

5 ways to make the best of our service:

1. Register for online services—make and cancel appointments, and order your prescriptions online or via the mobile app.
2. Consent to SMS messaging—register your mobile number with us for text message reminders about your appointments and test results.
3. Keep your details up to date—tell us when you move house or change your mobile number so we can contact you if we need to.
4. Nominate a pharmacy—tell your local pharmacy that you want your prescriptions to be sent directly to them, electronically, so you don't have to collect them from us.
- 5.

**See our full patient charter on our website:
www.healdsroadsurgery.nhs.net**

General Data Protection Regulations

The Practice processes patient data lawfully and fairly, and in the best interests of the patient. Our full GDPR Policy and Privacy Statement can be found on our website or in the surgery.

HEALDS ROAD SURGERY

Guide to Staff and Services



Opening Times

Monday to Friday 8.00am—6.30pm

Our telephone lines close between 1pm and 2pm daily.

We close on the third Tuesday afternoon of the month for staff training (details can be found on our website)

Tel: 01924 438222 **Email:** healdsroad.surgery1@nhs.net

Healds Road Surgery

Healds Road, Dewsbury, WF13 4HT

Web: www.healdsroadsurgery.nhs.uk

Welcome to Our Practice

This booklet is a brief guide to our services and is aimed at helping you, the patient, make the best use of our practice.

All of the information in this booklet, and more, is available on our website: www.healdsroadsurgery.nhs.uk.

Our Team

Our doctors, nurse practitioners, physician associates, advance care practitioners all work varying degrees of hours. If you want to be seen by a particular clinician please ask our receptionists when they are available.

Doctors

Dr N Ghafoor MB ChB, Dip (Derm), Dip (Diabetes)

Dr N Khan MB ChB

Clinical Staff

Mehvish Ali (f)

Advanced Nurse Practitioner

Mrs Zara Hussain (f)

Physician Associate

Mr Mohammad Hassan (m)

Advanced Clinical Practitioner

Mrs Victoria Binks (f)

Advanced Clinical Practitioner

Ibrar Ahmed (m)

Advanced Clinical Practitioner

Mrs Rashda Khaliq (f)

Trainee Advanced Clinical Practitioner

Mr Shakil Khan (m)

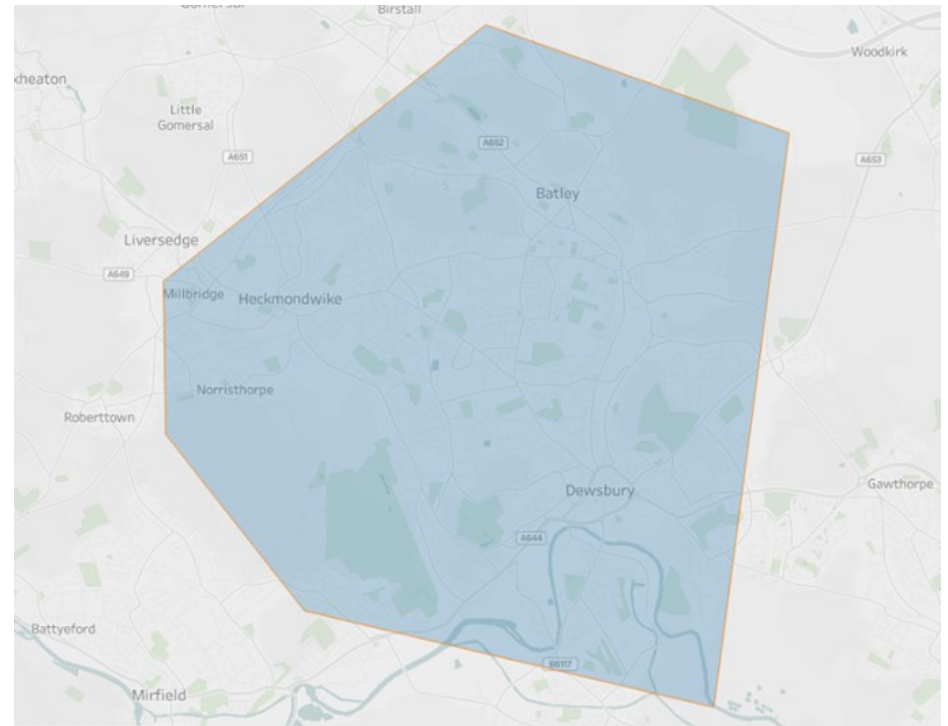
Advanced Nurse Practitioner

Dr N Ghafoor, Dr N Khan, Miss M Ali and Mrs R Kilburn are the 'partners', and are contracted by NHS England to provide Personal Medical Services to the practice's registered patient population. Mrs R Kilburn is the Managing Partner at Healds Road Surgery

