



The **Junction** Surgery

Dr R Ali (Male) Bsc(Hons) MBChB MRCGP DRCOG DFSRH
Dr A Ahmad (Female) BSc. MBChB MRCGP
Dr S Naseem (Female) MBChB
Dr A Kapoor (Female)

General Enquiries & Appointments Tel. **01484 500759** or **01484 451188**
Fax **01484 411828** email: junction.surgery@nhs.net

- Book in advance with a doctor of your choice or same day appointments with next available doctor
- See our new website www.junctionsurgery@nhs.uk for on-line appointment booking, prescription requests, details of the [National Practice Survey Results](#) and our [Patient Reference Group Annual Report](#) (registration needed for some on-line facilities)

MISSION STATEMENT

The Junction surgery aims to provide unprecedented care and services to the population of Moldgreen and its surrounding area. Our focus is on high quality, holistic care and treatment encouraging patient participation, engagement and feedback. Constantly embracing new technology and resources to give the ultimate patient experience.

SURGERY PREMISES / PRACTICE AREA

Situated on Huddersfield's busy main Wakefield road, the surgery is convenient for bus, pedestrian and car access. There is car parking space for patient use and the building is suitable for access by wheelchair. The aim is to serve town centre, Moldgreen and surrounding areas.

SERVICES OFFERED

The practice's 'core' hours are 8.00am – 6.30pm to provide General Medical services, Obstetric, Family Planning, Child Health Surveillance, Immunisations, Cervical Cytology and Minor Surgery.

PRACTICE STAFF

Practice Manager

Julie Sunderland

Administrator

Anita Ward
Karen-Brearley-Hill
Donna Chadwick - Secretary

Receptionists

Nancy Gibson
Carole O'Connor
Elaine Foulds
Angela Fawcett

Practice Nurses

Sadia Parveen
Jan Strodder

ATTACHED STAFF

Health Visitor 030 3330 9975 providing advice to individuals, families, groups and communities in child and family health, public health and health promotion. Services provided by Locala.

Midwife (Mill Hill) -Tel 030 3330 9975 – providing care to a woman and her baby during pregnancy, labour and after the baby is born. Services provided by Locala

District Nursing Support – providing nursing care to patients during periods of illness / incapacity in non-hospital settings usually in their own homes, residential care homes or health centres. - Tel 01484 221600 (office hours) Services provided by Locala

HOW TO MAKE AN APPOINTMENT

Did you know..... We are able to offer patients appointments on the same day **or** the choice of a pre-booked appointment in advance.

To make an appointment:

Telephone 01484 500759 or 01484 451188 after 8.00am or call in when the surgery is open, Our appointments line is open ALL DAY, or go to our web-site and choose the link to appointments. You will need to have registered for on-line services at reception to use this facility. You will normally be able to make an appointment for the same day,
OR

You will be able to book in advance when availability permits.

If the doctor of your choice is unavailable you will be offered the earliest possible alternative

The Junction Surgery shall take steps to ensure that a Patient who has not made an appointment and presents himself during Core Hours for Essential Services at the premises should be provided with those services unless it is more appropriate that he is referred elsewhere or he is given an appointment.

‘Urgent’ cases will still be seen on the same day, however, we are not an emergency service and as such do not have the same facilities of an emergency dept.

You can also talk to a GP or Nurse to see if you need an appointment by asking for **telephone advice**. If you cannot attend your appointment, please telephone the surgery as soon as you can.

If you are over 16 yrs old and we have an up to date mobile telephone number we will send you a SMS text message to remind you of your appointment unless you tell us not to. This does NOT absolve patients of their responsibility to know when their appointment is. There may occasion when the networks are down and the message may fail. The practice accepts no responsibility for appointments missed because of a failure to remind by text message.

All surgeries will be by appointment only.

Tel 01484 500759

POLICY FOR TELEPHONE AVAILABILITY OF CLINICAL STAFF

DOCTOR.- All patients have an allocated GP –Ask for details

During surgery consultation hours he can be interrupted in an emergency to take a telephone call.

Patients are given a telephone appointment (call back) after the morning or evening surgery hours in order to discuss any problems with the doctor.

Patients are also advised that if they leave their contact number doctor will return their call – this particularly so when the call is received whilst doctor is not on the premises

GP REGISTRAR

The practice is now employing G P Registrars these are **fully qualified** doctors who are training to become general practitioners.

