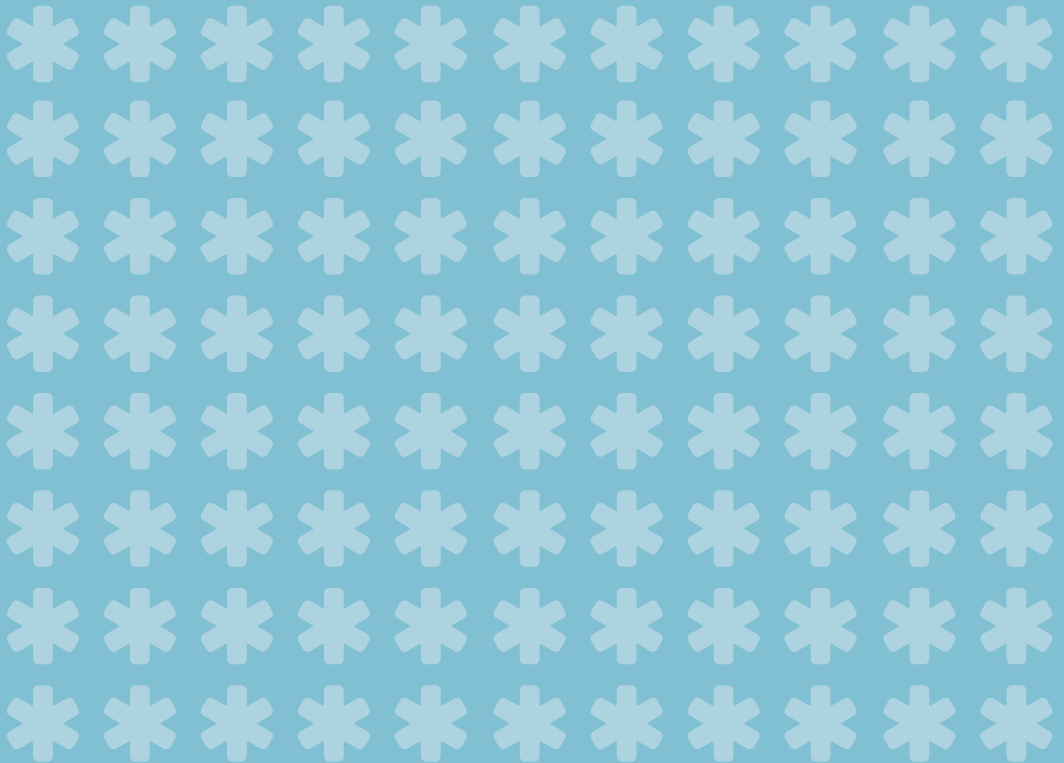


Information guide

Meadow Dale Group Practice



Welcome to Meadow Dale Group Practice

Our practices give you additional choice and greater access to healthcare in the Elland, Ovenden and Sowerby Bridge areas of Calderdale.

Our services

Clinics and services that are available our practices are:

- Alcohol and substance misuse
- Anticoagulation monitoring
- Blood tests
- Breast screening
- Cervical screening
- Child health surveillance
- Contraceptive services
- Health checks for people with learning difficulties
- Flu vaccinations
- Immunisations and vaccinations
- Maternity services
- Minor surgery
- Osteoporosis services
- Sexual health services
- Smoking cessation
- Vasectomy counselling

Our opening times

Our practices are open from 8am to 8pm Monday to Friday and 8am to 1pm on Saturday.

Our team

Our team is managed by a general manager and we offer a range of GPs, advanced nurse practitioners, practice nurses and healthcare staff to provide you with a high quality service.

We fully meet the Disability Act and have wheelchair service throughout.

Registering with us

You can register with our practice if you live anywhere in the Calderdale area (i.e. you have any HX or HD6 postcode).

To register you need to complete a patient registration form which is available on our website or from reception. Please note that proof of your address is required.

Booking an appointment

Once you are registered with us you can see a clinician by appointment at any of our three sites. Appointments should be pre-booked and can be made by either visiting or telephoning during opening hours on the numbers in the 'Get in touch' section.

You should be able to see a GP within 48 hours, a healthcare professional within 24 hours, your choice of GP within seven days and a pre-booked appointment up to four weeks in advance.

