



### FREEDOM OF INFORMATION

The practice produces a complete guide to the information routinely made available to the public by our GPs. A copy of this guide is available from reception.

### POLICIES

**Confidentiality** - The practice complies with Data Protection legislation and we make every effort to preserve patient confidentiality. We ask you for personal information to ensure that you receive appropriate care and treatment. For the practice to function effectively it is sometimes necessary for medical information about you to be shared between members of the practice team. It will be shared with others only to provide further medical treatment for you, e.g. from hospital services, or to enable you to access other services, e.g. from the social work department.

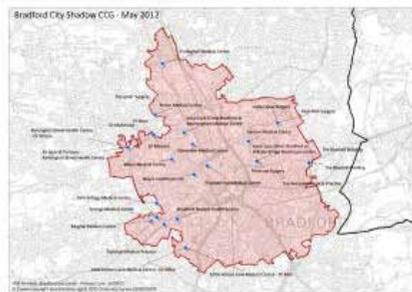
**Complaints** - We aim to give a friendly and professional service to everyone who attends our practice. However, if, for any reason, our service should fall below our patients' satisfaction, we take all complaints very seriously. If you would like to make a complaint regarding the surgery or the services we offer, please fill out a complaint form and the Practice Manager will contact the patient within 7 days. All complaints will be treated as confidential.

### DISABILITY AND DISCRIMINATION

We will provide care, now and in the future, to all our patients without discrimination and irrespective of patient's age, sex, race, beliefs or special needs. We expect that patients will show no discrimination towards other surgery users, members of the practice team or our colleagues in the NHS. The surgery has disable access and facilities for disable patients.

### ZERO TOLERANCE SCHEME

The scheme aims to protect doctors and their staff and patients who use the surgery from people whose behaviour is regarded as unacceptable, abusive, physically or verbally threatening; and they may be prosecuted by the West Yorkshire Police under the scheme. Such patients will be removed from the practice list.



### OUR PRACTICE AREA

We cover a wide area of Bradford:

### PRACTICE CHARTER

#### How can we help you?

You will be received by named staff, who will be courteous and efficient. They will be trained for the position they hold with the practice. The telephone will be answered promptly and your request dealt with as swiftly as possible. Waiting times will be kept to a minimum, and if there is an unforeseen delay, you will be kept informed. The waiting room area will be kept warm, clean and tidy. Repeat prescriptions will be ready 2 working days after they are requested. Complaints should be addressed to the Practice Manager and will be directed and investigated as necessary and appropriate action taken to rectify the situation. The complainant will receive a prompt written reply. Confidentiality will be respected at all times. Professional health care workers within the practice will have access to patient's records at an appropriate time. All patients may request a chaperone for any consultation.

#### How you can help us?

We ask that patients treat staff and doctors with courtesy and respect. The job of our receptionists can be difficult; our staff are always trying to do their best for you. So help them by using the self arrival screen, use the online booking system for appointments, use the online prescription ordering service, self care for your illness. Think do you really need an appointment. Please book one appointment per patient. If you are unable to keep your appointment please inform us as soon as possible. Arrive on time for your appointment. Home visits are only to be requested when the patient is unable to attend the surgery. Requests for late visits are only for urgent cases only, not routine problems. Please try to keep children under control in the surgery. Above all smile more and say thank you to your amazing healthcare team.

### THE FAMILY PRACTICE

**Whetley Medical Centre**

**2 Saplin Street, Bradford BD8 9DW**

**Tel: 01274 544915 Fax: 01274 256193**

**[www.thefamily-practice.co.uk](http://www.thefamily-practice.co.uk)**

**Managing Partner: Dr Aamer Khan MBChB**

**Lead GP: Dr U. A. Akbar MBChB**

**Practice & Business Manager: Mohammed Shaid**

## Committed to providing high quality GP services



**The Family Practice**

**[www.thefamily-practice.co.uk](http://www.thefamily-practice.co.uk)**

**Tel: 01274 544915**

# Welcome to The Family Practice

We are a friendly, approachable, forward-thinking practice. We are committed to providing high quality GP services; keeping up-to-date with current guidelines and research. We have an excellent team of doctors both male and female, nurses, health care assistants, practice manager, reception and secretarial staff who all work very well together to give you the best possible service.

We have a very close working relationship with our district nursing and health visiting teams which allows us to provide high quality care to our patients.



## REGISTERING WITH THE PRACTICE

As part of the registration procedure new patients, aged 5 and over, may see the practice nurse or Health care assistant for a new patient check. This includes checking your blood pressure, urine, measuring your height and weight and giving advice on a healthy lifestyle.

