appointment is for one patient only.



OPENING TIMES

Monday to Friday 8.30am - 6.00pm.

(Tuesdays - up to 8.00pm)

Closed Friday 12.30 - 1.30pm for staff training.

ROUTINE APPOINTMENTS

You can make an appointment by telephoning Huddersfield 432940. Try to give reception as much notice as possible which will enable us to offer you an appointment at a time suitable to you and with the doctor of your choice. Do also remember that one appointment is for one patient. If you cannot keep your appointment, please let us know as soon as possible. Please avoid requesting repeat prescriptions for family members during appointments. We have a system for ordering repeat prescriptions (see Repeat Prescriptions overleaf).

ON-LINE ACCESS

You can now order your repeat prescriptions and book/cancel your appointments on line. To register for the on-line service you will need to be issued with a user name and password. Please ask reception for details.

EVENING APPOINTMENTS

Later appointments are available for those that are unable to attend the surgery during normal working hours due to work commitments. These are held between 6.30 - 8.00pm every Tuesday. Please ask reception for details.

LATE ARRIVALS

Patients arriving more than 20 minutes late for their appointments will be asked to re-book.

URGENT APPOINTMENTS

Please indicate to the receptionist if you need to be seen urgently and you will be given an appointment the same day. However, it may not be with the doctor or at the time of your choice. Please note the following are NOT considered as urgent appointments: insurance forms, sick notes, general check-ups, letters for college, solicitors, housing medicals, HGV licences etc.

TELEPHONE CONSULTATIONS

The practice is offering telephone consultations as an alternative to face-to-face consultations. If you feel your problem can be managed via a telephone conversation, eg advice on a health problem, medication query or you simply wish to talk to the doctor, please ask the receptionist to book a 'phone back' consultation.

HOME VISITS

Home visits will only be done if, in the GP's opinion, the patient's medical condition warrants it. Please request a home visit only when absolutely necessary and you are too ill to attend the surgery.

II Nido Day Nursery



We are committed to providing a caring, safe, stimulating environment where all children feel valued, happy and secure.

We offer a small homely environment and your children are looked after by dedicated, experienced practitioners.

We cater for children aged between 0 - 5 years.

We offer fresh home-cooked food.

Tel: 01484 348866 for more information.

Opening Hours:
7.30am
to
6.00pm

Would a Care/Nursing Home Provide the Solution?

One part of life's rich tapestry is that things are constantly changing. Perhaps one of the more difficult things to cope with is admitting that we, or our loved ones, are growing older and are, perhaps, finding it difficult to cope with living alone. At such times thoughts turn to residential care. This is a big decision so it's very important to make the right choice.

Normally, there is a programme of activities available to all residents who wish to take part. The objective in most homes is to encourage residents to retain their interests and enjoy life in general as much as they can.

The quality of accommodation and care can vary significantly between homes. So arrange a visit and ask your questions personally. Treat your visit as if you were buying a house and trust your feelings and instincts. The choice is YOURS. It's your right to choose!

ADVERTISING FEATURE

WHEN THE SURGERY IS CLOSED

If you need to see a doctor out of hours, or when the surgery is closed, you should continue to ring the usual surgery number and listen to the recorded message. This will tell you how to contact the out-of-hours care service. This practice is covered by Local Care Direct which is staffed by local GPs and nurses. They can provide urgent medical care or advice when the practice is closed. You can get help anytime of the day or night by ringing NHS 111.

NHS 111

NHS 111 is a new service which has been introduced to make it easier for people to access local health services. The number is free to call and is a fast and easy way for people to get the right help. The number is for people who:

- Need medical care fast, but it's not an emergency
- Don't know who to call for medical help
- Think they need to go to A&E or another NHS urgent care service
- Need health information or reassurance about what to do next

Callers to 111 are put through to a team of highly-skilled call advisers, who are supported by experienced nurses. They use a clinical assessment system and ask questions to assess caller's needs and determine the most appropriate course of action.

