



The Practice area covers the Brighouse area, including Bailiff Bridge, Rastrick, Clifton and Hove Edge down to Brookfoot. It extends as far as Fixby roundabout and Bradley Road on the Huddersfield side and Hipperholme, Lightcliffe and Norwood Green on the Halifax side. Reception will be able to advise you if you live within our Practice area.

The Church Lane Surgery

Dr Chambers, Dr Crossland, Dr Kaye,
Dr Parekh Dr Wilson, Dr Khan, Dr Mahomed



24 Church Lane

Brighouse

HD6 1AT

Telephone: 01484 714349

Fax: 01484 720479

www.thechurchlanesurgery.co.uk

Welcome to our Practice

Church Lane Surgery is dedicated to providing the highest standard of care for our patients in Brighouse. Our Practice team provides a full range Primary Care Services. The aim of this publication is to help you make the best use of the services we provide and to offer advice on treating minor illnesses. Our doctors are a non-limited partnership and are supported by Practice nurses, health care assistants, administration staff and receptionists.

Surgery Premises

The surgery is purpose built and is situated close to the town centre. There are limited car parking facilities at the surgery but there is a municipal car park a short distance up the road by the church. There is parking and easy access for the disabled at the surgery.

The Doctors

Dr Steven J Chambers MBBS (London 1981) MRCS LRCP –Full time

Dr Julie A Crossland MBChB (Manchester 1988) MRCGP –Part time

Dr Sophie Kaye MBChB (Leeds 2000) DRCOG MRCGP –Part time

Dr Tehmina Parekh MBBS (Newcastle-upon-Tyne 2002) DRCOG MRCGP –
Part time

Dr Callum Wilson MBChB (Manchester 2006) BScMedSci MRCGP – Full time

Dr Sajid Khan MBChB (Leeds 2009) MRCGP - Full Time

Dr Irshaad Mahomed MBChB (Leicester 2011) MRCGP—Part Time

Practice Staff

Practice Manager – Helen Pearson, responsible for the smooth running of the Practice.

Reception Manager – Katie Deighton, responsible for the smooth running of reception.

If you have any comments or suggestions, please let the relevant person know. Any complaints should be addressed to the Practice Manager.

Zero Tolerance Policy

The practice supports the Government's NHS Zero Tolerance campaign. Violence and abuse is a growing concern. GPs and their staff have the right to care for others without fear of being attacked or abused. Violent patients on the practice premises will be reported to the police and struck off the GP's list. We ask that all patients treat GPs and practice staff properly, without violence or abuse.

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities.

For easy, convenient access to our website, bookmark or place our website in your favourites folder today.

Visit : www.thechurchlanesurgery.co.uk

Complains/Comments

We always try to give you the best services possible but there may be times when you feel this has not happened. We have a procedure in place to enable you to let us know if you have a complaint or concern about the service you have received, from either doctors or staff working at this Practice. Please ask for a leaflet about our in-house complaints procedure, should you wish to comment. All complaints will be recorded and written complaints will be acknowledged with two working days of receipt.

Sickness Certificates

An NHS certificate is not needed if you are off work for less than seven days (including the weekend); this period is covered by a self certificate available from your employer or the surgery. You need to see a doctor if your absence is longer.

Non-NHS Services

Some services are not covered by the NHS and a charge is payable –
for example

Pre-employment and HGV medicals

Insurance reports

Holiday cancellation forms

Statement of fact letters

These services are carried out during non NHS time by the doctors and we cannot guarantee how quickly your request will be actioned.

Reception will be able to advise you of any fee .

Surgery Hours

The surgery is staffed daily, Monday to Thursday from 8.00am to 6.30pm and Friday from 8.00am to 6.00pm. (From 1st October 2017 the Surgery will be open until 6:30pm on Fridays). Surgeries are run throughout the day.

Additional Appointment Hours

Wednesday: 7.00am to 8.00am, Thursday: 7.00am to 8.00am and 6.30pm to 8.00pm.

