

DALTON SURGERY



364A WAKEFIELD ROAD
DALTON
HUDDERSFIELD HD5 8DY

Tel: 01484 530068

Fax: 01484 425165

www.daltonsurgery.co.uk

WELCOME TO DALTON SURGERY

THE GENERAL PRACTITIONERS

Dr Richard D Jenkinson (male) MRCS LRCP Sheffield 1979

Dr Jane Ives (female) MBChB Leeds 1978

Dr Chris Martland (male) MBChB Leeds 1986

Dr Sajad Khokhar (male) MBChB Liverpool 2005

The practice provides GMS in a non-teaching practice and it is not a LTD company.

THE PRACTICE STAFF

Practice Manager

Judith Wilkinson is the practice manager and she is responsible for the administration of the practice. She would be happy to hear your views and suggestions about the service offered by the practice.

Receptionists

Marilyn Lockwood, Dawn Whincup, Jill Hardcastle, Deborah Burnand and Brenda Shufflebotham and Louise Lee, our receptionists, are here to help you in any way they can. Fully trained and bound by strict rules of confidentiality, they make appointments, organise repeat prescriptions and take requests for home visits. An invaluable part of the health care team, the reception staff will handle your enquiries and advise you of the services we offer.

Practice Nurses

Angela Robinson and Beverley Kelly are the practice nurses. They are available by appointment and their numerous tasks include infant immunisation, adult immunisation, cervical smears, ear syringing, stitch removal, dressings and clinics to monitor blood pressure, asthma, diabetes, coronary heart disease and help with stopping smoking.

District Nurses

The district nursing team provide nursing care to patients in their own homes at the request of the hospital or doctor. They can be contacted on **01484 221600**.

For the latest information click to: www.daltonsurgery.co.uk

ALMONDBURY every Tuesday
All Hallows Church Hall, Westgate
9.30am & 11.30am & 7.30pm

KIRKHEATON every Thursday
United Church, New Road
7.00pm

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0844 897 8000
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To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on **0800 612 1516**

Attract more business by placing your advert here. Simply call 0800 0234 196.

SURGERY OPENING TIMES

Monday	8.00am - 7.00pm
Tuesday	8.00am - 6.45pm
Wednesday	8.00am - 6.45pm
Thursday	8.00am - 7.00pm
Friday	8.00am - 6.30pm

CONSULTATION HOURS

Dr Jenkinson

Monday	9.30 - 11.00am	2.00 - 4.00pm
Tuesday	9.00 - 11.00am	4.30 - 6.45pm

Dr Ives

Wednesday	9.00 - 11.00am	4.30 - 6.45pm
Thursday	9.00 - 11.00am	1.00 - 3.00pm

Dr Martland

Monday	9.00 - 11.00am	4.30 - 7.00pm
Tuesday	9.00 - 11.00am	
Wednesday	9.00 - 11.00am	2.00 - 4.00pm
Thursday	9.00 - 11.00am	
Friday	9.00 - 11.00am	2.00 - 4.00pm

Dr Khokhar

Monday	9.00 - 11.00am	
Tuesday	9.00 - 11.00am	2.00 - 4.00pm
Wednesday	9.00 - 11.00am	
Thursday	9.00 - 11.00am	4.30 - 7.00pm
Friday	9.00 - 11.00am	4.30 - 6.30pm

The above times for all doctors may vary during holiday periods.

The surgery is not open on Saturday.

APPOINTMENTS

Appointments may be made by telephoning **01484 530068** or by calling at the surgery. Routine appointments may be made during the week you require your appointment. If you cannot keep your appointment please inform us as soon as possible. If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (**tel 999**) before calling the surgery.

The patient has the right to express a preference of practitioner. Patients 75 and over are entitled to an annual health check.

HOW TO REGISTER

If you would like to register with the practice you can contact us by phone or call in person and speak to the reception staff who will explain the procedure and ask you to complete the appropriate paper work.

HOME VISITS

Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to prioritise house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit. Be prepared to give your telephone number so the doctor can ring back if necessary.

WEEKEND AND NIGHT COVER

When the surgery is closed, out-of-hours services are provided by Local Care Direct. In an emergency please telephone the surgery as usual. Have a pen and paper ready to note down the number given out by the recorded message. Please do not use this emergency service if the problem can reasonably wait until morning. You can also contact NHS Direct on **0845 4647** or www.nhsdirect.nhs.uk

REPEAT PRESCRIPTIONS

If you are on regular medication you may order a repeat prescription by post, personally or by telephoning **01484 543016** from 9.00am to 12 noon Monday to Friday. Please allow 48 hours before collecting your prescription. We are unable to take orders or issue repeat prescriptions at the weekend, during public holidays or out of normal surgery hours.

CLINICS

Antenatal Clinic

Tuesday 1.00 - 2.30pm

Patients are seen by the midwife at the clinics by appointment and also by the doctors during surgery hours.