Appointments are available across all sites from 8am to 7pm Monday to Friday and from 8am to 12pm on Saturdays. This is to allow for any home visits and emergency appointments after clinics.

Bringing someone with you

You are welcome to bring someone with you to your appointment. Sometimes our staff may also request to have someone present for an appointment. If you or the member of staff is uncomfortable with the person, we'll reschedule to a later date when the correct person is available.

Arranging home visits

Home visits are available to you if you are a registered patient. If you are requesting a home visit, you must be housebound because of illness or disability.

If you need a home visit, please call the practice before 10am if possible. A doctor or nurse may call you back to see if your problem can be dealt with over the telephone.

It may also be appropriate to send a nurse or arrange a hospital attendance for you.

Home visits are extremely time-consuming so please try to attend the practice if possible.

Prescriptions

Although we don't have a pharmacy on-site, our reception staff will be happy to direct you to the most convenient pharmacy for you.

Repeat prescriptions

If you take medication on a long-term basis, you can order your repeat medication by completing a repeat prescription form which is available on our website or from reception. Alternatively, please use the form attached to your previous prescription.

You can return the form to us in person, by post or by fax. However, we do not accept telephone requests for repeat medication. Requests take between two and three days to process.

We will conduct a review of your medication at regular intervals. This may require you to attend an appointment with a doctor before a repeat prescription can be issued.

If you require medication that is not on your repeat medication list then this should be discussed with a GP first. The easiest way to do this is by arranging a telephone consultation.

Repeat dispensing

If you or someone you care for uses the same medication regularly, you may be able to benefit from repeat dispensing from one of the local pharmacists. This means you will not have to visit the practice every time you need more medicine. Our GPs and nurses will be happy to provide more information and tell you if the medication you take is suitable for the repeat dispensing scheme.

Test results

When your test results are returned, they will be discussed with you. If we are unable to do so immediately, and there is a need for further explanation of the results, another appointment can be arranged.

Our receptionists are not medically trained and can only pass on what the clinician has told them.

Out of hours care

If you need urgent medical care when the practice is closed, you should telephone **NHS 111** on **111**.

- Symptoms will be assessed over the telephone
- If you need to see a doctor you will be given an appointment at a local clinic
- You will be given appropriate advice and treatment
- Home visits may be offered.

NHS 111 operates 24 hours a day, 365 days a year. It's free from a landline and a mobile.

Accident and Emergency/999

If anyone experiences severe chest pain, loss of blood or suspected broken bones, go to the nearest **Accident and Emergency** department or call **999**. Accident and Emergency departments are open 24 hours a day, 365 days a year.

Specialist and hospital care

If a GP or another member of our healthcare team believes hospital treatment or specialist care is needed elsewhere, they will ask you where and when you would like to go. Appointments can be booked electronically while you wait or in person after the appointment.

If more time is required to think before deciding where and when to have treatment, you can call the practice at a later date to book an appointment.

Other local NHS services

- Call **NHS 111** on **111** – for free expert NHS health advice and information 24 hours a day
- Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Please call or visit your local pharmacy for more information.

Calderdale Clinical Commissioning Group is responsible for ensuring you get all the services you need. For details, please call **01422 281 300**.

Your records

We record all the information about you confidentially on our clinical system.

Keeping healthcare records are important as they help to:

- Record important clinical information
- Help health professionals to care for you
- Improve public health and the services provided to you

We will only share information about you with your consent unless required by law or the data is anonymised.

If you would like to know more about how we look after and use data, or if you would like to know how to access your data, please visit www.virgincare.co.uk or write to our information governance team at:

Virgin Care Limited
6600 Daresbury Business Park
Daresbury WA4 4GE

People with special needs and additional information guides

We provide all our leaflets in other languages and formats. Please let us know if you would like a different format or language.

NHS 111 provides a confidential interpreter service in many other languages if required. For deaf people and those hard of hearing, a text phone service is available on **111**.

Our commitment to you

Virgin Care takes your dignity and privacy very seriously and we will at all times respect your confidentiality.

Please treat our staff with respect so we can provide you with the very best care we can. Ask a member of staff for a copy of *Your rights and responsibilities*.

In order for us to provide you the best quality of care and ensure your safety, every member of our team has to provide evidence of their professional registration, training and criminal record status before they can work with you.

What if I have a concern?

