From Netherton to New Street:
Travel down Meltham Road to Lockwood traffic lights.

Turn left at these lights into Swan Lane.

Continue along Swan Lane which then becomes Park Road.

At the next set of lights, go straight on towards Manchester Road – this road is now Park Road West.

At Manchester Road, turn left and travel towards Linthwaite. Turn right into New Street after the BP garage but before the Cowlersley Traffic lights

From New Street to Netherton:
Travel along Manchester Road towards Huddersfield.

Take the right turn off Manchester Road up Park Road West.

Go straight on at the next set of lights along Park Road.

The road becomes Swan Lane. Continue until the next lights and turn right on to Meltham Road.

Continue until you arrive in Netherton. The surgery is on the corner on the left in the centre of the village. Car park at rear.

New Street Surgery
21 New Street
Milnsbridge
Huddersfield
HD3 4LB

Telephone: 01484 651622
Fax: 01484 650014

Netherton Surgery
327 Meltham Road
Netherton
Huddersfield
HD4 7EX

Telephone: 01484 666050
Fax: 01484 666076

E-mail: reception@gp-b85036.nhs.uk
Website: www.newstandnetherton.co.uk
**The Doctors**

**Dr Matthew P Boulton**  M.B. Ch.B. (Leeds 1988) Male and Full-Time Senior Partner
Qualified in Leeds in 1988. He offers the full range of medical services including minor surgery, child health surveillance, depression management and he has a special interest in substance abuse. He was a member of the TV series Jimmy's when he was shadowed by a camera crew for his final year exams.

**Dr Srithan Baddam** M.B.B.S. (India October 2001) MRCGP (Royal College of General Practitioners January 2009) Male and Full-Time Partner. Dr Baddam offers the full range of medical services and has a special interest in Dermatology.

**Dr Fiona McCarthy** M.B. Ch.B (Dundee 1988) Female and Part-Time Salaried GP
Qualified in Dundee in 1988. She offers the full range of medical services including fitting of IUDs and has a special interest in women’s health and teenage health issues.

**Dr Nazif Perwez** M.B.B.S MRGCP (Pakistan 2004) Female and Full-Time Salaried GP
Qualified in Pakistan in 2004. Dr Perwez offers the full range of medical services.

**Virginia Roberts - Nurse Practitioner**
Virginia qualified as a General Nurse in 1996 and worked in A&E for 6 years. She is also Paediatric trained (1999) and has a wealth of experience as a qualified Health Visitor. Her Bachelor of Science degree is in Specialist Community Practice. She has a Master of Science degree as a Nurse Practitioner.

**The Practice also has 2 Practice Nurses and 1 Health Care Assistant. A Podiatrist, Midwife, Health Visitor & District Nursing Teams are also attached to the Practice.**

**Reception Team**

Our 11 receptionists, led by the Practice Manager, are fully trained and at times have a difficult job to do. They are there to help you get the best service from us, to organise the Doctors’ schedules and to help them with administration. At all times they are carrying out the Doctors’ instructions and their advice follows strict guidelines. Please help them to help you, by giving as much information as possible when requesting our services.

The Practice is often involved in the teaching and training of other health care professionals.

**Complaints Procedure**

Our aim is to provide you with the best service possible although there may be times when you feel this has not happened. If you have a concern or complaint about the service you have received from any member of the practice team, you are entitled to an explanation.

We have an informal in-house complaints procedure, which you can access to investigate your complaint for you. We cannot, however, deal with matters of legal liability or compensation. You will be directed to the appropriate authority for this type of complaint i.e. Patient Advice and Liaison Service or Independent Complaint Advocacy Service.

We would hope that most problems could be sorted out as they arise with the person in question, but if you feel that you have a complaint, please let us know as soon as possible, ideally within 3 days of the incident leading to the complaint. You should address your complaint to the Practice Manager either in writing or by making an appointment to see her. The Practice Manager will aim to report back to you with the outcome of the investigation within 2 weeks. This may take longer depending on the nature of the complaint. An alternative way to complain is through NHS England. For further information visit [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org) or call 0300 330 5454.

**Zero Tolerance**

The Practice participates in the NHS ZERO TOLERANCE SCHEME. The scheme aims to protect doctors and their staff and patients who use the surgery from people whose behavior is regarded as unacceptable, abusive, physically or verbally threatening and they may be prosecuted by the West Yorkshire Police under the scheme.

**Confidentiality**

The Practice and all the staff associated with it are bound by a confidentiality policy, which is rigorously adhered to. As all patient records are now held on the computer system, information is always held securely and always protected. Information can only be seen by those authorised to see it, or third parties who have been given consent to view it. Information and data can only be accessed or processed by those with permission granted by our Security Officer. In the event of a query regarding confidentiality or access to information, please ask to speak to the Practice Manager.

The Practice is registered with the Data Protection Agency. We are linked to the NHS SPINE. Under the Freedom of Information Act, we do have more information available for patients. Please ask the Practice Manager if you require access to this.
**Important telephone numbers**

**What to do when the Surgery is closed**

Call the surgery telephone number and your call will be diverted to the appropriate Out of Hours Care service 111.

