



Caritas Group Practice

Caritas Group Practice consists of Nursing, Medical and Health Care Practitioners offering extensive medical and nursing services across three surgeries.

www.caritashealth.org.uk

www.twitter.com/caritaspractice

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Welcome to Caritas Group Practice

MIXENDEN STONES SURGERY

Mixenden Road, Halifax HX2 8RQ
Tel: 01422 249788 • Fax: 01422 246189
Email: prescriptions@gp-b84618.nhs.uk

SHELF HEALTH CENTRE

Shelf Moor Road, Shelf, Halifax HX3 7PQ
Tel: 01274 691159 • Fax: 01274 604815
Email: prescriptions.shelf@gp-b84618.nhs.uk

WOODSIDE SURGERY

Woodside Road, Boothtown, Halifax HX3 6EL
Tel: 01422 438550 • Fax: 01422 356258
Email: prescriptions.woodside@gp-b84618.nhs.uk

OUR HEALTHCARE TEAM

The Partners/Diagnostic Clinicians

Angela Barrow	(F)	Advanced Nurse Practitioner RGN ONC SPQ MA - Huddersfield 1982
Catherine Gill	(F)	Advanced Nurse Practitioner RGN SPQ MA PgCert Ed NT - Harrogate 1982
Wendy Iles	(F)	Advanced Nurse Practitioner SRN ONC BSc (Hons) MSc - Harrogate 1982
Dr Amir Khan	(M)	General Practitioner MB ChB 2004 University of Liverpool MRCGP 2009

Diagnostic Clinicians

Dr Richard Gascoigne	(M)	General Practitioner MRCGP - London 2007
Dr Gurbaag Chandok	(M)	General Practitioner MBBS (Bombay) 2005 - MRCGP (Manchester) 2013
Dr Osman Ashraf	(M)	General Practitioner MBChB (Dundee) 2009 - MRCGP (Bradford) 2014
Dr Ateka Khan	(F)	General Practitioner MBChB (Dundee) 2006 - MRCGP (Bradford) 2012
Dr Saima Almas	(F)	General Practitioner MB BS 1998 University of Peshawar - MRCGP 2015
Yvonne McPhail	(F)	QN RGN RSCN RHV BSc (hons) MBA PGDip ANP - Lead Advanced Nurse Practitioner (London)

Minor Illness Nurses And Practice Nurses

Hilary Shoesmith	(F)	Practice Nurse	RGN
Juliette Colborne	(F)	Practice Nurse	RGN BSc (Hons)
Vicky Honour	(F)	Practice Nurse	RGN BSc

Healthcare Assistant/Technician

Maria Burton	(F)	Healthcare Assistant/Technician
Jade Gill	(F)	Healthcare Assistant/Technician

Our Management/Professional Support Team

David Wright	Business Manager
Michele Bryden	Training and Development Manager
Lisa Oswin	Patient Services Manager
Kirsty Freeman	Performance and Contract Manager

We have 12 Professional Support Team members working across the three surgery sites.

OUR TEAM

The nurses and doctors (clinicians) at Caritas Group have a wide range of skills and qualifications to provide high quality care. We work as a team and assess which clinician has the most appropriate skill for every individual patient's presenting problem. By working in this way we are able to ensure that each individual has their needs met by the most suitable clinician.

WE ARE A TEACHING PRACTICE

We have a range of clinicians who, as well as their clinical work, undertake teaching and assessment of other healthcare practitioners. These include qualified nurses, doctors and nursing/medical students who are undertaking professional education and training courses. At all times trainees are supervised by a senior clinician.

We can provide excellent learning experiences in the practice and we hope that patients will be pleased to be part of this. You will always be asked if you consent to having a student/trainee present during a consultation.

Occasionally a clinician may want to video record his/her consultations for study to help them improve their skills; again you will be asked if you consent to this, and you are free to say no.

