

# **Moor Park Medical Practice**

*The Bluebell Building, Barkerend Health Centre, Barkerend Road  
Bradford, BD3 8QH*

# **A Guide To our Services**

**Telephone: 01274 778400 (local rate)**

**Fax: 01274 032002**

**Website: <http://www.Moorparkmedicalpractice.nhs.uk>**

**Details can also be found on NHS Choices Website**

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**For free expert advice 24 hours a day contact NHS on**

**Telephone Number : 111 (free telephone number even from mobiles)**

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## Welcome to our Surgery

Dr I Malik is the Practitioner and the named accountable GP for all our patients. The surgery serves patients in the BD1, BD2, BD3, BD4 area.

The Practice aims to treat all our patients promptly, courteously and in complete confidence. We welcome any comments, compliments and complaints as we encourage Patient Engagement at the surgery to help improve on our service.

Our Practice comprises of Dr Malik plus 2 locum GP's Dr Razi (male) and Dr Ali (female) 1 Trainee Advanced Nurse Practitioner Nazia Hussain, 1 Practice Nurses Nazia Hussain, 2 Health Care Assistants Shabina Kauser and Fehnhaz Akhtar . All these people are supported a team of fully trained Receptionists and Administration staff who are always happy to help.

Many of our Receptionists and Administrators have special qualifications in General Practice work and all are bound by the same rules of confidentiality as the Doctors and Nurses. They may need to ask you further details when you telephone; this is to ensure that we assist you as speedily as possible. Their job is very demanding so please be patient.



## Self care

**All practices ask their patients to 'self care' especially in cases of minor illnesses. If you feel unwell, please seek advice from your local Pharmacist. They also have a private consultation room for matters more personal.**

**Items such as bonjela, sudocrem, E45 cream, calamine lotion, calpol and gaviscon can be bought over the counter and do not need a prescription from the Doctor or Nurse Practitioner.**

## Finally.....

**We aim to treat all of 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 our patients. If a patient is violent or abusive, we will exercise our right to take action and have them removed, immediately if necessary, from our list of patients.**

## Patient Participation Group

Here at the Surgery we hold regular Patient Participation Group meetings to discuss the general running of the Practice. Patient ideas and suggestions are always welcome. If you would like to participate and join the group please telephone the surgery or ask at Reception for more details. The Practice Encourages Patient Engagement and hopes to build a large Patient Participation Group at the surgery in the future.

