

Ashwell Medical Centre

This leaflet provides information about our practice and how to access services. Our staff will be happy to provide further information and assistance about the services that we offer.

Ashwell Medical Centre | Ashwell Road | Bradford | BD8 9DP

Telephone: 01274 490409 / 01274 753513

www.ashwellmedicalcentre.co.uk

PRACTICE LEAFLET

Last updated: Sep-18

WELCOME TO OUR PRACTICE

OUR PRACTICE AREA

Our practice area covers Bradford BD8, 9 and 1. We aim to serve the population who reside within our immediate locality.

If you live outside our catchment area then you can still register with our practice but we will not be able to undertake any home visits.

HOW TO FIND US

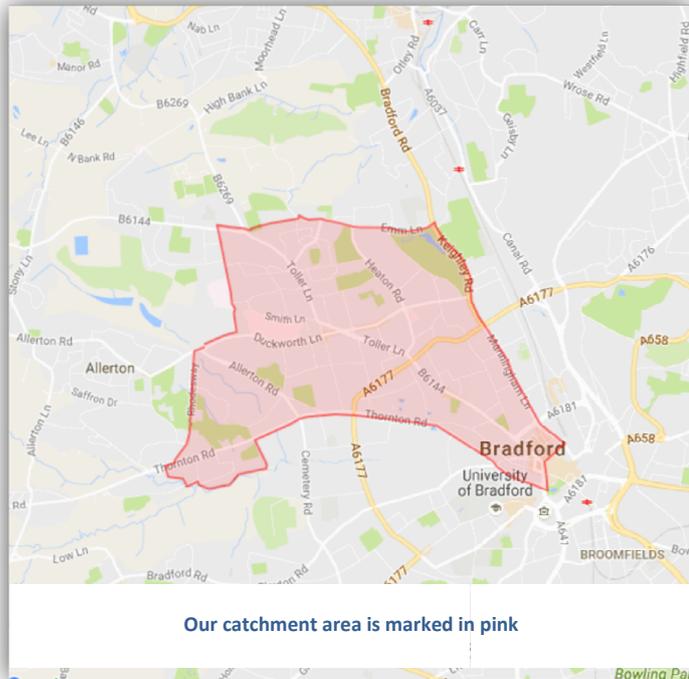
Ashwell Medical Centre is on Ashwell Road, with the entrance to our car park on Saplin Street.

Our practice address is:

**Ashwell Medical Centre
Ashwell Road
Bradford
BD8 9DP**

Our web site is:

www.ashwellmedicalcentre.co.uk



ACCESSABILITY

The practice is level access throughout suitable for wheelchair access and includes disabled toilet facilities. If you require help getting to or from your car please let our reception team know and they will be happy to assist.

For patients with hearing impairment we have the benefit of a hearing loop and we can make sure that it is available for you during your consultation. We can also arrange for a sign language interpreter to be present or use sound to text software.

If you are blind or partially sighted please let us know – we have a number of options available to help – particularly around written communications.

If you have trouble reading our patient call screen (for any reason) or think that you may not easily hear someone calling your name then we can arrange to have a member of staff come and get you from the waiting room when it is your appointment time.

For patients who find busy or noisy waiting rooms difficult to cope with we can offer a routine appointment at quieter times or we have a second quiet waiting area. Please let our reception staff know when you book your appointment.

We can offer longer appointments for patients with mental health conditions and who may require more time to discuss their conditions.

TRANSLATION SERVICES

We can provide translation services if required. We have a number of multilingual staff (including GPs). We offer an in-house service for Urdu and Punjabi speakers. We also use Enable 2 Interpreter Services to support our translation service.

If you require a translator to help you understand during consultations at our practice then please let the reception team know when you make your appointment. Many languages are available but pre-booking is required. We also have the facility to use the National Interpreting Service for telephone translation in an emergency.

HOW TO REGISTER WITH THE PRACTICE

Our list is open and we welcome applications to join us.

To register with the practice you will need to attend in person. If you have a medical card you will need to bring it with you. If not, you will be asked to complete a form. You should also bring two forms of ID, one of which should be photographic i.e. passport, driving licence etc. You can register at any time at Ashwell Medical Centre.

You will be asked to attend a new patient health check during which we will check through your medical history with you and confirm any regular medications that you might be taking. In all but exceptional cases we will do this before issuing any new medication to you.