CLINICIANS' TITLES AND THEIR ROLES

Healthcare Assistant/Technician

A person who has been trained to work with and assist the clinicians in all aspects of patient care. They have been trained to undertake an array of procedures, such as taking blood samples, and provide healthcare services, such as smoking cessation. Some have studied and gained a Healthcare NVQ. Their work is supervised and the clinicians are accountable for the work delegated to the Healthcare Assistant/Technician.

Practice Nurse

A qualified Registered General Nurse with additional qualifications and skills in all aspects of family health, public health, health promotion, travel health and sexual health. They are expert in the management of chronic diseases such as diabetes, asthma and heart disease.

Advanced Nurse/Advanced Practice Nurse

A qualified Registered General Nurse usually with a practice nurse background with additional clinical skills. He/she can diagnose and treat minor illnesses and can identify and refer if necessary any patient with a potential major illness. This is a degree level qualification. Some have undertaken training and education in prescribing and have a licence to prescribe medicines.

General Practitioner (GP)

A qualified doctor who has undertaken additional training and education in family health. They provide a comprehensive service in diagnosis and treatment with referral to other specialist and allied health professionals as necessary (District Nurses, Physiotherapists, Occupational Therapists, Podiatrists, Community Psychiatric Nurses, Health Visitors etc).

Nurse Practitioner (NP)

A qualified Registered General Nurse who has undertaken additional training and Masters level education in diagnosis and treatment. These advanced skills enable the NP to function in a very similar way to GPs in diagnosis, treatment and referral. All have a licence to prescribe.

GP Registrar (GPR)

A qualified doctor who is undertaking training in family practice.

Junior Doctor

A qualified doctor who is undertaking general professional training, prior to specialising in general practice or hospital medicine.

NORMAL SURGERY OPENING TIMES AT ALL THREE SITES

All of our premises are single storey buildings with suitable access for wheelchairs and prams, with accessible toilet facilities and parking facilities.

Woodside Surgery	Monday to Friday	8.00am – 6.30pm
Mixenden and Shelf Surgeries	Monday	10.00am – 6.00pm
	Tuesday	8.00am – 4.00pm
	Wednesday	10.00am – 6.00pm
	Thursday	8.00am – 4.00pm
	Friday	10.00am – 6.00pm

Patients can always contact any surgery as normal by telephone from 8.00am to 6.30pm Monday to Friday. Triage will continue to run between the hours of 8.00 and 10.00am.

Extended opening hours are available to all patients unable to attend in normal surgery hours (by appointment only).

Woodside Surgery	Monday	6.30 – 8.00pm
Mixenden Stones Surgery	Monday	6.30 – 8.00pm
Shelf Health Health Centre	Wednesday	6.30 – 8.00pm

Home visits and routine telephone calls will not be available during these extended hours.

APPOINTMENTS

Appointments can be made by telephone or by calling at the practice. You can book appointments up to four weeks in advance. A separate appointment is required for each person. Every effort will be made by the receptionist to offer you an appointment with the clinician of your choice. This may not always be possible for same day requests and will be arranged via our telephone triage system.

Triage System And Telephone Access

Triage enables us to meet your health needs on the same day that you ring. The telephone triage service is daily from 8.00 - 10.00am on most days and works well for those of you who may not have flexibility in your day and need us to work with you in order to meet your requirements. This system simply entails the receptionist taking your telephone details. A clinician will then ring you back and speak to you personally regarding your appointment or provide telephone advice. The telephone triage system ensures that all patients have their needs met in a timely manner.

SystemOnline

We now offer the opportunity for patients over the age of 14 to register for our Online Services. SystemOnline provides secure internet services which allow patients to view, book and cancel appointments with our GPs and Nurse Practitioners, order repeat medications and complete questionnaires and surveys. For more information please visit our website or contact a member of our reception team.

Text Messaging

We now have the ability to send automated text messages to remind you 24 hours in advance of any appointment you have booked with us. We can also use this to let you know we have seasonal flu jabs available in the winter months. On the rare occasion a clinician calls in sick, we can also send you a text message to let you know (if we cannot contact you by telephone). If you do not wish to be included in this service, please do not hesitate to let our professional support staff know.