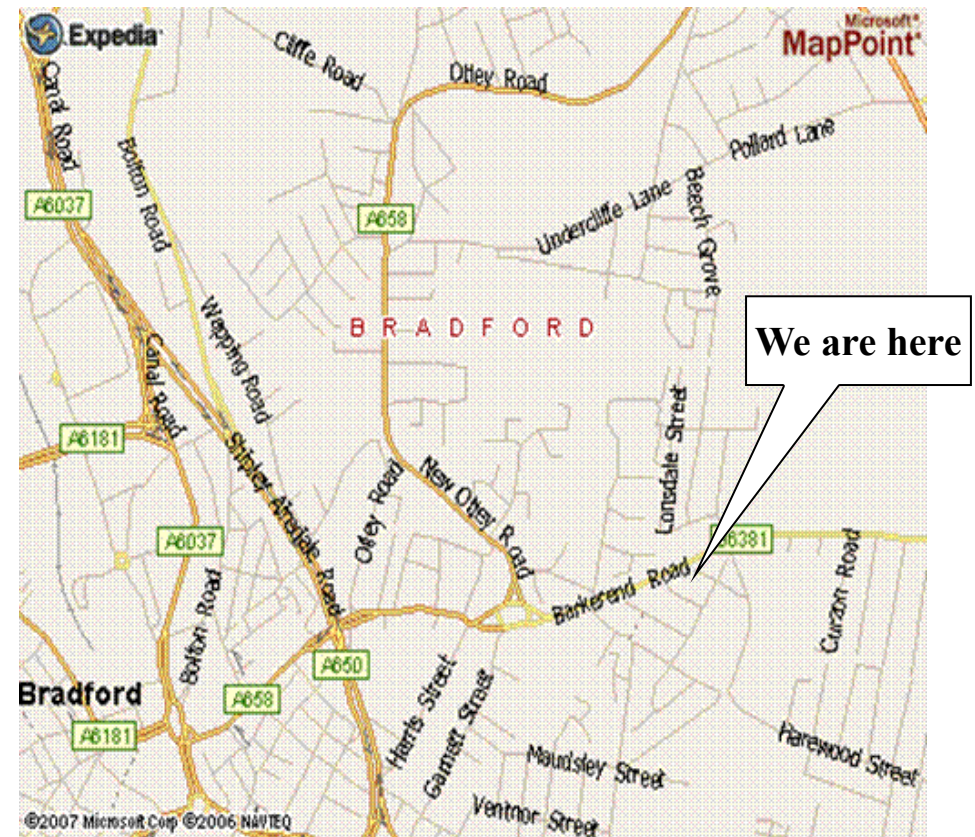
Patient Engagement Lead– Razia Ali Bibi

New role in surgery Patient engagement lead, Finding and connecting/ working as part of a team with other organisations may be of help to patients social, physical and mental health support. This has been shown to bring the community together we have so far had a Health visitors



## Where are we?

BD3



**Contacting us**  
**Moor Park Medical Practice**  
**Bluebell Building**  
**Barkerend Health Centre**  
**Barkerend Road**  
**Bradford BD3 8QH**

**Telephone: 01274 778400**

**Fax: 01274 032002**

#### **Opening Hours**

**Monday 8.00am - 6.30pm**

**Tuesday 8.00am - 6.30pm**

**Wednesday 8.00am - 6.30pm**

**Thursday 8.00am - 1.00pm**

**Friday 8.00am - 6.30pm**

**If you need a Doctor Urgently on a Thursday afternoon please telephone the normal number 01274 778400 and you will be directed accordingly. Prescriptions can be collected from Dr Akbar's Surgery on this afternoon.**

### **Evenings and Weekends**

**Out of Hours Service – Please ring NHS 111 the service is free from landlines and mobiles**

For urgent advice and treatment when our practice is closed during evenings, weekends and on staff Training Days, dial the above number and follow the instructions

NHS Bradford and Airedale are responsible for the Out of Hours Service

**In return and to enable us to provide the best possible service, we ask you to:**

- Tell us if you are worried or unsure of any aspect of your condition or treatment;
- Arrive in good time for an appointment and if you have to cancel an appointment, please do so well in advance;
- Endeavour to contact us prior to 10.00am if seeking a home visit or, if at night only when you are too ill to attend the Surgery the following day;
- Request your repeat prescriptions well in advance;
- Treat the Practice team with courtesy and respect at all times;
- Follow all advice and complete any course of medication your Doctor offers you;
- Advise us promptly of any changes to your name and address.

#### **Points to remember**

A GP has a right to remove patients from his/her list and may do so if:

- a patient moves outside the Practice area;
- if a patient repeatedly fails to attend booked appointments without telephoning to cancel;
- The GP considers that there has been an irreversible breakdown in relationship with the patient. We only remove patients from our list in extreme cases.

## The Practice Charter

Our Practice aims to provide you with the best possible treatment and advice at all times and to help you to keep healthy. We are committed to ensuring high standards of care for you and your family and we seek your support in working together.

### Our commitment to our patients is to:

- Treat you as an individual, with courtesy and respect at all times;
- Offer the most appropriate care, given by suitably qualified people who will explain your condition and treatment to you in a simple and understandable way;
- Ensure the premises are clean, comfortable and accessible and the appointment times are flexible to meet your needs;
- Offer you a consultation for a non-urgent appointment within a reasonable timescale depending on clinical priority;
- For urgent cases, offer you an appointment on the same day though this may not be with the doctor of your choice;
- Provide home visits, to the genuinely housebound or seriously ill, although the visiting doctor may not be the doctor of your choice. Prior to making a home visit, we may wish to seek from you brief clinical details of your condition, this will enable the doctor to assess your need;
- Endeavour to provide repeat prescriptions within two working days, subject to clinical need;
- Inform you when you arrive at the Surgery of any expected delays beyond your appointment time;
- Give you access to your health records, in accordance with current legislation and treat all information / personal details in the strictest confidence.

