

RYDINGS HALL SURGERY
Church Lane, Brighouse HD6 1AT
Tel: 01484 715324
www.rydingshallsurgery.org.uk

Contracted to provide medical services by NHS England



Welcome to the Practice
Mission statement

To provide a friendly and effective Primary Health Care Service in Order to deliver the best healthcare available to our patients within the resources available

Educational philosophy

Our practice team aims at cultivating a positive social learning culture and believe in progressiveness through a collaborative approach. We believe in mutual respect by valuing contributions of each member and promote cohesiveness in times of challenge. We encourage all members to contribute to solutions by applying evidence, pragmatism and creativity

THE HISTORY OF RYDINGS HALL

Rydings Hall was built in 1925, by local builder John Jagger, as a result of the generosity of Richard Woodhouse of Woodhouse and Riding, and presented to the Church Institute.

The upstairs of the building was used by the Church Institute and the main hall downstairs was used for public meetings and dances. These were held throughout the war years, but no alcoholic drinks allowed.

When the building came up for sale, it was purchased by the Brighouse and Rastrick Band, who used it for practicing purposes until May 1991.

After conversation, this was then opened as Rydings Hall Surgery.

INTRODUCTION

If you are a new patient here at Rydings Hall Surgery, then welcome! If not, then I hope you find that we are providing a good service for you and your family.

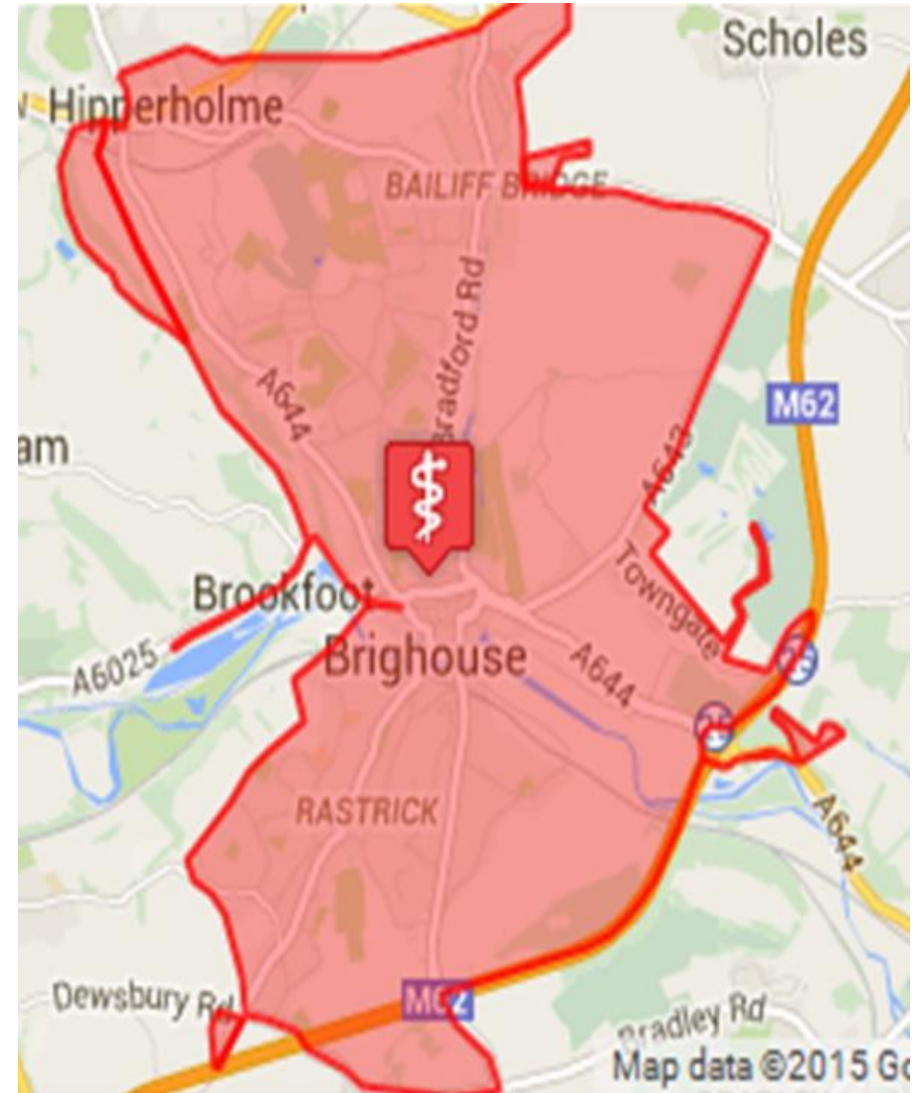
This is a 4 partner practice which is not a limited partnership.

