

Valley View Surgery Information Leaflet

**DR S RAFAQUAT
& DR F ABBAS
VALLEY VIEW SURGERY
UNDERCLIFFE HEALTH CARE
CENTRE
17 LOWTHER STREET
BRADFORD
BD2 4RA**

Telephone: 01274 299143

OPENING HOURS Monday -Friday 8.30am to 6PM

DOCTORS

Dr. Sania Rafaquat (female) MBBS, DRCOG

Dr. Fouzia Abbas (female) MBBS, MRCP, MPhil

PHYSICIAN ASSOCIATE

Imran Abbas

PHARMACISTS/PRESCRIBERS

Raman Sharma ACP

Saqib Fiaz IP

PRACTICE NURSE:

Dawn McGregor

HEALTH CARE ASSISTANTS:

Nazia Ali

Rukhsana Khan

SOCIAL PRESCRIBERS

Imran Hussain

Poonam Joshi

ADMINISTRATION/CLERICAL STAFF

Uzma Ahmed (Practice Manager)

Naeem Iqbal (As Practice Manager)

Sara Long (Medical Secretary)

Farhana Younis (Receptionist/Patient Engagement Lead)

Fakhra Nisar (Receptionist)

Rosalin Fontaine (Receptionist)

Bushra Malik (Receptionist)

Georgia Manders (Receptionist)

Courtney Long (Receptionist)

Hurrera Khan (Receptionist)

Abida Kausar (Receptionist)

Valley View Surgery Information Leaflet

**DR S RAFAQUAT
& DR F ABBAS
VALLEY VIEW SURGERY
UNDERCLIFFE HEALTH CARE
CENTRE
17 LOWTHER STREET
BRADFORD
BD2 4RA**
Telephone: 01274 299143
OPENING HOURS Monday -Friday 8.30am to 6PM

PRESCRIPTIONS

Prescriptions are normally issued by clinicians with the authority. Repeat prescriptions can be requested by completing and returning the prescription copy. You can also order your repeat prescriptions online using your log in via our website. Please allow **2 working days** for the issue of your prescriptions. Your prescription can be sent to you by post, please provide a **stamped addressed** envelope. A request through the online **Patchs portal** admin section can also be utilized to request repeat prescriptions as well as seek help for sick notes.

We are now signed up to the Electronic Prescribing Service. All prescriptions where possible are sent electronically to your nominated pharmacy. Please nominate your pharmacy and advise us of any changes.

CONSULTATIONS

To receive medical attention, you can: -

- Make a routine appointment with the Doctor or Nurse. You may request an appointment with any of our health care professionals but please be aware that.

they may not all be available on the day you call. Please be aware, that on the doctors' instructions, the receptionist will ask the reason for your appointment and care navigate your call appropriately where needed. We are currently adopting the modern method of general practice triage. Where Gps are on hand to review all calls and messages taken within the triage window **between 8.30 -10.30 am** and upon review can place the patient based on safe clinical practice to be booked with an appropriate clinician who is trained to deal with the problem, this may well be the GP themselves and may not be on the day. Please be advised we endeavour to see any patients that need to be seen on the day wherever possible, so it is not always possible to see a GP. For us to offer this we place patients with clinicians as appropriate this may include Locum clinicians advanced care practitioners or advanced nurse practitioners, or any other multi-disciplinary team member as deemed appropriate by your GP.

We also utilize our extended hours service normally based at Hillside Bridge Health centre or Barkerend Health Centre outside of opening hours for patients that cannot always attend within surgery opening hours.

As telephone lines are extremely busy during these periods, we ask patients to fill out a request online. Appointments can be requested checking our website and a Patchs request. For further information please visit our website and sign up for Patchs today.

www.valleyviewsurgery.nhs.uk

- If you need to see a doctor urgently, please contact the surgery as early as possible and ask for appointment.
- If you require a Home Visit, please ring before 10:00am.
- If you require medical attention out of normal surgery hours patients should always ring the surgery number and you will be transferred to the out of hours service provider or be given further details.
- Patients are welcome to contact visit the NHS website for advice or by dialling 111.

