

**Zero Tolerance to Violence Policy** The practice adheres to a policy of Zero Tolerance to Violence, in line with government recommendations. The action that will be taken where a patient is violent or abusive to a member of staff is set out in our Zero Tolerance to Violence Policy. A copy is available free of charge.

**Complaints** If you have any complaints about the practice or any problems which you have encountered, please address these in writing to the Practice Manager. Details of our Complaints Procedure are available at the reception desk and displayed on the wall in the waiting area.

**Requests for completion of non – NHS Services** All Non-NHS services attract a fee such as medical insurance forms, 'fit to travel' forms, medication to take abroad confirmation, holiday cancellation forms, pre-employment medicals, sports medicals, HGV /Taxi medicals etc. These services are carried out by the Doctors as a private service to patients at their discretion. Please note charges do apply. A list of fees are available at the Reception Desk and are based on charges recommended by the British Medical Association and payment for all such services must be made at the time that the service is carried out. **Please bear in mind that there is usually a waiting period for completion of Non-NHS forms.**

**Access to Health Records** Under the Data Protection Act, a patient may request to have access to their health records. All enquiries and subsequent applications should be made by completing a form or patients registered for online services can request access via their online account. No fee is required for this.

**Confidentiality** The practice respects the rights of patients to a confidential service. No patient information is divulged to any person outside the practice team or designated health professional (i.e. Consultant). Information about you, your medical treatment and family background may be recorded as part of providing you with health services Where copies of records are requested by Solicitors on your behalf we will always contact you first and ask you to sign our Consent Form to ensure that you are completely happy with any request to send copies of your records elsewhere. Please be assured that we take your right to privacy very seriously. If you would do require a private area to discuss matters please ask a member of the staff.

**Medical Students** We assist with teaching medical students from Leeds University. You may be asked whether you have any objections to a student being present in the room during your consultation with the doctor or nurse. If you prefer to have a private consultation, please make your views clear. This will not affect your assessment and care and you will not be unfairly treated or disadvantaged.

## **The Practice Team**

### **GP Partners**

**Dr H Thimmegowda** MBBS (Karnatak, 1967), MRCGP with a special interest in cardiology. Male

**Dr I Kasibhatla** MRCOG (NTR India 1998) DFFP NMRCGP with a special interest in gynaecology and dermatology. Female

**Dr. J Kenogbon** MBBS (Ibadan 1980) LLB MA FRCS MRCGP DRCOG with a special interest in chronic pain management, minor surgery, sigmoidoscopy and haemorrhoid treatments. Male

**Dr Smita Thakur** MBBS, MRCGP with a special interest in paediatrics Foundation Doctor Trainer and Educational Supervisor. Female

### **Trainee Nurse Practitioner**

Yaiza Ruiz

### **Practice Nurses**

Ifeoma Nduka-Obiora RGN

### **Phlebotomist/Healthcare Assistant**

Joanne Wilson

### **Practice Manager**

Karen Goodfellow

### **The Practice Team continued:**

#### **Secretaries**

Rachel Nutting Sharon Gregory

#### **Receptionists**

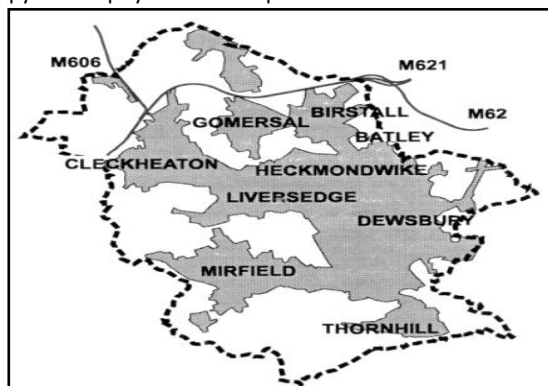
Maureen Mitchell	Zulekha Lorgat	Natalie Galante
Debbie Smith	Annmarie Burton	Amy Higson
Jacqueline Best	Hanna Smith	Gemma Childe
Sarah Haigh	Gill Eggett	Kelly Harrison

**Community Staff** Provided and employed by Locala

**Midwife** Provided and employed by Mid Yorkshire NHS Trust  
Geraldine Daly—Albion Street & Mountain Road

**Health Visitors** Provided and employed by Locala

**Practice Area** If you live within the area marked below we will be happy to accept you onto our practice list



**INFORMATION FOR PATIENTS**  
**Albion Mount Medical Practice**  
**47 Albion Street, Dewsbury, WF13 2AJ**  
**Tel: 01924 430676**  
**Mountain Road Surgery**  
**111 Mountain Road, Thornhill, WF12 OBS**  
**Tel: 01924 488148**  
[www.albionmountmedicalpractice.co.uk](http://www.albionmountmedicalpractice.co.uk)  
**Practice email address:**  
[kirkccg.albion-mount@nhs.net](mailto:kirkccg.albion-mount@nhs.net)

### **Surgery Opening Times**

The surgery premises are open during the following times:

#### **Albion Street, Dewsbury**

Monday	08.00-18.30	Tuesday	08.00-18.30
Wednesday	08.00-18.30	Thursday	08.00-18.30
Friday	08.00-18.30		

#### **Mountain Road, Thornhill**

Monday	08.00-13.00	Tuesday	08.00-18.30
Wednesday	08.00-16.00	Thursday	08.00-12.30
Friday	08.00-12.30		

### **Patient Participation Group (PPG)**

If you would like to join our group to participate with the health and improvements to the services we provide, the practice operates a virtual PPG in which we make contact via email and telephone. If you would like to join the group please visit our website and follow the link or ask a member of staff.