The purpose of this leaflet is to introduce you to the Practice and to give you information to make the best use of our services.

As I'm sure you are aware, the NHS is struggling to cope with an ever increasing demand these days. Unfortunately we are not immune from these effects, so there will often be times when we cannot provide the service you want exactly when it's convenient to you. We do try our best, but with limited resources and growing demand, we do sometimes struggle and patients have to be flexible.

We are a medium sized practice with around 8,600 patients to look after across a wide area. We are very fortunate to have a full complement of doctors and nurses, unlike some practices and a great admin team who all work very hard to provide the best possible service. If you ever have any problems, then please do speak to us. We'll always do our best to resolve any issues as quickly as possible.

Boundary Map



To check if your postcode is within our boundary online, go to the Rydings Hall Surgery website, click on Practice Area Map and enter your postcode. Alternatively use this web address:

<https://www.primarycare.nhs.uk/publicfn/catchment.aspx?oc=B84003&h=400&w=600&if=0>

THE PRACTICE AREA

The practice covers Brighouse and its surrounding area including Hipperholme & Lightcliffe to the North and towards Bradley Bar & Fixby to the South. The practice boundaries are as follows:

To the north side:

Hipperholme cross roads - Denholme Gate Rd (A644), Bramley Lane (and streets off), A58 eastwards, over A641 junction to Lower Wyke Lane, Wyke Old Lane, Bradford Rd A641 to A641/A649 cross roads. A649 eastwards, Birkby Lane, Halifax Rd to A643 junction. Whitwood Lane.

To the east side:

A643 southwards, Walton Lane, Highmoor Lane, Towngate (and streets off), Deep Lane, Blakelaw Lane to M62, includes Kirklees Hall.

To the south side:

M62 to A641 Huddersfield Rd, south to Bradley roundabout, west along A6107 Fixby Rd, Clough Lane. New Hey Rd to M62. Dewsbury Rd as far as Badger Hill.

To the west side:

A643 northwards, New Hey Rd, Delf Hill, Lower Edge Rd, Nunnery Lane, Sherburn Rd, Reins Rd, Field Top Rd (and streets off), Oaklands, Lillands Lane, A643 to roundabout with A6026. Elland Rd only westwards as far as Cromwell Bottom (Ashday Lane), Brighouse Wood Lane (and streets off), A644 Halifax Rd northwards (and streets off), Brighouse Rd to Hipperholme crossroads. Halifax Rd only as far as Tanhouse Hill to Station Rd to include Tanhouse Park, Thompson Close, Barfield Rd and South Edge Close. From Sutcliffe Wood Lane to Halifax Rd inclusive of Wood Bottom Lane and Mill Hill Lane.

Location

The surgery is 200 yards from the bus station via the subway. Limited parking is available, the entrance is in Parsonage Lane. Facilities are provided for the disabled and access should be made via Parsonage Lane. **Please note that parking is for Rydings Hall Surgery doctors and patients only.**

Mother and baby facilities are available (please ask at Reception).