Valley View Surgery Information Leaflet

**DR S RAFAQUAT
& DR F ABBAS
VALLEY VIEW SURGERY
UNDERCLIFFE HEALTH CARE
CENTRE
17 LOWTHER STREET
BRADFORD
BD2 4RA**
Telephone: 01274 299143
OPENING HOURS Monday -Friday 8.30am to 6PM

SERVICES WE OFFER

We offer a wide range of health services including but not limited to:

Repeat Prescription Service, Maternity Care, Contraceptive Services, Child Health Surveillance

Specialised clinics for Asthma/COPD, Coronary Heart Disease, Diabetes

Smoking cessation, Travel/covid/flu/ vaccination/advice

Weight Management/lifestyle advice

Well women/Man/My wellbeing.

Attendance Policy

We require 1 hours' notice prior to you cancelling an appointment. If you fail to let us know before this period, your appointment will be marked as did not attend (DNA). This can be done via SMS.

1st DNA- You shall receive a letter and any future DNA's will be monitored.

2nd DNA- You shall receive a letter explaining that if you miss a 3rd appointment you may be deducted from the practice list.

3rd DNA- The matter will be brought to the attention of the practice manager and the GP's. You may at this point be removed from the practice list and advised to register elsewhere according to NHS guidelines.

PATIENT FEEDBACK

We welcome all forms of feedback from our patients either verbally or in writing. There are several ways for you to be able to give feedback, forms are available at reception as well surveys we send out in the post and online.

We will look to publish feedback reviews as to you said we did on our website wherever possible going forward.

In the unlikely event of a complaint, please bring your concern to the attention of the Practice Manager who will deal with it in accordance with the Practice Complaints Procedure again available on our website.

WHAT YOU CAN EXPECT

All patients are treated equally, regardless of age, sex, race, or sexual orientation. We are an inclusive practice.

All consultations are strictly confidential. The practice complies with the Data Protection and Access to Medical Records Legislation. The practice adheres to the guidance in the NHS confidentiality code of practice.

WHAT WE EXPECT

- All patients to notify us to cancel appointments if they are unable to attend.
- To be notified when patients change address and/ or telephone numbers, in case we need to contact them urgently.

Valley View Surgery Information Leaflet

**DR S RAFAQUAT
& DR F ABBAS
VALLEY VIEW SURGERY
UNDERCLIFFE HEALTH CARE
CENTRE
17 LOWTHER STREET
BRADFORD
BD2 4RA
Telephone: 01274 299143
OPENING HOURS Monday -Friday 8.30am to 6PM**

- All patients to be polite and courteous to all members of staff. We have a Zero tolerance policy towards any kind of abuse and any patients will be removed from the list for such behaviour and the relevant authorities informed.

Disabled access is via the front entrance. All consultation rooms are situated on the ground floor with access throughout.

NEW PATIENTS

Patients wishing to register must complete a registration form. Identification will be required when registering with the practice- i.e., Passport, Birth Certificate or Driving Licence. Visa if born outside an EU country. Please speak to reception if you have no identification as this may not mean we are not able to register you.

When you register with the practice you will be given the name of the GP with overall responsibility for your care, but you can see any member of the team. We are only able to offer Home Visits to certain patients who must live within our Practice Boundary of BD2, BD3 and some areas of BD10.

Further details regarding the practice are available on our website: - www.valleyviewsurgery.nhs.uk

All new patients are encouraged to use and given online access unless otherwise stated. Third party applications can also be utilised such as the NHS APP. Please visit NHSdigital website for further information on the different options available to patients.

We have a Patient Representative Group which meets with the practice to discuss issues which affect our services. Please check our website for further details or ask at reception for further details if you would like to take part.

For more information about Primary Care Services in your area contact NHS ENGLAND. NHS England, West Yorkshire Area Team, Ground Floor, 3 Leeds City Office Park, Leeds LS11 5BD, Telephone 01274 20849