If you are changing doctors surgery and you take regular medication then we recommend that you have at least two weeks supply remaining from your previous doctor before registering as a new patient to allow time for the new patient health check and a transfer of medical records to occur.

OUR OPENING TIMES

Our opening hours are: (except on Bank Holidays):

Monday	08:00	To	18:30
Tuesday	08:00	To	18:30
Wednesday	08:00	To	20:00
Thursday	07:30	To	18:30
Friday	07:30	To	18:30

Our phone lines open at 08:00 each weekday. Please note that we are busiest on the phone lines between 08:00 – 09:00.

Our phone number is: 01274 490409

We also offer some routine appointments between 18:30 and 21:00 every weeknight and some appointments on Saturdays and Sundays in partnership with other practices in our local area – these appointments being based at Westbourne Green, Shipley Medical Centre and The Ridge Medical Practice.

If you feel that you need medical services outside our hours (above) then please contact **NHS 111** by phoning **111** on your phone. If you have a medical emergency or feel that your condition may be life threatening then please call **999**

ONLINE SERVICES

We offer a range of online services for our patients. These include:

- Electronic booking (and cancellation) of appointments
- Prescription requests
- Access to medical records

Please ask our reception team who will be able to help set you up on these services and explain how to use them.

SMS TEXT SERVICES

Our practice offers virtual appointment cards and text reminders for appointments via the SMS texting service. These reminders also have a facility to cancel appointments if you no longer require them.

We also use SMS text messages from time to time to inform our patients of health related events (for examples Flu clinics).

If you would like to make use of this service then please let our team know and they will set you up.

Please note that it is very important to keep us updated if you change your contact phone number(s) and that whilst we endeavour to send reminders via text messages it is the patient's responsibility to attend in good time for appointments that they have made.

MAKING AN APPOINTMENT

You can make an appointment at our practice by phoning us or by booking a suitable appointment online (see [online services](#)). You can also make an appointment at our reception desk although please note that it is unlikely that we would be able to see you immediately.

When you book an appointment our reception team may ask you for the purpose of your appointment and, if you are unwell, a brief description of your symptoms. You do NOT always need to see a doctor. There are other members in the team who can help. Remember an appointment is for one person only.

If you are booking a routine appointment we can book you in with a clinician of your choice (subject to appointment availability).

If you cannot make or no longer need an appointment that you have booked then please let us know at the very earliest opportunity so that we can allocate the appointment to someone else who needs it. (see [cancelling an appointment](#))

OPEN ACCESS APPOINTMENT

We have a number of 'open access appointments' available each day which we will allocate on a first come – first served basis. Once these appointments have been allocated we will triage any further patients and allocate appointments according to medical need.

TRIAGED APPOINTMENTS

We have a number of 'triaged' appointments available each day. Urgent problems will be triaged by the duty doctor who will assess the patient's symptoms and provide advice as appropriate; this may be telephone advice, an appointment or a home visit if required. Triaged appointments are allocated according to strict clinical priority.

ROUTINE APPOINTMENTS

We offer a number of routine (pre-bookable) appointments with our clinical team. These are released three days in advance and are bookable either on the phone or online. These appointments allow a choice of clinician (subject to availability).

TELEPHONE APPOINTMENTS

We can offer telephone appointments for matters where there is no need for a clinical examination to occur. These are often to discuss things like the outcome of a blood test or the ongoing management of a long term condition.

EXTENDED ACCESS APPOINTMENTS

The practice offers a number of early morning (nurse appointments) or evening appointments (between 18:30 and 21:00) as well as a number of weekend appointments. These appointments are for routine matters (not clinically urgent) and whilst some are provided in the surgery, some are also provided in partnership with other local GP practices and delivered from one of three local hubs – based at Westbourne Green Medical Centre, Shipley Medical Centre and the Ridge Medical Centre.

These appointments are predominantly aimed at patients who find it difficult to attend the practice during normal clinical hours due to other commitments (e.g. work or carer).

REVIEW APPOINTMENTS

Patients who have long term conditions will be invited to periodic review appointments with one or more members of our clinical team to monitor and optimise care.

HOME VISITS

Please telephone the surgery before 11.00am to request a home visit if you are unable to come to the surgery. All home visits are triaged by the duty doctor and are allocated according to clinical need and urgency.

CANCELLING AN APPOINTMENT

If you have booked an appointment at the practice and subsequently find that you either no longer require it or are unable to attend then it is very important to cancel the appointment in good time. This allows us to offer the appointment slot to someone who needs it.

