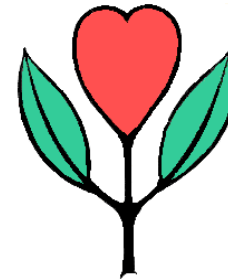


ROSE MEDICAL PRACTICE

Dr Iain Glencross & Dr Satpal Singh

140 Fitzwilliam Street
Huddersfield
HD1 5PU
Tel: 01484 500921
Fax: 01484 543372
Email: reception@gp-b85058.nhs.uk
Website: www.glencrosssurgery.nhs.uk



**Surgery Hours are by appointment.
Please make your appointment by phoning
one of the numbers above, via our website
or call in at reception.**

Jan 2019



Data Protection Act 1998 Registration: Z4718569



SURGERY HOURS by APPOINTMENT ONLY

Monday: 9:30 – 11:30am & 3.30 – 5:30pm
Tuesday: 9:30 – 11:30am & 4:00 – 6:00pm
Wednesday: 9:30 – 11:30am & 4:00 – 6:00pm
Thursday: 9:30 – 11:30am & 3:30 – 5:30pm
Friday: 9:30 11:30am & 3:00 – 5:00pm

Useful Telephone Numbers

Huddersfield Royal Infirmary	01484 342000
Kirkwood Hospice	01484 512101
Emergency Dental Service	111
Gateway to Care	01484 414933

Why not check out our Friends & Family Test on our website or scan the QR code here...

Follow us on twitter @DrGlencrossSurg



If you require this information in another format please ask to speak to the Practice Manager.
Welcome to Rose Medical Practice

This is a two partner practice with two male Doctors, and a regular female GP locum on a Friday. We provide child health surveillance, minor surgery, contraceptive and maternity services. Apart from Dr Glencross & Dr Singh, our capable practice team consists of:

Practice Manager - Sally Oldbury

The Practice Manager is responsible for the administrative side of the Practice. If you have a complaint or a non-medical query, please ask to see her and she will be happy to help.

Reception Team – Victoria, Sheena, Lesley & Ruby

Our friendly reception team can help you with queries and requests. They play a vital role in ensuring the practice runs smoothly. They aim to provide a flexible, effective service to meet the needs of our patients.

Practice Nurse – Susan Baldwin

Our very experienced practice nurse is qualified to provide; health advice, contraception, cervical smears, weight management, smoking cessation, blood pressure checks, dressings, health screening, seasonal, child and travel vaccinations, Diabetic, COPD and Asthma clinics.

Advanced Nurse Practitioner – Amanda Beaumont

Amanda is a very skilled clinician with a wealth of experience and can prescribe and refer. She is a valuable addition to our team.

Health Care Assistant – Helen Ecclesby

Helen is an experienced HCA and is able to do various diagnostic checks, Health MOTs, Wound Care, give some

injections, take blood samples, perform ear syringing and provide health promotion advice and information.

Home Visits

We encourage attendance at the surgery unless you feel this would seriously aggravate your health condition. Visits are very time consuming and a patient is best cared for in a healthcare environment when the clinician has all their equipment to hand. Whenever possible please request these before 10.30am. When a visit is requested the receptionist will ask the nature of the illness which will help the doctor to plan the order of the visits. The clinical need, and not transportation issues, decides the necessity of a home visit.

Please do not attend the surgery with dental problems, contact your dentist or, if you are not registered with a local dentist, please call 111 for the Emergency Dental Service.

What to do in an emergency...

During surgery hours:

Urgent appointments

We do offer same day appointments as standard and upon request in cases of urgent clinical need - we do ask that patients do not abuse this service.

Kirklees Walk-in centre is in the grounds of Dewsbury Hospital, opposite the main entrance, and offers a nurse led service for minor illnesses and injuries. The Centre is open from Monday to Friday 9am to 6.30pm.

At night or on weekends:

NHS 111 operates a 24-hour health advice and information service available on **111** or www.nhs.uk. This website also contains helpful information on conditions, symptoms, causes and treatments. Calls to NHS 111 are free of charge from landlines and mobiles.

In cases of **immediate threat to life** please dial **999** or go to the nearest hospital casualty.



Via our website and systmonline you can book and cancel appointments, order your repeat prescriptions and check your test results. Please ask at reception for your login details. Because your medical record is very personal we require photographic ID to confirm your identity and give you access to your online medical record.



Ordering Repeat Prescriptions

Patients requiring repeat supply of their medication are asked to request it via our website www.glencrosssurgery.nhs.uk, by phoning the surgery after 10am, or drop in the right hand side order form at reception.

