

Contacting us

Cherry Tree Surgery

132 Upper Commercial Street,
Batley, WF17 5DH.Tel: **(01924)**
471115 (2 lines) Opening hours:
Mon,Weds, Fri 8.30am -6pm Tues
8.30am -7.30pm. Thurs 8.30am –
1pm

Also branches at:

York House, 284A Oxford Road,
Gomersal Cleckheaton Tel: **(01274)**
852995

Opening hours: Mon 2pm, Weds
3.00pm, Fri 2pm

Evenings and weekends

For urgent advice and treatment
when our practice is closed,
call 111

Other local NHS services

■ Call NHS on 111 – for free expert
NHS health advice and information
24 hours a day
(calls are free). Or log onto
www.nhsdirect.nhs.uk

■ In addition, the NHS Direct self-help
guide '*Not feeling well?*' is available
at the back of all new Thomson Local
telephone directories, distributed in
England from April 2004.

■ Kirklees NHS Walk-in Centre,
Dewsbury – to see an experienced
nurse for treatment of minor injuries
and illnesses seven days a week,
7am until 10pm. You do not need
an appointment.

■ 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. For details call NHS
on 111.

North Kirklees CCG is responsible
for ensuring you get all the services
you need. For details call 01484
464000

Cherry Tree Surgery

A guide to our services

Telephone: (01924) 471115

**Opening hours: Mon, - Friday 8.00am until 6pm.
Wednesday 8.00am -7.30pm**

This practice is within the North
Kirklees CCG area

Cherry Tree Surgery,
132 Upper Commercial Street,
Batley, WF17 5DH.
Tel: 01924 471115 Fax:01924 473221

Welcome

Cherry Tree Surgery serves the whole of Batley as well as its surrounding villages, and has a branch at Gomersal.

Our team includes two GPs, one Practice nurse, one health care assistant as well as our practice manager and reception staff.

We offer a full general practice service and run specialist clinics for children and pregnant women, diabetes and asthma sufferers and for patients needing minor surgery. . Contact North Kirklees CCG on **(01484464000)** for services we do not provide.

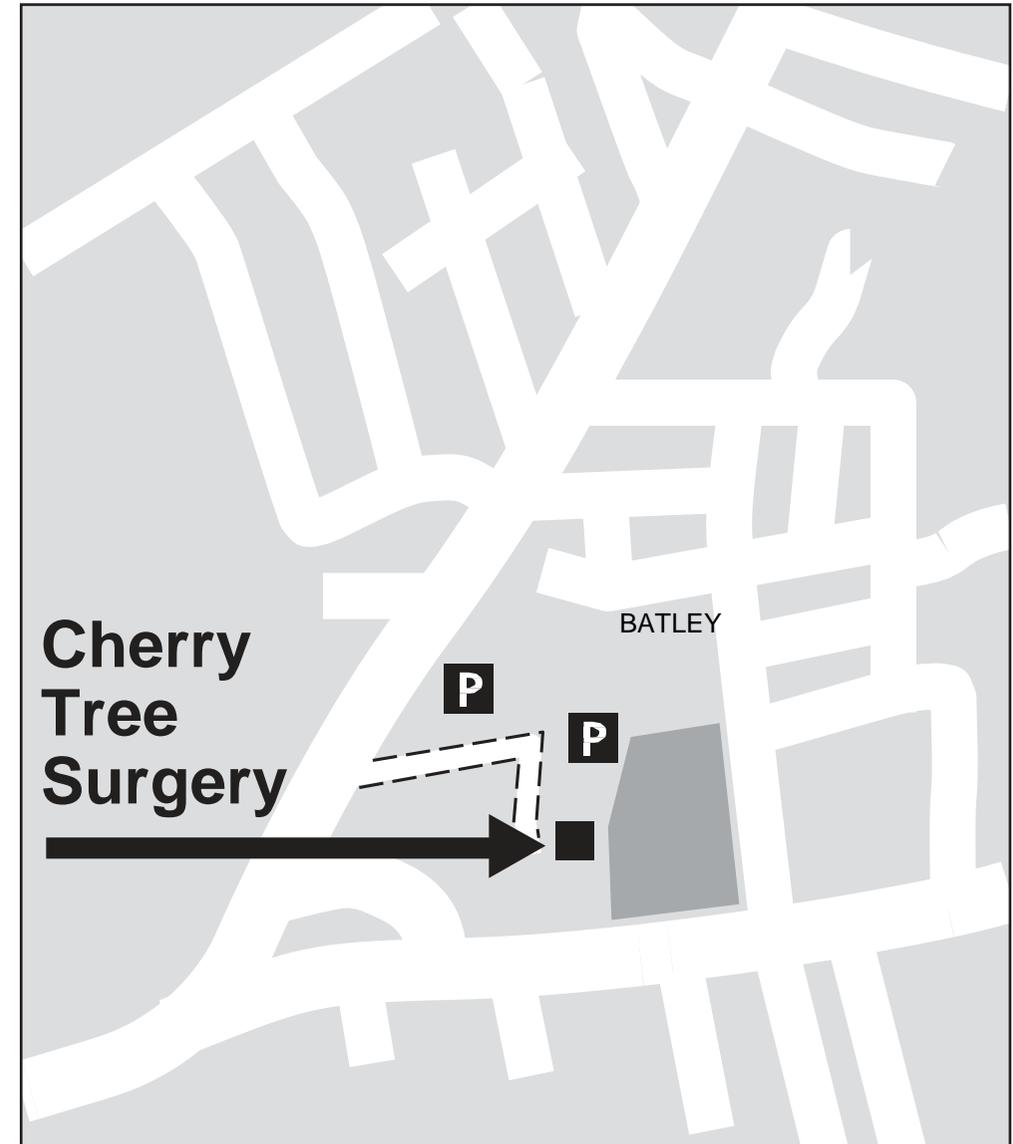
At Cherry Tree Surgery, we aim to treat all our patients promptly, courteously and in complete confidence.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from all our receptions. However, you will be registering with the practice rather than an individual GP.