We are committed to providing you with the best service possible. We are always looking for ways to improve the service and would like to hear your comments, compliments or complaints. Please tell us what you think through the NHS Friends and Family Test.

If you would like to make a complaint, please speak to a member of the team caring for you. You can also speak to our customer services team by email on **customerservices@virgincare.co.uk** or by phone on **0300 303 9509**.

The full complaints process is in our *What if I have a concern leaflet*, and is also on our website: **www.virgincare.co.uk/how-to-make-a-complaint**. If you need any help, please speak with a member of staff.

Our patient group

Our patient group is used as an opportunity to review and improve our services. We meet regularly to discuss your views about the practice and how we can make improvements. If you'd like to get involved, please contact us.

How to find us

Meadow Dale Group Practice - Elland

Ground floor
Rosemount House
Rosemount Estate
Huddersfield Road
Elland HX5 0EE

t: 01422 315 440

f: 01422 371 206

Opening hours:

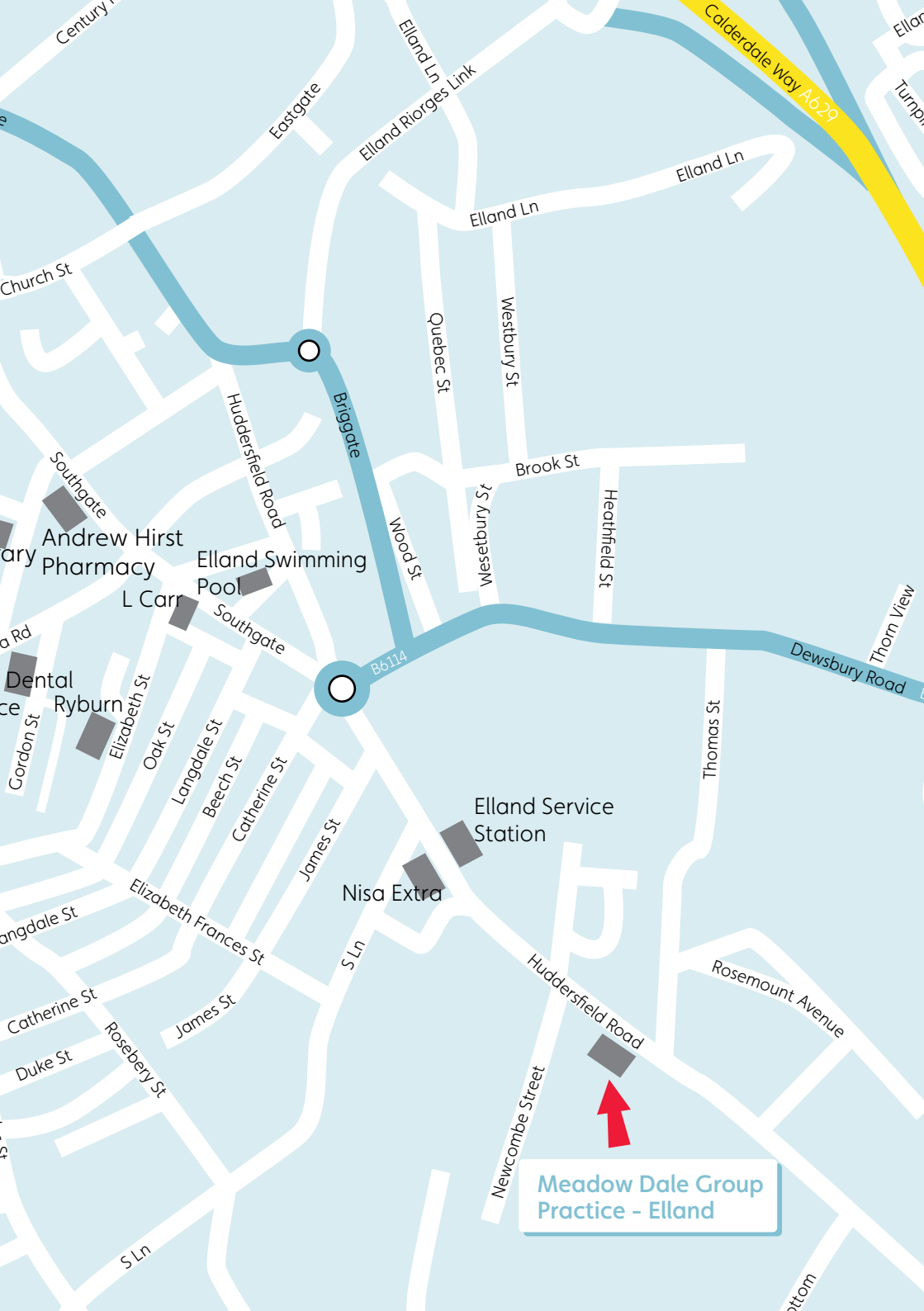
8am to 8pm Monday to Friday and 8am to 1pm on Saturday.

