

# Shepley Health Centre

Jos Lane, Shepley, Huddersfield HD8 8DJ

Telephone: 01484 602001

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



## Opening Hours

**Monday to Friday: 8.00am—6pm**

**Extended Access Appointments on Mondays  
from 6.30pm**

**Evenings and Weekends: Closed - please call NHS111**

## **Contacting us:**

Jos Lane, Shepley, Huddersfield HD8 8DJ

Telephone: 01484 602001

admin.shepleyhealthcentre@nhs.net

## **OUT OF HOURS**

Your local pharmacist can give you free advice and support for a number of different symptoms and conditions

Dial 111 or go to [www.nhs.uk/111](http://www.nhs.uk/111) for free expert advice and information.

A text service is available for the hard of hearing available on 18001 111.

Walk-in centre's:

### **Locala Walk in Centre:**

Dewsbury and District Hospital, Halifax Rd, Dewsbury WF13 4HS

*Monday to Friday, 9am – 8pm*

*Saturdays, Sundays and bank holidays 10am – 6pm*

### **Wakefield Walk in Centre**

King St Health Centre, King St, WF1 2SY

*Monday to Sunday 8am – 8pm*

### **Sheffield City GP Health Centre**

Rockingham House, Broad Lane S1 3PB

*Monday 8am-10pm*

## **Complaints/Comments**

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. You can do this by:

- **Alerting a member of staff at the Surgery**
- **Call us on 01484 602001**
- **Email us at : Admin.shepleyhealthcentre@nhs.net**

**NB: please note the surgery email address is not to be used for prescription requests or medical enquiries.**

**Prescription requests are dealt with via patient access and medical queries through our e-Consult service via our website.**

You can take this further by contacting NHS ENGLAND on:

Tel: 0300 3112233

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

By Post:

NHS England,

PO Box 16738,

Redditch,

B97 9PT

**A&E IS FOR EMERGENCIES ONLY - IF YOU  
BELIEVE THERE IS SERIOUS, URGENT AND LIFE  
THREATENING CONDITION.**

## About us

### **Patient confidentiality and information sharing (GDPR)**

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

To provide further medical treatment for you, e.g. from District Nurses and hospital services **This requires your consent**. You are also required to give your consent so that outside organisations (eg. Hospital) may share their records of your care with Shepley Health Centre.

All NHS staff are bound by law and a strict code of confidentiality, and are monitored by the Surgery's Caldicott Guardian (Dr Paul Culliney).

When we have a duty to others, e.g. Police, Child Protection Services we may be legally bound to release such information without consent.

### **Summary Care Record (SCR)**

Having your Summary Care Record (SCR) available will help anyone treating you without your full medical record. They will have access to information about any medication you may be taking and any drugs that you have a recorded allergy or sensitivity to. Of course if you do not want your medical records to be available in this way then you will need to let us know using the **SCR opt out form**, so that we can update your record. Your SCR information will **ONLY** be available to other health professionals such as hospital clinicians, paramedics or district nurses and will not be passed on without your permission.

### **Friends and Family**

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS. Your feedback is important to us. FFT feedback cards are available from reception.

### **Patient Participation Group:**

Our friendly Patient Participation Group meets every approximately quarter to discuss important matters concerning Shepley Health Centre. The Practice is committed to improving our services and it is vital that we hear from patients about their experiences, views and ideas on how we do this. If you would like to join our Patient Participation Group please see a member of our Reception team.

Shepley Health Centre services the whole of Shepley and its surrounding villages. Our practice area is illustrated below. Please inform us if you move within or out of this boundary.

