

خوش آمدید 'Dobro doshl'i' ਅਭੇ ਪਧਾਰੇ 'Mire se vini'

Horton Park Medical Practice

www.horton-park.co.uk

PATIENT INFORMATION

Horton Park Surgery
99 Horton Park Avenue
Bradford BD7 3EG



Tel: 01274 504956

New Hey Road
Branch Surgery
2 Brompton Road
Bradford BD4 7JD



Tel: 01274 723953

Practice Area



How to Find Us

- Horton Park Surgery is on Horton Park Avenue inside the Horton Park Centre BD7 3EG
- New Hey Road Surgery adjoins New Hey Church Hall BD4 7JD

Disabled Access and Facilities

Horton Park Surgery - Purpose built premises meeting all DDA requirements. Wheelchair access from car park and main road. Allocated disabled parking. *Wheelchair and portable Hearing Loop available on request*

New Hey Road Surgery Wheelchair access ramp to building. *Portable Hearing Loop available on request*

'Witamy' ਜੀ ਆਇਆਂ ਨੂੰ 'Welcome' مرحباً Vitajte आपका स्वागत है

How to Register with the Practice

We register new patients who are living within our Practice area. New patient registration sessions are by appointment only to minimise disruption to our existing patients. You will be asked to collect and complete a New Patient Registration form to bring to your appointment and, if you are over 16 years old, you will need to attend the registration appointment in person. For further information about registering, including ID, visit our website www.hortonpark.co.uk

Surgery Opening Times

Horton Park Surgery

Telephone: **01274 504956**

8am-6pm Monday-Friday

New Hey Road Branch Surgery

Telephone: **01274 723953**

8.15am – 5pm Monday & Tuesday

8.15am – 12.30pm Wednesday Thursday & Friday

When the Surgery is CLOSED

When we are Closed

01274 504956

Your call will be diverted to the GP out-of-hours

Urgent Care Service

and they will provide appropriate advice
and treatment

IMPORTANT

The urgent care service is ***not*** for emergencies
or
life-threatening problems

In an Accident or Emergency *always* call

999

The Practice Team

The Partners*

Dr Lorna Harrison	Female	MBChB Dundee 1994 MRCGP 2009
Dr Robert Amedzro	Male	MBChB Leeds 2002
Dr Timothy Clarke	Male	MBChB Leeds 2011 MRCGP 2017

Salaried GPs

Dr Maria Foulds	Female	MBChB (hons) Leicester 2009 MRCGP 2018
Dr Tasneem Ishfaq	Female	MBChB 2013 MRCGP 2018
Dr Louise Bayliss	Female	MBChB Leeds 1997 MRCGP 2002
Dr Aarthi Karthik	Female	MBBS India 2005 MRCGP 2020

Advanced Nurse Practitioner

Helen Bates Female

Practice Nurses

Attiea Mobeen Female
 Naseem Hussain Female
 Karolina Sternal Female
 Aysha Malik Female

Health Care Assistants

Linda Wood Female
 Leanne Rayner Female
 Zain Ullah Male

GP Registrars

Medical Students

District Nurses 01274 256131
Health Visitors 01274 221223

**Horton Park Medical Practice is not a limited partnership*

Non-Clinical Team

Practice Manager Angela Worobel

Tel: 01274 033313

Email: angela.worobel@bradford.nhs.uk

Management Support

- Assistant Practice Manager
- Patient Services Manager

Patient Service Advisers/Reception Team

Administrative & Secretarial Team

Training Practice

We are accredited as a GP training practice and have **GP Registrars** working with us.

GP Registrars are fully qualified doctors who are completing their training to be family doctors. We also provide teaching placements for Medical Students throughout the year

The doctors would like to thank patients who support the continuing education of future GPs and students, but there is no obligation to do so. If a GP Registrar or student is scheduled to be present during your appointment with the doctor, you will be informed of this by our receptionist and you are not obliged to

consent. If the surgery is being recorded for training purposes, you will be informed of this, and you are not obliged to consent

Accountable (Usual) GP

Every patient registered at the Practice is allocated to a named accountable GP.

This means that there is one doctor in the practice who is responsible overall for coordinating your care. This does not prevent you from seeing any other doctor at the practice and you can change your accountable (usual) GP to another GP of your choice if you wish

Due to holidays and other commitments, your named (or usual) GP will not always be available. If you request an emergency appointment this may be with a different GP or appropriate healthcare professional

If you would like to know who your accountable (usual) GP is, please ask at reception

Appointments

All consultations are by pre-booked appointment only

Our **morning appointment system** is structured to best meet on-the-day demand, dealing with on-the-day problems, poorly children and vulnerable patients. Pre-bookable appointments are available in an afternoon usually for more complex, ongoing problems and reviews

A routine appointment can often be booked within a few working days. An appointment requesting a specific GP may incur a longer wait

We recognise that our phone lines are busy, particularly in a morning, and we continue to look at ways to improve appropriate access to our services

We now provide patient access via an online eConsultation service, telephone appointments and offer extended access GP appointments in an evening for patients who have difficulty attending the surgery during working hours

Urgent medical problems are always passed on the same day to the on-call GP and dealt with as a priority

Home Visits:

Please request a home visit before 11am wherever possible and only if you are unable to come to surgery, for example if you are housebound. All home visit requests are arranged and approved by the doctors.

Test Results and Administrative Queries:

To support morning telephone access for medical problems, please ring after 2pm any weekday

Telephone Appointments

Many face-to-face GP appointments are used for problems that could be dealt with over the telephone. A call back from the doctor is often more convenient for some patients. If you request and book a telephone appointment, the GP will call you back within an allocated time slot on the day of the appointment.

