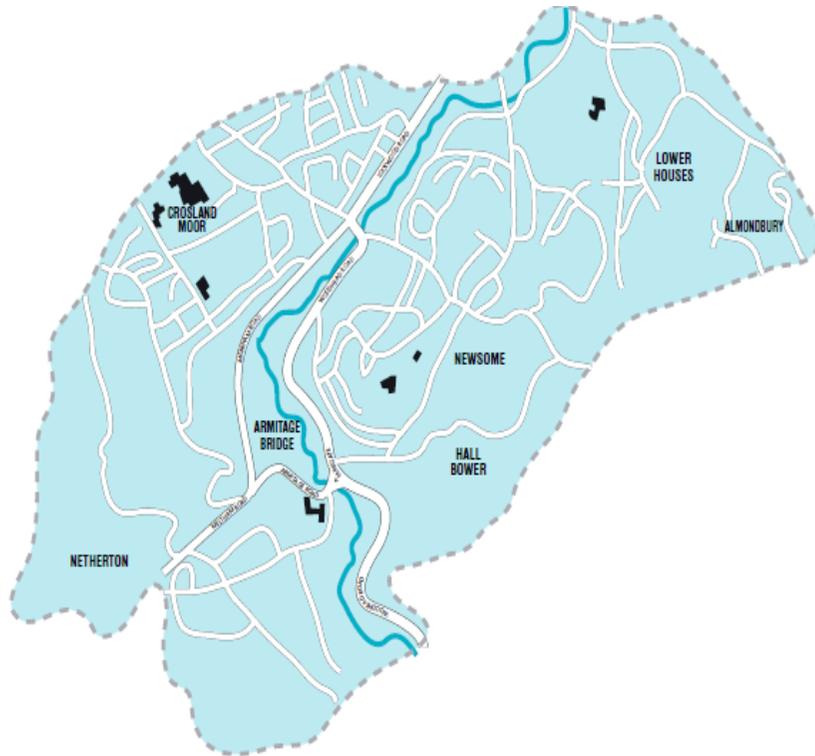


Practice Area



# Newsome Surgery

1 Church Lane  
Newsome  
Huddersfield  
HD4 6JE

Telephone: 01484 514118  
Fax: 01484 302698

Repeat Prescription Line  
01484 513901  
(11:00am to 3:00pm Monday to Friday)

Telephone 111 for out of hours

The surgery is open Monday to Friday from 8.30am to 6.30pm (except Bank Holidays). Wednesdays until 8.00pm

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

# WELCOME

## To the Newsome Surgery

### The Doctors

Dr Paul Richardson	MB ChB MRCGP 1984 Leeds
Dr Mohammad Adnan	MB ChB Liverpool 2008
Dr Mair Tunstall	MB ChB Leeds 1991
Dr Cassie Robinson	MB ChB (Glasgow) 2005, DRCOG 2010, nMRCGP 2011

Dr Richardson has a special interest in musculo-skeletal, sports medicine and respiratory medicine.

### Advanced Nurse Practitioner

Sheila Dawson

She is a qualified nurse with additional qualifications, which enable her to diagnose a wide range of medical conditions, refer patients to the hospital for further investigations and treat and prescribe for patients. Sheila works closely with the four GPs. Her special interest lies in women's health issues including contraception and the menopause.

### Practice Nurses

Gill Townley  
Sarah Baldwin-Wood

### Teaching

The practice does not undertake teaching/training of GPs but we do teach/train other health care professionals.

### Access to Patient Notes

We would like to make you aware that all GPs, practice nurses and administration staff have access to your medical notes – but you can be assured that no information is shared with any outside agency without your prior consent. All staff must sign the confidentiality clause within their staff contract.

### Freedom Of Information - Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme.

A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

### Greater Huddersfield Central Commissioning Group

Details of general medical services in this area may be obtained from:

Broad Lea House  
Bradley Business Park  
Dyson Wood Road  
Bradley  
Huddersfield HD2 1GZ  
Telephone (01484) 464000

### Disabled Access

Disabled access is available through the main surgery entrance. We have a double door entrance and a lowered pavement which allows access for wheelchairs.

### Confidentiality

All our doctors and staff will maintain patient confidentiality at all times. We consider this to be of the utmost importance and everyone here works according to the guidelines issued to them at the commencement of their duties with the practice; they also sign a declaration of confidentiality. If a patient indicates that they wish to speak in confidence to a staff member, then we will do our best to comply with that request.

### Rights and responsibilities of patients

- Do what you can to look after your own health and follow advice on a healthy lifestyle.
- Care for yourself when appropriate. You can, for example, treat yourself at home for common ailments such as coughs, colds and sore throats.
- Listen carefully to advice on your treatment and medication.
- Keep your appointment. If you need to cancel it, advise reception.

### Violent Patients

The practice supports the Government's NHS Zero Tolerance campaign. Violence and abuse is a growing concern. GPs and their staff have the right to care for others without fear of being attacked or abused. Violent patients on the practice premises will be reported to the police and struck off the GP's list. We ask that all patients treat GPs and practice staff properly, without violence or abuse.

