

Practice leaflet for Albion Mount Medical Practice

www.albionmountmedicalpractice.co.uk

**47 Albion Street
Dewsbury
WF13 2AJ**

Tel: 01924 430676

Fax: 01924 430647

**Mountain Road Surgery
111 Mountain Road
Thornhill
WF12 0BS**

Tel: 01924 488148

Fax: 01924 488104

Patient Participation Group (PPG)

If you would like to join our group to participate with the health and improvements to the services we provide, the practice operates a virtual PPG in which we make contact via email and telephone. If you would like to join the group please visit our website and follow the link or ask a member of staff.

Advice

In life threatening emergencies listed below; immediately call 999

- collapse
- unconsciousness
- chest pain ,
- breathing difficulties (especially if the individual is unable to speak, is choking, or gasping for air or is having difficulty in swallowing)
- profuse bleeding

If any of the injuries listed below occur these should initially be seen at the

A & E Department:

- head injuries
- deep cuts
- serious burns
- Eye injuries
- possible fractures

High temperature (above 40 °c)

- Please call for advice - especially if the individual has cramps or a stiff neck

The following symptoms will require immediate attention and an ambulance should be called for if an individual has any of the following:

- a loss of consciousness,
- an epileptic fit or if the individual cannot be roused.
- severe stomach pain,
- allergic reactions,
- breathing difficulties
- widespread rashes which may cause difficulty in breathing or a serious allergic reaction

Registering at the practice

If you wish to register at the practice please call into Reception bringing photographic evidence, i.e. passport, driving license. We will ask you to provide some information about your previous address and G.P. to enable us to send for your medical records. We will also ask you to make an appointment with our Healthcare Assistant for a 'New Patient Check'. This will give us an opportunity to ensure that we have important health information available to us whilst waiting for your records. Please also bring any details of repeat prescriptions with you so that we can add this to our own computer records for continuity of care. The premises have suitable access for disabled patients.

Routine Appointments

The practice runs an appointment system for both surgeries. Appointments can be made either by calling at the Reception desk or by telephoning the practice on 01924 430676 (Albion Street) 01924 488148 (Mountain Road) or booking online (Username and password required)

For a morning appointment call at 8am.

For an afternoon appointment call at 12.00

If for any reason you cannot keep a booked appointment, please let us know in good time so that someone else may benefit from the cancellation.

SMS Text Messaging Service

The practice has a service to send a text message which confirms your appointment and reminds you of the date one day in advance. Please ensure we have your current mobile telephone number.

If you prefer not to be contacted by SMS messaging, please contact our reception staff to remove you from this service.

Urgent Appointments

The practice runs a surgery every day for problems which need to be dealt with that day. If you need an appointment, please telephone the surgery as early as possible – we are open from 8.00 a.m. You will either be offered an appointment or you may be asked to leave a contact number so that the GP can assess your problem which could be addressed over the telephone and would avoid making an unnecessary trip to the surgery.

Booking Appointments Online

You can now book pre bookable appointments online. Please contact the practice for a username and password. Follow the link for email to the surgery

www.albionmountmedicalpractice.co.uk

NEW PATIENT REGISTRATION

Prescribing medication long term medications

- This practice does not prescribe long term benzodiazepines - ('Z' drugs). These would include diazepam, nitrazepam, temazepam, zopiclone and zolpidem due to the risk of addiction and medical harm. If you are taking benzodiazepines, the practice will aim to review the medications and if appropriate to reduce gradually with a view to stop. We may refer you to the local reduction team, to enable you to work together with an aim to reducing/stop these.

I(PRINT NAME)

I have read and understood the above and accept the guidelines of the practice for the on prescribing of long term benzodiazepines.

Signature:

Date:

This form will be attached to your medical record

Telephone Availability

If you need to speak to a Doctor or Nurse by telephone please inform reception. The Receptionist will take your details, the Doctor or Nurse will endeavour to contact you as soon as possible during the day. Please specify if your request is urgent so the doctor can return your call urgently.

Surgery Opening Times

The practice premises are open during the following times:

Albion Street Dewsbury	
Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 7.00pm
Thursday	7.30am - 7.30pm
Friday	8.00am - 6.30pm

Mountain Road Thornhill	
Monday	8.00am - 1.00pm
Tuesday	7.30am - 6.30pm
Wednesday	8.00am - 4.00pm
Thursday	8.00am - 12.30pm
Friday	8.00am - 4.00pm

Prescriptions

Repeat prescriptions may be requested in the following ways:

- **in person**
- **via a pharmacy of your choice**
- **by post** (Please include a stamped addressed envelope if you wish us to return to you by post)
- by fax on 01924 430647 for Albion Street
- By fax on 01924 488104 Mountain Road
- By email – **NKCCG.Albion-Mount@nhs.net**
- Via the Practice website - username and password required
www.albionmountmedicalpractice.co.uk
- Please note - we **DO NOT** take requests for prescriptions over the telephone unless you are house bound.

