

# DR IAIN H GLENCROSS

**MB, ChB, M.Sc, MA, FRCGP**

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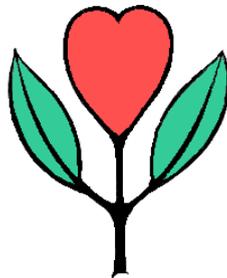
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Website: [www.glencrosssurgery.nhs.uk](http://www.glencrosssurgery.nhs.uk)



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

Oct 2016



*Data Protection Act 1998 Registration: Z4718569*

When you register here, your accountable GP  
will be Dr Iain Glencross.

# **Welcome to Dr Glencross' Surgery**

This is a single-handed practice with a Male Doctor. Registered as Medical Practitioner in London since 1978, he also provides child health surveillance, minor surgery, contraceptive and maternity services. Apart from Dr Glencross our capable practice team consists of:

## **Practice Manager - SALLY REES**

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 – SHEENA, VICTORIA, LESLEY, TOM & 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 Nurses - SUSAN TURNER & VICKY BHASIN**

We have two part-time Nurses who are 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 Practitioners – LIZ STRINGER**

Liz is a qualified Advanced Nurse Practitioner who works on Mondays at the surgery. Advanced Nurse Practitioners are skilled clinicians who are able to prescribe and refer. They are a valuable addition to the practice team skillmix.

## **Health Care Assistant - HELEN ECCLESBY**

Helen, is our part time Health Care Assistant. She is able to do various diagnostic checks, Health MOTs, 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](http://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](http://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.

**systmonline**  
BOOK REQUEST REGISTER

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 Choices website.

## **Interpreters**

We are no longer able to arrange foreign language interpreters so please bring someone with you to translate if do not speak English well.

## **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.rees@gp-b85058.nhs.uk](mailto:sally.rees@gp-b85058.nhs.uk).

## **Missed Appointments**

Our practice policy is that if a patient misses more than 3 appointments within a 6-month period they will be removed from the practice list. 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.

## **Information Governance (Confidentiality)**

Clinical and administrative staffs 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.