

## HOW TO REGISTER AT THE PRACTICE

The easiest way to register with us is online at:

[www.honleysurgery.co.uk/joinourpractice](http://www.honleysurgery.co.uk/joinourpractice) or you can collect a paper registration pack from the reception desk. You will also be offered a health check when you join the practice for the first time.

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.

## PATIENTS' RIGHTS AND RESPONSIBILITIES

When registering, you have a right to express a preference to be seen by a particular GP. It is better to try and see the same clinician for test results and ongoing problems. 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 access to your full medical record. All patients will be assigned an accountable GP.

## TEACHING & RESEARCH

Honley Surgery is a teaching & research practice and occasionally trainee GPs or medical students may, as part of their training, be required to sit in with their trainer clinician during consultations with patients. You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

On occasion we will have a number of clinical trials running and we will make suitable patients aware so they can choose whether they want to participate.

## SERVICES WE PROVIDE

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

- **Anticoagulation**
- **Baby, post-natal & antenatal checks**
- **Blood pressure checks**
- **Cardiovascular risk assessments**
- **Cervical smear testing**
- **Chronic disease management** – including diabetes & heart disease.
- **Contraceptive advice & monitoring**
- **COPD screening**
- **ECG testing**
- **General health checks**
- **Healthy living advice** – including alcohol & weight management.
- **HRT**
- **Immunisations** – including influenza, shingles, pneumococcal & children's vaccinations.
- **Joint injections**
- **Minor illness** - e.g. sore throats & ear infections.
- **Minor injuries** – including accidents & dressings.
- **Minor surgery**
- **Respiratory disease monitoring**
- **Sexual health**
- **Smoking cessation advice**
- **Travel vaccinations & advice**
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice.

From time to time, other services may be available. We will advertise this information on our website and within the practice.

## OPENING HOURS

Mon–Thurs	8am	6:30pm
Friday	7:30am	6:30pm

Between 6.00pm-6.30pm, 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. To access this service please call the usual surgery number and follow the instructions on the recorded message.

## PHONE LINES:

open 8am - 6pm, Monday – Friday.

All telephone calls are recorded for training and quality purposes. We also offer late evening appointments until 8pm on selected days for extended hours.

We operate as a group practice, Honley Surgery is not a limited partnership. We are part of The Valleys Primary Care Network for more information please visit: [www.thevallevspcn.co.uk](http://www.thevallevspcn.co.uk)

## Are you using the right service?

<b>SELF-CARE</b>  What's in your medicine cabinet? Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a> Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	<b>PHARMACY</b>  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	<b>NHS 111 (24/7)</b>  Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
<b>GP ADVICE</b>  Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	<b>WALK IN CENTRE</b>  Minor injury or illness Symptoms not getting better and you cannot see your GP	<b>A&amp;E or 999</b>  Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

## Patient Information Leaflet



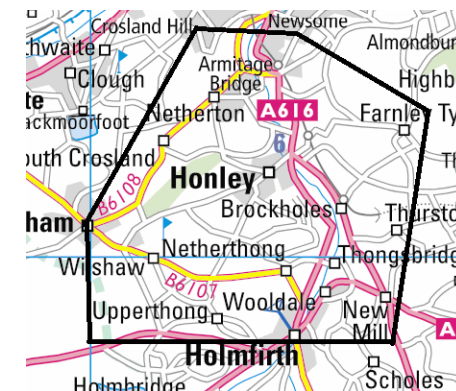
Marsh Gardens  
Honley, Holmfirth  
HD9 6AG

**TELEPHONE**  
01484 303366

**EMAIL**  
[enquiries.honleysurgery@nhs.net](mailto:enquiries.honleysurgery@nhs.net)

**WEBSITE**  
[www.honleysurgery.co.uk](http://www.honleysurgery.co.uk)

**GP services are provided to the following area:**



Further information can be sought from [www.nhs.uk](http://www.nhs.uk)

## THE PRACTICE TEAM

### Partners

**Dr Kathryn Cummings** – General Practitioner, MB ChB

**Dr Shazia Ali** – General Practitioner, MBChB, MRCGP

**Shahzad Lohan** – Advanced Clinical Practitioner Pharmacist, MPharm, MRPharmS, ACP

### Salaried GPs

**Dr Andrew Fowler** – General Practitioner, MB ChB, MRCGP, DRCOG

**Dr Harriet Frain** – General Practitioner, MB BS

### Advanced Practitioners

**Virginia Roberts** – Advanced Nurse Practitioner, MSc (Primary Care), BSc

**Scott Hutchinson** – Advanced Nurse Practitioner, MSc (Primary Care), BSc

**Deborah Rattigan** – Advanced Nurse Practitioner, MSc (Primary Care), BSc

**Serena Aslam Ali** – Advanced Nurse Practitioner, MSc (Primary Care), BSc

### Nursing Team

**Debbie Dyson** – Lead Practice Nurse

**Jordan Short** – Nurse Associate

**Caroline Jamieson** – Nurse Associate

**Zoe Bryant** – Assistant Practitioner

### Pharmacists

**Moazzam Ali** – Clinical Pharmacist

### Management

**Tina Walsh** – Practice/Business Manager

**Katie Rousell** – Deputy Practice Manager

## APPOINTMENTS AND ACCESSING PRACTICE SERVICES

The easiest way to access many of our services is **via the NHS app** which can be downloaded via [www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/)

We also have a variety of services accessible via our website at [www.honleysurgery.co.uk](http://www.honleysurgery.co.uk) and we can be contacted by telephone on 01484 303366 or via email at: [enquiries.honleysurgery@nhs.net](mailto:enquiries.honleysurgery@nhs.net)

We offer a mixture of telephone and face to face appointments which are pre-bookable. We also provide same day appointments for more urgent issues.

### ORDERING PRESCRIPTIONS

You can order your prescription via the following methods:

- **NHS app – This is the easiest way to order your medication. You can download the NHS app via [www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/)**
- OR
- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located in our reception.
  - By telephone – Please call the practice on 01484 303366 between 10am – 3pm – Please note that ordering this way is only for patients that are unable to order via the NHS app or in person.

**Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions. If you have a nominated pharmacy set up, your prescription will go electronically direct to your nominated pharmacy. You can update your pharmacy nomination via the NHS app or by contacting us.**

## NHS APP & ONLINE ACCESS

The NHS app can be downloaded via [www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/)

We recommend that our patients download and use the NHS app, this provides patients easy access to many services including booking appointments, ordering prescriptions, viewing test results and accessing medical records.

### 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 individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

### HOME VISITS

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please telephone us before 10am. A clinician will then telephone you to discuss your request.

### 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 the practice website.

### 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.

## COMMENTS, SUGGESTIONS AND COMPLAINTS

If you would like more information about any of the services we provide, please contact us. Our contact 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.

Comments and complaints are best to be put in writing, however if this is not possible you can contact us via your preferred contact method. Please address your comments/complaints to the Reception Manager.

### WHEN WE ARE CLOSED

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)

Please note that we also close for training one afternoon each month.

### 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. We 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.

### INTEGRATED CARE BOARD (ICB)

The area served by Honley Surgery is in the district covered by West Yorkshire Integrated Care Board (WYICB). WYICB is responsible for ensuring you get all the services you need. The local office of the WYICB is at:  
Broad Lea House, Bradley Business Park  
Dyson Wood Way, Bradley  
Huddersfield, HD2 1GZ.  
Tel: 01484 464000