NURSE

Patients are advised that if they leave their telephone number she will ring them back as soon as she is available

TIMETABLE – PRACTICE PREMISES OPENING HOURS

Monday	8.00am	-	6.30pm
Tuesday	8.00am	-	6.30pm
Wednesday	8.00am	-	12.00 noon
Thursday	8.00am	-	6.30pm
Friday	8.00am	-	6.30pm

Telephone support every weekday from 8.15am – 6.30pm

APPOINTMENTS

You have a right to request to see any doctor or nurse within the practice. Please be aware that doctors work varying sessions and at times it may not be possible to accommodate your request without a reasonable wait.

The practice does have a 'private interview room' which is available for patients who wish to discuss any matters in private. Please ask the receptionist if you require this.

Normal Consultation Times – Dr Ali (Male)

	AM	PM
MONDAY	YES	YES
TUESDAY	YES	YES
WEDNESDAY	YES	Emergencies only
THURSDAY	NO	NO
FRIDAY	YES	NO

Normal Consultation Times – **Dr Ahmad** CURRENTLY ON MATERNITY LEAVE
Replacement locum GP – Dr A Kapoor (Female)

	AM	PM
MONDAY	YES	YES
TUESDAY	YES	YES
WEDNESDAY	YES	NO
THURSDAY	NO	NO
FRIDAY	NO	NO

Normal Consultation Times – **Dr Naseem (Female)**

	AM	PM
MONDAY	NO	NO
TUESDAY	NO	NO
WEDNESDAY	NO	NO
THURSDAY	YES	YES
FRIDAY	YES	YES

Normal consultation times – **Dr Kapoor (Female) LOCUM**

	AM	PM
MONDAY	YES	YES
TUESDAY	YES – Locum til April 17	YES – Locum til April 17
WEDNESDAY	YES – Locum til April 17	NO
THURSDAY	NO	NO
FRIDAY	NO	NO

All the above session times include availability for end of surgery emergencies and patient call-backs. *Please note* reception is CLOSED on Wednesday afternoons.

HOME VISITS

If a Patient requires attendance and, in the reasonable opinion of the GP, it would be inappropriate for them to go to the premises the GP will provide services to him either at the Patient's home, or some other place. If possible, please request before 10.30am by telephoning the appointment line.

EMERGENCIES

Surgery core hours are 8.00am – 6.30pm. Please telephone the surgery at any time. If this telephone is unattended you will be directed to an alternative number. It is wise to have a pen and paper at hand and if using a public telephone you may need to have more than one coin. For non-emergencies please call **111**

CARERS

If you are a patient of the practice and regularly care for a dependent child or adult please advise the receptionist or healthcare professional. We offer annual medical reviews for all our carers.

OUT OF HOURS & HOLIDAY COVER

These out-of-hours services are for **EMERGENCIES ONLY**. Should you require to use them, telephone the surgery first. An answering machine recorded message will inform you of the appropriate number to ring for help.

TEST RESULTS

You can obtain your test results over the telephone any day after 2.00pm. Please be aware some test results take longer than others to be received by the practice . X-rays, scans, and breath tests etc can take up to 14 days.

REPEAT PRESCRIBING

Patient Information on how to use the Repeat Prescribing System

If you need to remain on a certain medication for some time, your doctor may add this to the repeat prescribing system. This enables you to request specific prescriptions without seeing the doctor each time.

For your safety and convenience, the system works as follows:

- Make sure you have an up to date and correct repeat prescription slip or card. If you do not please ask reception to print you one out or make an appointment to see your usual doctor.
- On the repeat prescription slip or card, indicate clearly which drugs you require. You do not have to order them all each time.
- Allow **48 hours** to process the prescription. This enables us to check, record, issue and sign the prescription. We get many requests a day so allow us this time and ensure you do not run out of medication before ordering your repeat prescription.
- On your repeat prescription slip or card there is a review date. If this date has expired you must see your usual doctor
- Not all medications will be put on the repeat prescribing system.
- Orders can be left at surgery, posted, or ordered on-line
- If you send a representative to collect your repeat prescription they may be asked for identification. Please do not send children under 16 to collect your prescription.

- If you have any medicines you no longer take or are out of date, take them to your pharmacy for safe disposal.
- Please do not hoard large quantities of medication. This is dangerous and wasteful.
- Please inform us of any problems you have using the system.

Initial arrangements for issuing repeat prescriptions are made at consultation with the Doctor and will be issued until the arranged review date only. At this point a further consultation may be necessary.

