Leylands 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.

Leylands Medical Centre | Leylands Lane | Bradford | BD9 5PZ

Tel: 01274 770771

Wrose Health Centre | Kings Road | Bradford | BD21 1QG

Tel: 01274 770772

Heaton Medical Practice | Haworth Road | Bradford | BD9 6LL

Tel: 01274 541701

www.Leylandsmedicalcentre.nhs.uk

Practice leaflet

Last updated: Oct-19

Welcome to our practice

# Our Practice Area

Our practice area covers BD8, BD9, BD2, BD10 and BD18. We aim to serve the population who residewithin 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

Leyland’s Medical Practice

Our main site address is:

**Leylands Medical Centre**

**Leylands Lane**

**Bradford**

**BD9 5PZ**

Our branch site addresses are:

**Wrose Health Centre Heaton Medical Practice**

**Kings Road Haworth Road**

**Bradford Bradford**

**BD21 1QG BD9 6LL**

Our web site is:

[www.leylandsmedicalcentre.nhs.uk](http://www.leylandsmedicalcentre.nhs.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 information screens (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 also use Enable 2 InterpreterServices and Language line 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.

# 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 willneed to bring it with you. If not, you will be asked to complete a form. You should also bring twoforms of ID, one of which should be photographic i.e. passport, driving licence etc. You can registerat any of our surgeries between 11:00 and 17:00.

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 | 08:30 | To | 18:00 |
| Tuesday (Leylands) (Wrose) | 08:3008:30 | ToTo  | 18:0019:00 |
| Wednesday | 08:30 | To | 18:00 |
| Thursday (Leylands) (Wrose)  (Heaton) | 08:30 to08:3008:30 to  | 13:00To13:00 | 16:00 – 19:0013:0016:00 – 18:00 |
| Friday | 08:30 | To | 18:00 |

* Please note pre-bookable blood tests are available at Heaton Surgery Monday to Thursday between 7:30am and 8:30am.

Our phone lines open at 08:30 each weekday. Please note that we are busiest on the phone lines between 08:30 – 09:30.

**Our main phone number is: 01274 770771(2) or 01274 541701**

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
* E-Consults
* 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.

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](#_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](#_Cancelling_an_appointment))

## Walk IN Clinic

We have a number of ‘Walk-In Appointments’ available each day which we will allocate on a first come – first served basis. Walk-In Appointments are available at **Leylands Only**. Walk-In is available 08:45 to 11:00 however; please note this may be restricted during extremely busy times.

## Duty Doctor

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 up to 2 weeks 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 (phlebotomist 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](#_Online_services)). This service is available 24 hours a day, 365 days a year.

**Telephone:** By telephoning the surgery and speaking to 1 our receptionists, you can cancel your appointment and rebook if necessary.

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 with 3 DNA’s, may 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 the hospital Accident and Emergency

Department.

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

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

# Our team

## The Doctors

**Dr MajellaOkeahialam(M) (Partner)**

**MBBS Nigeria 1982 FRCOG FWACS DFFP**

Interests: Gynaecology, Minor Surgery, Diabetes

**Dr Mohamed Bhamani (M) (Partner)**

**MBChB Birmingham 2006 MRCGP PG Dip (Dist) Musculoskeletal Medicine & Rheumatology**

Interests: Musculoskeletal Medicine, Information Technology

**Dr Raaji Anand (F) (Partner)**

**MB BS Tamil Nadu 1995 MRCGP DRCOG DFRSH Diploma in Opthalmology**

Interests: Ophthalmology

**Dr Helen Moor(F) (Partner)**

**MBChB Leeds 1998 MRCGP DFFP DCH MsC SEM**

Interests: Sports and Musculoskeletal Medicine, Sexual Health, Contraception, Lead GP for Safeguarding Children and Adults

**Dr Himat Thandi(M) (Partner)**

**MBChB Edinburgh 1997 MRCGP**

Interests: Medical Eduction (GP Trainer), Joint Injections

**Dr Marwa Al-Seaidy (F)**

**MB BS BSc (Hons) Kings 2009 MRCGO**

**Dr Hannah Fish (F)**

**MB BS BSc Hull York 2011 MRCGP**

**Dr Shehna Shafiq (F)**

**MBChB Leeds 2013 BSc (Hons) Newcastle 2011**

**Dr Daniel Hopper (M)**

**MbChB Leeds 2009, MRCGP BSc PGDIP**

Interests: Dermatology

**Dr Katherine Baker (F)**

**MBBS, MRCGP, Masters in Medical Education, DFSRH, LoC IUS and LoC SDi**

Interests: Sexual Health and Medical Training (GP Trainer)

**Dr Sarah Bayer (F)**

**MBBS Hull York Medical School 2008 MRCGP 2015**

Interests: Elderly Medicine, MSK Joint Injections, Mental Health, Health and Wellbeing

## GP registrars

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.

