

Opening hours at Holmfirth

Mon / Weds	08:00	20:00
Tues/Thurs/Fri	08:00	18:30

Please note phone lines close at 18:30
Opening hours at Meltham

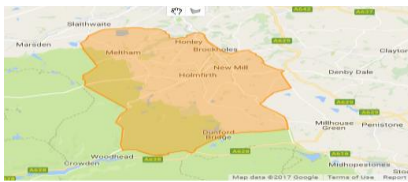
Mon - Fri	08:00	18:00
-----------	-------	-------

Please note phone lines close at 18:30
Enhanced Access Hub opening hours

Friday	18:30 – 20:00
Saturday	09:00 – 17:30

Fridays at Skelmanthorpe Family Doctors,
313 Wakefield Road, Denby Dale, HD8 8RX

Saturdays at Oaklands Health Centre,
Huddersfield Road, Thongsbridge, HD9 3TS



Are you using the right service?

<p>SELF-CARE</p> <p>What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p>PHARMACY</p> <p>Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care</p>	<p>NHS 111 (24/7)</p> <p>Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day</p>
---	---	--

<p>GP ADVICE</p> <p>Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes</p>	<p>WALK IN CENTRE</p> <p>Minor injury or illness Symptoms not getting better and you cannot see your GP</p>	<p>A&E or 999</p> <p>Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>
--	--	---

Services we provide

Along with urgent and routine appointments, the practice offers the following services:

- **Family planning:** all our GPs and practice nurses offer a full range of family planning services. This includes an in-house implant and vasectomy service.
- **Immunisations:** the nursing team administers vaccines for both adult and child immunisations.
- **Minor surgery:** your GP will advise on minor operations.
- **Cervical smear testing:** for patients with a cervix aged 25 – 65. These tests are undertaken by the nursing team.
- **Chronic disease management:** we hold several clinics to help our patients manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease, and heart disease.
- **Health checks:** for new patients or patients aged 40 to 74 years. Details are available from reception and on the practice website.
- **In-house pharmacists:** our pharmacists specialise in structured medication reviews, long term condition advice and medication queries.
- **Phlebotomy service:** to take blood samples.
- **MSK practitioners:** also known as First Contact Physios, to assess and diagnose joint and similar pain/issues, provide advice, and refer on to specialist services such as physiotherapy, if required.
- **Social prescribing:** to help improve wellbeing and social welfare, working with local groups.
- **Other Services:** we also offer the following clinics and checks: antenatal, baby, & post-natal.

Other services are sometimes available, and these will be advertised on our website, within the practice, or you will be contacted directly.

Teaching practice

We are a teaching practice and sometimes trainee GPs or other medical students may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked for consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. All patients are assigned an accountable GP.

You will also be offered a new patient check when you join the practice for the first time.

If you would like a chaperone during any appointment this can be arranged; please let the receptionist know when you book the appointment.

Please remember to keep us updated with any change to your name, contact details, or address.

Accessible Information

Please inform the receptionist if you have any communication or information needs relating to a disability, impairment, language, or sensory loss.

Both of our sites are wheelchair accessible. There are designated parking bays next to the surgery entrances and the surgeries have a ramp and wide doors to allow for wheelchair access.

For more information about the accessibility at both sites, please search for our **Accessibility Guides** on <https://www.accessible.co.uk/>



Patient Information Leaflet

Elmwood Family Doctors is a partnership providing NHS services under an NHS England Primary Medical Services contract.

Elmwood Health Centre
Huddersfield Road
Holmfirth
HD9 3TR

Meltham Village Surgery
Parkin Lane
Meltham
HD9 4EN

Telephone: 01484 943000
www.elmwoodfamilydoctors.co.uk
Follow us on [Facebook](#) - search 'Elmwood Family Doctors'



The clinical team

Please see the website to meet our team.

Partners

Dr Eloise Collins, MBChB, MRCP
Dr Alison Dewhurst, MBChB
Dr Carol Frankland, MBChB, MRCP
Dr David Hughes, MB BS
Dr James Morton, MB BChir MA, MRCP
PGCME
Dr Gareth Price, MBChB, MRCP
Dr Kelly Reddington, BMedSci BM BS
Dr Karen Rhodes, BMedSci BM BS MRCP
DFSRH DipPallCare PGCert
Dr Ajay Sharma, MBBS, MRCS(Ed),
MRCP, DFRH
Dr Gemma Simcox, MBChB, MRCP, DPD,
DFFP

Salaried GPs

Dr Luke Baker, MBChB, MRCP
Dr Danielle Frame, MBBS, MRCP

Advanced Clinical Practitioners

Farhana Begum, ANP
Nigel Lambley, ACP
Lis Stewart, ANP

Pharmacists

Jane Hinsley, Senior Clinical Pharmacist
James Beaumont, Pharmacist
Rebecca Marriott, Pharmacy Technician

Nursing Team

Diane Eales, Lead Practice Nurse
Julie Dunn, Practice Nurse
Samantha Knight, Practice Nurse
Ruth Johnson, Practice Nurse
Amy Allan, Trainee Nurse Associate
Lauren Cooper, Trainee Nurse Associate
Alexa Page, HCA
Katrina Riley, HCA
Emma Rigby, HCA
Joanne Richmond, HCA
Aleksandra Walker, HCA

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area, which is shown on the website. If you are unable to use the website, please contact the practice for information on how to register.

Appointments and accessing practice services

To make an appointment to see your GP, any member of our healthcare staff, or access any other practice service, please log on to the practice website or call the practice. Should you be unable to access the website, please call us and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Online access

To book appointments, order prescriptions, and view your records online, please speak to one of our receptionists and they can set this up for you.

Alternatively, from 1st February 2023, all patients can access their medical record through the NHS App.

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available on our website.

If you would like to become a member, please contact Graham Brown who is the nominated point of contact for all PPG matters.

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- Online: please log in and order via our website or by using the NHS app or the Airmid app.
- In person: by ticking the required medications on your prescription, or writing your name, date of birth and medications you need on a piece of paper, and placing it in the dedicated box, located outside the main entrance at both sites.

Prescription requests are only taken over the telephone for housebound patients.

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Home visits

Home visits are at the discretion of the GPs and are usually for patients who are housebound or have significant health issues. Should you require a home visit, please contact reception before 10am. A clinician will then telephone you to discuss your request. Home visits are usually carried out between 11:00 and 13:30, Monday to Friday.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying them, who are violent, threaten violence, commit or threaten to commit a criminal offence.

Comments, suggestions & complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone, or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

In the unfortunate event you are unhappy with the services provided, you may register a complaint by telephone, in writing or scheduling a meeting with the complaints lead Graham Brown.

NHS England Contact

Elmwood Family Doctors provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233
Email: england.contactus@nhs.net

When we are closed

If you need urgent medical assistance or advice which cannot wait until the surgery re-opens, contact NHS 111 by calling **111** or accessing via www.nhs.uk. If it is an emergency, dial **999**.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

Further information can be found at www.nhs.uk