These times are for appointments only

Appointments

A book within 24 hours appointment system is in operation to see any of our GPs for routine appointments, however provision is made for urgent cases to be seen on the same day. You can make an appointment by telephone, or in person at the reception desk, but please do remember that incoming telephone lines can be extremely busy during the early part of the morning. You can also register to book your appointment with a doctor on line (please enquire at reception). You may consult with any of the doctors at the Practice, however, should you need an urgent appointment, we cannot guarantee an appointment with the doctor of your choice. Should you require an appointment for a follow up of a problem for which you have already been seen, please try to see the same doctor. This saves you time in having to explain your problem again, the doctor is better informed as to whether the problem has worsened or improved and overall improves continuity of care.

Please help us by cancelling your appointment well in advance if you are unable to attend, so that we can offer it to someone else. We have the facility to text patients to remind them of their appointment. Should you not want to receive these reminders, please let a member of the reception team know. All telephone calls are recorded for training purposes.

Home Visits

Patients are requested to telephone the surgery before 11.00am if a visit is required in order to allow doctors to plan their calls. Anyone requesting a visit will receive a telephone call from a doctor, it is at the doctor's discretion as to whether a home visit is deemed necessary. Emergency requests can be made at any time.

In order to ensure that the best use is made of your GP services, please attend the surgery wherever possible.

Practice Nurses – All registered nurses.

Janine Sumner – Senior Practice Nurse

Anna Roberts - Practice Nurse

Between them, they deal with immunisations, holiday vaccinations, dressings, cervical smears, family planning, health promotion and chronic disease management.

Advanced Nurse Practitioner

Sue Sharp (Sue joins the Surgery team on 10th July 2017)

She will deal with most minor ailments, support the GPs and will be able to prescribe treatment where necessary.

Health Care Assistants and phlebotomists

Our healthcare assistants, Joanne McGee, Jane Thornton and Rachel Hunneybell are able to offer services including new patient health checks, weight checks, phlebotomy and spirometry.

Administrative and Reception Staff

They are here to help you make the best use of the services we provide. All staff attend initial and continued training, in order to be able to provide an efficient and friendly service. We believe that they have a difficult job! It is only with their help that the doctors can organise their work and see as many patients as possible in the time available. We welcome any suggestions for improving our services. If you have any ideas or questions, please speak to either Katie or Helen.

Registering

If you live within our Practice area and are not currently registered with a doctor in this area, you may wish to join our Practice. Patients applying to join the list are not discriminated against on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition. Our receptionists will give you the information that you need and make you an appointment with a health care professional, if this is needed.

Patients are now registered with the Practice rather than an individual doctor, although you may express a preference for which doctor you would normally wish to see. However, in urgent cases we cannot guarantee an appointment with the doctor of your choice.

Foundation Year 2 (FY2) Doctors

You may also be offered an appointment with an FY2 doctor. This is a recently qualified doctor, who is in their second year post graduation. They are closely supervised by Dr Cooper and will see patients in the normal way.

Medical Students

The Practice sometimes teaches medical students. Your permission will be sought if one is to be present during a consultation.

Attached Staff

The Acute Hospital Trust employs district nurses, health visitors and midwives. District Nurses are based at our surgery.

Health Visitors can give advice on health care, particularly for children up to the age of five years, the elderly and the handicapped. They can be contacted by telephoning 01484 343321.

District Nurses will provide nursing care and assistance for those confined to their homes. They can be contacted by telephoning 01484 720511.

Community Midwives provide antenatal clinics, held at Lawson Road Health Centre and visit patients at home before and after delivery of their babies. They can be contacted by telephoning 01484 342662.

Brighouse Pharmacy

There is now a pharmacy within the surgery building, which has been developed to improve access to pharmacy services. Some of the partners have a financial interest in the pharmacy.

Patients registered at our surgery are free to use any pharmacy they wish.

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 or alternatively by downloading from our website.

When the surgery is closed – Out of Hours

For healthcare information and advice, you can contact NHS 111 by dialling 111.

We use the Local Care Direct deputising service. For out-of-hours emergencies, please telephone NHS 111 (simply dial 111) and they will direct your call appropriately. The surgery is closed between 6.30pm and 8.00am each weekday and all weekend. Please use the emergency service appropriately.

There is a walk-in centre at Park Community Practice, Horne Street Health Centre, Hanson Lane, Halifax, HX3 5ST, Tel: 01422 399858. This is available weekends and bank holidays between 8am and 8pm.