PLEASE GIVE 48 HOURS NOTICE WHEN REQUESTING REPEAT PRESCRIPTIONS

Please ask about the ‘repeat dispensing initiative* whereby prescriptions can be issued for up to 12 months (where appropriate)

MEDICAL CERTIFICATION

The practice will provide ‘free of charge’ a medical certificate in the following circumstances.

1.	To support a claim or to obtain payment either personally or by proxy; to prove incapacity to work or for self-support for the purposes of an award by the Secretary of State; or to enable proxy to draw pensions etc
2.	To establish pregnancy for the purpose of obtaining welfare foods
3.	To secure registration of still-birth
4.	To enable payment to be made to an institution or other person in case of mental disorder of persons entitled to payment from public funds
5.	To establish unfitness for jury service
6.	To support late application for reinstatement in civil employment or notification of non-availability to take up employment owing to sickness
7.	To enable a person to be registered as an absent voter on grounds of physical incapacity
8.	To support applications for certificates conferring exemption from charges in respect of drugs, medicines and Appliances
9.	To support a claim by or on behalf of a severely mentally impaired person for exemption from liability to pay the Council Tax or eligibility for a discount in respect of the amount of Council Tax payable

CLINICS AVAILABLE

Baby & Child Development (Surveillance)– Health visitor

No appointment is necessary for Health Visitor.

Immunisations by appointment– Practice Nurse

Appts. For immunisations will be sent via the practice.

Antenatal Clinic

Currently at Mill Hill

***** PREGNANT LADIES ARE ADVISED TO BOOK IN WITH THE MIDWIFE BEFORE 13 WEEKS GESTATION******

Well Person Clinics (Nurse)

Monday	8.30am – 12.00pm	1.00pm – 5.00pm
Tuesday	8.30am – 12.00am	1.00pm – 5.30pm
Weds	8.30am – 11.30am	
Thursday	8.30am – 12.00am	1.00pm – 5.00pm
Friday	8.30am – 12.00am	1.00pm – 4.30pm

NHS 111

NHS 111 is a confidential telephone advice service which is operated 24 hrs a day. Calls to NHS 111 are free. Should you require medical advice, details on how to keep healthy or information on travel vaccinations etc. please call **111**. Alternatively you can access their official website at www.nhs.uk/111

For further information and advice on your medical condition please visit www.patient.co.uk

Organ donation

It is now simple to self-register for organ and blood donations on the following website; www.nhsbt.nhs.uk

FAQ's - WHAT PROCESS DO I FOLLOW IF I WANT TO.....

ORDER A PRESCRIPTION I HAVEN'T HAD BEFORE?

Should you think you require a prescription for some medication for something you have not had before YOU WILL ALWAYS NEED TO BOOK AN APPOINTMENT WITH A GP.

ORDER A PRESCRIPTION I HAVE HAD BEFORE BUT IS NOT ON REPEAT?

Should you require something you have had before but was not prescribed as a repeat medication then there is one of two possibilities;

- if the medication is available to our receptionists to issue (they have strict guidelines on this) then your prescription will be issued within 48 hours.
- If the medication requested is not on their list of allowed medications YOU WILL NEED TO BOOK AN APPOINTMENT WITH A GP. The receptionist will advise you.
-

ORDER A REPEAT PRESCRIPTION?

- Through our web-site or
- You can attend the reception desk at the surgery using the right-hand side of your last prescription.

Due to confidentiality reasons within our reception area, the potential for mishearing medication and the clogging up of the telephone lines, we cannot take requests for repeat or acute prescriptions over the telephone.

BOOK AN APPOINTMENT?

- You can register for 'online access' to your medical record which will allow you to book appointments and order repeat prescriptions through our website.
- You can ring the appointments line either **01484 500759** / **01484 411828**
- You can attend the reception desk at the surgery.

HAVE A FORM SIGNED, HAVE A PASSPORT SIGNED

(Please note the doctor signing this will have to have known you personally for at least TWO years)

HAVE A LETTER PROVIDED....

All requests for non NHS work will need to be processed separately. You will be required to leave your forms, passports and letter requests at reception to be passed for the GP to action. Please be aware these can take several weeks to be actioned due to the workload pressures of the GP's. There will always be a charge for non-NHS services (a list of charges can be provided)

NEED A BLOOD FORM?

If you require annual blood test you will need to advise the receptionist of the reason for this and a request will be made to the GP. You will need allow 48 hours for this.

