



A GUIDE TO OUR SERVICES

Colne Valley Group Practice

Reception:

01484 842652

Fax:

01484 348223

Online services:

www.colnevalleygrouppractice.co.uk

Opening Hours:

Monday to Friday 8am until 6pm Thursday 7am until 6pm (Marsden only)

Evenings & weekends call 111

Welcome

Colne Valley Group Practice serves the whole of Marsden, Standedge, Slaithwaite, Linthwaite, Bradshaw and Scammonden. Our team includes three GP Partners, additional GPs, one Primary Care Practitioner, one Pharmacist, one Pharmacy Technician, Practice Nurses and Health Care Assistants as well as our Practice Manager, Assistant Practice Manager, Secretaries and Reception staff.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates. If you live in our practice area and would like to register with us, please complete one of our registration forms, available from our receptions. It helps when registering to bring two forms of identification with you, ideally one photographic and one confirming your current address. You will be registering with the practice rather than with an individual GP. In line with GP contract requirements, all patients at Colne Valley Group Practice have been assigned a named GP. Please be assured that this does not affect your choice of clinician to see at the surgery in any way. If you wish to know the name of your named GP, please contact reception or ask at your next consultation.

We offer a full general practice service and run clinics for children and pregnant women, diabetes and asthma sufferers and for patients needing minor surgery. At both Health Centres we aim to treat all our patients promptly, courteously and in complete confidence.

Services

We run a range of services. For an appointment or further details, please call the surgery reception team on 01484 842652.

Antenatal

This clinic is run by the midwives all day Thursday at Slaithwaite and Tuesday mornings at Marsden. If you become pregnant, you will be given a 'booking appointment' at which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

Postnatal

Six to eight weeks after the birth of your baby a GP will see you for a postnatal examination; ask at reception for an appointment.

Child Health and Immunisations

All new babies are invited for regular check-ups from eight weeks old and poorly babies are able to see a GP. Contact reception for an appointment.

Minor surgery

Minor operations can be performed by GPs. Please discuss this with your doctor who will then arrange for you to be given an appointment.

Chronic Disease Management

We offer regular reviews for all chronic health problems. They include asthma, chronic lung disease, diabetes, heart disease, annual epilepsy, depression, dementia, mental health reviews.

Clinics for women

Women's health issues like cervical screening tests, breast examinations, menstrual irregularities, contraception, hormone replacement therapy and menopausal problems can be dealt with at the surgeries.

Stopping smoking and weight management

Patients needing smoking cessation and weight management advice and support can phone for an appointment with the nurses or the health care assistant.

Other clinics

These include chiropodist and routine blood tests.

Prescriptions

The safest, most accurate and efficient way to order your repeat prescription is to call in at reception with your prescription counterfoil. Prescription requests **cannot** be taken over the telephone.

You can also order via our online access at www.colnevalleygrouppractice.co.uk

Your prescription will be available to collect in **TWO WORKING DAYS**.

You can also use online access to book appointments and view your medical record. If you would like access you can set it up on reception at either site. Please bring some photographic I.D.

Specialist and Hospital Care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where you would like to go. They can offer you advice on the choice of hospitals available to you. You will be able to collect printed information within two working days from the practice to enable you to make your appointment through NHS eReferral system.

Appointments

For all routine appointments please call reception on 01484 842652
SAY IMMEDIATELY IF IT IS AN EMERGENCY.

A number of 'book on the day' appointments are released daily for urgent medical problems. Once these appointments are filled any further requests are screened by a GP and prioritised. Reception will ask you for any information you can give which will

help the GPs to do this and then you will be called back to discuss your query. If you need to be seen you will be given an appointment by the GP or reception.

Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.

Tell us if you want someone to accompany you during an examination. Remember that the results of tests can only be given to the patient.

If you would like to talk to a doctor or nurse, you can ask the receptionist and a routine telephone call can be booked. The GP or nurse will ring you on the telephone number you have given.

You can help us by:

Being on time and keeping your appointment

Letting us know if you need to cancel

Calling for a home visit or urgent appointment before 10.30am

Ringling for the results of tests after 10.30am

Home Visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend. Please ring before 10.30am to arrange a visit and let us know if your condition is urgent.

Evenings and Weekends

Local Care Direct offers patients registered with our practice a full GP service when our practice is closed. For urgent advice and treatment when the surgery is closed ring 111.

