

## Welcome to Ossett Surgery



### Opening times:

<b>Monday</b>	08:00 - 18:30
<b>Tuesday</b>	07:00 - 18:30
<b>Wednesday</b>	07:00 - 18:30
<b>Thursday</b>	07:00 - 18:30
<b>Friday</b>	08:00 - 18:30

Target Training: the surgery closes at 12.00 pm one Wednesday a month for training (please see surgery website for dates)



### Out of hours:

If you ring the surgery number when we are closed you will be either diverted to GP Care Wakefield or to 111, the Urgent Care Team



**Our telephone number:**

**01924 232400**

**Please note the options on our automated telephone message:**

**Option 1 Emergencies**

**Option 2 Appointments & Home visits - please call us before 10 am for a home visit**

**Option 3 Enquiries**

**Option 4 Test results - between 10 am and 6 pm**

**Option 5 Prescription enquiries - between 9 am and 12 noon**

*(we do not accept requests for repeat medication over the telephone)*

**Option 6 – Appointment Cancellations**



## **How to book appointments**

- ◆ We offer **same day face-to-face and telephone appointments for GPs, advanced practitioners and the nurse-led acute Illness clinic:** appointments are released on the day from 8 am for morning appointments and 12 noon for the afternoon clinics.
- ◆ Appointments with nurses, healthcare assistants and the pharmacist can be booked up to 6 weeks in advance.
- ◆ You can book your appointment via telephone, online or at reception. Our telephone lines can be very busy at times but we will answer your call as quickly as possible.

*Please note all our telephone calls are recorded for training and monitoring purposes.*

## **Extended hours service - GP Care Wakefield**

GP Care Wakefield is an extended hours service based at **Trinity Medical Centre and Pontefract General Infirmary**. It is owned by all Wakefield GP Practices to cover the entire population of the Wakefield District.

**It operates from 6pm-10pm Monday to Friday, and 9am-3pm Saturdays, Sundays and Bank Holidays.** For booking just phone the normal surgery telephone and the call will be automatically diverted to a triage centre.

*The service is not available for routine matters or repeat prescriptions or conditions that will require an onward referral*

GP Care Wakefield also offers **routine nurse and HCA appointments**. These appointments are booked through the surgery and are available after 6pm Monday to Friday and 9am-3pm on a weekend.

Patients can be seen for annual reviews of heart disease, diabetes, COPD, asthma & stroke but only if you are well controlled and your condition is stable.



Other routine nurse care includes: blood tests, routine ECGs (not chest pain), spirometry, contraceptive pill reviews, repeat depo injections, B12 injections, removal of sutures/clips.

*Please note that you need to ensure you have consented to information sharing to book this appointment.*



## GP home visits

House visits are for patients who are too ill or infirm to travel to the surgery. It is always better to attend the surgery where possible so that a more thorough examination can be undertaken if required and tests done where appropriate.

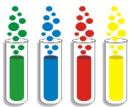
*Please telephone the surgery **before 10 am** to request a visit.*



## Appointment reminder text service

We can send an appointment reminder by text to your mobile phone one day before your appointment. Please ensure that we have the correct number on record and inform us if you change your number.

*This service has been very successful in reducing the number of missed appointments and so increasing appointment availability for patients.*



## Test results

Please call our telephone numbers (**option 4**) between 10 am and 6pm to enquire about your test results.

Due to data protection regulations we are only able to release test results to the person to whom they relate unless we have written permission from the patient allowing us to provide this information.

*It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so.*



## Prescriptions

### How to request a repeat prescription:

- subscribe to our online services and submit your request online
- or bring a tear-off slip to the surgery and mark required items

*If you need medication that is **not listed on the repeat**, please speak to a member of staff - for some medication you might need a telephone consultation with a clinician.*

It can take up to 2 working days for us to process prescriptions, and in some cases it may take longer.

### How you can help us process your request faster:

- ◆ request the medication online
- ◆ nominate a pharmacy so that we can send prescriptions directly (electronically) to the pharmacy of your choice

### ***Save your time - subscribe to our online services!***

We can offer your medication review as a telephone consultation or face-to-face appointment with our pharmacist - you can book your appointment in advance.

*If you run out of your regular medication when the surgery is closed or you are away (within the UK territory), please ring 111 to request your medication to be send to a nearby pharmacy.*



## Online services

- Order repeat medication
- Booking and cancelling appointments
- Updating your details
- Completing forms online
- Accessing your medical records



## Patient Participation Group

The Practice is committed to improving the services we provide to our patients. To do this, it is vital that we hear from people about their experiences, views, and ideas for making services better. By expressing your interest, you will be helping us to plan ways of involving patients that suit you. It will also mean we can keep you informed of opportunities to give your views and keep you up to date with developments within the Practice.

## Practice Health Champions



Meet our friendly group of volunteers - patients of our surgery, who run coffee mornings, support groups, craft/walking/singing/exercise groups - for full information and oncoming events dates please see the green information board in our waiting room.



## Nearest walk-in centres



King Street Health Centre, Coronation House, 47 King Street,  
Wakefield WF1 2SN

Dewsbury and District Hospital (situated next to A&E  
department)

*NHS walk-in centres are open from 10am – 10pm 365 days per year*

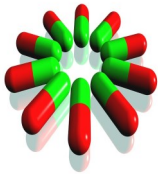
## Nearest A&E departments



Pinderfields General Hospital - Aberford Road Wakefield  
WF1 4DG

Dewsbury and District Hospital - Halifax Road, Dewsbury  
WF13 4HS

## Local pharmacies



As Carlton - 10 Station Road, Ossett WF5 8AD

tel. 01924 275595


Giles and Ward Pharmacy - 21 Church Street Ossett

tel. 01924 264800

Ossett Pharmacy - Kingsway, Ossett WF5 8DF tel. 01924 910810

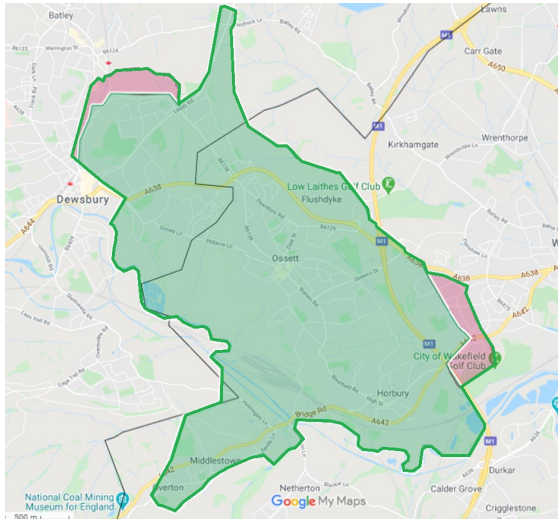
Well Pharmacy - Co-op Foodstore Dale Street, Ossett WF5 9HQ

tel.01924 273178



## How to find us and our boundaries

(red outlined area is new area covered since our merger)



### Kingsway, Ossett Health Village, Ossett WF5 8DF



Free car park for visitors

Wheelchair Accessible

Dementia Friendly



For more information and access to our online services

please visit our website:

**[www.ossettsurgery.nhs.uk](http://www.ossettsurgery.nhs.uk)**

Telephone: 01924 232400

Out of hours: **111**

Email: [wycb-wak.ossettsurgery@nhs.net](mailto:wycb-wak.ossettsurgery@nhs.net)