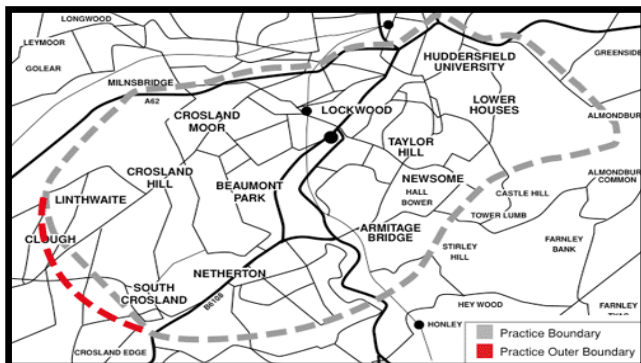


## OUR PRACTICE AREA

### OUTER BOUNDARY

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



# MELTHAM ROAD SURGERY

9 MELTHAM Road, Lockwood, Huddersfield. HD1 3UP  
 Telephone: 01484 432940 Fax: 01484 451614 (Secretary)  
 Fax: 01484 451423



### USEFUL TELEPHONE NUMBERS

MELTHAM Road Surgery.....	01484 432940
Huddersfield Royal Infirmary.....	01484 342000
Calderdale Royal.....	01422 357171
Princess Royal Community Health Centre.....	01484 344000
Citizens Advice Bureau.....	0344 848 7970
Lifeline (Drug and Alcohol Problems).....	01484 353333
Police—non emergency .....	101
District Nurse .....	0300 3045555
Health Visitor .....	0303 3309974
Midwives .....	01484 347887
NSPCC Helpline .....	0808 800 5000
Social Services/Kirklees Gateway to Care .....	01484 414933
Samaritans .....	01484 533388
Local Care Direct .....	0845 1203 1616
Medicare Chemist .....	01484 532169
NHS 111 .....	111
Walk in Centre (Dewsbury A &E) .....	01924 542695

### FAMILY DOCTORS

<b>Dr Anil Aggarwal</b>	MB ChB (Manchester 1979) MRCPG MBA Dip Dermatology (M)
<b>Dr Anne Steyn</b>	MB ChB (Aberdeen 1987) MA (F)
<b>Dr Naim Hasanie</b>	MB ChB (Manchester 1990) MRCP MRCPG DCH DRCOG Dip Diabetes (M)
<b>Dr Imran Khan</b>	MB ChB (Leicester 2012) (M)
<b>Dr Ayesha Malik</b>	MBBS MRCPG MRCPG (F)

# 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 online.

MELTHAM Road has access and facilities for the disabled.

## Practice Charter

### How We Can Help You

You will be greeted in a friendly and courteous manner by staff. 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.

### 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 8.00 am - 6.00 pm.  
(Tuesdays - late clinic)

## Telephone Calls

**PLEASE BE AWARE THAT ALL INCOMING AND OUTGOING TELEPHONE CALLS ARE RECORDED FOR TRAINING AND MONITORING PURPOSES.**

## 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

## 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.

## Translator services

If you require assistance—please let the receptionist know.



## SURGERIES BY APPOINTMENT

	AM	PM
<b>Dr Aggarwal</b>		
Monday	8.10-10.30	2.30-4.30
Tuesday	8.10-10.00	5.00-8.00
Wednesday	-	3.00-5.00
<b>Dr Steyn</b>		
Tuesday	10.00-12.00	5.00-8.00
Wednesday	8.30-10.30	1.00-3.00
Friday	-	1.30-3.30
<b>Dr Hasanie</b>		
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
<b>Dr Khan</b>		
Tuesday	9.00-11.30	2.00-5.00
Wednesday	9.00-11.30	2.00-5.00
Thursday	9.00-11.30	2.00-5.00
Friday	9.00-11.30	2.00-5.00
<b>Dr Malik</b>		
Monday	08.30-11.00	2.00-5.00
Thursday	08.30-11.00	2.00-5.00
Friday	08.30-11.00	-

## Routine Appointments

You can make appointments 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 appointment. We have a system for ordering repeat prescriptions.

## Online Access

You can now order your repeat prescriptions and book/cancel your appointments online. Please ask reception for details.

PATCHS is an **online consultation service** that allows you to quickly and easily access GP services online. All you have to do is answer a **few simple questions** and PATCHS will get you the help you need quickly.

## Access to your Health Records online

The practice is pleased to provide patients with access to their health records via a secure web interface. The practice system is enabled to offer detailed coded access to your health record. Please ask at 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 available on Tuesday evening. Please ask reception for details.

## LATE ARRIVALS

Patients arriving more than 20 minutes late for their appointments will be asked to rebook.

## 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.

## 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.

## **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
- Long term condition review
- Minor injuries and removal of stitches
- Advice on stopping smoking

Appointments with them can be made through the receptionist.

## **Advanced Clinical Practitioner (ACP)**

We have an ACP 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.

## **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 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 03033309974.

## **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

## **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.

## **Clinical Pharmacist**

As part of the team he can see and consult with patients directly (either over the telephone or at a face-to-face appointment at the surgery), is able to prescribe, review and even alter repeat prescriptions. It is expected that this will improve the care of some patients with long term conditions, give patients an extra place to seek advice and improve availability for GP's to see patients to diagnose and treat complex conditions.

## **NHS 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 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 01924 542695**

## 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. 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 4.00pm Monday to Friday. Alternatively, you may post your request enclosing a stamped addressed envelope or use the online prescription service - see Online 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.

If you normally collect repeat prescriptions from the same place, or if you collect them on behalf of someone else, you could benefit from using the Electronic Prescription Service, this means that you can collect repeat prescriptions directly from a pharmacy without visiting your GP.

For more information ask at 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.