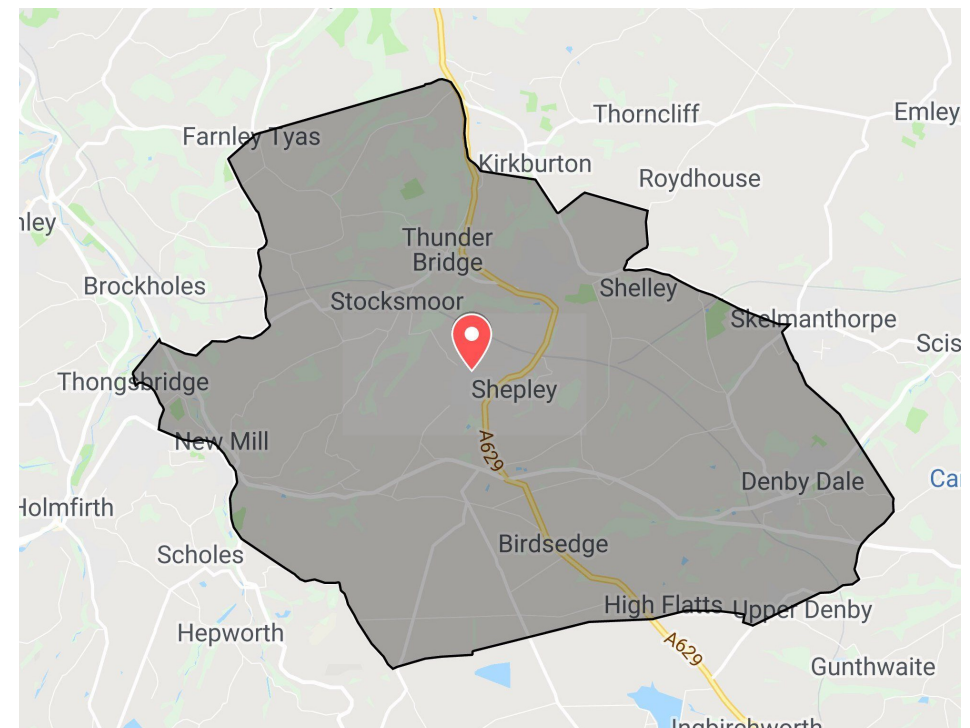
Our clinical team consists of three GP Partners, an Advanced Nurse Practitioner, two practice Nurses and a Healthcare Assistant. They are supported by our Practice Manager, Secretaries, Data Administrators and Reception staff.

A full list of our services can be found on page 7 of this leaflet.

We aim to treat all patients promptly, courteously and confidentially.

If you live within our Practice area and would like to register, please complete our registration form that is available from reception. On registration you will have a named GP who has overall responsibility for your care but are welcome to see any of our clinicians.

\*please note we are closed for training every third Tuesday of the month from 1pm



## Our Clinical Team

### **Partners**

- Dr D C Shaw (male) BSC (London 1992) MBBS (London 1995)  
Full Time
- Dr S M Walker (female) MBCHB (Sheffield 1995) DRCOG  
Full Time
- Dr P Culliney (male) MBCHB (Manchester 1994)  
Full Time

### **Advanced Nurse Practitioner's**

- Claire Wright
- Natalie Hardy

Our ANP's work alongside our GP's and can diagnose, prescribe and refer patients in the same way as a doctor.

### **Our Nursing Team**

Alexandra Jackson and Nicole Harris are highly qualified Nurses who have experience in many areas of disease management such as Diabetes, Asthma etc.

Our Phelbotomist Ali Davies works under the supervision of the Practice Nurses.

### **Pharmacist's**

Our in-house Community Pharmacist and Pharmacy Technicians carry out medication reviews and can help you to manage your medication.

### **Trainees**

The Practice undertakes the training of healthcare professionals such as GP registrars who are in the final stages of GP training.

## **Home Visits**

The majority of problems can be dealt with more appropriately in Surgery, however if you are housebound or have a specific need and require a home visit, please contact the Surgery before 10am.

## **PATIENTS WITH PARTICULAR NEEDS**

The Practice has designated parking spaces for patients displaying a blue disabled badge. You may also request use of our Practice wheelchair.

We want to make sure you can read and understand the information we give you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

We want to know if you need information in braille, large print or easy read. We want to know if you need a British Sign Language interpreter or advocate.

We want to know if we can support you to lip-read or use a hearing aid or communication tool.

**Private Space:** If you would like to discuss a matter with Reception in privacy please let a member of the team know. We have a designated private space for patients in difficulty or who believe they may be contagious (eg. Chicken pox)

## **Chaperones**

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

## **ZERO TOLERANCE POLICY**

In line with NHS guidance Shepley Health Centre operates a zero tolerance policy of verbal or physical abuse and aggressive behaviour towards it's staff. Further information and our practice policy is available on our website.