Requests from private providers will require details of what the tests are and the reason for it. Generally speaking the private provider (BMI/ Spire Etc.) SHOULD provide with the blood test forms and therefore you may be referred back to the provider.

WANT A TELEPHONE APPOINTMENT?

The GPs have made provision for TWO telephone appointments in addition to their normal sessions every day. If you just require some advice then we can arrange for the GP to call you back. We cannot state at what time the GP will call as this could be done in between his patients or at the very end of surgery and is dependent on any emergencies.

OBTAIN A SICK-NOTE?

A sick-note can only be issued by a GP when absence from work is required for 7 days or more. If you have been seen at the hospital they should provide you with a sick note if appropriate, where the hospital has not issued you with a sick-note and referred you back to the surgery for one, we will only be able to do this ONCE we have received written information supporting the need for a sick-note.

- SELF-CERTIFICATION will be required for 3-7 days and these can be obtained from reception or downloaded from our web-site.
- CONTINUATION SICK-NOTES if you have been receiving continuation sick-notes we may be able to obtain a further one for you without the need for seeing a GP, however, PLEASE NOTE there may be occasion whereby the GP feels the condition needs a review and may therefore ask you to book an appointment to see him/her.

CONFIDENTIALITY

All services providing contraceptive / sexual and reproductive advice and treatment to young people (**under 16 yrs**) are completely confidential. **Young people have the same rights to confidentiality as adults.**

All staff are fully trained in confidentiality and are governed by the **Data Protection Act 1998**. Information volunteered will be used by those 'who need to know only'.

COMMENTS, COMPLAINTS & SUGGESTIONS

The Practice operates an in-house complaints procedure in accordance with NHS guidelines and details are available from reception. Developments are inevitable. As this practice seeks to provide a good service your comments and opinions will always be welcome written, or spoken to the Doctor or Staff.

Patients views on services at their practice can be expressed on the patient opinion web-site at www.patientopinion.org.uk . patients wishing to contact NHS England can do so at the following address:

NHS England, West Yorkshire Area Team, Ground Floor, Leeds City Office Park, Meadow Lane, Leeds, LS11 1LS

FREEDOM OF INFORMATION PUBLICATION SCHEME

This Freedom of Information publication scheme is a complete guide to information routinely made available to the public by our general practice as required by the Freedom of Information Act 2000. It is a description of the information about our General Practitioners and Practice, which we make publicly available. This will be reviewed at regular intervals and we will monitor its effectiveness.

YOUR RIGHTS TO INFORMATION

The Freedom of Information Act 2000 recognises that members of the public have a right to know how public services are organised and run, how much they cost and how decisions are made.

From 1st January 2005 it will oblige the General Practice to respond to requests about information that it holds and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions, which have to be taken into consideration before deciding what information it can release.

ACCESS TO PATIENT INFORMATION

All patient data is protected under the 'Data Protection Act 1998'. Patient data is accessed by surgery staff on a 'need to know' basis only and staff accessing information inappropriately will be subject to disciplinary action. All staff are appropriately trained in the 'Data Protection Act 1998' principles. Patients have a right to access information about themselves. For details of how to access this information please ask at reception.

ZERO TOLERANCE

The NHS Zero tolerance zone is a nationwide campaign to stop violence against staff working in the NHS. **Violence** is defined as “ **Any incidence where staff are abused (physically or verbally) threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health**”. The doctors at The Junction Surgery are committed to ensuring that ALL staff are protected from any form of abuse or aggressive behaviour from patients. ALL incidents will be recorded and may result in patients being removed from the practice list.

PARTIES TO THE CONTRACT

The Junction Surgery is contracted to provide Primary Medical Services (GMS) to the population of Town centre, Moldgreen and some of it's outlying areas by:

**NHS Commissioning Board, Quarry House, Quarry Hill, Leeds, LS2 7UE,
Telephone: 01132 545843**

Details of all primary medical services can be obtained at the above address. In an event that The Junction Surgery are unable to provide GMS services, Greater Huddersfield CCG will be responsible for commissioning alternative arrangements.

HOW TO REGISTER

Patients can register at the practice by completing a registration form (purple) or can pre-register on-line through our web-site. www.junctionsurgery@nhs.net Patients will need to bring along some ID to fully register and also complete and sign a 'contract of care' which sets out patient and doctor responsibility / obligations. Patients will not be discriminated on the grounds of race, gender, disability, social class, age, sexual orientation or medical condition. It is your responsibility as a patient to advise the practice of any demographic changes such as change of address / telephone contact

numbers. Upon registering you will be invited to attend a new patient registration medical within 6 months, with the nurse who will record you past medical history and obtain details of any repeat medications.