## Kirklees Clinical Commissioning Group (KCCG)

NHS Kirklees CCG serves a population of around 437,000. It is a membership organisation made up of 64 GP practices which is made up of local GPs. It's role is to look after the health needs of the local population.

## Primary Care Networks

Since the NHS was created in 1948, the population has grown and people are living longer. Many people are living with long term conditions such as diabetes and heart disease, or suffer with mental health issues and may need to access their local health services more often.

To meet these needs, practices have begun working together and with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in primary care networks.

Primary care networks build on the core of current primary care services (your GP, midwives, health visitor, district nurses, etc.) and enable greater provision of proactive, personalised, coordinated and more integrated health and social care.

### What difference will primary care networks make for patients?

Primary care networks have the potential to benefit patients by offering improved access and extending the range of services available to them, (e.g., physiotherapy, podiatry) and by helping to integrate primary care with wider health and community services

## 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.

## Friends and Family Test

Please help us and provide your feedback so that we may continue to improve the services we offer.

## Are you a carer or does someone look after you?

If you rely on the help of a:

- Partner
- Relative
- Friend
- Neighbour

Or you provide care for the above, talk to reception make yourself known.

**Carers Count** makes sure that carers get the benefits and services they are entitled to. Services Include:

- Advocacy service
- Group work / art therapy
- Bereavement group (You do not need to be a carer to access this group)
- Training courses
- Help in planning for the future
- Tea / coffee meetings

For further advice/information or to register as a carer, contact Meltham Road Surgery. The person you care for does not need to be registered with us.

## Practice Closures For Public Holidays & Training Events

**2023**

02.01.2023	New Year Day	Public holiday
07.04.2023	Good Friday	Public holiday
10.04.2023	Easter Monday	Public holiday
01.05.2023	May Bank Holiday	Public holiday
08.05.2023	King's Coronation	Public holiday
29.05.2023	Spring Bank Holiday	Public holiday
28.08.2023	Summer Bank holiday	Public holiday
25.12.2023	Christmas Day	Public holiday
26.12.2023	Boxing Day	Public holiday

**Telephone service** will not be available from 1.00 pm on the following afternoons due to staff training:

### Staff Training Dates

<b>18.07.2023</b>	<b>Staff training</b>
<b>15.08.2023</b>	<b>Staff training</b>
<b>19.09.2023</b>	<b>Staff training</b>
<b>17.10.2023</b>	<b>Staff training</b>
<b>21.11.2023</b>	<b>Staff training</b>
<b>05.12.2023</b>	<b>Staff training</b>

**(Please note counter service is available on the training dates)**

## 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 contact the complaints team at NHS England.

### NHS England

PO Box 16738  
Redditch  
B97 9PT

By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state: 'For the attention of the complaints team' in the subject line.

By telephone: 0300 311 22 33

## Access to Health Records

The practice is registered and complies with the Data Protection Act 1998 and the General Data Protection Regulations 2018. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Please contact the Practice for further information.

## Patient Confidentiality

We respect your right to 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 care.

This information may be used for management and audit purposes. However, it is only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you

## 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

We accept new patients from the Lockwood, Crosland Moor, Netherton, Thornton Lodge, Newsome, and Beaumont Park area. If in doubt, please speak to the receptionist. 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.

## Named Accountable GP

All patients at MELTHAM Road Surgery have a named, accountable GP who is responsible for patients' overall care at the practice. Your named GP has been allocated to you by the practice. If you have a repeat prescription you can find the name of your allocated GP at the bottom of the form. If you do not have a repeat prescription and you wish to know who your allocated GP is, please contact the practice. You can still talk to or make appointments to see any of our doctors or nurses. If you have a preference to a particular GP at the practice, please talk to one of our receptionists. We will do our very best to accommodate your request.

## 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.

## HAVE A LETTER PROVIDED....

All requests for non NHS work will need to be processed separately. You will be required to leave your forms and letter requests at reception to be passed for the GP to action. Please be aware these can take several weeks to be actioned due to the workload pressures of the GP's. There will always be a charge for non-NHS services (Please see fee list).

## SICK NOTE (FIT NOTE)

You do not need a sick note (Fit Note) for any illness lasting **under seven days**. Your employer may however require you to complete a self-certification form (SC2). These are available from your employer, or online.

If you require evidence for sickness absence for seven days and under a private sick note can be issued at a cost of £20.

If you are off work due to sickness for **more than seven days** your employer may ask for evidence in the form of a Fit Note from your doctor (GP, dentist or hospital doctor).

The Fit Note was launched in 2010 to replace the old Sick Note and can be used to give details of when a person's health conditions affect their ability to work and to help people return to work where appropriate.

The doctor can issue a Fit Note on the day the patient is seen and can be backdated but they cannot be issued in advance.

A doctor must have seen the patient with the condition in question.

For a first Fit Note, you will need to be seen unless one was previously issued by a hospital doctor. For a repeat Fit Note please book a routine appointment (remember Fit Notes can be backdated to cover any gaps).

## Chaperone Policy

MELTHAM Road Surgery is committed to providing a safe, comfortable environment where patients and staff can be confident that the best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a "chaperone" present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking the appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request, however, occasionally it may be necessary to re-schedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you would like to see a copy of our chaperone policy or have any questions or comments regarding this please ask at reception.

## CCTV

**Closed circuit television (CCTV) is installed at the practice premises for the purposes of staff, patient and premises security. Cameras are located at various places on the premises, and images from the cameras are recorded - If you require more information please call in to the surgery and ask the Receptionist for a copy of our CCTV Policy & Code of Practice Leaflet.**



We are pleased to announce that we offer free Wi-Fi access to all visitors to MELTHAM Road Surgery. Set up is quick and easy. Please see posters in the waiting room.