DOCTORS—the practice has 4 partners

Dr Andrew Wilkinson (Male)	MB ChB MRCP
Dr Vikki Odell (Female)	RNDip BMedSc MbChB DFFP RCGP
Dr Ranjeeta Bakashi (Female)	MBBS MRCP MRCP DFRS PGCE (GP Trainer)
Dr Christine Bouchard (Female)	MB ChB

ADVANCED PRACTITIONER

Jan Johnson	
Rachel Clegg	RGN DN

NURSING TEAM

Louise	Practice Nurse Lead
Sarah	Practice Nurse
Kathryne	Healthcare Practitioner

STAFF

Karen Auty (Mrs)	Practice Manager
Sharon	Deputy PM / IT / Complaints Lead
Jo	Patient Services Manager
Leanne	Secretary
Michelle	Clinical Administrator

PATIENT SERVICES ADVISOR TEAMS

Helen	Lisa	Rachel	Louise
Oliver	Kia	Claire	
Kirsty	Lynne	Steph	

COMMUNITY STAFF

District Nurses—Based at Lawson Road Health Centre

Health Visitor—Locala

HOW TO REGISTER AS A PATIENT

Patients are required to complete a registration form (Available from reception or the practice website www.rydingshallsurgery.org.uk)

Once your registration form has been received you will be offered an appointment with our Healthcare Practitioner to carry out a new patient health check. This is important as it provides us with up to date medical history and will assist us whilst we await the receipt of your medical records from your previous surgery.

Registrations take 24hrs to process

If you take regular medication you may need an appointment with a GP.

New Patient Health Check

The Healthcare Practitioner will take a full medical history and advise of services available within the practice. Height, weight and BP will be taken as standard.

Named GP

From 1st April 2015 all practices are required to allocate a named GP to all of their patients. All of our patients have been allocated a GP during the last year. If you are not aware of your named GP please contact the practice and we can inform you of who this is.



Useful Telephone Numbers

Rydings Hall Surgery

Appointments
Home Visits **01484 715324**
Telephone Advice
Emergencies

Calderdale CCG

5th Floor, F Mill
Dean Clough
Halifax, HX3 5AX
01422 307400

NHS Commissioning Board

Quarry House, Quarry Hill
Leeds LS2 7UE, **01132 545843**

NHS England

West Yorkshire Area Team
Ground Floor,
Leeds City Office Park
Leeds, LS11 1LS
0113 285 6700

Brighouse Health Centre

01484 712515

District Nurses 01484 400852

Health Visitors 030 0304 5076

NHS Direct (www.nhsdirect.nhs.uk) 08454647

NHS 111 (www.nhs.uk/111/) 111 For Urgent care, not life threatening

Locala Community Partnerships CIC

Park (Halifax) - <http://www.nhs.uk/Services/GP>
Calder (Todmorden) - <http://www.nhs.uk/Services/GP>

Calderdale Royal Hospital	01422 357171
Huddersfield Royal Infirmary	01484 342000
Bradford Royal Infirmary	01274 542200
Spire Elland Hospital	01422 324000
BMI Huddersfield	01484 533131

Social Services	01484 710821
PALS—Patient Advice & Liaison Team	0800 0525 270
Citizens Advice Bureau	01422 842848
Samaritans (Halifax)	01422 349349
Samaritans (Huddersfield)	01484 533388

ZERO TOLERANCE POLICY

Rydings Hall Surgery operates a zero tolerance policy to all and any abuse towards its staff, doctors or other patients. This could be physical, verbal or online abuse.



GPs and staff have a right to care for others without fear of being attacked, abused or treated badly in any way. To successfully provide our services a mutual respect between staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. We would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. However, aggressive behaviour, be it physical, verbal or online, will not be tolerated and may result in you being removed from the practice list and, in extreme cases, the Police being contacted.

In order for the practice to maintain good relations with our patients we would like to ask all our patients to read and take note of the occasional types of behaviour we see that would be found unacceptable:

- ◆ Using bad language, swearing or shouting at practice staff.
- ◆ Any physical violence towards any member of our team or other patients.
- ◆ Verbal abuse towards the staff in any form including shouting.
- ◆ Racial abuse, discrimination or sexual harassment will not be tolerated.
- ◆ Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot be met.
- ◆ Being perceived to bully a staff member to obtain something.
- ◆ Causing damage/stealing from the practice's premises, staff or patients.
- ◆ Obtaining drugs and/or medical services fraudulently.

Social Media - is used to cascade information to patients. We cannot fully respond to any negative comments or complaints due to patient confidentiality, therefore any negative comments or complaints can be deleted without notice. We can be contacted directly to investigate any issues.