## Practice Times

	Monday	Tuesday	Wednesday	Thursday	Friday
Same Day Access	Am/pm	Am/pm	Am/pm	Am/pm	Am/pm
Tele Consultation	Am/pm	Am/pm	Am/pm	Dr Akbar cover	Am/pm

**Same Day Access Appointments for GP and Advanced Practitioner are available.**

**The Surgery Reception and telephone lines are available for  
Same Day Access appointments from 8.00am**

Please note: Surgeries are subject to alteration and may be changed, often to suit Patient demands

**If you have any enquiries regarding  
prescriptions or test results for example  
then you should call the surgery after  
10:00am for these**

## **An Introduction to our Staff**

### **Dr I Malik (Male) MBChB 1995 MRCGP 2000**

Dr Malik has worked in Bradford for a number of years. He offers a full range of general practice care to his patients. He also speaks Urdu, Punjabi and Arabic. He has a specialist interest in Diabetes and Minor Surgery.

### **Locum GP– Dr S Razi (Male) BS, MB works Mondays and Wednesday**

**Locum GP—Dr Ali (Female) works Thursday mornings**

**Pharmacy Practitioner—Zulf Jaffrey work Friday mornings**

### **Pharmacist—Edward Melbourne**

Edward Melbourne is a pharmacist who works closely with Dr Malik reviewing patient medication

### **Trainee Advanced Nurse Practitioner-Nazia Hussain**

Nazia is mentored by Dr Malik in this role

### **Nurse Nazia Hussain**

Joined the Practice Nurse in April 2011. She carries out the baby clinic Monday afternoon. Nazia can also administer vaccines, travel vaccines and carry out smears and swabs, phlebotomy, Asthma, COPD clinics.

### **Health Care Assistant**

We have 2 HCA, 's Shabina Kauser and Fenhaz Akhtar who are also our Phlebotomists. Our HCA's are important members of the Practice Team who work under the supervision of the Practice

## **Equality and Diversity Policy**

We are committed to ensuring and promoting fairness, equal rights and diversity.

### **We aim to create a service that within our Practice:**

- Acknowledges, promotes and celebrates the diversity that exists in our Practice and wider Society today
- Attracts and employs people who reflect the diverse communities we serve
- Strives to ensure that all children and their families have equal opportunities, equal access and are treated with equal concern

Challenges positively all discrimination in terms of: culture, race, colour, religion, language, gender, health, ability, disability, age, sexual orientation, socio-economic background, family structure and any other factor which cannot be justified

### **This means that we are committed to:**

- Raising awareness of fairness, equality and inclusion at all levels and promoting high quality practice in all areas
- Continually reviewing and developing our recruitment procedures to enable us to develop a diverse workforce
- Ensuring that our employees, service users, patients, partners and colleagues, including children and families, are treated with equal concern and feel valued, respected and empowered
- Ensuring that all areas of our activity are free from all forms of discrimination, prejudice and stereotyping
- Promoting the value of a diverse society

Meeting obligations of the various acts of Parliament relating to equality and inclusion

### **We will implement this policy through and Equality Strategy which will define:**

- Identified gaps
- Clear accountability and responsibility for implementation
- Monitoring processes to ensure these have been achieved

This Equal Strategy will be reviewed annually.

## **Confidentiality and Access to Patient Information**

Any information that the doctor holds about you is strictly confidential.

Your doctor will not divulge **any** information about you to **anyone**, including your employer, insurance company or relative, without your written permission. **No one** from out-side the practice is able to access written or electronic patient records.

If you are referred to another doctor or health professional at the hospital or within the practice then necessary information will go with the referral and it is assumed that you agree with this if you have agreed to the referral. If you don't, you must say so to your doctor. **All** health professionals and staff within the practice are bound by the rule of confidentiality.

If you move to another practice your written and electronic records are transferred automatically to your new practice after you have registered with it.

There may be certain unusual circumstances where the doctor can be obliged to break the confidentiality rule, for instance if the patient is mentally incapacitated, or if it is in the interest of public safety, or if he or she is required by a court of law to do so.

You are entitled to know what information is held about you and if you wish to know you should simply ask your doctor or make an arrangement with the Practice Manager.

*Please note: All access to records will be supervised. A fee is payable.*

### **GENERAL DATA PROTECTION REGULATION**

**From May 2018 GDPR was introduced at the Practice.**

### **This is a National Government Rule**

**Please note in order to make appointments, order prescriptions or discuss any other things relating to a patient record, staff has to be speaking to the PATIENT. If a patient is unable to contact the Practice for medical reasons then the Practice has to have written permission on the patient record from the patient authorising the practice to speak to a specific person.**

**All Staff are unable to discuss anything with any other member of the family or friends.**

**We are sorry for any inconvenience this may cause.**

Details of the new GDPR Government guidelines can be found on the Government Website  
[www.gov.uk](http://www.gov.uk)

## **Practice Manager**

**Ann-Marie Rose** - Ann- Marie Rose joined the Practice in January 2013. She is responsible for the smooth running of the Practice and is happy to hear your comments – both good and bad.

