

USEFUL CONTACTS

Bowling Hall Medical Practice:	01274 224888
District Nurses:	01274 256131
NHS 111:	111
Bradford Royal Infirmary:	01274 542200
St Luke's Hospital:	01274 734744
Eccleshill Community Hospital:	01274 323200
Airedale General Hospital:	01535 652511
St James's Hospital:	01132 433144
Leeds General Infirmary:	01132 432799
Dewsbury District Hospital:	0844 811 8110
Health Visitors:	01274 321945
Midwives:	01274 365761
Family Planning Clinic:	01274 228770
Travel Clinic:	01274 425600
Tyersal Chiropody Clinic:	01274 660440
Hillside Bridge Walk-in Centre:	0845 121 1024
Local Police:	01274 723422
Birth and Death Registration:	01274 432151
Bradford City Council:	01274 432111
Social Services:	01274 432918



"A progressive medical practice committed to growth through a team approach providing excellent patient care"

Tel: 01274 224 888

Fax: 01274 224 896



Please keep this leaflet in a safe place for future reference

WELCOME TO BOWLING HALL MEDICAL PRACTICE

Our five partner practice offers a full range of medical services to the communities of South Bradford. We are a GP Training Practice and we teach medical students and Doctors who are aiming to become GPs. In total we have 7 GPs (6 female and 1 male) who have more than 75 years' experience within the NHS, and hold morning and afternoon surgeries every weekday in our purpose-built medical centre on Rooley Lane. Bowling Hall Medical Practice is not a Limited Partnership.

The doctors are supported by an experienced team of healthcare specialists and nurses who ensure that our patients receive the level of care and treatment they require.

How to find us . . .



Rooley Lane, Bradford
West Yorkshire
BD4 7SS

Tel: **01274 224888**
Fax: **01274 224896**

THE PATIENT VOICE

The Patient Voice is a group of dedicated patients and members of Bowling Hall Medical Practice staff who meet every couple of months to discuss ways to improve the experiences people have at the practice.

The main aim of our meetings is to discuss ways to improve any aspect of the practice to the benefit of every patient. This could mean changes to the services we offer, the ways in which we communicate information to our patients or any other changes to the way our practice works. Each suggestion is thoroughly debated amongst the group.

If you can't attend our meetings then we would be happy to communicate with you by e-mail. We can send out information, like meeting agendas and outcomes, questions about specific issues that have been raised, or short surveys, and you can send us your comments, ideas or suggestions and we will raise them at the meetings and discuss them amongst the group.

For details of the next meeting, as well as information about what we discussed at the last meeting, see our web-site (www.bowlinghallmedicalpractice.co.uk), or the 'Patient Voice' notice board in our waiting area.

If you're interested in getting involved with our Patient Voice then just let us know, either through this web-site, by phone or in person. We would really love to hear from you.

WORKING TOGETHER TO IMPROVE YOUR HEALTH

Long term conditions monitoring

We offer weekly clinics involving our Healthcare Assistants, Practice Nurses and Nurse Practitioner to monitor a range of long term conditions, including Diabetes, Heart Disease, Strokes, Lung Disease and Vascular Disease.

Minor surgery

Minor surgical procedures can be carried out in the practice. Please make an appointment to see any of our doctors who will refer you to our minor surgery clinics if appropriate.

Physiotherapy

Twice weekly physiotherapy sessions are conducted in the practice. Referral to this service is usually made through the GP or Nurse Practitioner.

Sexual Health

We provide fully confidential screening for sexually transmitted diseases which is open to patients who are registered with us and also those who aren't. A walk-in Sexual Health clinic is run from the Practice on a Thursday afternoon. We also offer a free Chlamydia Screening service to patients who are under the age of 25.

Smoking cessation clinics

Smoking is an expensive habit, and comes with a range of risks to your health. To help you break this habit, these one-to-one sessions will use the full range of medication and advice available to us. Motivation and support are key to your success.

Travel vaccinations

We provide health advice for people travelling to other countries, and we can administer most recommended travel vaccinations.

INFORMATION FOR PATIENTS

Opening hours

Our **reception** opens from 8am to 6pm, Monday to Friday.