## Registrations

We accept registrations from within our practice boundary as illustrated on page 2. You will be asked to complete a registration form by our Reception Team. **Please bring 2 forms of identification:** 1 x Photo ID and 1 x Proof of Address—we cannot process your registration without these. In addition please bring a copy of your repeat medication if appropriate. You will be allocated a named GP who is responsible for your care, however you are welcome to make an appointment with any member of our clinical team.

## Online Access

We are pleased to offer online access to book appointments, order medication or view your medical record. Please see a member of our reception team for further details.

## Appointments

Appointments with Doctors and Nurses are available morning and afternoon, Monday to Friday. You have the right to express a preference to see a particular healthcare professional and this will be recorded. We will try and comply with your request but this may not always be possible,

## Your Responsibilities

- Please keep your appointment or let us know if you wish to cancel or will be late (late comers may or may not be seen).
- Please follow the advice given by your healthcare professional

## Prescriptions

From 1st December 2019 we will no longer accept prescription requests via the telephone. You can order repeat medication in the following ways:-

**By Paper:** Please complete the right hand portion of your prescription and drop into the prescription box in the Surgery or by post.

**Online:** many patients find this a fast, simple way of ordering medication at any time of the day or night. Ask at Reception for our online registration form. You will be given a confidential password that will enable you to make appointments, order medication and view your medical record\*.

*\*an additional form is required*

## Our Practice Team

### **Practice Manager: Sue Bruffell**

Our Practice Manager will be able to help you with any queries concerning the running of the practice.

### **Reception: Tracy (Rec. Manager) Sue, Debbie, Phoebe, Bethannie, Julie and Sophie**

Please see our friendly reception team for help with registration, prescriptions change of details, booking appointments and day to day queries.

### **Secretaries: Kate and Leigh**

Our secretaries manage all aspects of your referrals, letters, medical reports and record requests.

### **Admin: Jayne, Tracy, Phoebe**

Our Admin team oversee a variety of administrative duties including document management, clinic recall invitations, online access and information governance.

## Greater Huddersfield CCG—Your local Primary Care Organisation

The area served by Shepley Health Centre is in the district covered by Greater Huddersfield Clinical Commissioning Group. GHCCG is responsible for ensuring you get the services you need.

Greater Huddersfield CCG  
Broad Lee House  
Bradley Business Park  
Dyson Wood Way  
Bradley  
Huddersfield  
HD2 1GZ

Telephone: 01484 464000

## Our Services

### **Practice Nurse**

Our Practice Nurses run clinics for Cervical Screening, Diabetes Management, Asthma, Smoking Cessation, Vaccinations and minor illnesses. They can also advise on travel vaccinations

### **Blood Tests**

We have a number of appointments available with a phlebotomist who can take blood samples and forward to the hospital for testing.

### **Contraception**

Should you require contraceptive advice and management you should see a GP or Nurse Practitioner in the first instance. There after a Practice Nurse can review you for a pill check.

### **Ante-natal—Wednesday**

The antenatal clinic is held in conjunction with the community midwives by appointment.

### **Child Health and Immunisation**

By appointment babies are invited for screening from 8 weeks of age. For further information regarding other child health sessions please contact your health visitor on 03033 309974.

### **Minor Surgery**

We carry out a number of minor surgical procedures, please make an appointment with a GP who can make a full assessment and advise the most appropriate course of treatment.

### **Private Medicals**

By appointment only, please ask at reception for further details of charges etc..

### **Other NHS Services:**

Active Signposting is designed to connect patients more directly with the most appropriate source of help or advice; this may include services in the community as well as within the Practice. All of the reception/admin team here at Shepley Health Centre have undergone training commissioned by our Clinical Commissioning Group (Greater Huddersfield CCG).

### **Other Health Professionals:**

**Huddersfield Royal Infirmary: 01484 342000**

**Calderdale Royal Hospital :01422 357171**

**Barnsley District Hospital : 01226 730000**

**Locala      0300 304 5555    [locala.org.uk](http://locala.org.uk)**

To contact the District Nurse, School Nursing Team, Health Visitor or self refer to Community Services

**Youth Health Talk: [youthhealthtalk.org.uk](http://youthhealthtalk.org.uk)**

Lots a helpful advice and support for young people

**SEE ALSO SHEPLEY HEALTH CENTRE YOUNG PERSONS AREA**

**Thriving Kirklees 0300 304 5555**

**IAPT 01484 343700**

Improving access to psychological therapies

**CHART: 01484 353333**

Help and support with addiction