Prescriptions will usually be ready after 2pm the following working day. Several local chemists collect prescriptions on your behalf and either deliver to your home or have it ready for you to collect. If you would like to use this facility please ask your preferred chemist.



There is also a systmonline app available for smartphones.

District Midwife – Linzi Howells

The Midwife holds a weekly session here provide ante-natal care and advice. The local office number is 01484 355743 if you need to contact them to book a home visit or assessment elsewhere.

Local Health Authority

Greater Huddersfield CCG are based at Broad Lea House, Bradley Business Park, Dyson Wood Way Bradley Huddersfield HD2 1GZ. They commission services to provide care services in this area. Details of local Doctors or Dentists can be obtained on the NHS.uk website.

Interpreters

We can provide telephone interpreting services, please alert the receptionist if this is a service you require as it will need to be booked as a longer appointment.

Non-NHS Examinations and Certificates

Letters, Forms and Certificates are non-NHS (Private) work and are charged accordingly. The private fees list is available in the downstairs waiting room. Private medicals (e.g. HGV, Taxi, etc) are generally performed by appointment outside normal surgery sessions and generally take 30 minutes.

Patient Viewpoint Group

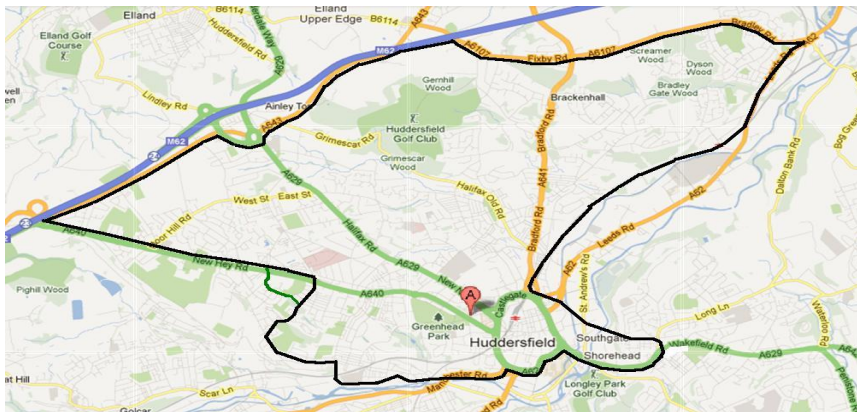
We are always happy to receive suggestions on how to improve our services where we are able. Suggestions boxes are provided for this purpose. But if you'd like to be involved with our Patient Viewpoint Group, or for more information, please email the Practice Manager directly on sally.oldbury@gp-b85058.nhs.uk.

Missed Appointments

Our practice policy is that if a patient habitually misses appointments they will be removed from the practice list. A written warning will be sent when a patient reaches 2 missed appointments within 6 months. Therefore please ensure you inform us, with notice, if you are unable to make it to your appointment.

Area of Practice

The surgery is located approx. ¼ mile from the Town Centre. It is served by several bus routes and there is some parking in the streets around. There is undercover parking for pushchairs. We have a small outer boundary (depicted by the green line). If a patient of ours moves into this outer area they may remain registered with this surgery at the GP's clinical discretion.



How to Register

Application forms are available at reception or on our website for people wishing to register here as patients. Once accepted, you will need to have a New Patient Health Check to properly register you with this surgery. We only accept patients who live within the practice area as agreed with NHS England (the black line). When you register here, your accountable GP will be Dr Iain Glencross.

Telephone contact with clinicians

Our clinicians are available during the day to be contacted by telephone although you may be asked to leave a message for the clinician to call you back after completing their surgery session. Please provide a landline number where possible and ensure you are available to take the call back.

Information Governance (Confidentiality)

Clinical and administrative staff have access to patient information as well as certain staff employed by the local health authority. All NHS staff have a confidentiality clause their contracts which applies even after employment ends. Your rights are protected by our Policies and Procedures. For more information please contact the Practice Manager.



On occasion in the course of your care we may need to pass on some of your information on to other NHS agencies. Please pick up a copy of the leaflet 'How We Use Your Health Records' for more details on this and also how to gain access to your records should you require it.

Freedom of Information (FOI)

The Practice FIO Publication Scheme is available at reception which lists the non-confidential information we have readily available under the FOI Act.

Your Obligations

We do not tolerate verbal or physical abuse or threats of aggression in person or on the phone. In all such cases the patient involved will be removed from the practice list and may be reported to the police.

Disabled Access

The practice premises have wheelchair access via a ramp although unfortunately no disabled toilet facilities are available due to the nature and age of the building. To better aid our less able patients and visitors we offer for them to be seen on the ground floor if they cannot manage the stairs, please do let reception know when you are booking if you require this so that arrangements can be made.