Other local NHS Services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment.

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call 111 for details.

Walk-in Centre

The nearest walk in centre is provided in Halifax, Oldham, Wakefield or Dewsbury. Information is available on-line.

111

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. Call 111 if you need medical help fast but it's not a 999 emergency; you think you need to go to A&E or need another NHS urgent care

service; you don't know whom to call or you don't have a GP to call; you need health information or reassurance about what to do next.

Accident and emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Our Team

The GP partners

Dr David Hindle (male)

MBChB (1991)

Dr Hindle performs minor surgery and gives anti-inflammatory joint injections.

Dr Rebecca Hoddinott (female)

MBChB (1998)

Dr Hoddinott gives anti-inflammatory joint injections, and can offer various contraceptive and gynaecological treatments.

Dr Graham Crippin (male)

MBChB (2006)

Dr Crippin offers a full range of general practice services and an interest in internal medicine.

Other GPs

Dr Sue Thomis

Dr Louise Ainley

Registrar

Foundation Year 2 Medical Student

Our Pharmacist Team

Shahzad Lohan (Pharmacist) & Kadijah Khalid (Pharmacy Technician)

Our pharmacy team work alongside our clinicians to ensure your prescription and medication needs are met.

Our Primary Care Practitioner

Deborah North

Our highly qualified primary care practitioner deals with a range of conditions and health concerns. She examines patients, makes a diagnosis and plans care, including prescribing medication. She can also carry out home visits.

Our Practice Nurses

Diane Smith, Emily Lord and Joanne Mitchell

Our practice nurses provide care for patients with chronic conditions such as asthma, diabetes, hypertension and heart disease.

Our Health Care Assistants

Alison Butler, Jess Shepherdson and Louise Reilly-Jenkinson

These members of the practice nursing team work under the supervision of a qualified nurse. They can take blood, check blood pressure, test urine, perform ECGs, give B12 injections, carry out ear syringing, advise on smoking cessation and weight management, and follow up on dressings.

Senior Management Team

Kirsty Hull is the Practice Manager and Anne England is the Assistant Practice Manager. They can help you with any administrative problems you may have with the way our practice is run.

Secretarial & Coding Team

Louise Griffiths, Linzi Haigh and Sally Ayres work behind the scenes dealing with patients referrals to hospital and any associated work. Dale Riley is our coder and ensures all patient communication is correctly recorded.

Administration staff

Sheryl (Office manager) Jackie T (Team Leader) Christine, Janet, Judy, Margaret, Imelda, Catherine, Jackie S, Jane, Melonie, Michelle and Holly are here to help you. They answer the phone, deal with enquiries and take repeat prescriptions. Their job is very demanding so please be patient.

Your Local NHS

The area served by Colne Valley Group Practice is in the district covered by Greater Huddersfield Clinical Commissioning Group (GHCCG) which is responsible for ensuring you get all the services you need.

For details of all primary care services in the area, check out

www.greaterhuddersfieldccg.nhs.uk or get the information you need at www.nhs.uk.

Other Information

Complaints

Colne Valley Group Practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak with whomever you feel most comfortable – your GP, our practice manager or our reception staff will be happy to help. In the majority of

cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can contact NHS England www.england.nhs.uk.

Patients with particular needs

Marsden Health Centre is accessible to patients using a wheelchair from Station Road in Marsden. At Croft House there is an entrance with ramp accessible from the small car park at the front of the premises.

Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. This information may be used for management and audit purposes. However, it is usually only available to you, and used by those involved in your care. You have the right to know what information we hold about you.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Contacting Us

Croft House

1145 Manchester Road, Slaithwaite, Huddersfield, HD7 5JY
Telephone: 01484 842652. Fax: 01484 348223.
www.colnevalleygrouppractice.co.uk

Marsden Health Centre

Victoria Street, Marsden, Huddersfield, HD7 6DF
Telephone: 01484 842652
www.colnevalleygrouppractice.co.uk

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Greater Huddersfield CCG is responsible for ensuring you get all the services you need. For details call 01484 464000

Other contact telephone numbers

Cohens Chemist Manchester Road Slaithwaite 01484 840400
Boots Chemist Marsden 01484 844255
Locala (District Nurses, Chiropody, Health Visitor, School Nurse) 030 0304 5555
Huddersfield Infirmary 01484 342000