### Practice Manager

Pamela Venus

### Senior Receptionist

Sandra Duckworth

### Receptionists

Anne Griffin, Nicola Butler, Carol Sutton, Tracy Stocks, Michelle Peace and Phoebe Peace

### Medical Secretary

Mary Beaumont

### IT Assistant

Gillian Kettlewell

## Surgery Times

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Dr Richardson</b>	09.00-11.00	09.00-11.00	09.00-11.00	DAY OFF	09.00-11.00
	15.00-17.00	15.00-17.00	15.30-17.30		15.00-17.00
<b>Dr Adnan</b>	09.30-11.30	09.30-11.30	09.30-11.30	09.30-11.30	DAY OFF
	15.00-17.00	15.00-17.00	15.00-17.00	15.30-17.30	
<b>Dr Tunstall</b>	DAY OFF	08.45-11.05	DAY OFF	DAY OFF	08.45-10.10
		15.30-17.30			15.00-17.00
<b>Dr Mahmood (Locum GP)</b>	DAY OFF	DAY OFF	DAY OFF	09.30-12.10	09.00-11.30
				14.30-17.10	15.00-17.40
<b>Sheila</b>	08.30-11.30	08.30-11.30	08.30-11.30	08.30-11.30	08.30-11.30

## Private medicals

There will be a charge for these. Please see reception for details of fees.

## Health checks

Health checks are available for patients between 40 - 74 years - patients must not have a pre-existing health condition such as diabetes, coronary heart disease or hypertension. Call the surgery for an appointment.

## Complaints

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use the complaints procedure to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the local commissioning group.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation. We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within 14 days. Occasionally it may take longer but we will keep you informed throughout. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed. Please note that many different health professionals work from the surgery and not all of them are employed by our practice. If there is a query about any member of staff employed by this practice then the person to contact is the practice manager.

### Outside Opening Hours

The out-of-hours contact number is 111.

The nearest NHS Walk-In centre is based at Woodkirk House, Dewsbury District Hospital, Halifax Road, Dewsbury WF13 4HS.

### Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Requests for prescriptions can be made in writing or by calling the repeat prescription line (513901) which is manned between 11.00am to 3.00pm Monday to Friday. Please allow 48 hours before collection.

You may also order your prescription online at [www.newsomesurgery.co.uk](http://www.newsomesurgery.co.uk)

### New Registrations

Patients wishing to register at the practice need to attend in person, if possible, (if they are unable to attend they can send a representative to act on their behalf). Ideally we need the NHS number but patients can still be registered if this is not known. Photo ID ie passport/driving license and a utility bill are required to verify identity. Further information required is name, date of birth, current/previous address and the GP they are currently registered with. The ideal time to register is after lunch as the surgery is usually quieter. It is advisable to make a routine appointment with a GP as this enables the doctor to check your medication etc.

### Results of Tests

Results of tests (eg blood tests) which have been organised by the doctors or practice nurses are obtained by telephoning the receptionist after 2.00pm.

### Preferred GP

Patients can request to see a specific GP but must be aware that you may have to wait longer to see the GP of your choice.

### Appointments

Appointments may be made by telephoning the surgery on 514118 or by calling at the surgery.

Did you know you can book appointment in advance?

### Cancelling Appointments

If you cannot make your appointment at the surgery with either the GP or nurse **PLEASE** contact us on 514118 to cancel and rearrange.

### Home Visits

All requests for home visits will be medically assessed. If a patient is too poorly to attend the surgery, we will arrange for a home visit to be made. Home visits are for patients who are seriously ill and are unable to attend the surgery. Please remember that several patients can be seen in the surgery in the time that it takes to make a home visit.

**Please phone before 10.00am if possible.**

### Telephone Consultations

Would a telephone consultation with your doctor or nurse be appropriate?

If you feel that your consultation is suitable to be carried out over the telephone with the doctor or nurse, please call and ask the receptionist who will make the necessary arrangements for you. Your follow-up appointments could be carried out over the telephone. Check with your GP or one of our nurses.

### Surgery Opening Hours

The surgery is open Monday to Friday from 8.30am to 6.30pm (except Bank Holidays).

## Clinics

### Asthma Clinic

By appointment with the practice nurse.

### Antenatal Clinic

Wednesday 9.20 - 11.20am - New mums

1.15 - 3.30pm - Antenatal reviews - appointment required.

### Cervical Smears

By appointment with the practice nurse or nurse practitioner.

### Blood Tests

Carried out every Thursday 10.00am – 12.00pm and Fridays 8.30am – 12.00pm.

### Blood Pressure Checks

BP checks and B12 injections are carried out weekly (every Wednesday) from 1.00 - 4.00pm.

No appointment is necessary.

### Baby Clinic

Six-week checks for babies are carried out at the surgery by the GP; parents need to ring the surgery and make an appointment.

There are also drop-in clinics for advice and weighing, these are held on Mondays 2.00-3.00pm at Lowerhouses Children's Centre (attached to the infants school), Lowerhouses Lane, Lowerhouses, Thursdays 1.30-3.00pm at the Newsome Children's Centre, Headfield Road, Newsome and Fridays 10.00am-11.00am at Brian Jackson Centre.

### Chiropody Clinic

We hold a chiropody clinic at the surgery. Appointments are made via Locala

### Diabetic Patients

We carry out diabetic foot screening at the surgery. Ring the receptionist to make an appointment with the practice nurse. Patients please remember a diabetic foot screen should be carried out every year.

### Smoking Cessation Advice

Patients can make appointments with the practice nurse for help on smoking cessation.

### Dietary Advice

Covering issues such as nutrition and weight control. By appointment with the practice nurse.

### Travel Vaccinations

Reception or the practice nurse can advise on which vaccinations are required, depending on your destination. It is important that sufficient time is allowed before departure for these to be fully effective. Some can take up to eight weeks.

### Flu Vaccinations

Please book your appointment with reception in October/November for the flu vaccination. These are especially recommended for everyone over 65 and those with bronchitis/emphysema, diabetes, asthma, heart complaints, and carers/relatives who come into close contact.

### Minor Surgery

Some minor surgery procedures are performed at the surgery by the doctors.

### Over 75 Health Checks

We do not carry out over 75 health checks routinely but if a patient aged 75 years or over requests a health check the practice nurse will be happy to carry this out.