The nurse will also note any current problems or allergies in your medical history. For each person registering, we will require either a medical card with the section "What to do if you change your doctor" completed, or (if you cannot find your medical card) a completed GMS 1 form; these are available from reception or to print via the link on our website. **You must also provide evidence of your address and identity.** You will be asked to fill in a questionnaire.

## APPOINTMENTS

Please ring at 8:00am for appointments. The receptionist, who is bound by the same rules of confidentiality as the clinical staff, will take a brief description of your problem. This will allow us to book you with the most appropriate doctor or nurse for your appointment. If you would prefer not to disclose this information please say so. Medically urgent cases will always be seen if you cannot keep your appointment please let us know as soon as possible. We do offer pre-booked appointments up to 4 weeks in advance.

You can book appointments online (ask our reception team or visit our website). Telephone consultations are also available.

## SURGERY HOURS

8:00 am to 6:30pm Monday to Friday.  
the surgery is also open till 7.30pm on Monday. Surgeries operate throughout the day.

## HOME VISITS

If you are genuinely too ill to visit the Health Centre contact us before 10:30am for a home visit. Please consider carefully before requesting a home visit as most problems are best dealt with at the surgery and you will usually be seen sooner.

## WHAT TO DO WHEN THE SURGERY IS CLOSED?

If you require urgent advice or a home visit when the surgery is closed then please telephone 111 for the Out of Hours provider. Please remember that Accident and Emergency is for urgent life threatening conditions and severe injuries only. If your problem isn't life threatening then it is best to call the Out of Hours provider on 111.

## NHS 111

This is a 24-hour confidential helpline. You can telephone for advice if you are feeling ill and are unsure what to do, or for health advice on particular health conditions e.g. diabetes or allergies. They can also help you find your nearest pharmacist or dentist. You can call anytime night or day on 111. Or visit them online at [www.nhs.uk/111](http://www.nhs.uk/111)

## REPEAT PRESCRIPTIONS

You can order repeat prescriptions by handing in your written request at reception. You can also request your medication online (ask our reception team or visit our website). Prescriptions should be ready to collect within 2 working days after you make the request. Prescriptions can be collected from the surgery by a pharmacy and they will often deliver medicines to housebound patients. Please make arrangements for this by contacting the pharmacy of your choice.

The Family Practice offer patients an electronic prescription service. It is a safe, confidential and free prescription service that can make getting your prescriptions much easier and quicker. If you collect your repeat prescriptions from The Family Practice, you will not have to visit the surgery to pick up your paper prescription. Instead, your GP will send it electronically to the pharmacy of your choice, saving you time. You will have more choice about where to get your medicines from and your pharmacy may deliver the medication to your preferred address. A list of local pharmacies that provide the electronic prescription service is available at reception. For further information, please speak to the reception staff.

## SERVICES

Baby Clinic, Diabetes Clinic, Travel Clinic, Asthma and COPD Clinic, Heart Disease Clinic, Family Planning Clinic, Well woman clinic, Health Screening Clinic and Weight management Clinics, Influenza and Pneumococcal Vaccination clinics, Stop Smoking Clinic, Benefits Adviser Clinic

## DISTRICT NURSES

They can be contacted by telephoning the Single Point of Access on **01274 256131**. Working hours are 8:30am to 5:00pm Monday to Friday. Services provided by the district nurses include assessing the health needs of the housebound including the provision of equipment to maximise independence, monitoring long-term health problems in housebound patients, care of the terminally ill patient and support for their family, wound care, hospital after-care and continence management.

## HEALTH VISITORS

Health Visitors do checks on small children and are a valuable source of information and advice on pregnancy, childhood immunisations, antenatal classes, feeding problems, behavioural problems, toilet training, sleep problems and developmental problems.

The Health Visiting Team have Drop-in clinics at the surgery for immunizations, general advice and baby weighing. Contact the Health Visitors on **01274 221223** for more information and any advice.

## MIDWIFE/ANTENATAL CARE

Patient to drop off urine sample to be tested. Once pregnancy is confirmed the patient will be referred to a midwife who will then contact the patient.

## PATIENT PARTICIPATION GROUP

If you are interested in becoming a member of our Patient Reference Group and helping to shape the nature of health services provided in your local community, please contact the practice manager. The group's activities includes things like obtaining the patient's view on practice services, carrying out surveys e.g. patient satisfaction and health needs of patients, health promotion, and designing new services or initiatives.