There are several ways to cancel an appointment:

Online: if you are signed up for online services then you can cancel appointments as well as book them. (See [online services](#)). This service is available 24 hours a day, 365 days a year.

On the phone: There is a dedicated option on our telephone system to allow you to cancel an appointment. This uses a specialised answer phone system and is available 24 hours a day, 365 days a year.

By SMS text: Our text appointment reminder system includes a text back option to allow you to cancel and appointment if you wish to do so. (See [SMS Text services](#))

If you fail to attend an appointment without having cancelled it then you will be marked as 'DNA' (did not attend). Patients who frequently DNA appointments may, at the discretion of the GP partners, be removed from the practice list.

CHAPERONE SERVICE

We offer a chaperone service for patients seeing any of our clinicians. Please let reception know if you would like a chaperone to accompany you during a clinical appointment. You are also free to request the presence of a chaperone at any time during a clinical consultation.

ACCIDENT AND EMERGENCY/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood, loss of consciousness, suspected stroke, anaphylaxis or suspected broken bones, go to your nearest Accident and Emergency Department or call 999.

Accident and Emergency (A&E) Departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Patients requiring stitches or X-rays after an accident should go to the hospital Accident and Emergency Department.

The nearest A&E to Ashwell Medical Centre is located at:

Bradford Royal Infirmary, Duckworth Lane, Bradford. BD9 6RJ

OUR TEAM

THE DOCTORS

Dr Ameen Rasul (M)

MBChB 1989 MRCGP DRCOG Dip. Ther

Dr Rasul is fluent in Urdu.

He has interests in undergraduate and postgraduate medical education, joint injections, diabetes, coronary heart disease and urology

Dr Anne-Marie Killeen (F)

MBChB 1986 MRCGP DRCOG DPD

Dr Killeen has a special interest in skin diseases

Dr Ilyas Hussain (M)

MBChB 1998 MRCGP PGCMC Dip. Diabetes

Dr Hussain is fluent in Urdu.

His interests are diabetes and coronary heart disease, GP education and training

Dr Nilofer Abbas (F)

MBChB 1990 MRCGP DRCOG DCH

Dr Abbas is fluent in Urdu

Her interests are in child health, in GP education and training and she is a GP appraiser

GP REGISTRARS AND TRAINEES

We are a GP training practice and regularly have trainee doctors working with us. These are qualified doctors who are seeking to specialise in general practice. We also supervise Foundation Year doctors (FY2s) and teach and support medical students who are training to be doctors.

Our reception team will be able to tell you when a surgery is being jointly run (with a GP plus either a trainee doctor, medical student or FY2), or when a surgery is being video-recorded for training purposes. Recordings will not be undertaken without the consent of the patient. No physical examinations are recorded and the camera will be switched off immediately on request. The practice would like to thank all those patients who help us with the continuing education of future GPs.

ADVANCED PRACTITIONERS

Sandra Knox (F)

RGN RNDip MSc (Adv Practice) MSc (A&E Care) ENP

Mrs Knox is an advanced practitioner specialising in minor illness and minor injury. She has a nursing and A&E background

Zabina Nasim (F)

MPharm(Hons) PrescIPGCert (Psy. Ther.)

Mrs Nasim is fluent in Urdu and Punjabi

She is an advanced practitioner with an interest in mental health. She has a clinical pharmacy background.

THE NURSING TEAM

Practice Nurses **Karen Ohlsson** and **Cara Debski**

Our nurses are supported by our team of Health Care Assistants: **Naomi Berry** (HCA/trainee nurse), **Musarrat Yousif**, **Sofia Tahir** and **Neelam Hafiz**

Our nursing team offer a range of clinics and services including phlebotomy, long term conditions reviews, vaccinations and immunisations, smear testing, wound management, ear syringing, health screening and health promotion.

MANAGEMENT TEAM

Business Manager: **Ralph Greenwall**

BPharm(Hons) MRPharmSPGCertPrescS

Ralph is our business manager who deals with the day to day and strategic management of the practice. He is also a clinical pharmacist

Assistant Manager: **Alex McPhail**

Alex manages comments and complaints for the practice and is in charge of staff rotas and room management.

Practice Secretary/ Referrals Manager: **Razwanalkraam**

Razwana provides secretarial support to our clinicians and manages referrals for the practice. She can provide one to one sessions in person or by phone to help patients to book appointments with hospital services, etc.