**Care Quality Commission** This practice is registered with the Care Quality Commission Tel. 03000616161



This service was meeting all CQC national standards CQC regulates Albion Mount Medical Practice to provide care at Albion Mount Medical Practice. Our last check showed **Clinical Commissioning**

The practice is a member of NHS North Kirklees Clinical Commissioning Group. NHS North Kirklees CCG is responsible for ensuring you get all the services you need. You can find out more information at: [www.northkirkleescg.nhs.uk](http://www.northkirkleescg.nhs.uk)  
 2nd Floor Norwich Union House Market Street Huddersfield HD1 2LF Telephone: 01924 504900 Email: [nkccg.contactus@nhs.net](mailto:nkccg.contactus@nhs.net)

**Services provided by the Practice** Please visit our website for a full list of services provided by the practice, this can be found under the heading 'Clinics and Services' In addition the following clinics are held by the Midwife and are available with an appointment: Ante-natal & New Booking Clinics

**Patient/Practice Charter: OUR responsibility to YOU**

- You will be greeted courteously.
- You have a right to confidentiality.
- You will be seen on the day of your choice and wherever possible
- by the G.P of your choice.
- You will be informed if there will be a delay of more than 20 minutes for your appointment.
- You will be referred to a hospital consultant if the G.P thinks it is necessary.
- You will be given the result of any test or investigation on request or at your next appointment.
- Your repeat prescription will be ready for collection within 48 hours of your request.
- Your suggestions and comments about the services will be considered sympathetically and any complaint dealt with quickly and efficiently.

**YOUR responsibility to US**

- Please treat all surgery staff with the same respect that you expect to be treated with.
- Inform us of any change of name, address or telephone number so that your records can be kept accurate and up to date.
- Only request an urgent appointment if it is appropriate.
- Home visits should only be requested if you are too ill to attend the surgery.
- Out-of-Hours visits are for emergencies only.
- Please cancel your appointment if you are unable to attend.
- Please be punctual but be prepared to wait if your own consultation is delayed by an unexpected emergency.
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us. You will be advised of the usual length of time to wait.
- Use the tear off slip to request your repeat prescription whenever possible and allow 48 hours before collection.
- Please attend for your annual review when asked to allow us to provide you with the best possible care and management

**Registering at the practice** If you wish to register at the practice please call into either surgery bringing identification, Information about your previous address and GP is also required to enable us to send for your medical records. An appointment will be made with our Healthcare Assistant for a 'New Patient Check'. This will give us an opportunity to ensure that we have important health information available to us whilst waiting for your records. Please also bring any details of repeat prescriptions with you so that we can add this to our own computer records for continuity of care.

**Prescribing medication long term** Our Practice does not prescribe long term benzodiazepines or 'Z' drugs (such as temazepam, zopiclone etc). Our aim is to review these medications and if appropriate to reduce gradually with a view to stop. We may refer patients to the local reduction team with an aim to working together to reducing/stopping them. Our GP's will not necessarily continue to prescribe controlled drugs or any other medication that you are already being prescribed from your previous GP or healthcare service. This is to ensure safe prescribing and this in in the best interest of our patients. You are required to make an early appointment with a GP to review your medication. A consent form will be required to be signed and will be attached to your medical record.

**Routine Appointments** The practice runs an appointment system for both surgeries. Appointments can be made either by calling in to the surgery of choice or by calling your choice of practice on 01924 430676 (Albion Street) 01924 488148 (Mountain Road) Appointments can be booked online (Username and password required)

**Urgent Appointments** The practice runs a surgery every day for problems which need to be dealt with that day. If you need an appointment, please telephone the surgery as early as possible – we are open from 8.00 a.m. You will either be offered an appointment or you may be asked to leave a contact number so that the GP can assess your problem which could be addressed over the telephone and would avoid making an unnecessary trip to the surgery.

You can call at any time of day for an appointment and appointments can be booked in advance. The practice has a GP on call for urgent on the day appointments. Please note our reception team will triage your appointment by using a Care Navigation Template to signpost you to the correct care. If for any reason you cannot keep a booked appointment, please let us know in good time so that someone else may benefit from the cancellation.

**Home Visits** Home visits are for patients who are housebound or seriously ill and should be requested by telephone to either surgery before 11.00 am, whenever possible. An urgent home visit will be dealt with at any time during the day. You will be asked to give the receptionist some details regarding your condition to allow the doctor to assess the urgency of the visit.

**SMS Text Messaging Service** The practice has a service to send a text message which confirms your appointment and reminds you of the date one day in advance. Please ensure we have your current mobile telephone number. Please do not rely on this text service as a reminder to keep your appointments as we cannot be responsible for any system breakdowns.

If you prefer not to be contacted by SMS messaging, please contact our reception staff to remove you from this service.

**Booking Appointments Online** You can now book pre bookable appointments online. Please contact the practice for a username and password and access our website

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

**Chaperone Policy** All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or a friend. Your health care professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

**Interpreter Service** We use 'The Big Word' telephone interpreter service. Patients who do not wish to use the interpreter service and who cannot speak English must bring a friend or relative who can interpret for you.

**Car Parking** There is ample car parking at both Albion Street and Mountain Road.

**Disabled Access** Both our surgeries are situated on one level with easy access for disabled patients and wheelchair users. They are equipped with suitable toilet facilities. If you require any assistance at all, please do not hesitate to ask.

**Accessible Information**

Please help us to help you with any communication barriers; We would be grateful if you could advise one of our members of staff if you require any support with your communication needs.

**Out of Hours Emergencies** Out of Hours services is provided by NHS 111 from 6.30pm to 8am weekdays and 6.30pm on Friday until 8 am on Monday. Should you require a GP urgently between these times, when the surgery is closed, please contact the NHS service and dial 111. For any life threatening emergencies please dial 999.