Where The Junction Surgery provides services (except those services which must comply with the OOHs quality standards) to a Patient not on its list it shall prepare and send a clinical report to the Relevant Body of the treatment it gave.

SUMMARY CARE RECORDS

The practice will upon your registration create a 'Summary Care Record' which will be shared with Healthcare services nationwide (eg: A&E, Hospitals etc.) It will only contain current prescriptions, allergies and bad reactions to medicines you may have had in the past. If you DO NOT wish to have a summary care record created you MUST complete and return the opt-out form included in your registration pack.

SMS TEXT MESSAGE REMINDER SERVICE

The practice provides a SMS text message reminder service to remind patients (16yrs and over) of their booked appointments. Should you NOT require this service at any time please advise reception. In order for this service to be effective we require you to inform us of any changes to your mobile telephone number.

PATIENT REFERENCE GROUP

We have an established Patient reference Group who meet approx. twice a year to discuss current services. If you are interested in joining this group please ask at reception for details. Our latest PRG report can be found on our website or ask for a copy at reception.

EMERGENCY DEPARTMENT



Major emergency departments assess and treat patients who have serious injuries or illnesses. Generally, you should visit emergency or call 999 for emergencies, such as:

- loss of consciousness,
- acute confused state,
- persistent, severe chest pain, or
- breathing difficulties.

If you're injured or seriously ill, you should go, or be taken, to an emergency department. If an ambulance is needed you can call 999, the emergency phone number in England. You can also dial 112, which is the equivalent for the European Union.

Major emergency departments offer access 365 days a year and usually open 24 hours a day. Be aware that not all hospitals have an emergency department.

Once you're at an emergency department, a doctor or nurse will assess your condition and decide on further action. You may have to wait a short while before you are seen. There is an operational standard in place for emergency services, where 98% of people attending emergency should be seen, diagnosed and treated within four hours of arrival, to help ensure that the care is timely.

PLEASE USE THESE SERVICES SENSIBLY

Junction Surgery policy - CCTV Images.

Images will not be retained longer than is considered necessary, and will be then be deleted.

All images will be held securely, and all access requests, and access to images will be documented.

Images may record individuals and / or record incidents. Not all recordings are designed to identify persons.

Other than in accordance with statutory rights, the release or availability of images will be at the discretion of the Partners to the Practice, who are Data Controllers for the purposes of the Data Protection Act.

Images are held to improve the personal security of patients and staff whilst on the premises, and for the prevention and detection of crime, and images may be provided to police or other bodies.

Where access is granted in response to an application received, the image may be edited to exclude images of third parties who may be also included within the requested image. This may be necessary to protect the identity of the third parties. In these circumstances the image released as part of the application may record / identify the “data subject” only.

Images will be located by the Data Controller or authorised person.

When assessing the content of the image released the decision will be taken by the Data Controllers having due regard to the requirements of the Data Protection Act and Code of Conduct.



A military veteran is someone who has served in the armed forces for at least one day, and there are around 4.5m military veterans in the UK.

When servicemen and women (pictured) leave the armed forces, their healthcare is the responsibility of the NHS.

All veterans are entitled to priority access to **NHS hospital care** for any condition, as long as it's related to their service, whether or not they receive a war pension.

All people leaving the armed forces are given a summary of their medical records, which they are advised to give to their new GP when they register.

Military Veterans are encouraged to tell their GP about their veteran status in order to benefit from priority treatment.

A minority of people leaving the armed forces need access to mental health services; others might require it later in civilian life.

Mental health

Six community-based mental health pilot schemes have been launched in Stafford, Camden and Islington, Cardiff, Bishop Auckland, Plymouth and Edinburgh. The scheme provides expert NHS treatment.

For military veterans who don't live near one of these places, they can access the Medical Assessment Programme (MAP), which is available to veterans deployed on operations since 1982.

MAP offers comprehensive physical and mental health assessments for veterans who feel that their condition may be linked to military service.

Veterans can enter the community-based schemes through a number of routes:

- Ask to be referred by their GP.
- Self-register with the scheme directly.
- Friends and families of veterans can contact the scheme.
- Ask to be referred by the Veterans Welfare Service or by charities who help servicemen and women.