



WELCOME TO ROSEGARTH & SIDDAL SURGERY

If you require this booklet in a larger print, please see a member of the reception team

**ROSEGARTH SURGERY
ROTHWELL MOUNT
HALIFAX
HX1 2HB**

**SIDDAL SURGERY
117 OXFORD LANE
SIDDAL, HALIFAX
HX3 9DJ**



Updated March 2018

S:Rosegarth Organisation/Practice Booklet updated March 2018

Car parking is available at the front of the building.

Personal and Professional Details of Doctors

Dr Paul Sawczyn (m)

MBBS (London 1982) DCH DRCOG MRCGP DOcc Med - Full Time

Dr David Taylor (m)

MBChB (Leeds 1992) MRCGP DOcc Med - Part Time

Dr Deepa Prasad (f) MBBS (Ind 1985) MD - Full Time

Dr Susan Thomis (f) BMBS (Nottingham 2010) BPharm DGM MRCGP - Part Time

Dr Catherine Hugh (f) BM 2012 University of Southampton - Part time GP Registrar

Dr Sana Sheikh (f) MB ChB 2013 University of Birmingham - GP Registrar - Part time

Rosegarth Surgery Telephone: 01422 353450

Rosegarth Surgery Appointments Telephone: 01422 350420

Rosegarth Surgery Fax: 01422 349621

[www.http://www.rosegarthsurgery.co.uk](http://www.rosegarthsurgery.co.uk)

Opening Hours 8.00 am - 6.30 pm

Siddal Surgery Telephone 01422 352080

Siddal Surgery Fax 01422 342292

Surgeries are held each weekday morning and afternoon; however, alterations may occur at times because of holiday arrangements, sickness or training sessions.

ZERO TOLERANCE The Partners at Siddal & Rosegarth Surgery re-affirm their commitment to do everything possible to protect staff, patients and visitors from unacceptable behaviour and their **Zero Tolerance** of any incident that causes hurt, alarm, damage or distress.

Useful Telephone Numbers

Rosegarth Surgery	01422 353450
Calderdale Royal Hospital	01422 357171
Huddersfield Royal Infirmary	01484 342000
Health Authority	01422 464000
Broad Street Plaza	01422 261370
Patient Advice & Liaison Service	0800 052 5240
Health Visitors	0300 304 5076
Jubilee Children's Centre	01422 342552
Register Office	01422 353993
Citizens Advice Bureau	01422 305000
Social Services	01422 373491
The Samaritans	01422 349349
The Spire Elland	01422 324000
Overgate Hospice	01422 379151

COMMISSIONER DETAILS

Main Registered Office:
NHS Commissioning Board
Quarry House
Quarry Hill
LEEDS
LS2 7UE
Telephone: 0113 254 5843

Local Office:
NHS England
West Yorkshire Area Team
Ground Floor
Leeds City Office Park
Meadow Lane
LEEDS
LS22 1LS

EQUAL OPPORTUNITIES/ANTI-DISCRIMINATION POLICY

The term 'visitor' used below refers to anyone (including patients, their family members, other visitors and contractors) making use of the Practice's premises and services.

The Practice will

- ensure that all visitors are treated with dignity and respect
- promote equality of opportunity between men and women
- not tolerate any discrimination against, or harassment of, any visitor for reason of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief
- provide the same treatment and services (including the ability to register with the Practice) to any visitor irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief

If you feel discriminated against:

- you should bring the matter to the attention of Tina Rollings, or Eleanor Butterworth in her absence,
- the matter will be investigated thoroughly and confidentially within 5 working days (you will be advised if this is not possible)
- facts will be established and a decision made as to whether discrimination has taken place. You will be advised of the outcome of the investigation within 10 working days, if this is not possible you will be informed when to expect a response

If you are not satisfied with the outcome, you should raise a formal complaint through the Practice's Complaints Procedure

Discrimination against the Practice's staff

The Practice will not tolerate any form of discrimination or harassment of our staff by any visitor. Any visitor who expresses any form of discrimination against, or harassment of, any member of our staff, will be required to leave the premises forthwith. If the visitor is a patient, he/she may be removed from the Practice list if any such behaviour occurs on more than one occasion.