Emergencies Via The Triage System

Please inform the receptionist if you have an urgent medical problem ensuring that you provide clear name and contact details to enable a clinician to ring you back promptly and speak to you personally. If you do not have access to a telephone please inform the receptionist who will then plan with you the best course of action.

Automated Check-in

When you arrive for your appointment please use the automated check-in system by following the instructions on the screen. If you are unable to use this please inform a receptionist of your arrival and they will book you in.

IF YOU ARE UNABLE TO ATTEND AN APPOINTMENT YOU HAVE BOOKED, PLEASE CANCEL IT IN GOOD TIME SO IT MAY BE OFFERED TO ANOTHER PATIENT.

HOME VISITS

Home visits must only be requested if you or your relative are too ill or too infirm to attend the surgery. Requests for home visits should be made as soon as possible in the morning (before 10.30am). Late calls are for emergencies only or to arrange a visit for another day. A clinician may ring you beforehand to discuss your needs.

OUT OF HOURS

Our local out-of-hours service is provided by NHS 111 when the practice is closed from 6.30pm – 8.00am daily, at weekends and bank holidays.

NHS 111 is a new telephone service for people in Yorkshire to call if they need medical help fast but are not in a life-threatening situation.

The easy to remember, free to call number is being introduced across England to help reduce the pressure on A&E departments and the 999 service. Available 24 hours a day, 365 days a week, the service is available for people who aren't sure if they need to go to A&E, don't have a GP to call or generally need reassurance and advice.

On dialling NHS 111 a team of fully trained advisers and experienced nurses will assess your condition and direct you to the local service that can help you best, when you need it.

There are now only three numbers to know: 999 for life-threatening emergencies, your GP surgery and 111.

For more information on NHS 111 visit nhs.uk/111.

Walk-in Service

The nearest walk-in centre is:

Horne Street Health Centre, Hanson Lane, Halifax HX1 5UA

Telephone: 08444 773860

Accident And Emergency Departments

These are for significant injuries, for example, a suspected broken bone or severe chest pain. If you are unsure if your problem meets this criteria you can speak to us here at the practice in surgery hours or contact NHS 111 for advice.

999 Services

These are for serious emergencies. An emergency is a critical or life-threatening situation that may include loss of consciousness, severe chest pain, head injury or serious blood loss. Using these services for minor problems may prevent others with life-threatening conditions from getting the immediate care they need.

HOW TO REGISTER

To register you need to complete a GMS1 form at the practice. You will be offered a new patient health check with the healthcare assistant/technician and we recommend that you take up this offer if a clinician has not seen you for some time.

If you have repeat medication, an appointment will be made for you to see one of the clinicians to enable continuation of your prescription.

CHANGE OF DETAILS

Please inform us about any changes of name, address or telephone number in order that your records can be updated. The receptionist will be able to advise you whether your new address is within the practice area and will offer advice should you need to register with another practice.

REPEAT PRESCRIPTIONS

To obtain your repeat prescription please bring, post, email or fax your request to the practice. Please use the right-hand side of your previous prescription and tick the items required. If you have misplaced this then please write your name, date of birth, telephone number, the name of the medication, the strength and the quantity of the items you require on a piece of paper and bring it to the practice. A prescription request will take 48 hours to process and you can pick it up from the practice any time after this period. If you require us to send it directly to a chemist please state clearly on the prescription the chemist of your choice. Telephone requests will not be accepted unless a patient is totally housebound and has made prior arrangements with a clinician.

TEST RESULTS

You will be advised to telephone for your test result after 12 noon Tuesday to Friday. It is important that you do phone to ensure you have been fully informed of any necessary action. The receptionist will inform you if you need to return for a further appointment or to speak to one of the clinicians on the telephone.

www.shelfpharmacy.co.uk

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Patient's Name.....

Address

.....

.....

.....

.....

Telephone No

Signature

Caritas Group Practice and The Northolme Practice

Prescription For Success

THE Shelf Pharmacy on Carr House Road has been a familiar sight in the village for as long as most locals can remember.

In fact, it was started around 20 years ago and since then has always been regarded as a friendly, reliable outlet, independent of any large chain.