REPEAT PRESCRIPTIONS

If your doctor agrees, you may obtain repeat prescriptions by giving two working days' notice and ordering between 11.00am and 5.00pm Monday to Friday. Alternatively, you may post your request enclosing a stamped addressed envelope or use the on-line prescription service - see On-Line Access.

At the doctor's request, the receptionist may ask you to make an appointment to be seen before another repeat prescription is issued. This is to review the progress of your medical condition and treatment.

TELEPHONES - TEST RESULTS AND ADVICE

The telephone lines are busiest in the morning, especially on a Monday. If you are ringing for test results please ring in the afternoon. Results will only be given to the patient themselves or to parents of minors.

NEW PATIENT REGISTRATION

Anyone wishing to register and who lives within the practice area, can do so by presenting at reception Monday to Friday between 9.00am - 5.00pm. Please bring your medical card, or passport as proof of id. Although you can indicate which practitioner you wish to register with, you will be registering with the practice rather than an individual GP.

My Details:

Title: _____ First Name _____ Surname _____

Address _____

Postcode _____ Date of birth ____ / ____ / ____

Phone Number _____ Mobile _____

My Doctors details:

Doctors Name _____

Surgery Name _____

Surgery Address _____

I hereby authorise Lockwood Pharmacy or order and/or collect my prescription from the surgery for me in person.

I will advise of any alteration to this agreement. I also wish to terminate any previous collection agreements with other pharmacies.

Signed _____

Dated _____

Please hand back this form to the pharmacy or call 01484 480567 and we will happily collect from your desired address.



Your local late night pharmacy

Opening Times: Monday to Saturday 8am until Midnight Sunday 9am until 10pm

- FREE collection and home delivery
- FREE head lice treatment
- FREE emergency hormonal contraception and Chlamydia testing
- FREE blood pressure and diabetes monitoring
- FREE car park at the rear

01484 480567

227 Lockwood Road, Lockwood,
Huddersfield HD1 3TG

info@lockwoodpharmacy.com
www.lockwoodpharmacy.com

THE PRACTICE TEAM

Practice Manager

The practice manager is in charge of the administration of the practice. If you have any difficulties or suggestions, please let the manager know.

Receptionists

All our receptionists are trained to deal with your needs. They make appointments, take messages including visit requests, process repeat prescriptions and inform you of your test results when the doctor or nurse has seen and approved them. Sometimes they will ask for details of your condition in order to assess the degree of urgency. Such information is dealt with in complete confidence.

Nurse Practitioner

We have a nurse practitioner working with us who is able to prescribe and has been fully trained to manage a whole range of medical conditions (but always under a doctor's supervision). She also runs clinics for stopping smoking, monitoring blood pressure and heart conditions.

Practice Nurses

Our three practice nurses hold their own clinics and can help you with:

- Immunisations
- Dietary advice
- Blood test as ordered by the doctor
- Asthma clinic
- Minor injuries and removal of stitches
- Ear syringing (check with doctor first)
- Advice on stopping smoking

Appointments with them can be made through the receptionist.

Health Care Assistant

Our HCA works under the supervision of a qualified nurse. She can do blood tests, check blood pressure, urine tests, simple dressings, and health checks.

District Nurses

Patients who are confined to their homes and need nursing assistance may arrange with their doctor for a community nurse to call. The district nurse can be contacted at the surgery on Huddersfield 221 600. The hospital will usually arrange for a sister to call on patients discharged early who still require nursing treatment at home.

Health Visitors

The health visiting team consists of health visitors, healthcare assistants and a nursery nurse. They can give advice on health care, particularly for expectant mothers and small children. The health visitors can be contacted on 347876.

Community Psychiatric Nurses

Community psychiatric nurses are specially trained nurses who can offer help with mental health problems, either at home or in the surgery.

Counsellors

We have an experienced, fully-qualified counsellor. If you feel that you may benefit from counselling, please speak to your GP or our nurse practitioner.