This telephone helpline is staffed by specially trained nurses, who can give you 'immediate information' and helpful, friendly advice on what to do and what not to do. It is a 24 hour service and is completely confidential. They also have information on local dentists and pharmacies. Phone 111. Calls are charged at local rates.

The Practice computer is registered under the Data Protection Act and strict confidentiality is maintained. All staff are bound by strict rules of confidentiality and sign a confidentiality agreement when commencing work at the surgery. Patients can request access to their own written and computer records. If copies of a computer printout are required, a charge is made for this to cover costs incurred. Access to medical records for people outside the health care team (or who are involved in the patient's clinical care) is only given with the patient's express written permission

Change of Name, Address and Telephone Number

Please keep us informed of changes so that your medical records can be kept up to date. The reception staff will be able to tell you if your new address is still within the Practice area. If you move outside the Practice area, you will be advised to register with a new doctor as soon as possible, so that your medical records can be transferred. It is the responsibility of all patients to advise us of any changes, as soon as they occur, including your mobile telephone number.

Home visiting guidelines

GP visit recommended – Home visiting makes clinical sense and is the best way of giving medical opinion in cases involving the terminally ill and those truly housebound patients, for whom travel to the surgery by car would cause deterioration in their medical condition.

GP visit may be useful – following a conversation with a health care professional, it may be agreed that a seriously ill patient may be helped by a GP's visit.

GP visit is not usual – in most cases, it would not be an appropriate use of your GP's time or best for you in the following circumstances:

Heart attack – severe crushing chest pain. The best approach is to call an emergency paramedic ambulance (999).

Common symptoms of childhood such as fevers, cold, cough, earache, headache, diarrhoea/vomiting and most cases of abdominal pain. These patients are usually well enough to travel to the surgery. It is not harmful to take a child with a fever outside.

Adults with common problems such as cough, sore throat, influenza, general malaise, back pain and abdominal pain are expected to make their way to the doctor's surgery. Transport arrangements are the responsibility of the patients, or their carers.

Minor Illness

Introduction

This section will help you to cope with minor illness at home. It explains simple treatments for such illnesses, as well as for accidents which are likely to occur in every family from time to time and explains:

- when you can safely treat yourself and save the doctor valuable time,
- which then can be used to help patients who are seriously ill.
- when you really need to see a doctor.

Remember though, if you are really ill or just very worried, advice can be obtained over the telephone by ringing the Practice number.

Cuts, Bruises, Bites and Burns

Most cuts, grazes and bruises can be treated at home.

Insect Bites

These are very itchy small spots, usually appearing on the arms and legs in the summer. Calamine lotion is very soothing.

Burns and Scalds

Minor burns and scalds causing only redness of the skin are no cause for alarm. Immediately pouring cold water over the burn for several minutes is often helpful. Sunburn can be prevented by avoiding unaccustomed bouts of prolonged exposure to sunlight, by using a high factor sunscreen and covering up. If it has occurred, it may be helped by calamine lotion and regular paracetamol.

Consult us or a Hospital Accident and Emergency Department if:

- A cut is deep, keeps bleeding or the edges of the cut cannot be pulled together by a dressing.
- You think there is good reason to suspect a broken bone
- A patient was knocked unconscious, or cannot remember what happened, or is being sick after a head injury
- Burns cause blistering, or break the skin.

Health Promotion

Whilst we are keen to do everything we can to prevent illness, much depends upon your own lifestyle – not smoking, drinking alcohol in strict moderation, not being overweight, taking regular exercise, eating a well- balanced diet with plenty of roughage and making time to relax away from the pressures of the usual routine, are all very important. Nonetheless, there are some procedures and checks we can help with. The Practice Nurse is qualified in cervical cytology, wound care, minor injuries, diabetes and respiratory diseases. Consultations for these services can be made directly without seeing the doctor.

There are also qualified family planning nurses who can see patients for oral contraception, depo injections, diaphragm/cap fitting and discussions about IUCD or implants and natural family planning.

Please ask for an appointment at reception.

Cervical Smears Normally every three years when sexually active.