Making an appointment

The practice offers a range of appointments to enable patients to choose one which suits their needs. We offer both pre-bookable and same day appointments. In addition, we offer telephone consultations should you feel your problem could be dealt with over the telephone. We also hold a late night clinic up to 7:30pm every Monday. The table shows the days each doctor works in practice.

	MON		TUE		WED		THU		FRI	
	AM	PM								
Dr Dewhirst	•				•	•	•	•		
Dr Nix	•	•	•	•	•	•				
Dr Caris	•	•			•	•			•	•
Dr McFadden	•	•	•							
Dr Frame	•	•	•	•			•	•	•	•
Dr Murtaza	•	•	•	•					•	•
Dr Hepworth	•	•	•	•			•	•		
Judith	•	•	•	•	•	•				
Pam	•	•	•	•	•	•				
Lauren			•	•	•	•			•	•
Karen			•		•		•		•	
Denise			•		•		•		•	
Lisa	•	•	•	•						

Home visits

If your illness or disability prevents you from attending the surgery, please contact us before 10:30am to arrange a home visit. A doctor may call you back to discuss your condition before coming out to see you.

Out of hours service

If you need to see a doctor outside normal surgery hours, please telephone the normal practice number – **01274 224 888** – and you will be directed to the emergency out of hours service. Alternatively, you may wish to call the NHS Help Line on **111** or consult NHS Online at **www.nhs.uk**. Please note the practice is not responsible for the provision of out of hours services. Please let us know if you have any feedback about the Out of Hours services.

New patients

Any new patients wishing to register with the Practice will be required to visit the surgery to complete a new registration pack, bringing some identification with them (such as a passport) and also something which confirms their address (such as a utility bill). These forms need to be signed by the individual patient wishing to register (children's registration forms can be signed on their behalf by a parent or legal guardian). Our practice mainly covers the BD4 postcode area, although we also cover parts of BD5.

Your responsibilities

We are proud to maintain excellent relationships between our medical staff and our patients. We strive to treat our patients politely and with respect, and we expect the same in return. We have a zero tolerance policy for violent or abusive behaviour. Any patient who is aggressive towards any member of our staff will immediately be removed from the practice list.

Cancellations

Please try to keep your appointment and arrive at the surgery in good time. If you are unable to make your appointment, please tell us as soon as possible so we can offer the appointment to another patient.

SPECIALIST SERVICES AND CLINICS

Our comprehensive programme of services and clinics includes:

Baby and childhood immunisations

Our nurses provide routine immunisations to protect young children from serious illnesses. We can offer up-to-date advice and guidance about these immunisations.

Baby clinics

These are clinics run fortnightly at the surgery with the health visitors, practice nurses and GPs providing advice on keeping your baby healthy.

Cervical cytology/smears

All women aged between 25 and 64 years are advised to attend the surgery and see one of our nurses for regular smears when invited.

ECGs

We provide an in-house ECG service, so if a doctor refers you for an ECG recording you won't need to go up to hospital for it. This is done only by referral from a GP.

Family planning

We advise on and provide various forms of contraception, including the fitting of contraceptive coils and implants.

Influenza and pneumococcal vaccinations

The influenza vaccination is given to over 65-year-olds annually, and the pneumococcal vaccination is given as a one-off injection. Both vaccinations are also given to patients in various 'at-risk' categories, such as those with diabetes or heart conditions.

We always aim to provide a high level of service, whatever your medical issue, from the most appropriate medical professional. It may not always be necessary for you to see a GP; often our nurse practitioner or nurses can diagnose or treat your condition. When you book an appointment, the reception team may ask why so that they can book you in with the most appropriate person.

As with all GP surgeries in Bradford, our patients are registered with the practice rather than with an individual doctor. You are free to see whichever doctor or nurse is available.

Our Doctors

Dr Helen Dewhurst (f)	MB ChB, MRCGP, DGM, DCH
Dr Amanda Nix (f)	MB ChB, MRCGP, DFFP
Dr Daniel Caris (m)	MB ChB, MRCS, DRCOG, DFFP, MRCGP
Dr Estelle McFadden (f)	MB ChB, MRCP, MRCGP
Dr Daniel Murtaza (f)	MB BS
Dr Danielle Frame (f)	MB BS
Dr Anna Hepworth (f)	MB ChB

Teaching and training

Bowling Hall Medical Practice is a training practice. This means that we help people who are going through their training to become a GP. This includes teaching medical students who are yet to qualify as doctors, as well as qualified doctors who are aiming to become General Practitioners.