By car

From Southgate, take the third exit on the roundabout to Huddersfield Road. Drive approximately 0.2 miles and turn right into Rosemount Estate. Take the first left immediately after turning into Rosemount Estate and you will find the practice on the ground floor. There are car parking spaces including a disabled space immediately in front of the building.

By train

The nearest train station is Halifax.



Meadow Dale Group Practice - Elland



Nisa Extra

Elland Service Station

Elland Swimming Pool

Andrew Hirst Pharmacy

B6114

Briggate

Huddersfield Road

Brook St

Elland Ln

Elland Ln

Thomas St

Dewsbury Road

Thorn View

James St

S Ln

Huddersfield Road

Rosemount Avenue

James St

Elizabeth Frances St

Rosebery St

S Ln

Duke St

Langdale St

Ryburn

Dental

Pharmacy

Southgate

Church St

Eastgate

Elland Ridges Link

Elland Ln

Quebec St

Westbury St

Wood St

Wesetbury St

Heathfield St

Gordon St

Elizabeth St

Oak St

Langdale St

Beech St

Catherine St

Langdale St

Catherine St

Duke St

S Ln

Newcombe Street

Bottom

How to find us

Meadow Dale Group Practice - Ovenden

Nursery Lane
Ovenden
Halifax HX3 5SX

t: 01422 386 510

f: 01422 383 841

Opening hours:

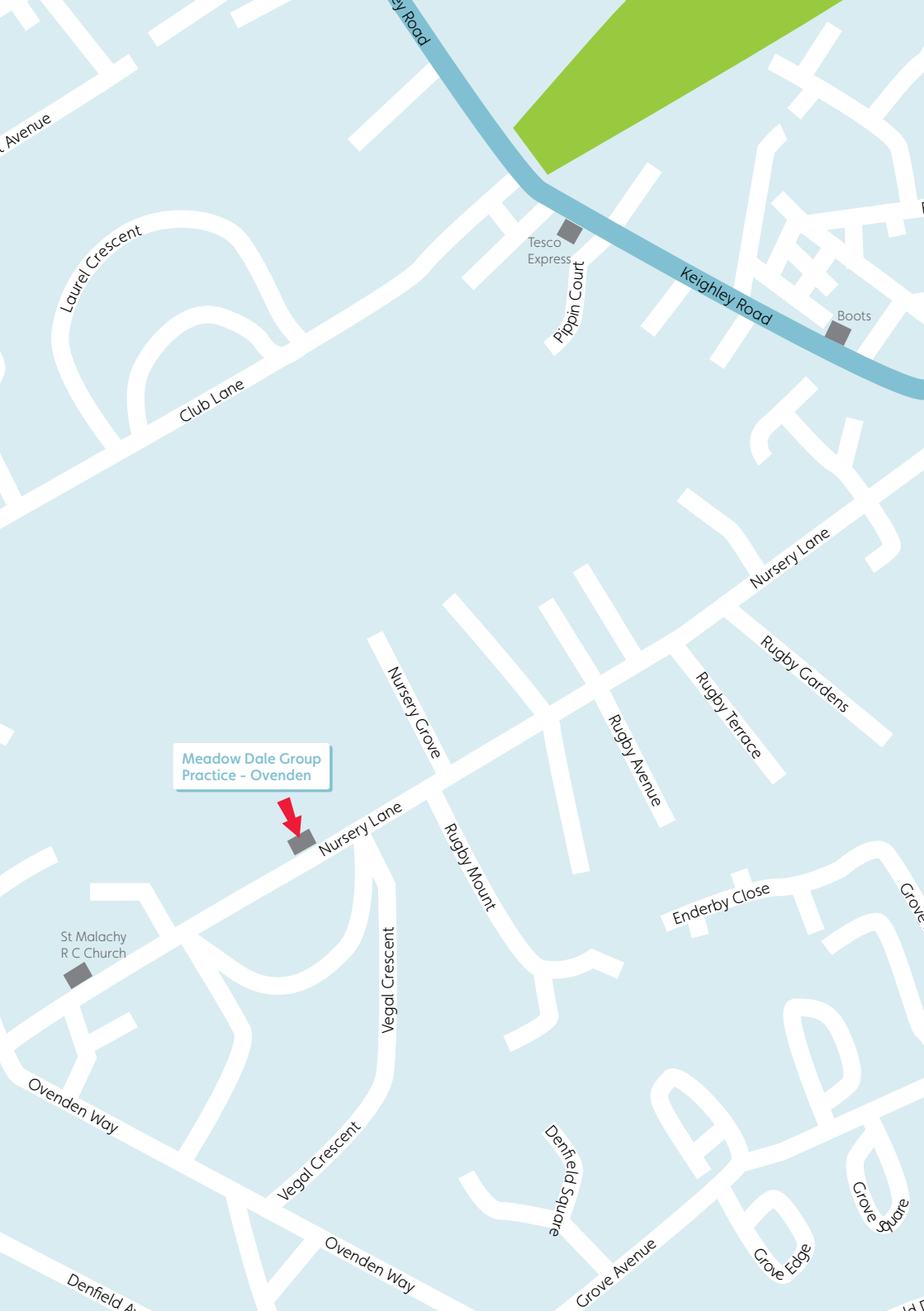
8am to 8pm Monday to Friday and 8am to 1pm on Saturday.