New Street Surgery: 01484 651622  
Netherton Surgery: 01484 666050

NHS Urgent Care: 111

**Local Walk in Centres:**

The Kirklees Walk-in Centre is located within the Accident and Emergency Department at Dewsbury and District Hospital, and offers a nurse led service for minor illnesses and injuries - Monday to Friday 9 am to 7 pm. It does not replace local GP or hospital services but complements them.

**North Kirklees Walk-in Centre**  
Dewsbury and District Hospital  
Halifax Road  
Dewsbury  
WF13 4HS  
Tel: 01924 542695

**Regular Opening Hours**

New Street Surgery 8:30am-6pm Monday-Friday  
8:30am-5pm Wednesday

Netherton Surgery 8:30am-6pm Monday-Thursday  
8:30am-5pm Friday

Netherton Surgery closes for lunch daily from 12:45pm-1:45pm

Saturday morning surgeries are available at New Street Surgery from 8.00 am – usually one Saturday per month, subject to staffing.

**Both surgeries have disabled access**

**How to join the Practice**

To register at either Practice, you must attend in person and bring proof of ID and address. Parents may register children under 16. You are required to attend a new patient health check as part of the registration process and failure to attend will cancel the pre-registration with the practice.

**Services we offer**

- Health Promotion
- Family Planning / Teen screen clinics
- Maternity Services
- Well woman and cervical smears
- Child Health Surveillance
- Immunisation for children
- Immunisation for travelers
- Influenza Vaccination (October onwards)
- Minor Surgery / Cryotherapy clinics
- Private Medical Examinations (Insurance, H.G.V. etc.) *Fees applicable
- Diabetes Clinic
- Asthma Clinic
- Chest Clinic
- Heart Disease Clinic
- Acupuncture sessions with Virginia Roberts

**Greater Huddersfield Commissioning Group Contact Details**

Broad Lea House  
Bradley Business Park  
Dyson Wood Way  
Bradley  
Huddersfield  
HD2 1GZ

Tel: 01484 464000  
www.greaterhuddersfieldccg.nhs.uk
Making an Appointment

We currently offer a number of ways to see a Doctor.

Advanced Booking

Most of our appointments may be booked in advance. We must point out that demand for appointments is very high and these pre-bookable appointments often go quickly. For these appointments you can choose which clinician you would like to see. Please cancel any appointments not required at least 30 minutes before. We are continuously monitoring missed appointments.

Emergency Drop in Clinic

There will be an Emergency drop in clinic at Milnsbridge on a Monday morning between 8.30 and 10.30. These will be held on a Tuesday if there is a bank holiday. These appointments are 5 minutes long for an acute problem, these can be booked on the day over the phone or at reception.

Emergency Book on the Day

We also operate an ‘Emergency Book on the Day’ appointment system. This involves patients ringing for an appointment on the day they wish to be seen. We advise that you ring as soon as possible after 8.30 in the morning as we have limited appointments available.

Telephone Consultations

It may be that you only wish to discuss something with the Doctor and this may be dealt with in a telephone consultation. Please make this clear when you ring the surgery so that the Doctor can call you back. Please be ready to give the receptionist a little information for the Doctor and to have an up-to-date telephone number for him/her to phone you back on.

A Saturday morning clinic is available each month at New Street Surgery. These appointments are all pre-bookable.

Home Visit Requests

If you require a home visit please telephone the surgery, if possible before 10:30am. Please remember that home visits take about four times as long as a normal appointment and it is much better for all our patients if everyone who is able comes to the surgery. In an emergency telephone the surgery. If the condition is very serious dial 999.

You are now able to manage your appointments and prescriptions online

All you need to do is speak to the practice staff to get your user name and password. Then you can start using the SystmOnline service. Please fetch photo ID at the time of requesting these.

Prescriptions and Drug Names

All medicines have more than one name; the name of the active drug (the generic name) and a name given to it by the company that makes the particular brand (the trade name). In terms of medical effectiveness there is no difference between drugs with different trade names. At the surgery we usually issue prescriptions using the generic name. That way if a pharmacy has trouble getting hold of a particular brand (say because the company stops making it) they can supply a different manufacturer’s version of the same drug.

If you have doubts whether you have been given the right medication, then please ask your pharmacist or GP to confirm it is correct.

Repeat Prescriptions

Please give us 48 hours notice to prepare repeat prescriptions. Your request should be put in writing if possible and handed in or posted to us at the surgery. If you would like the prescription sent to you by post, please provide a stamped addressed envelope. If necessary telephone after 2pm with your request, but please have all the details of your medicines available when you ring. Your Doctor may ask to see you from time to time to assess your health and review your medication and alter this if necessary.

Please note, under 16 year olds are NOT allowed to collect prescriptions.

Samples

Samples are taken from the surgery to the hospital at 1pm. Most blood samples do not keep overnight and so you will be asked to make a morning appointment with the practice nurse for them to be taken.

Some blood tests e.g. cholesterol and sugar, need to be taken when you have starved for a period of 12 hours. It is usually best to have nothing to eat or drink from 9pm the night before the blood test, and to have an appointment with the nurse as early in the morning as possible.

Test Results

All test results are seen by the Doctors when they return from the hospital. For very urgent abnormalities you will be contacted. For your own peace of mind it is best to contact the surgery to receive your test results. If you have not been told a time to return to see the Doctor for the results please telephone after 11am. Please note it can take 5 to 7 days for results to come back from the hospital.