We are not a training practice & do not have any students in our practice.

Our practice area



Clinics

We run a range of clinics. For an appointment or further details, please call our main Cherry Tree Surgery on **(01924)471115**.

Antenatal

Tuesday 9.30am – 11am

This clinic is run by the midwives. If you become pregnant, you will be given a 'booking appointment' at which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

Child health and immunisation

All new babies are invited for regular check-ups from six weeks old. All immunizations are done at Batley Health Centre, by appointment with the immunization nurse.

Minor surgery

By prior arrangement.

Minor operations can be done in our treatment room. Please discuss this with your doctor who will then arrange for you to be given an appointment.

Diabetes

Led by our nursing team, this clinic offers advice and general health check-ups to patients diagnosed with diabetes.

Asthma

Asthma sufferers can make an appointment for this clinic for advice and support from our nurses who specialise in asthma care.

Stopping smoking

Run by our health care assistant, this clinic gives advice and support to patients trying to give up smoking.

Other health care services

Primary care services not available at our practice are provided by NorthKirklees CCG. Telephone 01924 504900

Prescriptions

Repeat prescriptions

Prescriptions for medication taken regularly can be obtained without seeing the doctor, providing that the doctor has agreed to this. Requests should be posted into the box at reception or you may send it in by post enclosing a SAE. Exceptions will be made for patients who are house bound if they ring the surgery after 10am. Please allow 48 hours (2 working days) from ordering to collection of prescriptions. Your prescription will be available for you to pick up in two working days. You can also register for online access to order your repeat prescriptions. Please ask reception for details. You can also request repeat prescriptions online – please ask at reception for details.

Specialist and hospital care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can then book your appointment electronically while you wait.

If you would prefer to have some time to think before deciding where and when to have treatment, you will be offered the option of calling the practice later and we will be able to book your appointment then.

Appointments

Ring our main switchboard number on **(01924) 471115** to book an appointment at either our main practice or our branch surgery.

■ **Urgent cases** are seen on the day.

■ If your condition is **non-urgent**, you can expect to see a GP within two working days, though you may have to wait longer if you want to see a particular GP. If you don't need an appointment within two working

days, you also have the option to book up to 4 weeks in advance if this is more convenient for you.

■ Nurses based in our practice treat patients for a wide range of common conditions.

■ Tell us if you are in a telephone box. We will ring you back. Say immediately if your call is an emergency.

■ Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.