## **Receptionist/Administration Team**

Our team of friendly and helpful Receptionists are: Iswana Malik Shabina Kausar, Sarina Virdee, Razia A Bibi, Rizwana Kausar and Khalda Ayub and Shameem Ali .

All our staff are multi skilled and take on other responsibilities within the Practice.

## **Named GP**

All patients under the care of the Practice have a named accountable GP this will be Dr I Malik for all our patients

## Other local NHS Services

### Appointments

To book an appointment with any of our medical professionals you should telephone our main switchboard on telephone no: **01274 778400**

If you are in a telephone box please tell us as soon as the call is answered, also state the urgency of the call as soon as possible.

#### Appointments

Are available to book on the day and can also be booked in advance. And Online. The telephone lines are open at 8am and we ask that patients telephone as early as possible to book on the day appointments..

The Practice now offers evening and weekend appointments as part of the Extended Access Service. These appointments will be offered to patients on the day and can also be pre booked, they are at other sites around Bradford.

#### Emergency Appointments

Patients who have an emergency need to telephone the surgery as soon as possible and the Doctor will assess the matter. If the Doctor asks patients to come to the surgery re an emergency please be aware that you may have to sit and wait to be seen.

**Chaperone Service.** If you would like a Chaperone present during an examination please let us know when making your appointment.

**Telephone Consultations** can be arranged please speak to the Receptionists

**Please ensure all appointments that you are unable to attend are cancelled prior to the appointment time. failure to do so 3 times may result in a dismissal from the Practice list.**

### Online Services

You can now register for Online Services which includes booking and cancelling appointments, ordering prescriptions, test results and brief summaries. Please ask at reception for your password

#### ORDERING PRESCRIPTIONS

Prescriptions to be ordered at the surgery or by using the online services. Pharmacies are no longer allowed to order patient prescriptions

**Local Pharmacist** Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. They can also offer a medication review. Please arrange an appointment with your Pharmacist for this service. Many pharmacies operate extended hours on a rota basis. Phone NHS Direct, telephone 111 for details.

**NHS Direct** NHS Direct offers free expert health advice and information 24 hours a day on 111 or at their website [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) which also offers an enquiry service. For deaf people and those hard of hearing, a telephone service is available on 0845 4647. If English is not your preferred language you can choose to use a confidential translation service. **NHS Self Help** Can be found at the back of all Thomson Local entitled 'Not feeling well?'

**Accident&Emergency/999** This service is for medical emergencies only and shouldn't be used for general medical problems In the event of a life threatening medical emergency please telephone 999 or go straight to A & E

**NHS Walk-in Centres** There is a Walk-in Centre facility at Hillside Bridge Health Care Centre where you can see an experienced nurse for treatment of minor injuries and ailments. You do not need an appointment. .



**NHS Direct 111**

**Emergency Services 999**

Moor Park Medical Practice 01274 778400/228023



## Other Information

**Complaints, Compliments and Comments** Moor Park Medical Practice aims to offer a high quality, friendly and professional service to all our patients. The Practice has a Complaints leaflet and policy in place please ask for details at reception

We are very interested in hearing how our systems/procedures could be improved and if you are particularly unhappy with a certain aspect of our service, please let us know. You may speak to whom ever you feel most comfortable – your GP, the Practice Manager or our Patient Engagement Lead, Razia A Bibi, who will be happy to listen to your suggestions or criticisms, and initiate any appropriate action. We also have a ‘Suggestion Box’ in the main reception where any complaints, compliments and comments etc may be posted confidentially, should you so wish.

**Disabled Facilities** Our surgery is easily accessible to patients using a wheelchair. We also have allocated car parking for registered disabled patients, providing they have their permit on display.

**Home Visits** Our doctors typically see 4 patients in the time it takes to do a Home Visit and for this reason, we ask our patients to come to the Practice if at all possible. However, if your condition means you cannot attend the Practice a Home Visit will be arranged. **Please ring us before 10.00am and let us know if your condition is urgent.**

**Appointments** Consultations are by appointment only. To make one, telephone the appointment line or call in to the surgery. If patients book appointments on the day they will be seen by any of the clinicians. Reception staff will not be able to specify who patients are booked in with. Urgent appointments are always available the same day, but not always with the doctor of your choice. If it is a medical emergency then the reception staff will ask you for details so they can inform the GP it is an emergency.

