

Moor Park Medical Practice

*The Bluebell Building, Barkerend Health Centre, Barkerend Road
Bradford, BD3 8QH*

A Guide To our Services

Telephone: 01274 778400 (local rate)

Website: <http://www.Moorparkmedicalpractice.nhs.uk>

Details can also be found on NHS Choices Website

For advice when the Practice is closed or advise 24 hours a day contact

NHS 111

IN THE EVENT OF A MEDICAL EMERGENCY RING 999

Patients can also visit NHS Direct Website : [The NHS website - NHS \(www.nhs.uk\)](http://www.nhs.uk)

The Latest NHS Updates can be found on the above website and on the government website [www.gov website](http://www.gov.uk). Or Ring NHS 119

Welcome to our Surgery

Dr I Malik is the Practitioner and the named accountable GP for all our patients. The surgery serves patients in the BD1, BD2, BD3, BD4 area.

The Practice aims to treat all our patients promptly, courteously and in complete confidence. We welcome any comments, compliments and complaints as we encourage Patient Engagement at the surgery to help improve on our service.

Our Practice comprises of Dr Malik plus 2 locum GP's Dr Razi (male) and Dr Ali (female) 1 Advanced Nurse Practitioner Nazia Hussain, 2 Practice Nurses Nazia Hussain and Asma Mahmood, Health Care Assistant Shabina Kauser. All these people are supported by a team of fully trained Receptionists and Administration staff who are always happy to help.

Many of our Receptionists and Administrators have special qualifications in General Practice work and all are bound by the same rules of confidentiality as the Doctors and Nurses. They have all been trained in Care Navigation and may need to ask you for details when you telephone; this is to ensure that we assist you as speedily as possible and direct to the correct line of care. Their job is very demanding so please be patient. And help them.

Can
ring



tients
Also
NHS
1119

Self care

All practices ask their patients to 'self care' especially in cases of minor illnesses. If you feel unwell, please seek advice from your local Pharmacist. They also have a private consultation room for matters more personal.

Items such as bonjela, sudocrem, E45 cream, calamine lotion, calpol and gaviscon can be bought over the counter and do not need a prescription from the Doctor or Nurse Practitioner.

Finally.....

We aim to treat all of our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or our patients. If a patient is violent or abusive, we will exercise our right to take action and have them removed, immediately if necessary, from our list of patients.

Patient Participation Group

Here at the Surgery we hold regular Patient Participation Group meetings to discuss the general running of the Practice. Patient ideas and suggestions are always welcome. If you would like to participate and join the group please telephone the surgery or ask at Reception for more details. The Practice Encourages Patient Engagement and hopes to build a large Patient Participation Group at the surgery in the future.