PATIENT INFORMATION AND CONFIDENTIALITY

The practice has a confidentiality policy in place which is adhered strictly by all members of staff and visitors. The patients rights in disclosure of such information is covered by the Data Protection Act 1998.

Access to medical records for people outside the health care team (or who are involved in the patients clinical care) is only given with the patients expressed written permission.

Anonymised patient data maybe used for identifying patients at risk or for research that is in the best interests of patients and the NHS as a whole. Please refer to **NHS England** section for further information.

Confidentiality For Young People

We provide a confidential service to all our patients, including under 16's. This means that you can tell others about your visit, but we won't. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from very serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere e.g. hospital, is it best if you allow the doctor or nurse there to inform the practice of any treatment you are receiving. If you have any worries about confidentiality, please feel free to ask a member of staff.

Equal Opportunities

The practice is committed to achieving an environment, which provides equality of opportunity and freedom from discrimination on the ground of race, religion, sex, class, sexual orientation, disability of special need.

PRACTICE CHARTER

The Responsibilities of the Practice

To treat you with respect and courtesy at all times.

We are committed to giving you the best possible service.

Names—people involved in your care will give you their names and ensure that you know how to contact them. The surgery is well signposted and the doctors names are on their consulting room doors.

Waiting time - we run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

Access - you will have access to a doctor rapidly in cases of emergency; within half a working day in cases of urgency, and otherwise within three working days. We will arrange a home visit as appropriate for those who are too ill to be brought to the surgery.

Telephone - we have several incoming lines and will try to answer the phone promptly and to ensure that there are sufficient staff available to do this (note: all telephone calls at the surgery are recorded). You should be able to speak to a doctor by telephone when required.

Test results - if you have undergone tests or X-rays ordered by the practice, we will inform you of the result at your next appointment. If no further appointment needs to be arranged we will advise you when and how to obtain the results.

Disclosure of personal information - in keeping with patient confidentiality within this practice we will only disclose personal information regarding yourself to another health professional if this is in connection with your medical history.

PATIENT PARTICIPATION

We have a Patient Participation group which has been running since 2008 and the group have supported the practice throughout this time. There are currently 11 members in the group and we have clear terms of reference and meet on a quarterly basis at the practice.

With the development of the Patient Participation Local Enhanced Service we now also have a Patient Reference Group. This group of patients communicates with the practice via email (the email address is not for medical information or questions). The practice will utilise this group in conjunction with the participation members to communicate and discuss changes being made to services within the practice and seek feedback.

We aim to get as many patients involved as we can from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

Patient Reference Group

We also have a group with whom we can gather information and exchange ideas via **email**. The group does not meet in person but could consist of up to 400 patients making up a “virtual” group.

This group is called upon to assist the Patient Participation Group when creating and conducting surveys or when the Practice requires patient input for new services and developments

The Practice has set up and manages this email group and contacts patients from time to time, giving patients in the Reference group an opportunity to have a say.

We are always looking for patients in any age group to join this group, but particularly those with young children or teenagers, carers, patients with a disability, as well as those with long term conditions who may regularly use the services of the practice.

PRESCRIPTIONS

We issue thousands of prescription items each month, so you can imagine what an enormous task this is. As such, we require 2 working days (48hrs) notice to issue repeat prescriptions, but your chosen pharmacy may need an additional time to prepare your medications. Most patients will know exactly when their medications will run out, so please plan for it and give us the required notice.

PLEASE NOTE THAT WE CANNOT TAKE REPEAT PRESCRIPTION REQUESTS ON THE TELEPHONE AS THIS LEADS TO ERRORS.

Repeat prescriptions can be ordered in a number of different ways:

- By dropping off your request to the surgery in the form of a letter or note
- By dropping off your white 'tick box' form which is attached to all of your prescriptions. There is a dedicated secure repeat prescription box in the foyer by the public entrance.
- You can send a fax using our dedicated number: 01484 400847.
- You can place your order online using the website Patient Access or the Patient Access smartphone or tablet app explained in this leaflet.