As owner and pharmacist Andrew Boyle says: "I suppose we have become something of a fixture here in Shelf and, over the years, our reputation for delivering a good, down-to-earth service has grown."

Together with assistant pharmacist Lucy Pilgrim, Andrew's prime objective is to run the pharmacy in a consistently professional manner, offering all the usual merchandise and services that today's clientele demands.

"We try to hold a stock of pharmaceutical goods that will cover just about any eventuality, in fair weather and foul," said Andrew.

"That includes the usual selection of mother and baby requisites, such as nappies, dummies and baby foods. Then there is our large range of over-the-counter children's and adults' medicines, plus all kinds of dressings, bandages and various sizes of complete first-aid kits."

On top of that, the Shelf Pharmacy operates free prescription collection and delivery as well as its very own online shopping service.

As Andrew explained: "These days, access to the internet is becoming more and more popular, and our shopping service is a real boon for those customers who may be housebound, or indeed for anyone who has a busy lifestyle."

Visit the pharmacy online at www.shelfpharmacy.co.uk or phone 01274 676004.

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To place an eye-catching advertising feature in our vitally important Practice Booklets, indispensable Appointment Cards & Website

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CLINICS

Practice Nurse Clinics (times vary at each site, please enquire)

The practice nurses provide clinics and healthcare services in the following areas:

Asthma	Diabetes
Coronary Heart Disease	Cervical Cytology (Smears)
Hypertension (High Blood Pressure)	Epilepsy
Hypothyroidism	Chronic Obstructive Pulmonary Disease
Smoking Cessation	Medication Reviews
Family Planning Services	Emergency Contraception
Diet and Weight Advice	Holiday Vaccinations
Well Woman Checks	Well Man Checks
Minor Surgery	Baby Clinic

Healthcare Assistant/Technician Clinics

The healthcare assistant/technician is available for taking blood samples, testing urine, new patient health checks, ECGs, blood pressure checks, minor dressings, smoking cessation, dietary and exercise advice and health checks for all registered patients aged 16 and over. Please note tests will only be carried out if requested by the clinician or you have a request form from an outpatient department.

Well Baby Clinic

An appointment is not required for the well baby clinic. The health visitors provide support and advice on any general health issues that may arise within the family. This clinic is not for acutely ill children. If your baby is due for an assessment then an appointment will be sent to you from the child health surveillance computer centre in Brighouse.

Midwife Clinics

Mixenden

The midwife is available at Ash Tree School top site every Tuesday. Appointments are available from 9.00 - 10.30am. Lower School site appointments are from 1.00 - 2.30pm. To make an appointment, please contact the midwife on 01422 251095.

Shelf

By appointment only on Fridays between 9.00 - 11.00am.

Woodside

Telephone West Central Jubilee Children Centre on 01422 360336 if you live in the Boothtown area.

Community Nurses (District Nurses)

Mixenden Surgery

Community Nurses are contactable on 01422 321486 from 9.00am - 5.00pm. Out of hours for emergencies only, call 07917 106263 after 5.00pm, weekends and bank holidays.

Woodside Surgery

Community Nurses are contactable on 01422 361374 from 9.00am - 5.00pm. Out of hours for emergencies only, call 07917 106263 after 5.00pm, weekends and bank holidays.

Shelf Surgery

Community Nurses are contactable on 01422 205126. Out of hours, for emergencies only, call 07917 106263 after 5.00pm, weekends and bank holidays.

SERVICE SATISFACTION (comments and suggestions)

We are committed to providing an excellent service for our local communities. We hope that the services we offer meet all your health needs and that you are pleased with the standard. We would value any comments about how we may further improve our service to you and any compliments will be gratefully received. If you are not happy with any area of service provision and you have cause to feel aggrieved, please ask to speak directly to the practice manager. Alternatively, you may wish to put your complaint in writing.

