

Horton Park



Medical Practice



Horton Park Surgery

99 Horton Park Avenue
Bradford
BD7 3EG

Tel: 01274 087646

Monday-Friday 8am-6.30pm

Disabled Access and Facilities: 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.

www.horton-park.co.uk

New Hey Road

Branch Surgery
2 Brompton Road
Bradford
BD4 7JD

Tel: 01274 723953

Monday -Tuesday 8.15am-
5.30pm

Wednesday-Friday 8.15am-
12.00pm

Disabled Access and Facilities:
Wheelchair access ramp to building.
Portable Hearing Loop available on
request.

The Practice Team

The Partners

·Dr Lorna Harrison

MBChB Dundee 1994 MRCGP 2009

·Dr Robert Amedzro

BSc (Hons) 1999 MBChB Leeds 2002

MRCGP 2007 PG Cert 2015

·Dr Timothy Clarke

MBChB Leeds 2011 MRCGP 2017

·Dr Tasneem Ishfaq

MBChB 2013 MRCGP 2018

·Dr Sameerah Azam

MBBS Newcastle-Upon-Tyne 2002, MRCGP

(Merit) Royal College of General

Practitioners, London 2007

Salaried GPs

·Dr Maria Foulds

MBChB (Hons) Leicester 2009, MRCGP, BA

(Hons)

·Dr Louise Bayliss

MBChB Leeds 1997 MRCGP 2002

·Dr Sam Sykes

MB BCh Medicine Swansea 2018 MRCGP

2024

·Dr Amina Jamil

MBBS 2014, MRCGP 2024

Advanced Nurse Practitioners

Helen Bates

Joanna Parkin

Practice Nurses

Attiea Mobeen

Naseem Hussain

Karolina Sternal

Aysha Malik

Health Care Assistants

Linda Wood

Zayn Ullah

Nicola Gatenby

Naila Anwar

Non-Clinical Team

Practice Manager Angela Worobel

Finance & Operations Manager

Karen Auty

Patient Services Manager Lyndsey Clayden

Facilities Manager Rosie English

Administrative & Secretarial Team

Care Navigators/Reception Team

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.

Training Practice

We are accredited as a GP training practice and have GP Registrars and Students 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, you will be informed of this 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

Appointments

To request an appointment, you can:

- Use our appointment request form, Monday to Friday from 8am to 6.30pm.

Start an online consultation on SystemConnect by visiting our website or by scanning the following QR Code:

systemconnect

Your fully integrated online consultation and total triage platform



- Phone us on 01274 087646, Monday to Friday from 8am to 6.30pm
- Visit the surgery and speak with a Care Navigator, Monday to Friday from 8am to 6.30pm

When you get in touch, we'll ask what you need help with. We will use the information you give us to choose the most suitable doctor, nurse or health professional to help you.

For **urgent, same-day appointment requests**, we will respond within 6 hours during opening times.

For **routine appointments**, we will respond within 48 hours during opening times

Home Visits

If possible, please try to telephone reception **before 10:30am** if you require a home visit. Home visits are for:

- The terminally ill.
- The truly housebound patient for whom travel to premises by car would cause deterioration in their medical condition.

Missed Appointments

It's important that you tell us if you are unable to attend your appointment, this will allow that appointment to be offered to another patient. If you fail to notify the practice, you will be sent a letter informing you that you have defaulted from your appointment. Persistent defaulters may be removed from the list.

Clinic & Services

- Baby Clinics •Childhood Immunisations
- Diabetic Clinics •Healthy Heart Checks
- Asthma Clinics •ECGs & Spirometry
- Healthy Lifestyle Advice •Joint Injections
- Cervical Smears •Family Planning & Contraception •Coil implants •BEEP
- In-House Physiotherapy •Midwives
- Mental Health •Social Prescribers

Please visit our website for full details

Extended Access/Extended Hours Services

Horton Park Medical Practice is part of the extended access service which provides appointments from the following locations (hubs) across Bradford:

- **The Ridge Medical Practice** BD7 3JX
- **Shipleigh Medical Practice** BD18 3EG
- **Picton Medical Centre** BD8 8RA

Our Patients have access to evening appointments 6:30pm – 9:30pm at any of the three hubs for GP Appointments, Physiotherapy, Nurse & Healthcare Assistant Appointments, Voluntary Sector Services, Mental Health & Counselling and Bereavement Support

Prescriptions

You can order repeat medications online via SystemConnect, the NHS app and through the Airmid app on your phone. You can also order in writing, either in person by visiting the surgery and handing in your repeat slip at reception, or by post. Always order your medication in plenty of time so that you do not run out and allow **at least 2 working days** for us to process and issue your prescription.

IMPORTANT: We do not take prescription requests over the telephone for safety reasons, and email prescription requests do not meet data protection requirements.

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.

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 on Google Reviews or at NHS Choices to reflect this.

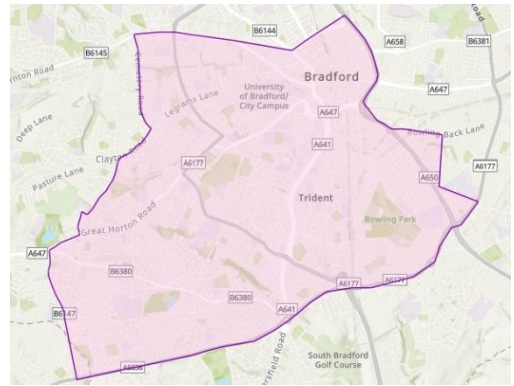
If you have a complaint or concern about the service you have received by any of the staff working in this practice please let us know. Please ask for the Patient Services Manager if you are not satisfied or have any issues with our service that you wish to discuss.

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

Formal, written complaints should be submitted to: PCN.complaints@nhs.uk

Registration

The doctors welcome new patients who live within our practice area.



You can register online on our website or use the QR code below:



If you do not have access to the internet, you can register in person. If you have an NHS number, please bring it with you. You will need to bring proof of identification (Passport or Driving License) and proof of address (Bank Statement or Utility Bill).

When the Surgery is Closed

Your call will be diverted to the GP out-of-hours **111 service** and they will provide appropriate advice and treatment. This service is **NOT** for emergencies or life-threatening problems.

In an accident or emergency, always call 999