Medication Reviews - We are required to have a review appointment every 12 months with most patients on repeat medication. Although the date appears on every prescription, you only need to take action when we or your pharmacy ask you to. We will always allow 1-2 months' leeway as booking these appointments can be difficult. We will not leave you without your medication.

Electronic Prescription Service (EPS)

We strongly encourage all of our patients to use this service. Just nominate the pharmacy you would like to use for all your prescriptions (not just repeats) and your record will be noted. All prescriptions will then be sent electronically to your pharmacy for them to download. This is much quicker, safer and reliable. Using this service really does make a huge difference to how quickly you get your prescriptions, especially when used in conjunction with the Patient Access website or smartphone app.

The Responsibilities of Patients

- To treat all the staff with respect and courtesy at all times. The Practice will not tolerate any form of verbal or physical abuse.
- To ask for a home visit only when the patient is unable to attend the surgery through illness or infirmity. If a home visit may be required please make this request before 11.00am. Most children can quite safely be brought to the surgery by car/taxi.
- To ask for an out-of-hours visit only when necessary.
- To keep your appointments and contact the Practice in advance if you cannot.
- To be punctual for appointments and to make separate appointments for each patient wishing to see the Doctor.
- To inform the Practice staff of any alterations in your circumstances, such as change of address, surname or telephone number.
- To be patient when the health worker you have come to see is delayed for any reason.
- To ring after 11am for test results - these take time to reach us and our telephones are very busy in the early morning. (To ensure confidentiality, we only release results to the patient, unless alternative arrangements have been agreed in writing. Enquiries about tests ordered by the hospital should be directed to the hospital and not the practice.)
- Supervise your children so that they do not cause a nuisance in the waiting room or consulting rooms.

APPOINTMENTS

The GPs ask that ALL patients give the receptionist the reason for the appointment. We appreciate your support with this, when booking this enables patients to be booked with the most appropriate clinician.

We often employ Advanced Practitioners who work in the same way as a GP (although are unable to issue sick notes) and we ask that you support the practice by booking in with these clinicians when you are offered an appointment.

Please support the practice and remember to cancel appointments if you are unable to attend as they can be offered to other patients. Thank you.

All patients are seen by appointment only. You can book appointments online using Patient Access (you will need to register for this service, see Patient Access page for further information), over the phone (01484 715324 (to improve access by phone we recently installed a 3rd line)) or by calling in at our Reception desk. You will be offered the first available appointment with your preferred doctor or nurse.

We operate an appointment system where a third of our appointments are book on the day and the remaining two thirds are pre-bookable (book in advance).

When booking appointments you may express a preference for a particular doctor but we must advise whilst every effort will be made the practice cannot guarantee that you will always be able to see the doctor of your choice.

Patients with urgent problems will always be seen on the same day, but may need to accept an appointment with another doctor if the requested doctor is not available.

Patients under the age of 16 should be accompanied by a responsible adult.

Surgery times vary each day and with each doctor. In general, each doctor does a surgery each morning starting about 8:30 - 9:00 and also one each afternoon, starting about 3:00 - 4:00.

CVD / NHS Health Checks

We invite patients between 40 and 74 (who are not on any other relevant long term condition register) to attend for an appointment with the Healthcare practitioner to check blood pressure, weight and for advice about diet, smoking and whatever may be of concern. Basic bloods will also be taken to calculate a risk score. Patients with a risk score of over 20% will then be added to a recall system to be invited in annually (we have a limit of 5% of patients in this group that we can invite per quarter).

Long Term Conditions

All patients with long term conditions such as, Asthma, Diabetes, Epilepsy, Heart conditions, Hypertension, Learning Disabilities are invited annually to see the relevant clinician to review current well being and medications

New Patient Check

We expect all our new patients to make an appointment to see our Healthcare Assistant. This is an ideal opportunity for us to get some background health information about yourself prior to us receiving your records from your previous doctor.

Smoking Cessation

Our advisor offers a one-to-one appointment. More than one in five deaths in the UK are related to smoking, including deaths from lung disease, heart disease and stroke. Stopping smoking reduces these risks.

