Opening times
The surgery is open Monday to Friday (see app times below)
Avoid the queue & book online (ask us how) or ringing 01924 351520.
Out of hours services are provided by the NHS 111 service from 6.30pm to 8am weekdays and from 6.30pm on Friday to 8am on Monday. Should you require a Doctor urgently between these times when the surgery is closed you can contact the new NHS 111 service dial 111 or find out more at www.nhs.uk/111. You can ring the surgery to speak to a Doctor or Nurse for advice via our receptionists during practice opening times.

Appointment times (you can now book online)
Monday *8.05—11.15* 15.30—18.10
Tuesday *8.05—10.55* 15.00—18.10
Wednesday *8.05—11.15* 13.30—18.10
Thursday *8.05—10.55* 13.00—18.20
Friday *8.05—12.05* 13.40—18.10
Monday to Friday extended hours opening first bookable (including online) appointments 7.25 am M,W,F 7.35 am Tue/Thurs
Want to Cancel? ring our 24/7 automated appointment cancellation voice mail on 01924 351631 (FOLLOW THE INSTRUCTIONS—DO NOT LEAVE ANY OTHER MESSAGES AS THEY CANNOT BE ACTED UPON)

Clinics held by appointment
Ante-Natal Post Natal Midwife/Doctor
COPD Nurse Michelle Render
Asthma Nurses Michelle Render/Gillian Brearley
Diabetic Nurses Susan Collett/Alison Lansdale
CHD Nurse Alison Lansdale/Gillian Brearley
NHS Health Checks Doctor/Nurse/HCA
Contraception advice/prescribing Doctor/Nurse
Coil fitting/check Doctor/Nurse
Cervical Screening Doctor/Nurse
(Smoking Cessation, Travel Vaccination*, Blood Pressure checks all four Nurses)
Phlebotomy HCA/Phlebotomist
Minor operations Doctors Weekly
Ear Syringing District Nurse
Lifeline shared care substance misuse Weekly
New Patient Screening Health Care Assistant
24 hr Blood Pressure Checks & normal BP checks, ECG’s Health Care Assistants
Travel Vaccinations* Practice Nurses
*We require 6 weeks notice with a minimum of 3 weeks notice for travel vaccinations.

Test Results (You can view online ask us how)
Your test results will be with the Doctor approx 2 to 3 working days after your test. (some tests take longer) The doctor will view the results and take the appropriate actions. Please ring after 10am to enquire about test results.

Repeat prescriptions (you can now order online—ask us how)
Can be requested by using the tear off portion of your Repeat Prescription in person by placing in the boxes provided or by sending your request to the surgery by post. You can order online (ask us for your secure log on) Phone requests are not accepted due to the risk of mistakes.
We require 2 working days notice for all prescriptions.
Please allow 4 working days if you require us to send it by post and you must provide a stamped, addressed envelope.
Prescriptions requested on a:
Monday will be ready to collect Wednesday after 2pm
Tuesday will be ready to collect Thursday after 2pm
Wednesday will be ready to collect Friday after 2pm
Thursday will be ready to collect Monday after 2pm
Friday will be ready to collect Tuesday after 2pm
It is your responsibility to request your medication on time.

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 a relative who can interpret for you.

Patient Responsibilities
• Please keep a supply at home of simple medication for coughs, colds, sore throats, diarrhoea and constipation. We only prescribe antibiotics when we think that there is an infection with bacterium, as antibiotics do not kill viruses.
• Extend the same courtesy to members of the practice team, as you would expect to receive. Violent and abusive patients will be reported to the Police and removed from the Doctors List.
• Home visits should be regarded as a service for the genuinely housebound and the seriously ill. Requests for home visits need to be made before 11am. The senior receptionist will question the need for the visit and plan the subsequent action.
• Look after your medicines. The Doctors advice and suggestions for treatment should be respected.
• Every attempt should be made to keep your appointment and the Practice must be informed immediately if you cannot attend. You can do this by calling our automated appointment cancellation line 01924 351520. Continued failure to do so will result in you being removed from our Practice list.
• Arrive in good time for your appointment, patients who are more than 10 minutes late may not be seen.

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Welcome
Welcome to North Road Suite Surgery, Ravensthorpe Health Centre. This leaflet briefly explains the services that we offer. The Practice covers Ravensthorpe, Mirfield, including Upper Hopton, Thornhill, Dewsbury and the Mirfield end of Liversedge. The Surgery has disabled access.
If you have any questions after reading this leaflet please ask a member of staff.

How to register as a patient
We will first check that you reside within our Practice Boundary area. You will be asked to complete a medical registration form, after which you will be booked an appointment with the Health Care Assistant for new patient screening. You will not be able to see a Doctor until the registration process is completed. Please help us to help you, by carefully following the procedures for registrations as explained by our reception team. Each Patient is allocated a Named, Accountable GP who is responsible for their overall care in the Practice; however, we are a group Practice and wherever possible patients can see their GP of choice.