GP/NURSE PRACTITIONER APPOINTMENTS

Extended Access Appointments: Early appointments with a Doctor or Nurse (subject to availability); please ask at reception for details

Well Baby Clinic: Wednesday morning at Siddal and Thursday afternoon at Rosegarth Surgery for immunisations

Antenatal Clinic: Thursday mornings by appointment only

THE HEALTH CARE TEAM

Advanced Nurse Practitioner

Nurse Practitioners are highly qualified and experienced nurses who have received several years additional training to enable them to see and treat many of the conditions that your GP would usually diagnose; however, sick notes cannot be issued by the Nurse Practitioner.

Nurse practitioners provide high quality healthcare advice and treatment for adults and children, including:

- Individual care on present health problems
- Diagnosis and treatment of various conditions seen in the practice
- Obtaining medical histories and making physical examinations
- Making referrals to other services where necessary
- Prescribing medication
- Providing information to help you make individual choices about your health

Practice Nurses and Health Care Assistant (HCA)

Practice Nurse and HCA consultations are available by appointment.

We are a training practice.

This means we will be involved in training the GPs of the future. They are fully trained doctors with lots of hospital experience who are learning how to use their knowledge here in the surgery. The practice will have attached to it a qualified Doctor training to specialise in General Practice and each doctor will remain with us for a period usually of 12 months. You may therefore be offered an appointment with the GP Registrar. By the time you see a GP registrar they will have spent at least 5 years at medical school to qualify as a doctor. They will have then done 2 years working in hospitals (previously known as (“house jobs”).)They will then start a 3 year training programme to become a GP, during which they will spend 18 months in a training practice, so by the time you see this doctor they may well have been working as a doctor for 4 years.

Making an Appointment

Surgeries are by appointment only, which are bookable on the day that you require to be seen.

We also offer advance appointments, which can be booked up to 4 weeks in advance with a Doctor (subject to availability).

PATIENTS' RIGHTS TO GENERAL MEDICAL SERVICES

Responsibilities of the Practice:

- To treat you with respect and courtesy at all times
- To treat you as an individual and to discuss with you the care and treatment we can provide
- To give you the most appropriate care by suitably qualified staff
- Provide you with emergency care when you need it during the times we are open
- Refer you to a Consultant acceptable to you when necessary
- To give you access to your health records, subject to any limitations in the Law
- To give you absolute confidentiality and privacy in accordance with professional guidelines

WITH THESE RIGHTS COME RESPONSIBILITIES

For the patients this means:

- Courtesy to the staff at all times - remember they are working under Doctors' orders
- Responding in a positive way to questions asked by the Reception staff
- To attend appointments on time or give the practice adequate notice that they wish to cancel; someone else could use your appointment!
- An appointment is for **ONE** person only; where another member of the family needs to be seen/discussed, another appointment should be made
- 10 minute appointments are allocated for **ONE** complaint; when booking your appointment, please make the Receptionist aware if you wish to see the Doctor for more than one complaint
- Home visits should be medically justifiable and not requested for social convenience
- When patients are asked to give 2 working days notice for repeat prescriptions, please give us this time, as it is to allow for accurate prescribing. If you need your script urgently let us know and we will do our best to provide it for you
- Each person bears some responsibility for their own health and should feel some obligation to follow advice about the prevention of ill health

Medicals

Insurance medicals, HGV, PSV, taxi drivers, elderly drivers and sub-aqua medicals etc. are generally carried out at Rosegarth by an appointment. For these and for issuing private certificates a charge is made in line with the recommended BMA scale.

Minor Surgery

Dr David Taylor perform minor surgical procedures, Thursday afternoons by appointment only for both Siddal and Rosegarth patients, such as removal of small cysts and skin lesions' that are carried out under local anaesthetic at Siddal Surgery.

NHS Health Check

Our Health Care Assistant will be happy to discuss many aspects of prevention of illness including advice on diet, exercise and stopping smoking.

For patients aged between 40-74 years, the practice offers an appropriate health check on request. Appointments for all health checks can be made with the Health Care Assistant who is trained in health promotion and will concentrate on blood pressure, diet, weight, smoking, alcohol consumption, exercise, urine testing and blood test for cholesterol where appropriate.

Text Messaging Service

We are able to text patients for the purpose of health promotion, appointment details and test results. If you opt out of this service please inform our reception staff.

Immunisation/Travel Vaccinations & Advice

If you are planning to travel abroad please complete a Travel Risk Assessment form which is available from reception desk. The Nurse will then contact you to discuss whether an appointment is required.

Well Man & Well Women

Health checks, cervical cytology, blood pressure, weight, diet, and lifestyle checks are carried out by our Practice Nurses and Health Care Assistant, who are also happy to discuss prevention of illness with you.

