



# Winter Newsletter

We hope to keep all our patients up to date with information about the surgery and help them to make the right choices about their health.

## WHAT TO EXPECT: THE REFERRALS PROCESS

When patients require more specialised care than what is available at the practice, we will make a referral to the hospital or external provider to continue their treatment.

Our Secretaries Leigh and Kate make sure patients get their referral processed promptly (usually the same day). They are processed in chronological order or urgency of need. Waiting times for specialist treatment can be lengthy in some cases and depends on the speciality required.

## Will the practice contact me when I have an appointment?

You should hear from the care provider regarding appointments and waiting times, however Leigh and Kate can provide you with information to contact the relevant parties should you not receive any information.

## What is meant by a 'Fast track referral'?

Sometimes your GP or Advanced Nurse Practitioner needs to rule out certain serious conditions such as cancer, so will refer you to a specialist treatment pathway. This pathway prioritises your referral and a decision about your further assessment and treatment is reached within 2 weeks. Fast track referrals are only triggered by a certain criteria of symptoms.

**What about NHS Right to Choose?** NHS Right to Choose means that in most cases, if your GP refers you for a physical or mental health condition, you have the legal right to choose where you receive your care. **It is worth noting that we will always refer you to the most appropriate local service so that your referral is not delayed.**

## A Day in the Life of Deborah – Practice Manager at Shepley

**"No two days are ever the same — and that's what I love about it!"**

### ⌚ Early Start

My alarm sounds at 6am, time to make myself presentable before waking the kids. Once they're sorted, I like to be at work early to ensure the practice is up and running for everyone else. I'm usually there by 7:45 at the latest, coffee in hand, ready to hit the ground running.

Every day is busy and unpredictable. I try to keep meetings to a minimum so I'm available for the team when needed. I have an open-door policy, which means I'm often juggling everything from staff queries to patient concerns, sometimes all at once!

**Fun fact:** Some days I can be an engineer fixing a door handle, an electrician changing light bulbs, or even a plumber sorting a blockage, all before I even sit down at my desk!!

### ⌚ 📲 Running the Practice

By 7:45am, I'm checking in with our Reception, Admin, and Clinical teams to make sure everything's ready for the first patients at 8am. After that, emails, correspondence with NHS bodies, suppliers, and service providers start rolling in.

Managing appointments, clinical capacity, and compliance keeps me on my toes. Staff know about my love of spreadsheets, anything that helps us organise and track things efficiently, and also my hatred of printing on paper! Primary care is fast-paced and ever-changing, and I love being in the middle of it all.

"You have to be flexible, think fast, and sometimes fix things you never imagined you'd be fixing!!"

### ❤️ Why I Love This Role

I've worked in the NHS for nearly 20 years, and in general practice for almost three. I love being part of something that makes a real difference to the public, and supporting and developing our team is incredibly rewarding.

We've celebrated new babies, weddings, and achievements together, and supported one another through losses and life's challenges. The feedback we receive from patients about the care and compassion we provide makes all the effort worthwhile.

### ⌚ Family Life

By 5:00pm, I switch gears and become Mum again! My two football-mad children, aged 12 and 9, keep me busy with training and matches, despite neither me nor my husband being football fans before they caught the bug. Juggling work and family can be exhausting, but it's also a lot of fun!

### ⌚ Outside Work

I love anything creative. Around Christmas, you may see my hand-drawn winter landscapes decorating the practice glass. I also enjoy growing my own veg, although with wedding planning taking over this year, my garden has had to wait its turn. There's always next year!

**"Everything we do is a team effort, with one goal in mind: putting patients first."**



## DO WE HAVE YOUR CORRECT CONTACT NUMBER????

**If you have changed your mobile or landline number, please check with Reception that we have changed your details. You could miss out on important reminders and invitations.**



## Patient Participation Group

**Want to know what's happening in healthcare at Shepley??**

Please come and join us, our friendly group is open to all patients registered at Shepley.

Next meeting:

**Monday 12th January  
6pm**

**Did you know you can self refer?**

**Kirklees Talking Therapies (IAPT): Age 17+**  
Telephone: 01484 343700

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**

[locala.org.uk/services/continence-advisory-service](http://locala.org.uk/services/continence-advisory-service)

Single Point of Contact (Locala - SPOC):  
Telephone 0300 304 5555

**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**

<https://www.kirklees.gov.uk/beta/social-care/contact-adult-social-care-services.aspx>

Telephone 0300 304 5555

**GP Patient Survey**

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people registered with GP practices in England. The results show how people feel about their GP practice. The recipients are chosen at random; **Shepley Health Centre has no say in how many or who should receive them.**

A total of 272 surveys were sent out to our patients with 119 responses.

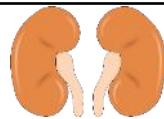
Shepley Health Centre scored a good overall experience result of 86% compared to the national average of 75%.

Our survey results were also praised in a recent article in the Yorkshire Post for having one of the friendliest and most helpful Reception teams in West Yorkshire.

Thank you to those who took part in the survey, your responses help us to build on our successes and look at where we can improve the care we deliver to patients.

**Find out more at :**

<https://www.gp-patient.co.uk/>

**What is... Chronic Kidney Disease?**

Chronic kidney disease (CKD) is a long-term condition where the kidneys do not work as well as they should. They have a problem with their structure that prevents them from filtering blood the way they should. As a result, waste and extra fluid can build up in your body. It's a common condition often associated with getting older. It can affect anyone, but it's more common in people who are black or of south Asian origin.

CKD can get worse over time and **in rare cases** the kidneys may eventually stop working altogether. **The majority of people with CKD are able to live long lives with the condition and often do not experience any symptoms.**

**CKD can be caused by many things:**

**High Blood pressure:** over time, this can put strain on the small blood vessels in the kidneys and stop the kidneys working properly

**Diabetes:** too much glucose in your blood can damage the tiny filters in the kidneys

**High Cholesterol:** this can cause a build-up of fatty deposits in the blood vessels supplying your kidneys, which can make it harder for them to work properly. Other urinary health problems such as kidney infections, kidney stones, enlarged prostate and long term use of drugs such as lithium and non-steroidal anti-inflammatory drugs also have an impact on your kidney function.

**Managing CKD and reducing your risk**

Stopping smoking, reducing your alcohol intake, regular exercise and a healthy diet which is low in fat, salt and sugar are all good standards to maintain/prevent long term health conditions. Free recipes can be also found at <https://kidneycareuk.org/get-support/healthy-diet-support/kidney-kitchen/recipe-index/>

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Thank you for keeping your appointment

**Attendance figures for the months of September, October, November**

**September 96.57% attendance**

**October 97.08% attendance**

**November 97.89% attendance**

Thank you for keeping your appointment

**Christmas Closure**

We will be closed over the Christmas and New Year period on the following dates:

**Thursday 25th December 2025—Christmas Day**

**Friday 26th December 2025 —Boxing Day**

**Thursday 1st January 2026—New Years Day**

**Closure at 1pm for staff training**

This is mandatory requirement for all GP Practices

**Tuesday 2nd December**

**Tuesday 27th January**

**Tuesday 17th February**