A slip is printed out showing all items which are authorised for regular repeats. Please use this slip when re-ordering.

If you are faxing us a request please ensure that all the details are clear.

We require **48 HOURS** (two working days) notice for completion of all prescription requests.

If you require your prescription to be collected by a particular Pharmacy, please ensure that the pharmacy of your choice does provide this service.

Home Visits

Home visits should be requested by telephone to the surgery on 01924 430676 (Albion Mount) or 01924 488148 (Mountain Road) before 10.00 am, whenever possible.

An urgent home visit will be dealt with at any time during the day.

You may be asked to give the receptionist some details regarding your condition to allow the doctor to assess the urgency of the visit.

Car Parking

There is ample car parking at both Albion Street and Mountain Road.

Disabled Access

Both our surgeries are situated on one level with easy access for disabled patients and wheelchair users. They are equipped with suitable toilet facilities. If you require any assistance at all, please do not hesitate to ask.

Confidentiality

The practice respects the rights of patients to a confidential service. No patient information is divulged to any person outside the practice team or designated health professional (i.e. Consultant).

If you wish to access your medical records please apply to the practice under the Data Protection Act 1998. A fee is applicable.

Where copies of records are requested by Solicitors on your behalf we will always contact you first and ask you to sign our Consent Form to ensure that you are completely happy with any request to send copies of your records elsewhere. Please be assured that we take your right to privacy very seriously. If you would do require a private area to discuss matters please ask a member of the staff.

Out of Hours Emergencies

Out of Hours services takes over the care of patients in Kirklees out of normal surgery hours. Therefore if you require urgent medical care between the hours of 6.30 pm and 8.00 am. each weekday and between 6.30 pm. on Fridays and 8.00 am. on Mondays please contact the surgery on 01924 430676 to listen to the advice or alternatively dial 111 direct.

Requests for completion of non – NHS Services

All Non-NHS services attract a fee such as medical insurance forms, ‘fit to travel’ forms, medication to take abroad confirmation, holiday cancellation forms, pre-employment medicals, sports medicals, HGV /Taxi medicals etc.

These services are carried out by the Doctors as a private service to patients at their discretion. Please note charges do apply.

A list of fees is available at the Reception Desk. The fees are based on charges recommended by the British Medical Association and payment for all such services must be made at the time that the service is carried out.

Please bear in mind that there is usually a waiting period for completion of Non-NHS forms.

Zero Tolerance to Violence Policy

The practice adheres to a policy of Zero Tolerance to Violence, in line with government recommendations. The action that will be taken where a patient is violent or abusive to a member of staff is set out in our Zero Tolerance to Violence Policy. A copy is available free of charge.

Complaints

If you have any complaints about the practice or any problems which you have encountered, please address these in writing to the Practice Manager. Details of our Complaints Procedure are available at the reception desk or displayed on the wall in the waiting area.

Medical Students

We assist with teaching medical students from Leeds University. You may be asked whether you have any objections to a student being present in the room during your consultation with the doctor or nurse. If you prefer to have a private consultation, please make your views clear. This will not affect your assessment and care and you will not be unfairly treated or disadvantaged.

The Practice Team

Doctors

Dr. H Thimmegowda MBBS (Karnatak, 1967), MRCGP with a special interest in cardiology.

Senior GP Partner: Male

Dr. I Kasibhatla MRCOG (NTR India 1998) DFFP NMRCGP with a special interest in gynaecology and dermatology

GP Partner: Female

Dr. J Kenogbon MBBS (Ibadan 1980) LLB MA FRCS MRCGP DRCOG with a special interest in chronic pain management, minor surgery, sigmoidoscopy and haemorrhoid treatments.