Data Quality Manager: **Carol Williams**

Carol manages medical communications, clinical recalls and reviews and the quality of clinical outcomes at the practice.

RECEPTION TEAM

Senior receptionist: **TahiraJabeen**

Tahira is supported by a complement of full and part-time Receptionists. This team works with our patients managing appointment bookings, recalls and queries. Several of our reception team are multilingual.

PRESCRIPTIONS

Ashwell Medical Centre uses the electronic prescription service. This means that most prescriptions issued by the practice are sent electronically to a pharmacy nominated by the patient.

REPEAT PRESCRIPTIONS

The practice categorises repeat medication in one of three ways:

Regular repeats

Regular repeats are those items that we would expect you to need on a regular monthly basis for the treatment of long term conditions. When you attend a review appointment at the practice and interval will be agreed with you before the next routine review is due. We will automatically issue these items on a monthly basis up until your next routine review is due. If you have nominated a pharmacy then your prescriptions will automatically be forwarded to that pharmacy for dispensing.

Irregular repeats

Irregular repeats are those items that you may not need to take or use on a regular daily basis but will require on an occasional basis. These items may be ordered by yourself in writing¹ or using online services (see [online services](#)) when you require them. Please allow at least two full working days for any such requests to be processed by our practice and allow sufficient time also for your nominated pharmacy to then process the prescription.

Please note that local pharmacies are not allowed to order medication on behalf of patients in our area.

Repeats issued by others

Some medication may be issued by other agencies – for example hospitals or special clinics. In this case these repeats should be ordered directly from that other agency.

PHARMACY SERVICES

Many pharmacies can arrange to have your medication delivered to you. If you would like this service then you can arrange this directly with your pharmacy or we can suggest local pharmacies that offer this service.

Please also note that the community pharmacist can offer a range of face to face services including 'medication use reviews' and a 'new medication service'. We recommend these services to our patients – please ask your local pharmacy for details.

Many conditions can be treated with medicines that can be bought 'over the counter' in pharmacies and in some cases also supermarkets and general stores. If your condition is mild then we recommend seeking the advice of your local community pharmacist.

LABORATORY REPORTS

Most test results are sent to us within 7 days after your appointment. If there is a need for you to be reviewed, a member of the reception team will book you in with the most appropriate clinician. Please note that our reception team are trained to give clinical advice in regards to some of these tests.

CLINICS

¹ We are unable to accept verbal or phone requests without prior agreement for the issue of repeat items as these have been shown nationally to increase the risk of prescribing errors.

The practice runs a number of specialist clinics including:

- Diabetes
- Asthma
- Chronic Obstructive Pulmonary disease
- Coronary Heart Disease
- Anticoagulation
- Cervical screening
- Child immunisation
- Seasonal flu clinics
- Adult immunisations
- Physical health clinics
- Dermatology clinics
- Mental health reviews

PHYSIOTHERAPY

The practice offers a physiotherapy service which is accessed via our referral.

MATERNITY

The practice offers pre-natal appointments with our community midwife service (led for our practice by our midwife **Abbielreson**).

As soon as you are aware that you are pregnant, and this has been confirmed by a pregnancy test you should notify the practice so that a referral can be forwarded onto the community midwife.

TRAVEL IMMUNISATIONS AND ADVICE

If you are planning to travel abroad let the nursing team know in good time. You should make an appointment at least two months before your departure date. The team will advise you which immunisations you need and who will administer them. We do charge for some of these immunisations as they are not NHS services. Ask at reception for details of the charges.

COMMUNITY CONNECTOR SERVICE

The practice offers a social prescribing service in partnership with HALE (a local voluntary sector provider). Our social prescriber (**Aleema Bi**) is able to provide help and support – particularly to patients who are housebound, lonely or isolated, by enabling them to access the various support agencies and community initiatives that are available. Our social prescriber is happy to visit patients in their own home. Please ask at reception if you wish to make an appointment.

FINANCIAL, LEGAL AND HOUSING ADVICE

We have a benefits advisor who can help you with your benefit entitlements, housing or immigration issues. Please ask at reception if you wish to make an appointment.