The practice operates an appointment system designed to enable patients to access health provision more easily. You will therefore be asked to provide the following information when contacting the surgery for an appointment:-

- Some information relating to the problem

This basic information is not meant to be intrusive but will enable the staff to provide you with the appropriate method of dealing with your enquiry.

Patients contacting the surgery in need of same day treatment may be triaged by the duty doctor.

Please note routine appointments are 10 minutes each. If you have more than one problem to discuss with the GP please explain this when you make the appointment and ask for a double appointment slot.

Telephone Consultations

These work in the same way as booking a routine appointment and can be used for: Explanation of test results/Advice concerning minor illness/ Advice concerning medication

The receptionist will offer you the next available appointment and take some details of your request. The Doctor will return your call on the date and time booked. We can call patients on mobile phones but prefer to use a landline. Please note, that due to confidentiality, we are unable to leave messages on answering machines.

For continuity of care please try to avoid seeing different Doctors for an ongoing illness/problem.

Nurses appointments

These can be booked up to 3 months in advance. The receptionist may ask for further details from you when booking for the nurse, this is to ensure you get an appointment with the appropriate member of the nursing team. Our Health Care Assistant supports the practice nursing team.

Urgent Appointments

If you require an urgent appointment please inform the receptionist. They may ask for further medical details to help the Doctor determine the urgency.

PLEASE LET US KNOW IN GOOD TIME IF YOU ARE UNABLE TO KEEP YOUR APPOINTMENT, IT IS YOUR RESPONSIBILITY TO CANCEL APPOINTMENTS YOU ARE UNABLE TO ATTEND

Home Visits

If you are too ill to attend the surgery and require a home visit please try and notify the Surgery before 11:30 am. Visits are not guaranteed; details of the visit will be taken by the reception staff and passed to the GP who will assess the request and may telephone you first.

The receptionist will sometimes point out that urgent attention would be more quickly obtained by attendance at the Surgery, in this case they have our full backing, especially in cases of children and young adults.

District Nurses

Our District Nursing team cares for any one in their home who is unable to attend surgery or be seen at Horne Street Health Centre. Their responsibilities include; wound care, injections, blood test, catheter management, continence management, gastrostomy care, pressure ulcer management and care of people with incurable or life threatening illnesses.

The District Nursing sister can prescribe certain products for patients, for example wound products.

District Nurses can be contacted at Horne Street Health Centre: telephone 01422 361 374.

Emergency Contraception

If you need emergency contraception please tell the reception who will arrange an urgent appointment for you.

When you arrive at the surgery

Please check in using the Patient Arrival Screen. If you are not sure you have been checked in, please go to Reception.

The doctor will call you via the electronic patient call display board or the receptionist may direct you to the appropriate consulting room.

Annual Reviews

Patients with angina, high blood pressure, diabetes, epilepsy, chest disease and some kidney problems will be invited in their birthday month for an annual review with a Doctor or Nurse; some patients will need a blood test prior to this. Please bring your medication, including inhalers if used, to your review visit.

Cervical Smears

Regular cervical smears are important for all women up to the age of 65 years (unless advised otherwise by your Doctor). A reminder will be sent when your smear is due.

Contraception

Doctors and Practice Nurses are able to offer advice on family planning and provide contraceptive care.

Diabetic Clinic

This clinic is run by our Nurse. We also offer appointments with a Podiatrist. They will assess, monitor, advise and educate you in the management of your diabetes.

Flu Vaccinations

Flu Vaccinations are usually available early October for eligible patients.

Health Visitors

The Health Visitors are responsible for most of the development assessments of the children in our Practice. They are available to give advice on health matters relating to preschool children and to the family as a whole.

The Health Visitors can be contacted on **0300 304 5076**.

Maternity Care

The Antenatal Clinic is run by our Midwife on Thursday mornings these are held at the Practice.

Midwives can also be contacted at Horne Street Health Centre **01422 261364**
Six weeks after your baby is born we would like to see you for a postnatal check..

PRACTICE ADMINISTRATION

Practice Manager

The Practice Manager is responsible for the overall running of the practice and is here to help you with any queries on non-medical matters.

Please address any concerns you may have, or suggestions for improvements to the service, to the Practice Manager.

Receptionist Team

The team of receptionists provide a key link between patients and Doctors. Any member of the team is able to book appointments, deal with requests for repeat prescriptions and arrange transport for hospital appointments. The receptionists are always happy to assist patients with other enquiries.