GP Partner: Male

Nurse Practitioner

Helen Smith RGN, PG Dip, MSc

Practice Nurses

Sue Madden RGN

Carole Mallinson RGN, Nurse Prescriber

Ifeoma Nduka-Obiora RGN

Phlebotomist/Healthcare Assistant

Joanne Wilson

Practice Manager

Karen Goodfellow

Misty Bannerman (Deputy PM)

Secretaries

Gillian Stead

Sue Catling

Receptionists

Maureen Mitchell	Maureen West
Zulekha Lorgat	Emma Smith
Annmarie Burton	Amy Higson
Jacqueline Cotterill	Rachel Nutting
Sarah Haigh	Kath Stead

Community Staff

Provided and employed by Locala

Midwife

Provided and employed by Mid Yorkshire NHS Trust

Geraldine Daly—Albion Street

Geraldine Daly—Mountain Road

Health Visitors

Provided and employed by Locala

District Nurses

Provided and employed by Locala

Services Provided by the Practice

Our Practice holds regular clinics for the following services:

- New Patient Checks
- NHS Health Checks
- Vaccinations, routine flu and pneumonia
- Travel vaccinations
- Ear Syringing
- Joint Injection
- Blood pressure checks
- Ambulatory blood pressure checks
- Dressings & suture removal
- Elderly persons screening
- Phlebotomy
- Cholesterol checks
- Minor surgery (with the doctor)
- Sigmoidoscopy, proctoscopy and haemorrhoid treatment
- Chronic Disease Management
- Family Planning
- Cervical smear and 'Well Woman'
- Insertion and removal of coils and various implants for contraceptive purposes
- Contraception advice
- Dietary Advice and Weight Control
- Alcohol intervention
- Smoking cessation
- Asthma, COPD, diabetes and remote monitoring
- Post-natal and 6 week baby checks

In addition the following clinics are held by the Midwife and are available with an appointment:-

- Ante-natal & New Booking Clinics

Patient/Practice Charter: OUR responsibility to YOU

- You will be greeted courteously.
- You have a right to confidentiality.
- You will be seen on the day of your choice and wherever possible
- by the G.P of your choice.
- You will be informed if there will be a delay of more than 20 minutes for your appointment.
- You will be referred to a hospital consultant if the G.P thinks it is necessary.
- You will be given the result of any test or investigation on request or at your next appointment.
- Your repeat prescription will be ready for collection within 48 hours of your request.
- Your suggestions and comments about the services will be considered sympathetically and any complaint dealt with quickly and efficiently.
- **YOUR responsibility to US**
- Please treat all surgery staff with the same respect that you expect to be treated with.
- Inform us of any change of name, address or telephone number so that your records can be kept accurate and up to date.
- Only request an urgent appointment if it is appropriate.
- Home visits should only be requested if you are too ill to attend the surgery.
- Out-of-Hours visits are for emergencies only.
- Please cancel your appointment if you are unable to attend.
- Please be punctual but be prepared to wait if your own consultation is delayed by an unexpected emergency.
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us. You will be advised of the usual length of time to wait.
- Use the tear off slip to request your repeat prescription whenever possible and allow 48 hours before collection.
- Please attend for your annual review when asked to allow us to provide you with the best possible care and management

Useful Telephone Numbers

Service	Tel Numbers
NHS out of hours Urgent care number	111
Dewsbury District Hospital	0844 8118110
Walk in centre	01924 816 200
Health Visitors	01924 351532
Gateway to Care (Social Services)	01484 414 933
Carers Gate way	01484 226 050
District Nurse	01484 221 600
Citizens Advice Bureau	0844 848 970
Victim Support	0845 3030900
Patient Advice & Liaison Service—PALS	0800 587 2417
Contraception and Sexual Health Services (Dews Health Centre)	01924 351 550
Lifeline	0800 0131 311
Samaritans	0845 790 9090
Relate	01924 372 494
Young Carers Service	01924 492183

Health Authority	01484 466000
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This practice is registered with the Care Quality Commission Tel.
03000616161



CQC regulates Albion Mount Medical Practice to provide care at
Albion Mount Medical Practice

Our last check showed



This service was meeting all CQC national standards

Clinical Commissioning

The practice is a member of NHS North Kirklees Clinical Commissioning Group. NHS North Kirklees Clinical Commissioning Group is responsible for ensuring you get all the services you need. You can find out more information at: www.northkirkleescCG.nhs.uk

4th Floor, Empire House, Wakefield Old Road, Dewsbury WF12 8DJ

NHS North Kirklees Clinical Commissioning Group is responsible for ensuring you get all the services you need. www.northkirkleescCG.nhs.uk

NHS North Kirklees CCG

Empire House

4Th Floor, Empire House

Wakefield Old Road

Dewsbury WF12 8DJ

Tel: 01924 504900

Practice Area

If you live within the area marked below