CLINICS AND SERVICES AVAILABLE IN SURGERY

The service at the practice covers all general medical services including the following:-

Baby Clinic

Locals host baby clinics at the following venues:
Field Lane Children's centre Rastrick - Tuesdays 1pm- 3pm
Elland Children's Centre Elland - Wednesdays 9am - 11am
Wellholme Children's Centre Brighouse - Thurs 9.30am - 11.30am

For more information please contact the health visiting team on 030 0304 5076

Cervical Smears

We recommend that all women aged between 25 and 65 have a Cervical Smear every 3 - 5 years. The Screening Department of West Yorkshire Central Services Agency send invitations for call / recall and send cervical smear results to women in writing on behalf of the Practice

Contraception

Full contraceptive advice is provided by the practice, We can fit I.U.D.'s and implants (by appointment only).

Flu Clinics

These are run annually, usually between September and December. The vaccine is not available to all patients and the criteria is determined by the department of health and can change from year to year. If you are unsure whether you are eligible for a flu vaccine please contact a member of the reception team.

Duty Doctor Each doctor takes a turn at being the Duty Doctor who is available for urgent cases.

Routine appointment slots are 10 minutes so it is important that we make the best use of this time. It is often best to concentrate on one health problem at a time rather than several unless you feel they may be connected. Be prepared to talk about what you feel is really wrong or may be an underlying problem. (*An emergency appointment is for one problem only*). Be prepared that the doctor may need to examine you to reach a diagnosis.

Please be a patient patient. When the surgery appointments are running late, this is because the doctor has been held up with a more complicated case.

Any patient over the age of 16 years who has not been seen in the previous 3 years by a doctor or nurse may request an appointment either in person or by telephoning the surgery.

Do you really need to see a doctor?

The doctors work alongside many highly trained professionals who are often more appropriate for some problems. Many patients don't know that they can contact these people direct (telephone numbers on the back page)

Practice Nurse for management of long term conditions, cervical smears, dressings, ear wax, minor injuries, blood pressure etc.
Healthcare Assistant for health checks, smoking cessation, spirometry, bloods, dressings, suture removal etc.

MISSED APPOINTMENTS

Due to the high number of missed appointments, the Practice has found it necessary to adopt a strict DNA (did not attend) Policy - a copy of the Policy is available in Reception for any patient who would like to view it.

This action has been taken due to the amount of clinical time lost due to patients not attending or cancelling their appointments. The Policy is aimed at increasing the number of appointments available.

Could we please request your co-operation in this matter and let us know if you are going to be unavoidably late. Always remember to cancel an appointment that you cannot attend and please try to give us enough time to enable us to offer it to another patient.

HOME VISITS

All the doctors do home visits but only to patients who are too ill or infirm to come to the surgery. Visits will be allocated to the duty doctor for that day

Please remember that home visiting is very time consuming - it takes us 4 times as long to see one patient at home for every one we see in the surgery. So please always come to the surgery if at all possible, even if this involves asking a relative or friend to bring you or taking a taxi.

11:00am deadline

If you feel you need a home visit, you must phone between 8:00am and 11:00am so that the visit can be fitted into the day's round. Please be prepared to let the Patient Services Advisor have some idea of your problem so that the doctor can judge the priority of your call compared to others on his list.

They will be done by the Duty Doctor for that day.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

Key messages around WHAT the service is	<ul style="list-style-type: none"> • If you need to contact the NHS for urgent care there are only three numbers to know; 999 for life-threatening emergencies; your GP surgery; or 111. • When you call 111 you will be assessed, given advice and directed straightaway to the local service that can help you best—that could be an out-of-hours doctor, walk in centre or urgent care centre, community nurse, emergency dentist or late opening chemist.
Key messages around HOW the service works	<ul style="list-style-type: none"> • 111 will get you through to a team of fully trained call advisers, who are supported by experienced nurses. They will ask you questions to assess your symptoms, and give you the healthcare advice you need or direct you to the right local service. • The NHS 111 team will direct you to the people you need to speak to. If they think you need an ambulance, one will be sent just as quickly if you had dialled 999.
Key messages around WHEN to call	<p>You should call NHS 111 if:</p> <ul style="list-style-type: none"> • You need medical help fast, but it's not a 999 emergency; • You don't know who to call for medical help or you don't have a GP to call • You think you need to go to A&E or another NHS urgent care service; or • You require health information or reassurance about what to do next.
Key messages around WHY people should use the service	<ul style="list-style-type: none"> • When you need health care urgently NHS 111 will direct you straightaway to the local service that can help you best. • NHS 111 can help us take the pressure off the 999 service and local A&E departments, so that they can focus on emergency cases.