Administrative and Secretarial Team

The practice administration team primarily ensures that all patients are offered preventative care. They deal with the general administration required for the day-to-day running of the practice including liaison with the Local Area Team and Commissioning Board.

The Secretary provides the Doctors with a full secretarial service, assisting them with hospital referrals, appointments and any queries that may arise.

Confidentiality

Computers are used extensively throughout the practice, they are a vital tool for all Doctors and staff and are used for administration, appointments, prescriptions, and maintaining medical records.

Occasionally, GPs are contacted by outside agencies for access to medical records; no information is ever released without prior consent from the patient. Patient confidentiality and the patients' rights in relation to disclosure of information is maintained by all staff in compliance with the Data Protection Act 1998 and Caldicott Principles.

Complaints Procedure

The practice operates its own complaints procedure as part of the NHS system for dealing with complaints.

A leaflet giving full details is available from reception.

Website: www.rosegarthsurgery.co.uk

Our website provides information about the Practice and health promotion information. Doctors appointments can be booked or cancelled via the website; repeat medication can also be ordered at your convenience. You will need to register for the online services, please ask one of our reception team when you next visit the Practice; ID will be required to register for this service.

New Patients

We welcome new patients who live in the Practice area. You will be asked to complete a registration form and health questionnaire prior to registration at the Practice; if you are aged 16 or over you may be offered a new patient health check with the Practice Nurse.

Change of Name, Address and Telephone Numbers

Please keep us informed of any changes so your medical records can be kept up to date.

The reception staff will be able to tell you if your new address is still within the Practice area.

If you move outside of the Practice area you will be advised to register with a new Doctor as soon as possible so your medical records can be transferred.

What to do when the surgery is closed

When the Surgery is closed (including weekends) and you need a GP or some medical advice urgently please telephone **111** or 999 if it is an emergency.

You can also obtain health information or advice from the NHS Choices website or your local Pharmacist.

PLEASE REMEMBER A&E IS FOR EMERGENCIES ONLY

Repeat Prescriptions

Repeat supplies of tablets or medicines can be obtained without having to see the Doctor each time, but the Doctor must have agreed to this in advance.

Prescriptions can be ordered by:

- Using the repeat request slip Tick the box(es) next to the prescription item you will require within the next ten days
- Online facility: www.rosegarthsurgery.co.uk . Please register at reception for this service.
- Fax: 01422 349621
- Post: If you enclose a S.A.E we will post your prescription back to you

We do not take repeat prescription requests over the telephone.

Please allow 2 full working days for repeat prescriptions.

Repeat Dispensing

What is Repeat Dispensing?

It is a new way of getting your medicines without having to ask the Doctor for a prescription each time.

How does Repeat Dispensing Work?

If you are stable on your repeat medication and the Doctor feels it is appropriate for repeat dispensing, you will be issued with a batch of prescriptions. With these prescriptions you can collect your medication from the pharmacy at regular intervals without having to contact your Doctor, who will decide how often you should collect your prescription and how long it will last for.

Electronic Prescription Service

GPs are able to send prescriptions electronically to a nominated pharmacy once you have consented to the service. More information about (EPS) Electronic Prescription Service, including more common questions, can be accessed via their website at www.cfh.nhs.uk/eps

Tests Results

Please pick up the relevant form at reception if your Doctor has arranged for some tests.

X-RAY (8:00 am—16:30 pm) or ULTRASOUND examination will be at either Calderdale Royal Hospital or Huddersfield Royal Infirmary.

OPENING TIMES: Weekdays 9.00 am - Noon & 1.00 pm - 4.00 pm

BLOOD SPECIMENS to be taken at the surgery or alternatively at CALDERDALE ROYAL HOSPITAL

OPENING TIMES: Weekdays 07:30 am—16:45 pm

ALL DEPARTMENTS ARE CLOSED ON BANK HOLIDAYS

Approximate time taken for results to return back to the Practice:

Vaginal Swab	3 working days	Mid Stream Urine	4 working days
Blood Test	5 working days	General Swabs	5 working days
X-Ray	10-14 working days	Stool Samples	5 working days
Pregnancy Test	2 working days	Cervical Smears	3-5 weeks

Please contact the surgery between 14:00 pm—16:00 pm for any test result.

Generally, only test results requested by the Surgery will be given to you by our team.

COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing using our suggestions box.