THE PATIENT ADVICE AND LIAISON SERVICE (PALS)

PALS provides confidential, on-the-spot advice and support regarding NHS services. They will also help you sort out any concerns you may have about the care we provide. You can contact them on 0800 0525 270, email westyorksPALS@nhs.net or via post at PALS Office, Level 4, Douglas Mill, Bowling Old Lane, Bradford BD5 7JR. You can also contact NHS England on 0300 311 2233.

CONFIDENTIALITY

Please be assured that anything you discuss with any member of the practice - both clinicians and receptionists - will remain confidential. This applies to every patient. If you are under 16 you also have the right to this confidentiality and information will not be disclosed about you to anyone, including parents, other family members, care workers or tutors, without your permission. The only reason we might have to consider passing on confidential information without your permission would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

ZERO TOLERANCE

All members of our team aim to be polite and courteous and expect the same in return. We have a zero tolerance policy on violent and abusive behaviour. You will be immediately removed from the practice list if you are violent or abusive to any member of the practice or other members of the public in the building.

FREEDOM OF INFORMATION ACT

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.

PRACTICE BOUNDARY

Caritas Group Practice's boundary is the Halifax boundary excluding Luddendenfoot area and HX6 postcodes.

COMMISSIONER DETAILS

NHS Commissioning Board, Quarry House, Quarry Hill, Leeds LS2 7UE,
Telephone: 01132 545843

For patients to contact the local office our details are:

NHS England, West Yorkshire Area Team, Ground Floor, Leeds City Office Park, Meadow Lane, Leeds LS11 1LS.

Calderdale Commissioning Group (CCG), F Mill, Dean Clough, Halifax.

PRACTICE STANDARDS

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask if you are unsure of anything.

Our Responsibility To You

We are committed to giving you the best possible care. People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery doors.

Test Results

If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment is needed at this time, we will advise you when and how to obtain the results.

Respect

Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Health Promotion

The practice will offer patients advice and information on steps they can take to promote good health and avoid illness and also self-help which can be undertaken without reference to a clinician in the case of minor ailments.

Health Records

You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times. If a clinician wishes to refer you to see another health professional, only information relevant to the referral will be disclosed.

ELECTRONIC PATIENT RECORD AND SHARING OF INFORMATION

Today, electronic records are kept in all the places where you receive healthcare. These places can usually only share information from your records by letter, email, fax or phone. At times, this can slow down your treatment and mean information is hard to access.

Your care service, however, uses a unique computer system called SystmOne that allows the sharing of full electronic records across different healthcare care services.



We are telling you about this as you register with a new NHS care service so that you can think about your choices:

You can choose to share your electronic record with other care services.

You can choose not to share your electronic record with other care services.

How Is My Decision Recorded?

SystmOne has two settings to allow you to control how your medical information is shared:

1. Sharing OUT

This controls whether your information entered at this service can be shared with other NHS services (ie Made shareable).

2. Sharing IN

This controls whether information that has been made shareable at other NHS care services can be viewed by this care service or not (ie Shared in).

How Does This Work?

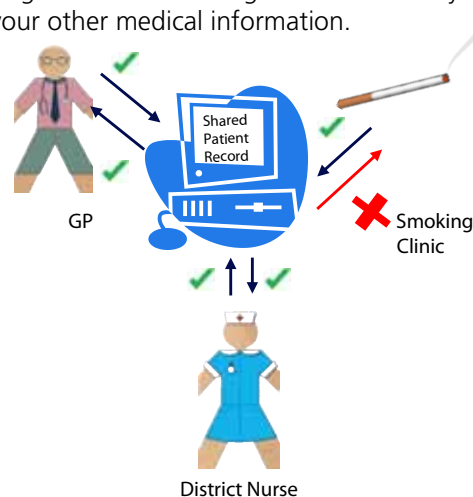
Imagine you're receiving care from three different NHS services: your GP, a District Nurse and a smoking clinic. You want your GP and nurse to share information with each other and you want both of them to know your progress at the smoking clinic. However you don't want the smoking clinic to see any of your other medical information.

Your sharing settings would be:

The **GP** can share information **IN** and **OUT**

The district nurse can share **IN** and **OUT**

The smoking clinic can only share information **OUT** but not **IN**



NOTES

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