Our reception team will be able to tell you when a surgery is being jointly run (with a GP and a GP Registrar), or when a surgery is being video-recorded for trainingpurposes. Recordings will not be undertaken without the consent of the patient. No physicalexaminations are recorded and the camera will be switched off immediately on request. Thepractice would like to thank all those patients who help us with the continuing education of future GPs.

## Advanced NURSE practitioners

**Claire Hern (F)**

**RN BSc (Hons) PGrad Cert PG Dip Msc (Hons)**

Interests: Cardiology, Dementia and Care of the Elderly

## The Nursing Team

Practice Nurses**Sue Wallis (Practice Nurse Manager), Angela Shand, Sadia Parveen, Julie Horsfield** and **Gabrielle Hollingshead**

Our nurses are supported by our team of Health Care Assistants: **Beth Wallis, Nicola Gatenby and Uzma Mahmood.**

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

GeneralManager: **Helen Procter**

**(Care Quality Commission – Registered Manager)**

The General Manager is involved in managing all of the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. The General Manager supports the GPs and other medical professionals with delivering patient services and also helps to develop extended services to enhance patient care.

Administration Manager: **Janet Squires**

Leylands Reception Supervisor: **Michele Holdsworth**

Wrose Reception Supervisor: **Carol Molyneux**

Heaton Reception Supervisors: **Shelley Harris**

# Prescriptions

Leyland’s Medical Centre and its branch sites use 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 writing[[1]](#footnote-2) or using online services (see [online services](#_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

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
* Minor Surgery
* Musculoskeletal clinics

##  Physio First

The practice offers a physiotherapy triage service which patients can book without the need of a referral. This is a 10 minute appointment with a physiotherapist who will recommend the best treatment plan for your condition.

## Maternity

The practice offers pre-natal appointments with our community midwife service.

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 anappointment 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 immunisationsas 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). Social prescribers are 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.

## 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 asvarious activities and events for them to attend. There are also carers’ support workers who canoffer 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]](https://www.google.co.uk/maps/place/Carers%27%2BResource/%4053.8314832%2C-1.7815675%2C18.5z/data%3D%214m5%213m4%211s0x487be4134c2033fd%3A0x7e145c71ab7e12e8%218m2%213d53.8319485%214d-1.781483?hl=en-GB)Tel:  01274 449660

# Dental Problems

Problems with your teeth, gums and jaws should be dealt with by your dentist. If you don't havea dentist, contact***NHS 111***by phoning **111** on your phoneand 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 ofthe 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 strictlyconfidential. 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 permittedwith your explicit consent.

We ask you for information so that you can receive the proper care and treatment. We keep thisinformation, 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 providecare to our patients. We may use some of this information for other reasons, i.e. to help protect thehealth of the public generally and to see that the NHS runs efficiently, plan for the future and trainstaff, pay its bills and can account for its actions. Information may also be needed to help educatenew 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 NHSCentral Register for England and Wales contains basic personal details of all patients registeredwith 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 thepractice.

All Leylands Medical Centre locationstreat 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 informationmay be shared between Leylands Medical Centre and these other agencies. Where practicablesuch 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 <https://www.leylandsmedicalcentre.nhs.uk/info.aspx?p=20>.

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 receivesuggestions 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>)

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 partof an NHS system for dealing with complaints. A copy of the procedure can be obtained fromreception. Please address written complaints to the practice manager.

# Patient Participation Group and Practice health champions

We have patient groups who meet six weekly 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 Patient Group 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/location/1-557606767>

# Business information

* The practice is run as a Partnership. The Partners are: Drs Okeahialam, Bhamani, Anand, Moor and Thandi.
* 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 Helen Procter, General Manager.
* The Practice is within Bradford Districts Clinical Commissioning Group (CCG).

# Smoking

It is illegal to smoke anywhere on the property ofLeyland’s Medical Centre, Wrose Medical Centre and Heaton Medical Practice (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.

1. [↑](#footnote-ref-2)