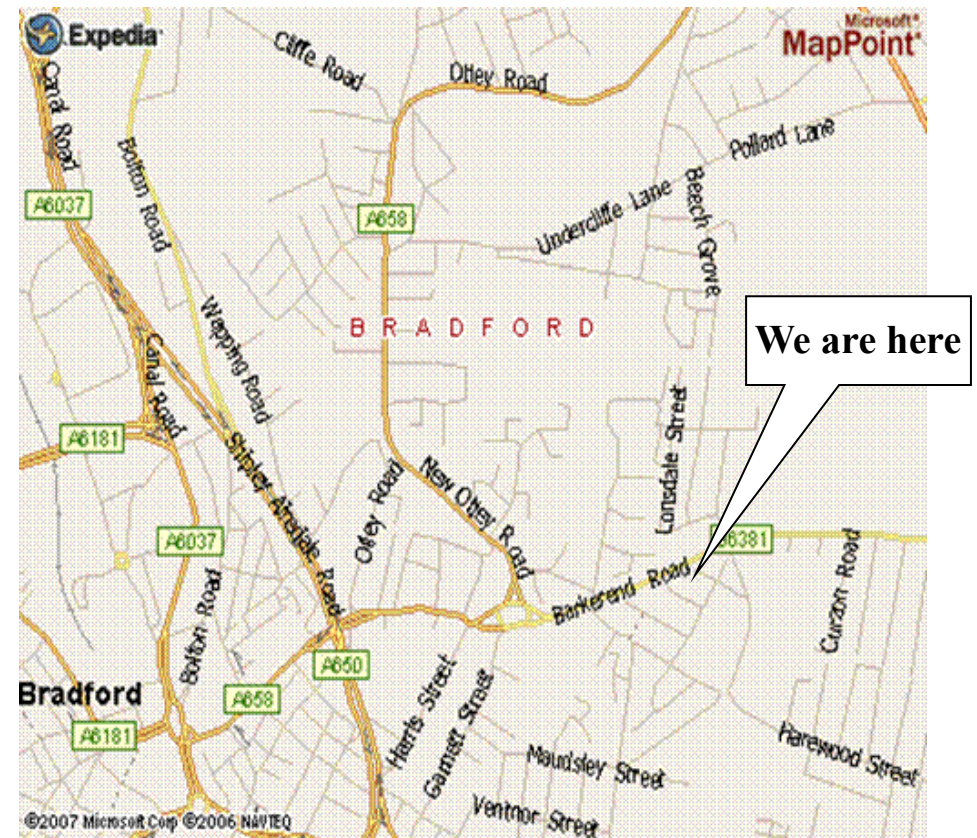
Patient Engagement Lead– Razia Ali Bibi

New role in surgery Patient engagement lead, Finding and connecting/ working as part of a team with other organisations may be of help to patients social, physical and mental health support. This has been shown to bring the community together we have so far had a Health visitors



Where are we?

BD3



Contacting us
Moor Park Medical Practice
Bluebell Building
Barkerend Health Centre
Barkerend Road
Bradford BD3 8QH

Telephone: 01274 778400

Opening Hours
Monday 8.00am - 6.30pm
Tuesday 8.00am - 6.30pm
Wednesday 8.00am - 6.30pm
Thursday 8.00am - 6.30pm
Friday 8.00am - 6.30pm

Evenings and Weekends

Out of Hours Service – Please ring NHS 111 the service is free from landlines and mobiles

For urgent advice and treatment when our practice is closed during evenings, week-ends and bank holidays dial the above number and follow the instructions

NHS Bradford and Airedale are responsible for the Out of Hours Service

In return and to enable us to provide the best possible service, we ask you to:

- Tell us if you are worried or unsure of any aspect of your condition or treatment;
- Arrive in good time for an appointment and if you have to cancel an appointment, please do so well in advance;
- Endeavour to contact us prior to 10.00am if seeking a home visit or, if at night only when you are too ill to attend the Surgery the following day;
- Request your repeat prescriptions well in advance—48 hours
- Treat the Practice team with courtesy and respect at all times;
- Follow all advice and complete any course of medication your Doctor offers you;
- Advise us promptly of any changes to your name and address.

Points to remember

A GP has a right to remove patients from his/her list and may do so if:

- a patient moves outside the Practice area;
- if a patient repeatedly fails to attend booked appointments without telephoning to cancel;
- The GP considers that there has been an irreversible breakdown in relationship with the patient.

The Practice has A Zero Tolerance Policy in place covering all staff
Please note the Practice will remove patients from their list if
Incidents of Zero tolerance have been reported

The Practice Charter

Our Practice aims to provide you with the best possible treatment and advice at all times and to help you to keep healthy. We are committed to ensuring high standards of care for you and your family and we seek your support in working together.

Our commitment to our patients is to:

- Treat you as an individual, with courtesy and respect at all times;
- Offer the most appropriate care, given by suitably qualified people who will explain your condition and treatment to you in a simple and understandable way;
- Ensure the premises are clean, comfortable and accessible and the appointment times are flexible to meet your needs;
- Offer you a consultation for a non-urgent appointment within a reasonable timescale depending on clinical priority;
- For urgent cases, offer you an appointment on the same day though this may not be with the doctor of your choice;
- Provide home visits, to the genuinely housebound or seriously ill, although the visiting doctor may not be the doctor of your choice. Prior to making a home visit, we may wish to seek from you brief clinical details of your condition, this will enable the doctor to assess your need;
- Endeavour to provide repeat prescriptions within two working days, subject to clinical need;
- Inform you when you arrive at the Surgery of any expected delays beyond your appointment time;
- Give you access to your health records, in accordance with current legislation and treat all information / personal details in the strictest confidence.