***Please keep your appointment or cancel it in good time*** as this allows efficient use of our services ensuring we are available for others to be seen

### Carers

If you are a Carer please inform us, Support Organisations are available. Please ask at Reception for details.

## Prescriptions and Test Results

The Practice asks that you give **48 hours** notice for repeat prescriptions to be processed.

We do not take telephone calls for Prescription Requests

Repeat prescriptions may be ordered by completing the counter foil, printed opposite your previous prescription, it can then be placed in the box at reception marked

Prescriptions. alternatively, a prescription request form which are on reception can be completed and placed in the prescription box..

If you are unable to call into the surgery to order your prescription or receive your test results, please sign up for Online Services where you can access all this information.

Please remember that results of tests carried out can only be given to the patient. And will be given out over the telephone after 10.00am

## Electronic Prescription Service

The surgery now offers an Electronic prescription service with pharmacies please ask at reception or your local pharmacy for more information on how to sign up. Prescription requests take 48 hours

## Specialist and Hospital Care

If a GP or another member of our Healthcare team believes you need hospital treatment or specialist care elsewhere, they will advise you at the time of your consultation. The GP will offer a choice of Consultant and hospital. A referral will then be made to the hospital as soon as is deemed necessary.

All appointments and consultations in Specialist care will be copied in writing to the practice and your progress will be monitored and recorded in your notes.

## Clinics

We run a range of clinics details below. For an appointment or further details, please call our Reception on 01274 778400

**Antenatal** This clinic is run by midwives. If you become pregnant, you will be given a ‘booking appointment’ at which time the midwife will ask you some questions and carry out a general health check. You will continue to be seen regularly throughout your pregnancy at the Hospital, at the Practice or both.

**Child Health and Immunisation** All babies from 8 weeks old are invited for regular check ups with one of our GP’s and Health Visitors and immunisations from our Practice Nurse.

**Travel Immunisations** For patients travelling abroad, our Nursing Team offers advice and travel vaccinations if necessary

**Diabetes** Led by our Nursing team, this clinic offers advice and general health check ups to patients diagnosed with Diabetes

**Asthma / COPD** Asthma sufferers can book an appointment for this clinic which is run by our nurses who specialise in Asthma care.

**Weight Advice** If you would like help and advice in losing weight, please contact Reception for an appointment

**Coronary Heart Disease** Clinics are run within the Surgery

*The times of our clinics are altered to accommodate the needs of our patients and are often changed for suitability, therefore, the times and days have not been printed. When telephoning for an appointment, a member of our reception staff will advise when specialist clinics are held.*

*Extended Hours Clinics are now also available to book with a Nurse or HCA for Asthma, COPD, Cervical Smears and Blood tests. These appointments can be pre booked at a clinic and time of your choice around the Bradford area.*

## Minor Ailment

As well as our practice, there are many other local NHS Services you can contact for health advice, information or treatment.

### New Minor Ailments Scheme Pharmacy First

If you don’t usually pay for your prescriptions you do not need to see the doctor just to get a prescription.

A community pharmacist can assess you & provide you with the right medication. For the following ailments:

Athletes Foot	Cold	Threadworms	Teething	Earache
Blocked nose	Cough	Sore throat	Thrush	Headache

Please ask at reception for more information:

Remember before you contact one of these services please remember that minor ailments such as coughs, colds and indigestion can be treated at home. By keeping a well stocked medicine cabinet it will not only help the practice to run more efficiently, it will also en-sure that all patients in need of attention from a GP are able to make a same day appointment . We suggest you keep the following items at home:

- Paracetamol and Aspirin (children under 16 and people with asthma should not take aspirin)
- Mild Laxatives
- Anti-diarrhoeal medicines
- Dehydration mixture
- Indigestion remedy (for example antacids)
- Travel sickness tablets
- Sunburn Treatment (for example Calamine lotion)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

REMEMBER!!! *Take all unwanted and out of date medicines back to the pharmacy*

Keep the medicine chest in a secure, locked place out of the reach of children

Always read the instructions and use the suggested dose

Watch expiry dates – don’t keep or use medicines past their sell by date