SPECIAL SERVICES

We provide a range of special services and these are by appointment except for the baby clinic and immunisation clinic:

- Infant development/Baby clinic
- Healthy heart
- Child immunisations
- Maternity care
- Family planning/Well woman
- Anti-coagulant clinic
- Therapeutic massage
- Substance misuse
- Skin camouflage
- Podiatry
- Acupuncture
- Diabetic clinic
- Minor operations
- Travel immunisations
- Phlebotomy

OTHER INFORMATION

The General Practitioner Training Scheme

At some point each year we are pleased to welcome fully qualified doctors who are undergoing advanced training in general practice. They often have extensive experience of hospital medicine before they join us and are under supervision from senior GPs. Please accept their services as an extension of our own.

Foundation Doctors

The practice has been approved to host Foundation Doctors who are qualified doctors undertaking the second year of training after leaving university. They usually come for a period of four months and work under supervision.

Medical Students

From time to time students training to become doctors visit the practice. This often proves to be a useful experience for both patients and students. Patients are always informed if a student is sitting with the doctor; if you do not wish to see a student doctor please let us know.

Complaints

We always try to provide the best possible service, but there may be times when you feel that this has not happened. The practice has an in-house complaints procedure which allows us to deal with problems swiftly. Please ask the receptionist for a leaflet detailing this procedure or you can telephone or write to our practice manager.

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager at Greater Huddersfield CCG.

The GHCCG also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems. PALS service is delivered by NHS West and South Yorkshire and Bassetlaw Commissioning Support Unit (CSU) which provides the service on behalf of the Clinical Commissioning Groups (CCGs) across West Yorkshire. The service is open from 8.30am to 4.30pm Monday to Friday and is based at Douglas Mill, Bradford. The service can be contacted on 0800 0525 270 or by email at: WestYorksPALS@nhs.net.

Patient Participation Group

If you are interested in finding out how to get involved in the practice, we would value your input. We have a Patient Participation Group and are looking for patients from all age groups, social and cultural backgrounds to join us. Please ask reception for details.

Compliments

All the staff at the surgery work very hard to try and provide the best possible service to all our patients. Compliments are always appreciated.

PATIENT INFORMATION

Access To Health Records

Under the Data Protection Act 1998 you have the right to see your health records, subject to limitations in the law. Application must be made in writing. Please contact the surgery for details. There is a charge for this service.

Patient Confidentiality And Data Protection

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

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.

Disruptive/Rude Patients

Help us to help you! Please treat the practice staff with courtesy and respect.

Meltham Road Surgery operates a zero tolerance policy. Anyone found to be verbally or physically abusive will be removed from the practice list.

Missed Appointments

Patients who frequently miss appointments will be removed from the practice list.

Greater Huddersfield Clinical Commissioning Group (GHCCG)

The practice is a member of the GHCCG based at Broad Lea House, Bradley who is responsible for ensuring you have access to the services you need. For details of all primary care services in the area, please refer to the GHCCG Guide to primary care services at www.greaterhuddersfieldccg.nhs.uk or by telephone on 01484 464113.

NHS Direct Walk-in Centre

NHS walk-in centres offer fast and convenient access to healthcare advice and treatment for minor injuries and illnesses. They do not replace local GP or hospital services but, rather, support the existing local services. They are open from 9.00am until 6.30 pm Monday to Friday; you do not need an appointment.

Your local walk-in centre in Kirklees can be found at

Dewsbury and District Hospital

Halifax Road

Dewsbury

WF13 4HS

SURGERIES BY APPOINTMENT

	AM	PM
Dr Aggarwal		
Monday	8.10-10.30	2.30-4.30
Tuesday	8.10-10.00	5.00-8.00
Wednesday	8.30-10.30	3.00-5.00
Thursday	8.10-10.30	-
Friday	8.10-10.30	3.00-5.00
Dr Steyn		
Tuesday	11.00-1.00	5.00-8.00
Wednesday	08.30-10.30	1.00-3.00
Friday	-	1.30-3.30
Dr Hasanie		
Monday	8.30-10.30	4.00-6.00
Tuesday	8.30-10.30	5.00-8.00
Wednesday	8.30-10.30	-
Thursday	8.30-10.30	2.00-3.00
Friday	8.30-10.30	3.00-5.00
Dr Brook		
Monday	8.30-10.30	3.00-5.00
Thursday	8.30-10.30	2.00-4.00
Friday	11.00-12 noon	1.30-2.30
Dr Hooper		
Tuesday	-	4.00-6.00
Thursday	-	3.30-5.30
Dr Hewitson		
Monday	8.30-11.00	2.00-5.00
Tuesday	8.30-11.00	2.00-5.00
Thursday	8.30-11.00	

These times may be subject to variation, particularly during holiday periods.