Practice Times

	Monday	Tuesday	Wednesday	Thursday	Friday
Same Day Access	Am/pm	Am/pm	Am/pm	Am/pm	Am/pm
Reception Times	8.00am-6.30pm	8.00am-6.30pm	8.00am-6.30pm	8.00am-6.30pm	8.00am-6.30pm

Same Day Access Appointments for GP and Advanced Practitioner are available. If appointments are booked on the day then patients will be seen by the clinician available at the time. If patients want to see a particular GP then it is best to Pre book with them or use our online service to pre book.

The Surgery Reception and telephone lines are available for Same Day Access appointments from 8.00am

Please note: Surgeries are subject to alteration and may be changed, often to suit Patient demands

If you have any enquiries regarding prescriptions or test results then you please call the surgery after 10:00am

An Introduction to our Staff

Dr I Malik (Male) MBChB 1995 MRCGP 2000

Dr Malik has worked in Bradford for many years. He offers a full range of general practice care to his patients. He also speaks Urdu, Punjabi and Arabic. He has a specialist interest in Diabetes and Minor Surgery.

Locum GP—Dr S Razi (Male) BS, MB works Mondays and Wednesday

Locum GP—Dr Ali (Female) works Thursday mornings

Pharmacist—Edward Melbourne

Edward Melbourne is our in house pharmacist who works closely with Dr Malik reviewing patient medication

Advanced Clinical Practitioner -Nazia Hussain

Nazia qualified as an Advanced Clinical Practitioner in 2021 and is a valuable member of our team. Nazia also works as our lead Practice Nurse on Diabetes, Mental Health, Learning Disabilities, and can administer baby vaccines, travel vaccines and carry out smears and swabs, phlebotomy, Asthma, COPD clinics

Health Care Assistant

Shabina Kauser is our health Care Assistant and our Phlebotomists. Our HCA is very important member of the Practice Team who work under the supervision of the Practice Nurse. HCA 's are able to take blood samples, check blood pressure, test urine and carry out basic health checks enabling the GP's, Nurse Practitioner and Practice Nurses to carry out more demanding tasks. Shabina has been with the Practice for many years and is a valuable member of the team

Equality and Diversity Policy

We are committed to ensuring and promoting fairness, equal rights and diversity.

We aim to create a service that within our Practice:

- Acknowledges, promotes and celebrates the diversity that exists in our Practice and wider Society today
- Attracts and employs people who reflect the diverse communities we serve
- Strives to ensure that all children and their families have equal opportunities, equal access and are treated with equal concern

Challenges positively all discrimination in terms of: culture, race, colour, religion, language, gender, health, ability, disability, age, sexual orientation, socio-economic background, family structure and any other factor which cannot be justified

This means that we are committed to:

- Raising awareness of fairness, equality and inclusion at all levels and promoting high quality practice in all areas
- Continually reviewing and developing our recruitment procedures to enable us to develop a diverse workforce
- Ensuring that our employees, service users, patients, partners and colleagues, including children and families, are treated with equal concern and feel valued, respected and empowered
- Ensuring that all areas of our activity are free from all forms of discrimination, prejudice and stereotyping
- Promoting the value of a diverse society

Meeting obligations of the various acts of Parliament relating to equality and inclusion

We will implement this policy through and Equality Strategy which will define:

- Identified gaps
- Clear accountability and responsibility for implementation
- Monitoring processes to ensure these have been achieved

This Equal Strategy will be reviewed annually.

Confidentiality and Access to Patient Information

Any information that the doctor holds about you is strictly confidential.

Your doctor will not divulge **any** information about you to **anyone**, including your employer, insurance company or relative, without your written permission. **No one** from out-side the practice is able to access written or electronic patient records.

