

Rose
MEDICAL PRACTICE

Dr Satpal Singh & Dr Razwan Ali

140 Fitzwilliam Street
Huddersfield
HD1 5PU
Tel: 01484 500921

Email: rosemedicalpractice.huddersfield@nhs.net

Website: 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.***



October 2025



Data Protection Act 1998 Registration: Z4718569

SURGERY HOURS by APPOINTMENT ONLY

Monday: 8.30 – 12:30 & 2.30 – 5:30pm

Tuesday: 8.30 – 12:30 & 2.30 – 8:00pm

Wednesday: 8.30 – 12:30 & 2.30 – 5:30pm

Thursday: 8.30 – 12:30 & 2.30 – 5:30pm

Friday: 8.30 – 12:30 & 2.30 – 5:30pm

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, both male and a regular female Salaried GP. We provide child health surveillance, minor surgery, contraceptive and maternity services. Apart from Dr Singh, Dr Ali, and Dr Saggu, our capable practice team consists of:

Practice Manager - Sally

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, Ella, Karen & Callum

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 – Becky & Emma

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

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.

Clinical Pharmacist – Shabaz & Muhammad

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

Advanced Clinical Practitioners – Afzaal & Kate

Our Advanced Clinical Practitioners are fully qualified healthcare practitioners who have gone on to do extra training to see patients independently. By profession, Kate is a Paramedic and Afzaal is a Pharmacist. While both of them see patients independently, there is a GP available for anything they are unsure of or that requires a Doctor to review.

Tolson Primary Care Network

We are part of the Tolson PCN and have access to allied healthcare professionals including Physios, Mental Health Practitioners, Health Coaches, Social Prescribers, Nurses & GPs that we can book patients in with although appointments may be at another local site. These team members are not employees of the practice.

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 via the A&E 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.

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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 **111.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, the Airmid App or the NHS app you can 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.

If you are unable to come to the surgery with ID, you can verify your identity on the NHS app from home. Check your phone's app store and download the Airmid or 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 within 48hours on weekdays. Acute items may take longer as they require extra checks for safety. Please contact your

pharmacy to see when your items will be ready for collection in case of supply issues.

Local Health Authority

The West Yorkshire Integrated Care Board commission services to provide care services in this area. You can contact the ICB on 01924 317659 or westyorkshire.ics@nhs.net. 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. We can also arrange BSL video call interpreters if that is required.

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.

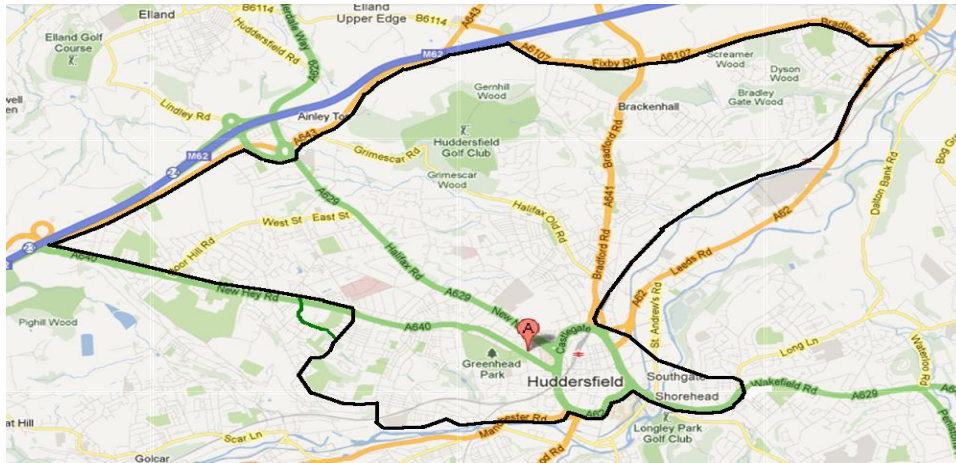
Missed Appointments

Our practice policy is that if a patient habitually misses their 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 so that another patient can use that time. Where a booked telephone appointment is missed despite 2 attempted calls this will also be recorded as a missed appointment.

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.



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 Ali.

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!

Telephone contact with clinicians

Our GP appointments are available as face to face, online, or by telephone and the reception team will guide you on which method is more suitable for your symptoms and communication needs. We do still practice physically distancing and masking in building so face to face appointments are limited to aid this infection control measure. Landlines are preferred for telephone consultations.

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. Our Privacy Notice is displayed in reception and on our website.

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 1-3pm when the ground floor room is not in use by the GP.

Protected Training Time

Once a month we close for training sessions from 1-6pm which allow us to keep up to date with guidelines and pathway changes and provide any needed training to our team. When we are closed, you can still receive urgent help by calling the normal surgery number to access GP cover. Dates of these closures are available in advance on our website.