

**The practice aims to provide a high quality service, where as a patient you can expect :**

- ◆ To be treated courteously at all times.
- ◆ To be given information about the availability of services within the practice.
- ◆ To be given an appointment on the day of your request – where possible.
- ◆ To be seen within 30 minutes of your appointment time, and if not, to be given an explanation about the delay.
- ◆ To be able to speak to any member of staff in private if you ask to do so.
- ◆ To have your medical records, held at the surgery, treated in confidence
- ◆ To be kept fully informed about all aspects of your condition, possible treatments and side effects.

### The Practice Area



# *Lindley Group Practice*

62 Acre Street  
Lindley  
Huddersfield  
HD3 3DY

Telephone: 01484 516349  
[www.lindleygrouppractice.co.uk](http://www.lindleygrouppractice.co.uk)



Dr M Kaye	MBChB 1998 (male)	GMC No 4547815
Dr D O'Brien	MBChB 2003 (male)	GMC No 6073427
Dr P Johnson	MBBS 2005 (female)	GMC No 6114868
Dr L Flanagan	MBChB 2005 (female)	GMC No 6122267
Dr N Clayton	MBChB 2006 (female)	GMC No 6134607
Dr L Douglas	MBChB 1994 (female)	GMC No 4118318
Dr L Woodhead	MBBS 2011 (female)	GMC No 7151563
Dr A Madiha	MBBS 2008 (female)	GMC No 7114804

## The Practice

Lindley Group Practice is made up of a partnership of six GP partners and two salaried GPs. The Practice is accessible for patients with disabilities; there is wheelchair access via the front entrance and disabled WC available.

Car parking is available at the rear of the premises, and 2 spaces for disabled patients near the front entrance. In compliance with Government smoking law, the premises are smoke free.

The Practice is approved for maternity services, contraceptive services, child health surveillance and minor surgery. The Practice is now an accredited training practice for GP's, so you may be seen by a GP registrar. This is a GP in the process of undergoing completion of training.

### Surgery Hours

Monday **7.30am - 6.00pm**

Tuesday **7.30am - 6.00pm**

Wednesday **7.30am - 6.00pm**

Thursday **7.30am - 6.00pm**

Friday **8.00am - 6.00pm**

Sat/Sun **CLOSED**

## Our Surgery Charter

The doctor will always do their best for you, but need your help to provide the finest care for all patients.

Please show your support by following the simple guidelines:

- ◇ Please turn mobile phones off or silent whilst on the surgery premises
- ◇ This practice supports the NHS Zero tolerance policy. Any persons using physical or verbal abuse will be removed from the practice.
- ◇ Please treat your doctor and their staff as you would expect to be treated by them - with politeness and respect.
- ◇ Please cancel appointments in good time so that the appointment can be reallocated.
- ◇ One appointment is for one person only. Please book an appointment for each person wishing to see the doctor.
- ◇ If you are more than 5 minutes late you may be seen , if you are more than 10 minutes late you may be asked to make another appointment.
- ◇ Please think twice before calling a doctor to your home –is a visit really necessary?
- ◇ Please do not expect a prescription every time you visit the surgery – good advice is often the best treatment.
- ◇ Please remember the doctors are only human –they cannot solve all your problems and some illnesses cannot be cured.
- ◇ Please keep children under control on the premises—they should not wander unsupervised and may be at risk if they do.
- ◇ So that we can maintain accurate records, please tell us if you change your name, address, telephone number etc.

## **Practice Mission Statement**

“To provide consistent, high quality, patient centered care”

## **Appointments**

Pre-bookable appointments are available six weeks in advance mainly early morning and limited afternoon appointments.

We also release same day appointments every morning, for patients to book a same day appointments. These are available to book on the phone, in person or on line. However if you wish to see a specific doctor at a specific time, this may delay your appointment due to availability.

The practice does not operate telephone consultation times. However if you leave your query with reception, we will either return your call on the Doctors behalf, or the Doctor may contact you personally.

There is an online GP appointment booking facility and ordering of repeat prescriptions, please see reception with a form of photo ID.

*Our peak time for phone calls is 8.00am - 10:00am, if your call is not urgent, please contact the surgery after 10:00am.*

## **Text Reminder Service**

We have a text reminder service for appointments booked in advance. Please ensure you inform reception of your mobile phone number.