Extended Access/Extended Hours Services

Horton Park Medical Practice is part of the extended access service which provides GP, Physiotherapy, Nurse, and Health care assistant appointments from the following locations (hubs) across Bradford:

- **The Ridge Medical Practice, Cousen Road, Bradford, BD7 3JX**
- **Shipley Medical Practice, Alexandra Road, Shipley, Bradford BD18 3EG**
- **Picton Medical Centre, Westbourne Green Community Health Care Centre, Manningham, Bradford, BD8 8RA**

Our Patients have access to evening appointments 6:30pm – 9:30pm at any of the three hubs to:

- GP Appointments Physiotherapy
- Nurse & Healthcare Assistant Appointments
- Voluntary Sector Services
- Mental Health & Counselling
- Bereavement Support

PATCHS

Instead of ringing the surgery, non-urgent, minor, or ongoing medical problems can be dealt with using the PATCHS form available on our website www.horton-park.co.uk. Requests for sick notes and medication reviews can also be submitted via PATCHS. Your form will be triaged by our team within 1-2 working days and appropriate action taken. An appointment will be arranged for you if you need to be seen

Missed Appointments

Patients who do not attend their appointments are a massive drain on NHS resources. Another patient could have been seen sooner by the doctor or nurse.

If you cannot attend your appointment for any reason, do try to let us know at least 24 hours in advance so we can offer the appointment to someone else.

Patients who repeatedly do not attend their booked appointments risk removal from our Practice list

Repeat Prescriptions

How to Order your Repeat Medication

Online:

Very easy but you will need to register for access to this service See our website or ask for more details at reception

In Person:

Drop off a written request or your repeat medication slip at the surgery. Ticking the items, you require. If you don't have a slip, our receptionist will be happy to print one off for you

By Post:

You can send your repeat prescription slip in by post and if you supply a stamped, self-addressed envelope we will post your prescription back to you. *(This method may take longer than the others as it is dependent on the postal service)*

Always order your medication in plenty of time so that you do not run out

&

Allow at least 2 **working days** for us to process and issue your repeat prescription

Collecting Your Prescription

Your prescription can be collected from the surgery OR it can be sent electronically to the pharmacy of your choice for your medication to be issued, collected or delivered Full details are available on our website about how to arrange this

Medication Reviews

If you are due a **Medication Review** our Practice Pharmacy team will contact you or you may be asked to make an appointment to speak to or see the doctor. This is to check the progress of your medical condition and check that you are still on the right treatment.

IMPORTANT

Telephone or Email: We **do not** take prescription requests over the telephone for safety reasons and email prescription requests do not meet data protection requirements

Your Pharmacy Ordering for You: Your pharmacy cannot order your repeat medication on your behalf unless you meet NHS requirements. This may be your age or a specific risk factor. Further information about this is available on our website

Data Protection & Information Governance

Horton Park Medical Practice is registered with the Data Protection Agency and adheres strictly to NHS England Information Governance standards

NHS health records may be processed electronically, on paper or a combination of the two. Practice protocols and technology ensure that your information is stored securely and viewed on a strictly confidential basis

You have the right to access your own medical records but access to your medical records by third parties such as solicitors or insurance companies is only permitted with your written consent

For further information please see our website

www.horton-park.co.uk

CLINICS & Services

Please visit our website for full details: www.horton-park.co.uk

- Baby Clinics Childhood Immunisation Clinics
- Diabetic Clinics Healthy Heart Checks
- Asthma Clinics ECGs & Spirometry
- Healthy Lifestyle Advice Joint Injections

- Cervical Smears
If you are registered for online access you can book your cervical smear test online
- Family Planning & Contraception
The practice offers a full range of contraceptive services, including coil fitting and long-acting reversible contraceptive implants

Dental Problems

Problems with your teeth, gums and jaws must be dealt with by a dentist. If you need urgent dental treatment for severe dental pain or swelling and you don't have a dentist contact **NHS 111**

Private Fees - Completion of Reports and Forms

The completion of reports, forms and supporting letters is not part of the doctors' NHS work. If you require this service, you will be asked to complete a form and will need to pay upfront by card at the reception desk. As NHS work is the doctor's priority, completion of this type of non-NHS request can take up to 6 weeks. The doctors will not countersign passport applications.

Compliments, Comments & Complaints

We actively encourage patient feedback to support and improve our service delivery. If you are happy with the service we provide we would appreciate you telling us or leaving a rating online at NHS Choices to reflect this

if you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice please let us know.

We operate a practice complaints procedure in line with Care Quality Commission (CQC) standards and requirements

Please ask for the Patient Services Manager if you are not satisfied or have any issues with our service that you wish to discuss

Formal, written complaints should be submitted for the attention of the Practice Manager and full details of our complaints procedure are available on our website

USEFUL CONTACT NUMBERS

Horton Park Medical Practice

01274 504956

New Hey Road Surgery

01274 723953

NHS 111 'Out Of Hours' service (open 24h) 111

Midwives

01274 461310

The Ridge Medical Practice

01274 425600

Bradford Royal Infirmary

01274 542200

Bradford Hospital Appointment Line

01274 274274

Delivery Suite – BRI

01274 364515

St Luke's Hospital

01274 734744

Leeds General Hospital

0113 2432799

Bradford Registry of Births & Deaths

01274 432151

Counselling & Mental Health

MyWellbeing IAPT offer guidance on things such as low mood, anxiety, sleep problems or stress. You can register for MyWellbeing IAPT online or over the phone and don't have to go through your GP

Tel: **0300 555 5551**

Website: www.bmywellbeingiapt.nhs.uk

Family Planning & Sexual Health:

Locala 030 330 9500

Age UK

<https://www.ageuk.org.uk>

Advice Line **0800 678 1602**

Citizens Advice Bureau

0344 245 1282

District Nurses

01274 256131

Health Visitors

01274 221223