To become a GP takes 10 years of training. The first 5 years are spent in medical school, at the end of which the student qualifies as a doctor. The doctor then spends 5 years doing a number of placements both in hospitals and GP practices.

Currently, the doctors at the practice who are going through their training are;

GP Registrars: Dr Jennifer Hartley (f), Dr Laura McCarthy (f)
FY2: Dr Wasif Tahir (m)

Comments, suggestions and complaints

We pride ourselves on offering a high standard of service to all our patients, and we are continually working to extend and improve the services we provide. We always welcome your feedback, ideas or comments about anything you particularly like about our service or anything you think could be improved. Should you have a formal complaint, please do not hesitate to contact the practice, preferably in writing, and we will conduct a full investigation.

Repeat prescriptions

You can request repeat medication by indicating the items you require on the tear-off slip of your prescription. Alternatively, you may wish to order your prescriptions online from our practice web-site — www.bowlinghallmedicalpractice.co.uk. Please allow two full working days between requesting and collecting your medication. **Please note that we do not take repeat prescription requests over the phone.**

Online Services

Bowling Hall Medical Practice offers services for its patients via the internet. These services include requesting prescriptions, updating contact details, booking and cancelling appointments, and sending us comments or suggestions. Please enquire at the front desk for more information.

Change of address or telephone number

Please notify us if you change your address or telephone number to ensure that the information we hold is up-to-date. You can do this in person or via our online services.

Queries and Test Results

We encourage our patients to contact us with any queries they have about their healthcare. However, we would request that patients contact the practice after 10:30am for queries and test results.

Clinical Commissioning Group

Bowling Hall Medical Practice provides medical services on behalf of NHS Bradford Districts Clinical Commissioning Group. Their address is;

NHS Bradford Districts CCG
Douglas Mill
Bowling Old Lane
Bradford BD5 7JR,
Tel: 01274 237290.

Confidentiality and How We Use Patient Information

All information held within the practice is considered to be confidential and we comply fully with the Data Protection Act 1984. All Practice Staff have access to this information in relation to their role and have signed a confidentiality agreement which allows staff to access patient information only when their role requires them to. Patient information may be shared, in confidence, with other NHS organisations in the interests of patient care.

Walk In Centres

A walk-in centre is held locally at Hillside Bridge Health Centre. You do not need to be registered to be seen. Contact details are below.

Hillside Bridge Health Centre
4 Butler Street
Bradford BD3 0BS
Tel: 0845 121 1024

Opening times: For patients not registered with a GP practice in Bradford, open between 2pm and 8pm Monday to Sunday. For patients who are registered with a practice in Bradford, open 6pm to 8pm Monday to Sunday.

ABOUT US

First-class facilities

Our purpose-built practice building offers specially designed facilities that enable us to offer the highest standards of healthcare for our patients. The building offers full disabled access and our car park has parking spaces reserved for disabled people. In addition to pleasant, welcoming GP consulting rooms, we have two well-equipped treatment rooms, a quiet counselling room and a large health education room. We also have two comfortable and spacious waiting areas.

Our dedicated team

Our medical staff provide a friendly, professional service that ensures you receive the appropriate level of care at all times.

Our experienced **GPs** are supported by a fully qualified **Nurse Practitioner**, who is able to provide a high level of diagnosis and treatment for many ailments and conditions, and can also prescribe a number of drugs, including antibiotics. We have a **Nursing Team** who provide ongoing management and treatment for many chronic conditions, as well as carrying out smears and giving vaccinations. In turn, the GPs and nurses are backed up by our **Healthcare Assistants** who are qualified to carry out routine checks and procedures like taking blood samples and blood pressure readings, weighing and measuring.

To support the practice we work with a dedicated team of **District Nurses, Health Visitors** and **Midwives**. In addition to offering clinics at the surgery, they also work in the community.

Providing support for the whole clinical team is an enthusiastic and experienced **Receptionist Team** who are responsible for dealing with patient enquiries, and who will usually be your first point of contact with the practice.