## **Complaints**

If you have any genuine concerns or complaints, please contact the Reception Manager or Practice Manager.

## **Access to Your Medical Records**

You can have online access to your medical record. This will enable you to see test results, documents, medication and consultations. Please see reception with a form of photo ID.

## **Missed Appointments**

The number of un-attended appointments is rising constantly and wastes a considerable amount of health professionals time, which could have been used for somebody else.

Please advise the reception team when appointments are no longer required, prior to the appointment time. By doing so we can reduce the number of missed appointments. Patients who fail to attend 3 appointments (after careful consideration) are removed from the practice list.

## **Registration**

If you wish to register with the practice, you must reside within the practice catchment area and must be able to provide evidence of your address in the form of a recent utility bill. Please see reception for a registration form or via our website [www.lindleygrouppractice.co.uk](http://www.lindleygrouppractice.co.uk)

## **Named GP**

Each registered patient at Lindley Group Practice has a named GP who is responsible for that patients overall care at the practice. If you wish to know who is your named GP, please contact the practice. If you have a preference as to which GP that is, reasonable efforts will be made to accommodate your request. However, a named GP (whether it is one of your choice or not), will not affect your care at Lindley Group Practice in any way.

## General Surgery Times

<b>Dr L Flanagan</b>	
<i>Monday:</i>	7.30am-10.00am, 2.00pm-4.30pm or 3.30pm-6.00pm(On Call)
<i>Tuesday:</i>	7.30am-10.00am, 2.30pm-5.00pm,
<i>Wednesday:</i>	7.30am-10.00am, 2.00pm-3.30pm, 4.00pm-5.30pm
<b>Dr P Johnson</b>	
<i>Tuesday:</i>	7.30am-10.00am , 2.00pm-4.30pm
<i>Thursday:</i>	7.30am-10.00am Diabetic Clinic 2.00pm-4.30pm
<i>Friday:</i>	8.00am-10.00am, 2.30pm-5.00pm or 3.30pm-6.00pm(On Call)
<b>Dr D O'Brien</b>	
<i>Monday:</i>	7.30am-10.00am, 1.30pm-4.30pm
<i>Tuesday:</i>	7.30am-10.00am, 2.00pm-4.30pm or 3.30-6.00pm (On Call)
<b>Dr M Kaye</b>	
<i>Monday:</i>	7.30am-10.00am, 2.00pm-4.50pm
<i>Thursday:</i>	7.30am-10.00am, 2.00pm-4.30pm or 3.30pm-6.00pm(On Call)
<b>Dr N Clayton</b>	
<i>Wednesday:</i>	7.30am-10.00am, 2.00pm-4.50pm
<i>Thursday:</i>	7.30am-10.00am, 2.00pm-4.50pm or 3.30pm-6.00pm(On Call)
<i>Friday:</i>	8.00am-10.00am, 2.00pm-4.50pm
<b>Dr L Woodhead</b>	
<i>Monday:</i>	7.30am-10.00am, 1.50pm-4.30pm
<i>Tuesday:</i>	7.30am-10.00am, 1.50pm-4.30pm or 3.30pm-6.00pm(On Call)
<i>Thursday:</i>	8.00am-10.00am, 1.50pm-4.30pm
<b>Dr A Madiha</b>	
<i>Thursday:</i>	8.00am-10.30am,1.00pm-4.00pm
<i>Friday:</i>	8.00am-10.30am,1.00pm-4.00pm or 6.00pm (On Call)
<b>Dr L Douglas</b>	
<i>Friday:</i>	8.30am-11.50am

## Specific Clinic Times

<b>Diabetic Clinic</b>	Thursday 2.00pm-4.30pm
<b>Minor Surgery</b>	Days vary, Please ask reception <b>(Note, we no longer provide freezing of warts/veruccas)</b>
<b>Family Planning</b>	Wednesday 16:00 -17:15 (Sister Senior)
<b>Post Natal &amp; Baby Check</b>	Tuesday 09:00 -10:00 (Dr D O'Brien)

## Practice Staff:

Practice Manager	Nicola Toner
Reception Managers	Lianne Tipple Victoria Matthews
Reception Team	Liz Georgia Phoebe Emma Kelly Lynn Jo
Medical Secretaries	Lynne Conway
Administration	Jo Dawson
Practice Nurses	Sister Hayley Senior RGN Sister Wendy Walter RGN Sister Julia Larum RGN
Health Care Assistant	Ms. Debbie Hodgkinson

## **Repeat Prescriptions**

You can order repeat prescriptions by:

- ◆ Dropping your request into the prescription post box on the reception counter
- ◆ Ordering online. For online access, you require an account to access your medication record. Please enquire at reception with a form of photo ID.