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Keep them in a box or cupboard with a lock – or store them well out of the reach of children.

Soluble Aspirin Tablets

Good for headaches, colds, sore throats (gargle with the solution) and pains in general. Aspirin should NOT be given to children under 16.

Paracetamol Mixture

For relief of pain or fever in young children.

Sedative Cough Linctus

For dry or painful coughs – but not coughs caused by common colds.

Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

Vapour Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

Ephedrine Nose Drops

For runny noses in children over one year old. Use before meals and at night but not for more than four days.

Antiseptic Solution

One teaspoon diluted in warm water for cleaning cuts and grazes.

Antiseptic Cream

For treating septic spots, sores in the nose and grazes.

Calamine Lotion

For dabbing (not rubbing) on insect bites, stings and sunburn.

Dressing Strips

For minor cuts.

3" Wide Crepe Bandage

To keep dressings in place. To support sprained or bruised joints.

Cotton Wool

For cleaning cuts and grazes.

Thermometer

For fevers.

Tweezers

For removing splinters.

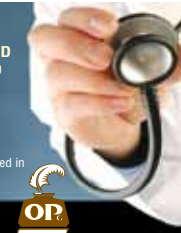
**Remember that your local chemist
can give you advice about medicines.**

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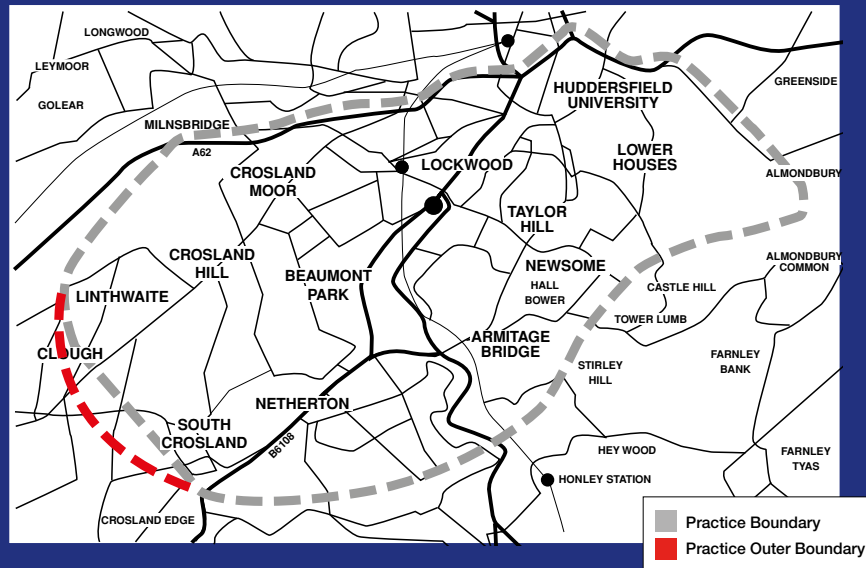
Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER Tel: 01253 722142 Fax: 01253 714020
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

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OUR PRACTICE AREA



OUTER BOUNDARY

For existing patients that move into the 'outer boundary', (see map), please ask at reception if you wish to remain on the practice list.

USEFUL TELEPHONE NUMBERS

Meltham Road Surgery.....	432940
Huddersfield Royal Infirmary	342000
Princess Royal Community Health Centre	344000
Social Services.....	223000
Citizens Advice Bureau.....	451381
Lifeline (Drug and Alcohol Problems).....	353353
Police	422122
District Nurse.....	221600
Health Visitors.....	347876
Midwives	347887
Samaritans.....	533388
Local Care Direct	0845 1203 1616
Medicare Chemist.....	532169
NHS 111	111
GHCCG.....	01484 464113