

Shepley Health Centre

PPG

Patient Participation Group

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.



To register your interest and receive more details please mention PPG to the receptionist and leave your name and contact details.



Shepley Health Centre
Telephone : 01484 602001
Email: admin.shepleyhealthcentre@nhs.net
www.shepleyhealthcentre.co.uk

Shepley Health Centre

Jos Lane, Shepley, Huddersfield HD8 8DJ

Telephone: 01484 602001

www.shepleyhealthcentre.co.uk



Opening Hours

Monday to Friday: 8.00am—6.30pm

Extended Access Appointments on Mondays
from 6.30pm

Out of Hours Dial 111



Our Team

Doctors

Dr D Shaw

BSC (London 1992)
MBBS (London 1995)

GP Director - Male

Working Days M, W, Th, F

Dr S Walker

MBCHB (Sheffield
1995) DRCOG

GP Director – Female

Working Days M, Tu, W, F

Dr P Culliney

MBCHB (Manchester
1994)

GP Director – Male

Working Days M, Tu, Th, F

Practice Manager

Deborah Richards

Advanced Nurse

Practitioners

Natalie Hardy

Working Days W, Th, F

Practice Nurses

Alexandra Bailey

Working Days M, Tu, W

Nicole Harris

Working Days W, Th, F

Nurse Associate

Jade Smith

Working Days M, W, Th, F

Health Care Assistant

Lisa Shaw

Working Days Tu, Th, F

Clinical Pharmacist

Aisha Alam

Working Days M, W, Th, F

Pharmacy Technician

Sarah Swift

Working Days Tu, W, Th, F

Admin Team

Kate - Secretary

Leigh - Secretary

Jayne – Administrator

Elise – Coding Assis-
tant/Receptionist

Reception

Heather (Manager)

Sophie

Nicola

Phoebe

Megan

Eleanor

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

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

Thriving Kirklees 0300 304 5555

Talking Therapies 01484 343700

Improving access to psychological therapies

LIVE CHANGE GROW: 01484 353333

Help and support with addiction

In addition to our three GP partners, we have some additional doctors that come and see patients for us. Some work regular sessions and others work as locums.

Our practice is involved in the training of future GP's. These doctors, called GP registrars, are attached to a *training* practice, for training, clinical practice and supervision. When they are having difficulties one of the partners will advice and assist. In any case, after a surgery session the registrar has a debrief, whereby every patient they have seen is discussed. They have all been fully qualified doctors for at least 2 years. Some are early in their specialist training and some are at the end and will be working independently when they leave our practice.



Inspected and rated

Good



**Armed Forces veteran
friendly accredited
GP practice**

How to Make a Complaint

We are always pleased to receive patients' compliments and suggestions for improving our services. We hope you will never have cause for a serious complaint but if you do, we have a Complaints Procedure to try to resolve your problem quickly. The practice will strive to deal with complaints in a methodical and efficient manner. You can download a copy of the full Complaints Procedure on our website, or obtain one from reception.

Did you know you can self refer?

- **Kirklees Talking Therapies (IAPT):** Age 17+
Telephone: 01484 343700 or Online by visiting: <https://kirklees-talkingtherapies.nhs.uk/>
- **CAMHS/Keep in Mind** (telephone referral)
Single Point of Contact (Locala - SPOC): Telephone 0300 304 5555
- **Continence: inc. catheter care**
Single Point of Contact (Locala - SPOC): Telephone 0300 304 5555
locala.org.uk/services/continence-advisory-service
- **Pears scheme for eyes:**
Many Opticians accept self referrals for new acute eye problems e.g. foreign bodies, red eye, please ask at Shepley Surgery's reception for further information.
- **Community Health and Social Care Hub**
Telephone 0300 304 5555
<https://www.kirklees.gov.uk/beta/social-care/contact-adult-social-care-services.aspx>

Practice Management

The Practice Manager is responsible for the efficient, effective and safe management of the practice, ensuring high standards are maintained for the wellbeing of our patients.

Our Reception Manager ensures that our patients are greeted in an excellent and professional manner and that all reception areas operate at a high quality service at all times.

Advanced Nurse Practitioners

These are nurses who have undergone specialist (masters degree level) training, to enable them to diagnose, prescribe and refer in the way that a doctor does. In fact, they can deal with nearly all the problems that a GP can deal with, and most patients would not be able to tell that they had had a consultation with a nurse practitioner rather than a doctor.

Nursing Team

Our Practice nurses are qualified and registered nurses. They can help with health promotion advice, wound care, blood pressure checks, vaccinations and foreign travel advice. Our practice nurses also run clinics for our patients who are diagnosed with long-term health conditions such as asthma, diabetes, hypertension and COPD. Both our practice nurses are also fully training to carry out cervical smears.

Our Nurse Associate helps bridge the gap between healthcare assistants and registered nurses. Just like our nurses, our nurse associate performs and records clinical observations such as blood pressure and temperature. They also administer vaccinations, perform ECGs, venepuncture and promote health and well-being to all patients, for example undertaking the NHS health checks.

Our healthcare assistant supports our practice nurses with their daily work and carries out tasks such as phlebotomy (drawing blood), hypertension reviews, ECGs and NHS Health checks.

Reception

We have a wonderful friendly and very capable reception team. It is hard to produce a comprehensive list of all the tasks our reception staff do for us. They are the first people you will come into contact with at the practice, and ensure that everyone gets their appointments and prescriptions. They can provide basic information or results and signpost our patients to the right clinician depending on the health issue or query. Although they don't often show it, they're each likely to be juggling several tasks simultaneously. They also may act as a chaperone when a patient or doctor requests one.

Administration Team

Our Administrators role is very varied but a very important one. They assist our practice manager with ensuring the smooth running of the practice.