For the latest information click to: www.daltonsurgery.co.uk

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Asthma Clinic/COPD

Tuesday 1.00 - 3.00pm

Wednesday 4.00 - 6.00pm

This is run by practice nurse Angela Robinson, in conjunction with the doctors, by appointment only.

Diabetic Clinic

This is run by practice nurse Angela Robinson, in conjunction with Dr Martland, by appointment only, on a monthly basis.

Family Planning

Contraceptive care is provided by all the doctors during surgery hours.

CHD Clinic

Nurses Angela Robinson and Beverley Kelly like to see all patients with heart disease at least once every year. Your appointment will be sent to you through the post; please try to attend when called.

Well Woman Clinics

Appointments are available most days with the practice nurses for smears, coil checks and other women's health issues.

Minor Surgery

Dr Ives and Dr Martland carry out minor surgical procedures at Dalton Surgery by appointment and the doctors will be happy to advise you on this.

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment outside surgery hours. Please telephone the surgery for an appointment. Please ask at reception for the charges for these services.

Travel Immunisations/Vaccinations

Please make an appointment at least six weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Please contact the reception staff in September for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

For the latest information click to: www.daltonsurgery.co.uk

COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments and suggestions from our patients.

Please present your views in writing at reception or use our post box.

DISABLED ACCESS

The building has been designed for wheelchair access. All consulting rooms are on the ground floor. There are disabled toilet facilities on the premises.

COMPLAINTS PROCEDURE

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Services Authority. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person.

If you wish to make a complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within seven days. Occasionally it may take longer, but we will keep you informed throughout. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information about you is shared between members of the team.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

For the latest information click to: www.daltonsurgery.co.uk

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

PRACTICE BOUNDARY

The practice area covers approximately a two-mile radius. See the map on the back cover. The surgery is situated on Wakefield Road (A642) by Ravensknowle Park.

PRACTICE CHARTER STANDARDS

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Our Responsibility To You

We are committed to giving you the best possible service.

Names: People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery doors.

Waiting Time: We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 20 minutes in the waiting room without receiving an explanation for the delay.

Access: You will have access to a doctor rapidly in case of emergency; within four hours in cases of urgency; and otherwise within three working days. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

Telephone: We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor or nurse by telephone before or at the end of consultation hours or at other times by special arrangement. Please speak to reception and ask them to arrange this for you.

Test Results: If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain the results.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural belief.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

Health Promotion: The practice will offer patients advice and information on steps that they can take to promote good health and avoid illness, also self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Health Records: You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Your Responsibility To Us

Help us to help you.

Please let us know if you change your name, address or telephone number.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you get the best out of the service we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice.

Please act upon it.

Please ask if you wish to see your doctor.

SELF TREATMENT OF COMMON ILLNESSES

Back Pain

Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause. Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

Burns And Scalds

Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a nurse or doctor.

Coughs, Colds And Sore Throats

No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so.

Diarrhoea And Vomiting

Again normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehidrat/ Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist.

Earache

Usually earache accompanies coughs and colds. Paracetamol will relieve the pain. If symptoms persist, and with children, consult the doctor at the next surgery session.

Head Lice

Very common in children, head lice prefer clean hair and are not a sign of poor hygiene. Lotions are available from the chemist for all the family.

Threadworms

All children will get these at some stage. An itching bottom, especially at night, is the most common complaint. Threadworms resemble small pieces of white cotton. Your chemist can advise you about treatment, again for all of the family.

Head Injuries/Concussion

Most bumps on the head cause no damage. A slight headache can be helped with paracetamol. If the patient is knocked out for more than a few seconds, consult your doctor. He may advise that the patient is taken to hospital if a more serious injury is suspected even though the patient can at first appear well.

Spots

Most childhood spotty illnesses are minor and often cause little upset. Measles is more serious, but is rare now that all children are immunised. Your doctor will not mind you attending the surgery with a spotty child to confirm diagnosis. All of these illnesses are contagious before the spots appear.

Insect Bites/Stings

Antihistamine tablets from the chemist relieve itches as can calamine lotion. Antihistamine creams are not recommended.

Nosebleeds

Pinch the nose between thumb and forefinger gently for five to ten minutes below the nasal bone. Persistent bleeding or a clot of blood down the throat may need further medical intervention. If heavy bleeding continues for more than 20 minutes you should go to A & E.

Sprains

R.I.C.E. - Rest, ice, compression, elevation. A cold compress with ice (a bag of frozen peas) applied over the strain for 30 minutes reduces and prevents swelling. A crepe bandage can be used and elevation continued until all swelling subsides. Gradual resumption of movements and exercise over a few days is recommended.

Sunburn

Treat as other burns. Calamine lotion and paracetamol will help. Avoidance, especially in children, is most important. High factor sunblock and hats etc are advisable in all but the mildest of exposure to the harmful effects of the sun.

HOW TO CONTACT THE PCT

NHS KIRKLEES, Broad Lea House, Bradley Business Park, Dyson Wood Way, Bradley, Huddersfield HD2 1GZ

Tel 01484 464000 Fax 01484 464417.



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PRACTICE AREA