North Kirklees Clinical Commissioning Group (NKCCG)
http://www.kirklees.nhs.uk/nhs-north-kirklees-ccg/home/
NKCCG is responsible for providing Primary Care Services and Locala for Community Health Services and making sure that these services meet the health needs of all our local communities.

The health service
In order to manage the NHS, some restricted information concerning treatments, drugs prescribed, numbers of patients seen, etc. is needed, and hospitals and general practice must provide this information in returns to central bodies. This information has personal details such as your name and address removed wherever possible. It is necessary from time to time to check these returns to prevent fraud as part of the NHS’s statutory obligations. This may result in you being contacted by an NHS fraud Office to see if you will consent to your records being checked. Only if you do consent will the auditors be allowed to access your records.

Other agencies
The NHS is not the only government service to provide you with care, and it will be necessary for us to provide other agencies with appropriate information, but only with your consent (or that of your relatives if you are too ill).

Access to Health Records (view online ask us how)
Under section seven of the Data Protection Act, a patient may request to have access to their health records. All enquiries and subsequent applications should be made by contacting Elaine Oldroyd—Practice Finance Manager or patients registered for online services can request access via their online account.

How we protect your information
The sensitivity of patient information is well understood within the NHS. All staff and contractors are trained to respect their duty of confidentiality to you, and have this written into their contracts.
We keep paper and electronic records securely to prevent unauthorized access or misuse. Wherever practicable, we also remove references to personal details such as your name and address, and often restrict it further to reduce the chances of anyone identifying a record as relating to you. Further information is available on the Department of Health website: www.dh.gov.uk

Confidentiality Issues—How we use medical information
What we record
Information about you, your medical treatment, and family background may be recorded, either on paper or in computer files, as part of providing you with health services. This information is vital to the proper operation of the NHS, and is needed to give you and others the best possible health care.

How we use this information:
Your Doctor
Doctors need to make notes about any diagnosis, test results, treatments, including drugs prescriptions and other information that you may provide that seems relevant to the treatment of your condition. We keep this information in order to provide proper care for you (for later treatment, or if you should be seen by another doctor) and to allow others to check the treatment that you have received. Nurses and other health professionals also need access to these records, and will add their own notes as part of the overall healthcare provision.
Secretaries, receptionists and other clerical staff need access to some of your records in order to do administrative tasks such as booking appointments and communicating with you and other parts of the NHS. Your doctor may also need to provide information under certain Acts of Parliament (e.g. theCommunicable Diseases Act 1978 – which is necessary to prevent the outbreak of certain highly contagious diseases) to protect you and others. You can record your sharing preferences with us (see separate leaflets Enhanced data Sharing, Care. Data, and Your Information what you need to know) or ask one of our team.

Complaints procedure
If you have a complaint or concern about the service you have received from any of the Clinicians, or any of the staff working within the practice please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Elaine Oldroyd, Practice Finance Manager is the complaints officer for the practice. Tel: 01924 351522

The staff
Dr. Natarajan. Chandra (Male) Senior Partner
MB BS FRCS D. Oec. Med MRCGP
Dr. Srinivasan. Nagarajan (Male) Partner
MB BS FRCS MS (GEN SURG) DPD MRCGP
Dr. Sharmala. Ramalingam (Female) Partner
MB BS DRCOG MRCGP DFFP
Joanne Collins (Female) Advanced Nurse Practitioner

Sister Susan Collett Practice Nurse
Sister Alison Lansdale Practice Nurse
Sister Michelle Render Practice Nurse
Sister Gillian Brearley Practice Nurse

Debbie Brown Health Care Assistant
Zoe Firth Health Care Assistant
Naomi Chandra Health Care Assistant
Julie Mitchell Phlebotomist

Lykke Bolton Practice Development & Personnel Development Manager
Elaine Oldroyd Practice Finance Manager/ Complaints Manager
Andrea Wimpenny Practice Secretary
Sarah Abbott Practice Secretary
Justin Wood Reception Supervisor
Claire Scott Senior Receptionist
Rachael Atkinson IM & T Data /Information Security Officer/Choose and Book Administrator

Other items;
The Practice is a General Partnership and we are not a teaching practice at present, but we do from time to time have 3rd year medical students.

All GP Practices and other Primary Medical Services have to be registered with the Care Quality Commission (CQC) and inspected under the Health and Social Care Act 2008. Our Registered Manager is Dr. N. Chandra. You can see our full report by following the link on our website and click on this link: https://www.cqc.org.uk/location/1-551066477?referer=widget3