■ Tell us if you want someone to accompany you during an examination or a private room to

discuss any matters. Remember that the results of tests can only be given to the patient.

■ You can book to have a **telephone consultation** with a doctor. He or she will ring you at an agreed time on the telephone number you have given. If you are

only available on a mobile phone, you will be expected to ring the practice at the agreed time.

How you can help us:

- Be on time for your appointment
- Tell us if you need to cancel
- Call for a home visit or urgent appointment before 10am
- Ring for a repeat prescription after 11am
- Ring for test results after 2pm.

Practice times

	MON	TUES	WEDS	THUR	FRI
Dr Sood Cherry Tree			9-11am 5.00-	9-11am 4pm – 6pm	9-11am 4.00-6pm
Dr. Sood York House	No Surgery	No Surgery	No surgery	3pm – 4pm	
Dr. Lunat Cherry Tree	9-11am 3.30 – 5.30	9-11am 3.30 – 5.30			

Home visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend one of our practices. Please ring before 10am to arrange

a visit and let us know if your condition is urgent.

Evening and weekends Cherry Tree Doctors offers

patients registered with our practice a full GP service when our practice is closed. For urgent advice and treatment, call 111

Other local NHS services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

Remember

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out-of-date medicines back to the pharmacy

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS Direct for details.

Dewsbury NHS Walk-in Centre

You can also see an experienced nurse for treatment of minor injuries and illnesses, seven days a week, 8am until 8pm at School House Surgery, Dewsbury. You do not need an appointment.

NHS Direct

NHS Direct offers free expert health information and advice 24-hours a day on 111 or at their website, www.nhsdirect.nhs.uk which also offers an enquiry service. For deaf people and those heard of hearing, a telephone service is available on 111. If English is not your preferred language, you can choose to use a confidential translation service.

Accident and emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Our team

The partners

Dr. R. K. Sood (male)
MB BS D.O.M.S M.C Opth. (may 1971 India)

He offers offers a full range of general practice care to his patients.

Our other doctors

Dr. I Lunat
He offers a full range of general practice care to patients. Works at Cherry Tree Surgery Mondays/Tuesday every week.

Our nursing team

Our highly qualified nurses deal with a range of conditions and health concerns.

They are experts in many areas of disease management such as diabetes and asthma.

Mrs. E. Lodge

Practice Nurse with an interest in Diabetes Management , Asthma Hypertension and primary prevention etc..

Health care assistants

Miss M. A. Brook

Is an important member of the practice team who work under the supervision of the doctor. She can take blood, check blood pressure, test urine.

Practice manager

Miss M. A. Brook. will be able to help you with any administrative problems you may have with the way our practice is run.

Reception staff

Bev, and Kerrie, are here to help you. They answer the phone, deal with enquiries and take repeat prescriptions. Their job is very demanding so please be patient.

Your local PCT

The area served by Cherry Tree Surgery is in the district covered by Kirklees Primary Care Trust.

Kirklees Primary Care Trust is responsible for ensuring you get all the services you need. For details of all primary care services in the area, look at Your PCT Guide to Primary Care Services at www.kirklees-ccg.nhs.uk or get the information you need at www.nhs.uk

The PCT also produces Your Guide to Local Health Services.

**North Kirklees CCG
Empire House
Wakefield Old Road
Dewsbury**

Tel: 01924 - 504900
www.kirklees-pct.nhs.uk

Other information

Complaints

Cherry Tree Surgery aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know.

Speak to whomever you feel most comfortable – your GP, our practice manager or our reception staff will be happy to help.

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager at Kirklees PCT

(address on the left).

The PCT also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints.

To speak to a PALS officer, ring **(01484) 466172**.

Patients with particular needs

Our main surgery is accessible to patients using a wheelchair. We also have three parking spaces outside each of our practices which are reserved for patients displaying a disabled sticker.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please call our practice manager at our main Cherry Tree Surgery.

Young person Friendly Sexual Health Services

This is a confidential service for young People aged 15 years and above who Require advice regarding sexual health Matters and contraceptive advice.

The clinic is held on a Tuesday Afternoon (subject to staffing) from 3.30pm an appointment is not always Necessary, please ask at reception.

If we are unable to help we will be able To signpost you to the appropriate Service.