All prescriptions will be ready in **2** working days. You will be asked periodically to see a doctor for a medication review.

*If you are requiring a repeat prescription of the contraceptive pill, you will need to book an appointment with the Practice Nurse for a pill check before a prescription can be prescribed.*

**AS PER NHS ENGLAND GUIDANCE, WE NO LONGER ACCEPT TELEPHONE REQUESTS FOR PRESCRIPTIONS EXCEPT FOR THE VULNERABLE.**

## **Confidentiality**

All NHS staff are trained in information security and confidentiality.

There are strict rules in place to ensure your information is safe, whether it is on paper or in computer files.

Everyone in the NHS has a legal duty to keep information about you confidential. Anyone who requires information from your doctor is also under a legal duty to keep it confidential.

## **How your information is used**

Your doctors' practice need information about you so that you can receive the best possible care and treatment. If information is requested by a party outside of the NHS, we will only divulge this with your written consent.

## **Chaperone Service**

If you would like a chaperone for your examination, please ask at reception or seeing the GP.

## **Non NHS Services (Private work)**

For documents, claim forms and any private administrative work, please allow one week and a fee of £75.00 is payable in advance. A full list of private fees is available in reception.

**We do not complete passport application forms or Power of Attorney forms.**

For details of primary healthcare services in the area please contact:

**Primary Care Support England  
Telephone: 0333 014 2884**

## **Children's Services**

As of April 2017, there are no local baby clinics in the area. Please ask your Health Visitor for more information.

## Child Immunisation Clinic

Tuesday & Thursday mornings with Dr O'Brien or Dr Flanagan and the nurse for babies and pre-school children. Your child will be invited when due.

## Travel Injections

For travel injections and up to date travel advice, please complete a pre-travel questionnaire, found on our website [www.lindleygrouppractice.co.uk](http://www.lindleygrouppractice.co.uk); or collect a form from reception.

**Completed forms must be returned 6-8 weeks before travel.**

Our nurse will contact you to arrange an appointment.

***If you do not allow us sufficient notice, we may be unable to offer you an appointment and you will be signposted to other local travel clinics.***

## Flu Vaccinations

Available each autumn, please enquire from mid September regarding clinics. Patients who have/had any of the following conditions are advised to have the influenza vaccination:

- *Respiratory disease e.g asthma*
- *Heart Disease or high blood pressure*
- *Chronic renal failure*
- *Chronic liver failure*
- *Stroke*
- *Diabetes*
- *Chemotherapy*
- *HIV*
- *Long term use of steroids*
- *Carers*
- *Pregnant women*
- *Aged 65 and over*

## Private Medical Examinations

These are done outside of the GP's NHS Surgery time.

Please arrange through the Practice Manager

## Home Visits

If you require a home visit, please phone ***before 10:00am***.

Please be prepared to give our staff some idea of the problem so that we can judge the urgency when planning rounds.

## Out of Hours

Please phone the usual number, a recorded message will give you the appropriate out of hours number to ring.

Medical Emergencies will be seen on the day during surgery hours.

Please ring surgery as early as possible, the phone line is open from 8am Monday-Friday.

Please remember you can find health information elsewhere, for example your local pharmacist by dialling 111, or visiting [www.nhs.uk](http://www.nhs.uk).

## Walk in Centre Details:

North Kirklees Walk In Centre, Dewsbury & District Hospital, Halifax Rd, Dewsbury, WF13 4HS Open 9am to 8pm.

Park Community Practice, Horne Street Health Centre, Horne St, Halifax HX1 5UA **Open Weekends / Bank Holidays only**