Tetanus booster After receiving five tetanus vaccinations – no need for booster unless suffering a tetanus-prone wound,

Cholesterol check Once only if a close blood relative has ever had a heart attack or stroke when aged 65 years or less.

Vaccination for foreign travel See the Practice nurse six weeks before departure. Requirements do vary according to countries visited.

All patients who have not been seen in the last 3 years can attend an appointment with a healthcare professional. The health check will consist of height, weight, blood pressure and lifestyle advice. Any

Repeat Prescriptions

Regular repeat prescriptions are computerised. Each prescription has a tear-off slip, which enables the next prescription to be ordered. For reasons of safety, we cannot take requests for repeat prescriptions over the telephone. Repeat prescriptions can also be obtained by faxing your request on 01484 720479, or emailing us at by visiting our website at www.thechurchlanesurgery.co.uk. If it is more convenient, we are happy to post your prescriptions, as long as a stamped addressed envelope is provided with the request. Please anticipate your needs and allow 2 working days before collecting your prescription. Repeat prescriptions for oral contraception cannot be obtained this way, but only by seeing a Practice nurse or doctor. Repeat prescriptions are destroyed if not collected within two weeks. The Practice also uses the Electronic Transfer of Prescriptions service; please contact reception for more details.

Clinics and Additional Services

Baby clinic vaccination and Immunisation	Tuesday 1.30pm by appointment
Well baby weight checks	Tuesday 1.30pm
Cardiovascular Clinic	By appointment
Minor Surgery	By appointment
Diabetic Clinic	By appointment
Asthma Clinic	By appointment
Family Planning and IUCD fitting	By appointment
Near Patient Testing	By appointment
Anticoagulation Monitoring	By appointment
Substance Misuse	By appointment

In addition, we offer annual influenza vaccinations to all patients aged 65 years and over and all patients deemed to be in an 'at risk' group. We also offer vaccination against pneumonia for all patients aged 65 or over, as recommended by the Department of Health.

Travel Clinic

We offer a comprehensive service including advice and immunisations for patients travelling abroad. Some vaccinations are not available under the NHS and therefore a charge is made. We are also a registered Yellow Fever Centre.

Diarrhoea

Diarrhoea is unpleasant but rarely dangerous. Often there is a cramping pain in the tummy and there may be also be vomiting. An attack usually begins to get better within 48 hours.

Treatment – Rest in bed. Eat nothing. Take small amounts of water frequently. As the tummy settles, eat small amounts of food (see vomiting) before resuming a normal diet.

Vomiting

Vomiting usually stops within 24 hours, but sometimes may be followed by diarrhoea. Some children vomit when they have a temperature, which may be caused by tonsillitis or an ear infection. **Treatment** – Eat nothing. Drink small amounts of water every one to two hours. Rest in bed. As the stomach settles, start with easily digested food such as bread, biscuits or breakfast cereal in small amounts before starting to eat normally.

Sore Throat

Most sore throats are caused by viruses, which antibiotics cannot cure. There may be swollen glands in the neck and white spots in the throat. This is the normal response to infection and with simple remedies, the patient gets better in four or five days.

Adults – Two soluble paracetamol or aspirin tablets four times a day, gargled before swallowing. Drink plenty of fluids, it does not matter if food is not taken for a day or two. Steam inhalations may help.

Children – They should be given soluble paracetamol four times a day in the maximum dosage for their age (consult the directions given).

The Common Cold

Colds sometimes start with a stuffed up feeling and a dry throat. The patients may feel 'achy' and generally unwell. After a day or two the nose starts running with a clear liquid which may turn yellow after three or four days. There may be a slight temperature and the whole illness can last seven to ten days. There is no cure, though simple household remedies can relieve the discomfort.

Adults Two tablets of paracetamol every six hours; if the throat is sore use soluble aspirin and gargle before swallowing. Drink plenty of fluids – it does not matter if the patient has no appetite for a day or two. The stuffy nose can be eased by steam inhalation.

Children often have repeated colds. A child has to build up resistance, which will stand it in good stead for later in life. Paracetamol syrup, or soluble tablets, should be given regularly in the maximum safe dose for the child's age (consult the directions given). Cough medicines should NOT be used. Babies may be helped by decongestant nose drops before feeds and at night, but these must NOT be used for more than three days in succession.