

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 7.35am Tue/Thurs

Want to Cancel? ring our 24/7 automated appointment cancellation voice mail line 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.

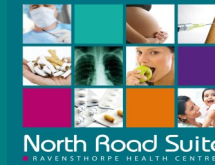
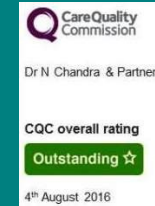
Interpreter Service

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 house bound 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 351631.** Continued failure to do so will result in you being removed from our Practice list.
- Arrive in good time for you appointment, patients who are more than 10 minutes late may not be seen.

INFORMATION FOR PATIENTS



Dr. N. Chandra & Partners
Ravensthorpe Health Centre
Netherfield Road,
Ravensthorpe,
Dewsbury
WF13 3JY

Tel: 01924 351520 Fax: 01924 452998
<https://northroadsuite.gpsurgery.net/>
24/7 Appointment Cancellation Direct line
01924 351631

Dr. Natarajan Chandra. MBBS FRCS D.Occ.Med MRCGP
Dr. Sharmala Ramalingam. MBBS DRCOG DFFP MRCGP
1st Floor Ravensthorpe Health Centre, Netherfield Road, Ravensthorpe, Dewsbury WF13 3JY
Tel: 01924 351520 Fax: 01924 452998

Mission statement

We are **'one team'** with **'one vision'**

'Working together to improve health outcomes'

'PATIENT ONLINE' SERVICES—BOOK/CANCEL APPOINTMENTS, ORDER REPEAT MEDICATION, ACCESS TEST RESULTS, MEDICAL RECORD.



Medical Treatment/Advice

When the Practice is closed

NHS 111 is the new number to call when you need medical help fast but is not a 999 emergency. log on to **www.nhs.uk/111**

The Mid Yorkshire Hospitals **NHS** NHS Trust

NHS choices

North Kirklees Walk-in-Centre
Via the Accident and Emergency Department
Dewsbury District Hospital
Halifax Road, Dewsbury. WF13 4HS
TEL: 01924 542695

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. the Communicable 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. Occ. Med 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

Lynne Bolton	Practice Development & Personnel Development Manager
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Elaine Oldroyd	Practice Finance Manager/ Complaints Manager
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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.



Dr N Chandra & Partners

CQC overall rating
Outstanding ☆

4th August 2016

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>