By car

From Halifax town centre, head north on the A629 Ovenden Road for 1.6 miles. At the traffic lights, turn left onto Nursery Lane and continue 0.3 miles. Meadow Dale Group Practice will be on your right towards the top of Nursery Lane.

By train

The nearest train station is Halifax.



Meadow Dale Group Practice - Ovenden



Nursery Lane

St Malachy R C Church

Tesco Express

Pippin Court

Boots

Avenue

Laurel Crescent

Club Lane

ly Road

Keighley Road

Nursery Lane

Rugby Gardens

Rugby Terrace

Rugby Avenue

Nursery Grove

Rugby Mount

Vegal Crescent

Enderby Close

Ovenden Way

Vegal Crescent

Ovenden Way

Denfield Avenue

Grove Avenue

Grove Edge

Grove Square

Denfield Avenue

How to find us

Meadow Dale Group Practice - Sowerby Bridge

Ground floor
Allan House Health Centre
Station Road
Sowerby Bridge HX6 3AD

t: 01422 834 463

f: 01422 833 664

Opening hours:

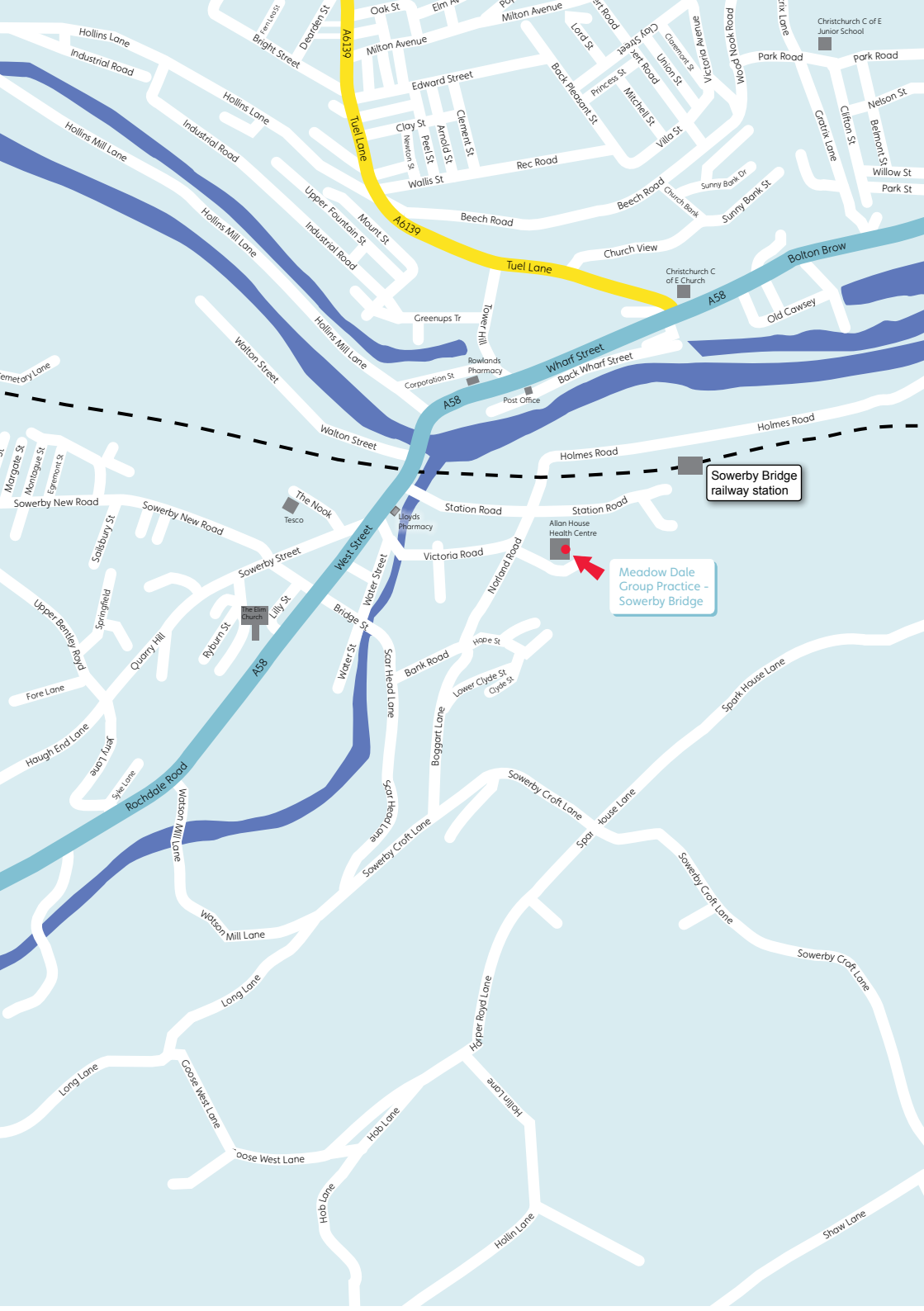
8am to 8pm Monday to Friday and 8am to 1pm on Saturday.

By car

From Halifax town centre head out on the A629 signposted Keighley, at the Orange Street Roundabout take the first exit onto the A58 signposted Rochdale. Continue for one mile and at the traffic lights continue forward onto Rochdale Road A58 signposted Manchester. After a further 0.5 miles turn left onto the A58 signposted Rochdale. At the mini-roundabout continue forward through Sowerby Bridge and immediately after the railway bridge turn left onto Station Road. Allan House Health Centre is approximately 200 yards on the right at the junction between Station Road and Norland Road.

