

**Rose**  
MEDICAL PRACTICE

**Dr Satpal Singh & Dr Jaspreet Saggu**

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Huddersfield  
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Tel: 01484 500921

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Website: [www.rosemedicalpracticehuddersfield.nhs.uk](http://www.rosemedicalpracticehuddersfield.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.***



August 2021



Data Protection Act 1998 Registration: Z4718569

## ***SURGERY HOURS by APPOINTMENT ONLY***

***Monday:*** 9:30 – 11:30am & 3.30 – 5:30pm

***Tuesday:*** 9:00 – 12:00 & 2.30 – 8:45pm

***Wednesday:*** 9.00 – 12:00 & 2.30 – 5.20pm

***Thursday:*** 9:30 – 11:30am & 3:30 – 5:30pm

***Friday:*** 9:00 – 12:00 & 2.30 - 5:20pm

To help us see our patients on time,  
GP appointments are one patient  
problem per 10 minute appointment

### ***Useful Telephone Numbers***

Huddersfield Royal Infirmary	01484 342000
Kirkwood Hospice	01484 512101
Gateway to Care	01484 414933
Community Nursing Teams	0300 304 5555
Family Planning PRCHC	0303 330 9981
Calderdale Royal Hospital	01422 357171

Follow us on twitter @medical\_rose

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 Doctors, one male and one female. We provide child health surveillance, minor surgery, contraceptive and maternity services. Apart from Dr Singh & Dr Saggu, 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, Lesley, Ruby, Ella, Karen & Hina**

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**

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

## **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.

## **District Midwife**

The Midwife provides ante-natal care and advice for pregnant patients. The local office number is 01484 355743 if you need advice.

## **Clinical Pharmacist**

Our team of Clinical Pharmacists can help you with medication problems, side effects, reduction plans & medication reviews.

## 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 register with a dentist or call 111 for the Emergency Dental Service.

## What to do in an emergency...

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

## Urgent appointments

We do offer same day appointments 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 Walk-in Centre is open from Monday to Friday 9am- 8pm, Saturday & Sunday 10am-6pm.

**NHS 111** operates a 24-hour health advice and information service available on **111** or [www.nhs.uk](http://www.nhs.uk). They can also arrange face-to-face appointments with us or another local NHS clinic. Calls to NHS 111 are free of charge from landlines and mobiles.

## **Online Services**

Via our website and the NHS app 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.

However, if you use the NHS app you can set up your login and verify your identity from home without needing to come into the surgery. Check your phone's app store and download the NHS app for more details.



### **Ordering Repeat Prescriptions**

Patients requiring repeat supply of their medication are asked to request it via the NHS app or systmonline website (link on our website to this), by phoning the surgery after 10am, or drop in the right hand side order form at reception. You will always need the names of your medications to order them and reduce the risk of errors.

Prescriptions will be transmitted electronically to your chosen pharmacy after 2pm the following working day. Please contact your pharmacy to see when your items will be ready for collection in case of supply issues.

### **Local Health Authority**

Greater Huddersfield CCG are based at 2nd Floor, Norwich Union House, Market Street, Huddersfield, HD1 2LF. 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@nhs.net](mailto:sally.oldbury@nhs.net).

## **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.

## **Telephone contact with clinicians**

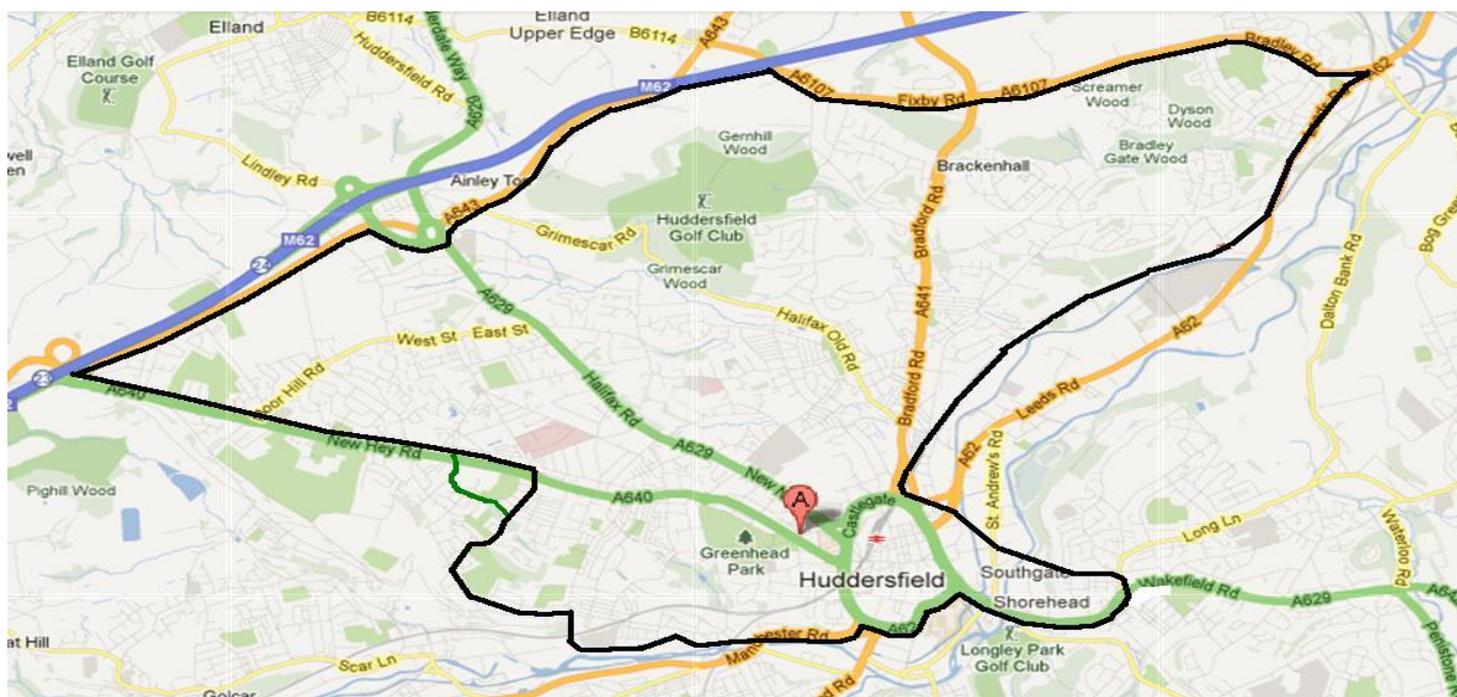
Our clinicians are available during the day to be contacted by telephone although you may be asked to leave a message for the clinician to call you back after completing their surgery session. Please provide a landline number where possible and ensure you are available to take the call back.

## **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.

## 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 may be Dr Singh or Dr Saggu.

**COVID-19** – Face-coverings are still required within healthcare facilities after 19<sup>th</sup> July 2021 until further notice.

## **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.

## **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. There is a doorbell by the main entrance in case you need help getting into the building. We're happy to help – just ask!

## **Stairs a Problem?**

To better aid our less able patients and visitors we can arrange 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. Downstairs Nurse appointments will normally need to be between 1-2pm when the ground floor room is not in use by the GP.

Last updated 27<sup>th</sup> August 2021