Practice Boundary

The practice operates a strict boundary and will only accept registrations from patients living within its boundary area. Patients who move outside the boundary area will be given notice to register at another practice.

Our boundary can be seen in the illustration below.



Patient Registrations

New patients can register with the surgery by completing a registration form available from reception, or downloadable from our website.

We request that photographic ID is shown with completed registration forms for the purposes of checking spellings of names, current addresses and dates of birth.

Please allow 14 working days for your registration to be completed before making appointments or ordering prescriptions.

When registering with the surgery we recommend that patients use the NHS Apps which is available via Apple or Android app stores.

Before registering, with us, please check that you live within our practice boundary.

When you register at our surgery you will be allocated Dr N Ghafoor as your named accountable GP. You are entitled to see any doctor or clinician of your choice, however please respect that all of our clinicians work different times and may not be available on the day that you want to see them. Please ask our receptionists which days our clinicians are available.

Complaints

If you are dissatisfied with the service that you have received at our practice you can make a complaint by telephone or in writing to the address on the front of this leaflet. Further details about our complaints procedure can be found on our website.

Nursing Staff and Nurse Associates

Our Practice Nurses and Nurse Associates will often see patients with long term health conditions for their annual reviews, as well as provide services such as suture removal, basic wound care, immunisations and vaccinations, and cervical smears. They are supported by our healthcare assistants.

Practice Management and Administration Team

Our Practice Manager is Rachael Kilburn. She is supported by Aneesa Khan and Emma Kilbride, who manage the Reception and Administration Team. If you have any queries or problems with our services, you can contact Aneesa or Emma by telephoning the surgery.

Medical Services Provided

- Midwifery (via MidYorkshire Hospitals Trust)
- Minor Surgery
- Social Prescriber

Appointments

Appointments can be made by telephoning the surgery as early as possible on the day you want to be seen, or by booking an appointment online. Our clinicians offer both telephone consultations and face to face appointments. A number of appointments are available to book in advance, and the majority of appointments are available to book on the day.

Appointments with a Practice Nurse or Healthcare Assistant can be made up to 4 weeks in advance.

If you require an appointment outside our opening hours, please tell our receptionists who will be able to offer you an appointment at our extended access service on weekday evenings, Saturdays or Sundays.

When you telephone the surgery it is helpful if you can tell the receptionist much as possible about why you want an appointment so that they can help make sure you are directed to the right person. Our receptionists have been trained in care navigation and have lots of experience in finding patients the right help. All of our staff will treat you with the strictest of confidence, so you don't need to worry about telling them why you want an appointment.

If you are no longer able to attend your appointment or no longer need it, please contact reception or go online to cancel it so that it can be offered to another patient.

When we are closed

For medical advice when we are closed you can telephone NHS 111, who will help to find you the most appropriate care.

Patient Removals

The practice reserves the right to remove patients following the appropriate warnings, if;

- They are verbally or physically abusive to a member of staff or any person on our premises
- They miss three or more appointments within any 12 month period, without contacting us to cancel them

Accessibility - The practice is situated over two floors. There is a lift and stairs available for access to the second floor.

Home visits are available for patients who are ordinarily housebound or who are unable to come to the surgery due to the nature of their condition. Requests for a home visit should be made before 12am on the day they are required, and will be triaged by a Doctor before being allocated. Late visits will be accommodated where necessary. You may be visited by a community response clinician.

Repeat Medication should be requested no more than 10 days before it is required. It can be ordered online via the NHS app or by visiting the practice, and prescriptions can be sent electronically to your chosen pharmacy. Please allow at least two working days for your prescription to be processed. Patients on repeat medications should have an annual medication review—it is important to make sure you comply with this for a smoother ordering service.