CARERS RESOURCE

Carers' Resource is a central contact point for carers in Bradford providing advice, activities and support to carers. The service provides a regular free newsletter for carers as well as various activities and events for them to attend. There are also carers' support workers who can offer one-to-one support to carers through home visits or on the telephone. The service liaises closely with GP practices to help identify carers and Ashwell has a carer information board which is updated regularly and provides contact details. If you are looking after someone at home who is ill, disabled or frail contact Carers' Resource:

15 Park View Court, St Paul's Road, Shipley BD18 3DZ [\[Google maps\]](#) Tel: 01274 449660

DENTAL PROBLEMS

Problems with your teeth, gums and jaws should be dealt with by your dentist. If you don't have a dentist, contact **NHS 111** by phoning **111** on your phone and they will help you find one. You can also look on the NHS Choices web site www.nhs.uk for local dental services.

NON-NHS WORK AND COSTS

The NHS does not pay for some services. Therefore sometimes you may be asked to pay an upfront fee for work that you ask a doctor to do for you. Details of the non-NHS services carried out and their associated charges are available from reception.

GENERAL DATA PROTECTION REGULATIONS

Record keeping in the practice is computerised. The practice is registered with the Information Commissioners Office. We take our responsibilities very seriously and your medical records are kept strictly confidential. You have a right to access your medical records. Access to your medical records by others outside the practice team (for example Solicitors or Insurance Companies) is only permitted with your explicit consent.

We ask you for information so that you can receive the proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again. Clinical information is only accessed by staff and doctors who need the information to provide care to our patients. We may use some of this information for other reasons, i.e. to help protect the health of the public generally and to see that the NHS runs efficiently, plan for the future and train staff, pay its bills and can account for its actions. Information may also be needed to help educate new clinical staff and to carry out medical and other health research for the benefit of everyone. Sometimes the law requires us to pass on information, for example, to notify a birth. The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner. The register does not contain clinical information.

Everyone working for the NHS has a legal duty to keep information about you confidential. Therefore should there be any breach of confidentiality it would be treated very seriously by the practice.

Ashwell Medical Centre treats all personal information it holds about its patients as confidential. However, the practice works closely with a number of statutory external agencies such as Social Services and where necessary for the medical wellbeing or safety of patients, personal information may be shared between Ashwell Medical Centre and these other agencies. Where practicable such disclosures may be discussed with those concerned. Anyone who receives information from us is under a legal duty to keep it confidential.

We have a privacy policy which sets out how we comply with the General Data Protection Regulations this policy is available at <http://www.ashwellmedicalcentre.co.uk/info.aspx?p=7>.

The practice uses CCTV to monitor public areas in and around our practice. In addition the practice uses call recording for all incoming and outgoing calls.

COMPLIMENTS AND COMPLAINTS

We obtain feedback through surveys and our comments box and we are always happy to receive suggestions on how we might improve the care/services we offer.

Comments and feedback can be submitted:

- on the NHS Choices website (available at <https://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=42091>)
- via our website (available at http://www.ashwellmedicalcentre.co.uk/contact_dlg1.aspx?p=B83641)
- or in our comments box located in the waiting room.

If you have a complaint or concern about the service/care you have received or about any staffworking in the practice please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. A copy of the procedure can be obtained from reception. Please address written complaints to the practice manager.

PATIENT PARTICIPATION GROUP (PPG)

We have a patient participation group who meet monthly at the surgery.

Patient participation is patients working with a practice to:

- Contribute to the continuous improvement of services;
- Foster improved communication between the practice and its patients;
- Help patients to take more responsibility for their health, and provide practical support and help to implement change.

For more details see the PPG notice board on our web site or ask at reception.

CARE QUALITY COMMISSION

The practice is registered with the Care Quality Commission (CQC) and our most recent inspection report is available at <https://www.cqc.org.uk/provider/1-199697016>

BUSINESS INFORMATION

- The practice is run as a Partnership. The Partners are: Drs Rasul, Killeen and Hussain.
- The practice holds a PMS (Personal Medical Services) contract with the NHS as well as contracts to provide addition services (Locally or directly enhanced services, APMS and GPwSi)
- Any queries relating to the business of the practice should be directed to the attention of ‘The Business Manager’, Mr Ralph Greenwall.
- The Practice is within Bradford Districts Clinical Commissioning Group (CCG).

SMOKING

It is illegal to smoke anywhere on the property of Ashwell Medical Centre (inside or within the grounds).

VIOLENCE AND AGGRESSION

We operate a ‘Zero Tolerance’ policy. This means the practice will not tolerate any violence, aggression, abusive or threatening behaviour towards our staff and will invoke our right to remove such patients from our premises and our medical list.