Our coding assistant supports the accurate processing of medical correspondence. They ensure that all coded information, investigations and follow ups are coded accurately and alert clinicians to any medical problems, new diagnoses or medication that needs follow up.

Our outstanding secretaries deal with referrals, communicate with hospitals and other health care providers. In addition to typing letters and reports, they ensure that referrals happen, and chase up the hospital and outside agencies where necessary.

The MAST Staff

Shepley Health Centre is a member practice of the MAST Primary Care Network (PCN). The PCN employ staff, and they spend part of their time working with us to support better access for our patients. These include:

- Advance Nurse Practitioner
- Nurse Associates
- Clinical Pharmacists
- Pharmacy Technicians
- First Contact Physiotherapists

Pharmacy First

Did you know that most pharmacies can now prescribe antibiotics under the NHS for simple infections. If you have any of the following suspected infections you can walk in and be seen in most pharmacies:

Acute otitis media (ear infection)	1 to 17 years
Impetigo (skin infection)	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

If you have an urgent eye problem (pain, visual disturbances, infection) then you can book to see an optician urgently as part of the PEARS scheme (free under the NHS).

Equality and Diversity

Shepley Health Centre strives to provide equality and fairness for all our patients and staff and not to discriminate on grounds of gender, gender reassignment, marital status (including civil partnerships), race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. All patients and staff will be treated fairly and with respect. Please contact the Practice Manager if you have any concerns that Equality and Diversity issues have not been respected.

Practice Premises

The practice premises has disabled access and complies with the Disability Discrimination Act.

Online Access



The NHS App gives you a simple and secure way to access a range of NHS services. You can order repeat prescriptions and view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results). You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man. Alternatively you can request access to your records directly with the practice, please speak to reception and they will provide you with the necessary forms and information to help you with your account.



Our online consultation and advice service is hosted by PATCHS.

This is a way to contact the surgery to get advice or to request services.

To use the service you need to create a Patches account. You only need to do this the first time you use the service. Once you have, you will find the service quick and easy to use. Having an account will enable us to respond to your requests in a more secure way.

Examples of thing you might request by clicking the something else button:

- Getting some advice
- Send us a photo of a rash or skin lesion
- Request a prescription or treatment
- To request a sick note, a letter or a test result
- Some other service (where it is not necessary to speak to or be seen by someone at the practice in person)



The Mast PCN Health Partnership

A Primary Care Network (PCN) in West Yorkshire consisting of five member GP Practices, working to deliver healthcare services to a population of over 35,000 patients.

What is a Primary Care Network?

PCNs are groups of GP practices working closely together, along with other healthcare staff and organisations within the NHS and voluntary sector, to improve the healthcare of our local population by providing integrated healthcare services.

PCNs build on current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. Five of the GP practices within West Yorkshire have joined together to form The Mast Health Partnership. The member practices are:

- Shepley Health Centre
- Dearne Valley Health Centre
- Kirkburton Health Centre
- Lepton and Kirkheaton Surgeries
- Skelmanthorpe Family Doctors

By combining our resources together we have been able to develop and deliver healthcare services tailored to the needs of our local community. This gives our patients better access to the right healthcare and support at the right time.

Practice Area

Shepley Health Centre services the whole of Shepley and its surrounding villages. Please see a detailed map on our website. If you move outside of the practice area you should register with a new practice. If you would like to register, then you can do so via our website or the Find a GP section at www.nhs.uk. Alternatively you can come into the surgery and complete the relevant registration forms.

Routine Appointments

The practice operates an appointment system during normal surgery hours. You can book an appointment either by telephone or at reception. Routine appointments, with the doctor of your choice, can be booked up to two weeks in advance (subject to that doctor's availability).

Please remember, appointments are 10 minutes long, and it is unrealistic to manage multiple problems in one appointment. If you have multiple issues to discuss, you may need to book a further review. Please note that if you arrive more than 5 minutes late for an appointment, you will be asked to re-book for another day.

Urgent Appointments

If you feel your problem is urgent, and you need to be seen on the same day then please let the receptionist know when you call. Emergency appointments are dealt with each morning, so please phone before 10:30am. If you need an appointment on the day, the receptionist will ask some basic information about your problem so the doctor can see the most urgent cases first. In urgent cases, we cannot guarantee an appointment with the doctor of your choice.

Cancellations

If you cannot attend your appointment, please inform us as soon as possible so we can offer it to another patient.

Prescription Requests



We cannot accept repeat prescription requests over the telephone. Please ensure that you mark the items you require clearly by ticking the appropriate medication on the repeat request form, or order online. In order for us to process the large amount of requests each day, please note that 48 hours' notice is needed for repeat prescription orders. Please ensure that prescriptions needed over the weekend are ordered by Wednesday and are collected before the surgery closes on Friday evening.

Home Visits



Home visits are reserved only for the very elderly, frail housebound patients, and are based on clinical need at the discretion of the doctor. If you feel you need a home visit please contact reception as soon as possible during morning surgery. The clinician may telephone you back to obtain more information. We expect children to be brought to the surgery where they can be seen quickly and examined in the most appropriate surroundings. Lack of transport or other inconvenience is not a valid reason for a house call. In such cases, you may be offered a review at the surgery at short notice, if appropriate.

Clinics and Services Available



Contraceptive Services, Childhood Immunisations, Childhood Health Surveillance, Vaccinations and Immunisations, Minor Illness, Minor Surgery, Spirometry, ECG, Phlebotomy, Case Management For Patients With Long-Term Conditions, e.g. Asthma, Diabetes, Hypertension, Epilepsy, Heart Disease And COPD, Cytology (Smear) Clinic, Travel Vaccine Advice, and chargeable Non NHS Services e.g. HGV Medicals/insurance reports etc. (see website for more details).