OUT OF HOURS

NHS 111—Open 24/7 Just dial 111

When the practice is closed (before 8.00am or after 6.30pm) you can call NHS 111 **anytime** day or night for help and advice.

The call is free from any phone including mobiles and you simply just dial 111. This provides access to medically trained staff who will be able to provide advice on self care, advice on where you should go to get face to face help or can arrange an urgent appointment at a 24 hour GP service or even a home visit.

The NHS 111 service will help you access urgent local health services when you need them in and out of hours. Call NHS 111 if you need medical help fast, but it is not a 999 emergency.

NHS England are responsible for commissioning out of hours service.



TRAINING AND DEVELOPMENT

Rydings Hall Surgery is a training practice with a strong emphasis on providing high quality patient care through continued training and development of the future workforce. We participate in the training of medical students and the advanced training of qualified doctors who wish to specialise as General Practitioners.

A GP Registrar is a fully qualified doctor who is gaining advanced experience in General Practice and you may be offered an appointment with one. We also teach Medical Students, Nurses and Physician Associates. The patient services advisor will inform you of the occasions when a surgery is being held jointly. This can be a surgery in which GP Trainer and GP Registrar are present or a GP and a medical student.

For training purposes we sometimes conduct video recording of consultations with an informed written consent. This will be done before and after the recording.

No physical examinations are recorded.

The Practice team would like to thank our patients for supporting us with the continuing education of future GPs and the Primary care workforce.

ONLINE SERVICES

The amount of things you can do online is increasing all the time and here at Rydings Hall Surgery we are no different. By signing up to our online patient services you can make your life much easier at the same time as helping us to be more efficient. You can use this via a computer or if you have a smart-phone or tablet you can use the Patient Access or NHS Apps for iPhones or Android devices. Here are some of the things you can do online:

Booking GP Appointments

Using Patient access you can book non-urgent GP appointments anytime, anywhere. Of course this service will only be able to offer you the appointments that are available and if you cannot find one that is suitable, you can always call our helpful Patient Services Advisor's who will try their best to find a suitable one for you.

Ordering Repeat Medication

All of your repeat medications will already be listed and all you have to do is click on the items you want. It really couldn't be simpler. The best thing is that your request arrives into our computer system immediately and usually dealt with quicker as a result. You can log in to check if it has been issued. You can also see a list of all your past medication requests and when they were issued which can be very useful.

Access to Medical Records

If requested, patients can also have limited access to their medical record which at the moment only includes coded information. However in the future the aim is that more of your record will be accessible including test results. Patients do not automatically get access to this and must apply separately. Access is subject to the authority of a GP.

Using the smartphone app, you can access all of these services 24/7 wherever you are in the world. It really will revolutionise the way you use the surgery's services, save time and ensure that errors and delays are eliminated.

Sign up here: <https://patient.emisaccess.co.uk>

eConsults

This service is available via our website and you can raise medical or admin queries / questions.

Some examples of major EMERGENCIES:

Severe Chest Pain

Especially in the centre of the chest with feeling sick or cold or with breathing difficulties.

Needs urgent assessment.

Breathing difficulties

These are serious if the person is gasping or panting for air, choking or unable to swallow or speak.

High temperature

Look out for a temperature higher than 40 degrees Celsius, or a stiff neck, cramps or vomiting. Call if in doubt.

Serious injuries

Such as head injuries, eye injuries, deep cuts, serious burns or the possibility of broken bones - are all best treated in a accident and emergency department.

Collapse

Any collapse, loss of consciousness, fit or if the person cannot be woken - should be treated seriously.