By train

The nearest train station is Sowerby Bridge, this is only a short distance from the practice.



Sowerby Bridge railway station

Meadow Dale Group Practice - Sowerby Bridge



Allan House Health Centre

The Nook

The First Church

Christchurch C of E Junior School

Christchurch C of E Church

Lloyds Pharmacy

Corporation St

Rowlands Pharmacy

Greenups Tr

Tower Hill

Beech Road

Mount St

Upper Fountain St

Wollis St

Peel St

Clay St

Edward Street

Milton Avenue

Oak St

Park Road

park Road

Willow St

Park St

Old Cowsey

Church View

Post Office

Holmes Road

Station Road

Victoria Road

Noranda Road

Wade St

Lower Clyde St

Clyde St

Bank Road

Scar Head Lane

Water St

Bridge St

Water Street

West Street

Sowerby Street

Lilly St

Ryburn St

Springfield

Saisbury St

Upper Bentsley Road

Fare Lane

Haugh End Lane

Watson Mill Lane

Watson Mill Lane

Mill Lane

Long Lane

Long Lane

Goose West Lane

Goose West Lane

Hob Lane

Hob Lane

Hollin Lane

Hollin Lane

Harper Royd Lane

Harper Royd Lane

Sowerby Craft Lane

Sowerby Craft Lane

House Lane

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Get in touch

Virgin Care is proud to provide Meadow Dale Group Practice.

Elland

t: 01422 315 440

Ovenden

t: 01422 386 510

Sowerby Bridge

t: 01422 834 463