Stomach Pains

Persistent stomach pains especially severe ones which may be associated with vomiting.

Allergic reactions

Serious ones which may cause difficulty in breathing or a widespread rash.

EMERGENCIES

In a genuine major emergency you can either:

Dial 999 for an ambulance

or

Go straight to the Accident & Emergency Dept.

If you are not sure what to do, telephone 01484 715324

DO NOT TAKE RISKS - ASK FOR ADVICE

If an urgent problem arises that cannot wait for an appointment, telephone 01484 715324 and ask for advice.

During working hours phone and try to arrange transport down to the Surgery if you can. You will be seen quicker and with better facilities at the Surgery than if the doctor has to visit you at home.

Out of hours, also telephone 01484 715324, have a pen and paper to hand and listen carefully to the recorded message.

Be prepared:-

If you or someone you look after has a long term condition (such as diabetes, asthma or heart trouble) always be prepared. Make sure you have enough supplies of required medication and know what to do if the condition worsens. If you are unsure, ask your GP.



SELF CARE HELPS US TO HELP EVERYONE BETTER:

Over the years we've found that patients have become much less self sufficient which is fuelling a huge increase in demand for GP services. Many minor ailments can be treated at home and we would like to urge our patients to consider self care first where appropriate, in order to leave more appointments for patients who need them.

Please find below a list of ailments you can safely manage yourself:

Back pain	Cold sores	Common cold
Conjunctivitis	Constipation	Diarrhoea
Period pain	Earache	Haemorrhoids
Hayfever	Head lice	Headache
Influenza	Insect bites	Migraine
Nasal congestion	Nappy rash	Sore throat
Sinusitis	Sprains & Strains	Thrush

There are other conditions that can be managed at home if they are not related to any other underlying conditions, for example: cough that doesn't last for more than three weeks, heartburn & indigestion unless symptoms persist.

Still not sure what to do?

There is plenty of useful information on the internet, for example:

www.nhs.uk www.patient.co.uk www.selfcareforum.org

There is an excellent leaflet for parents called "When Should I Worry" giving guidance on coughs, colds, earache and sore throats which can be downloaded at www.whenshouldiworry.com

Don't forget you can also get great advice from your local pharmacy!



APPOINTMENT TIMETABLE

On the opposite page there is an example of the GP rota. The GP rota has a 6 week rotation. Therefore the example shown will change over a 6 week period.

The rota is subject to change from time to time as GPs occasionally change their hours or non-working days as needed. We also have times when GP holidays mean that a locum is used to cover some sessions.

Access is by appointment only, you can request either face to face at the surgery or over the telephone (please ensure we have the correct contact telephone numbers).

There is a member of the Practice Nursing team on duty Mon-Fri 8:30am-6:00pm. We have extended hours surgeries every Monday 6:30pm-8:00 pm, both Dr and Nurse appts are available.

Where the practice is closed for a bank holiday these sessions will be re-provided mainly on a Tuesday (exceptions to this are Christmas and New Year bank holidays as the days change).

EXAMPLE GP ROTA

Example Rota	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
DR WILKINSON	8:30—10:30 3:30—5:30	8:30—12:00 4:00—6:00	9:30—11:30 4:00—6:00	8:30—10:30 HALF DAY	8:30—9:10 3:00—5:00
DR ODELL	8:30—13:00 4:00—6:00	8:30—11:00 3:00—5:00		8:30—10:30 2:30—4:30	8:30—11:00 3:30—5:30
DR BAKASHI	8:30—9:10 3:30—5:30		8:30—11:00 2:30—4:30		8:30—12:00 2:30—4:30
DR BOUCHARD	8:30—11:30 3:30—5:30		8:30—10:30 3:00—5:00	8:30—10:30 4:00—6:00	8:30—11:30 3:00—5:00
Jan Johnson		8.30-3.15	8.30-3.15	8.30-3.15	
Rachel Clegg		8:30—12.00 2:00—6:00	8:30—12:00 2:00—6:00	8:30—12:00 2:00—6:00	8:30—12:00 2:00—6:00