If you are referred to another doctor or health professional at the hospital or within the practice then necessary information will go with the referral and it is assumed that you agree with this if you have agreed to the referral. If you don't, you must say so to your doctor. **All** health professionals and staff within the practice are bound by the rule of confidentiality.

If you move to another practice your written and electronic records are transferred automatically to your new practice after you have registered with it.

There may be certain unusual circumstances where the doctor can be obliged to break the confidentiality rule, for instance if the patient is mentally incapacitated, or if it is in the interest of public safety, or if he or she is required by a court of

GENERAL DATA PROTECTION REGULATION

From May 2018 GDPR was introduced at the Practice.

This is a National Government Rule

Please note in order to make appointments, order prescriptions or discuss any other things relating to a patient record, staff has to be speaking to the PATIENT. If a patient is unable to contact the Practice for medical reasons then the Practice has to have written permission on the patient record from the patient authorising the practice to speak to a specific person.

All Staff are unable to discuss anything with any other member of the family or friends.

We are sorry for any inconvenience this may cause.

Details of the new GDPR Government guidelines can be found on the Government Website
WWW.gov.uk

Practice Manager

Ann-Marie Rose - Ann- Marie Rose joined the Practice in January 2013. She is responsible for the smooth running of the Practice and is happy to hear your comments – both good and bad as she is always looking at ways to improve on our service to patients.

Receptionist/Administration Team /Secretarial Team

Our team of friendly and helpful Receptionist Team are made up as follows:

Secretary - Iswana Malik, and Shameem Ali

Receptionist—Zaiben Nisa, Rizwana Kauser, Khalda Ayub, Asia Saleem and Mumina Waseem

All our staff are multi skilled and have several other responsibilities within the Practice as well as answering the telephone phone. Each member of staff is multiskilled and trained.

Patient Engagement Lead— Razia Bibi

PCN5

The Practice is part of Patient Care Network 5 which means we work collaboratively with 10 other Practices withing the area working on improving patients experience and services.

PCN5 have employed share staff which include Mental Health Worker, Pharmacists, Social Prescribers, Cancer Care Co Ordinators and Community Connectors all these staff spend time working at each of the 10 individual Practices

Named GP

All patients under the care of the Practice have a named accountable GP this will be Dr I Malik for all our patients

Complaints Manager—Iswana Malik

If patients have a complaint please speak to Iswana Malik, complaints leaflets are available from reception

Appointments

Patients can book appointments in the following ways:

Telephone and face to face appointments can be booked on the day lines open at 8.00am

Telephone and face to face appointments can be pre booked with a GP/Clinician of choice by contacting the reception by telephoning or coming into the practice.

Online access has been given to all our patients, telephone, and face to face appointments can be pre booked using this service. This service also gives the patient choice of clinician and a time slot. Patients can also get results and order prescriptions through this service. Full access to medical records has been given

E Consults can be accessed through our website and patients can send a Medical or Clerical message into the practice which will be actioned. Medical within 48 hours and clerical within 72 hours.

Patch's is a new service for 2023/2024 where patients can submit online consultations, have video calls and receive medical information regarding medical and non medical queries by clicking the link on our website www.moorparkmedicalpractice

Enhanced Access appointments are offered by the Practice for evenings and weekend telephone and face to face appointments by a GP at another practice so giving patients choice. Full access to medical records is available for this service

GP and Advanced Nurse Clinician Appointments can be re booked for a Saturday Morning these can be booked through our receptionist. Nurse and HCA Appointments can also be booked on an Evening For, Bloods, BP, Asthma and Smears

Emergency Appointments are available on the day at the Practice these are dealt with by the On Call GP

Urgent Appointments—If patients feel their medical problem is Urgent then the receptionist will take some details and this will be passed to a GP for review

NHS 111 appointment slots are available on the day for patients who ring NHS 111 and need an appointment. The NHS 111 service books the patient directly into the appointment slot

Extended Hours Appointments are available to book with an

Other local NHS Services

Local Pharmacist Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment but can ask for a Consultation. They can also offer a medication review and blood pressure checks. Please arrange an appointment with your Pharmacist for this service. Many pharmacies operate extended hours on a rota basis.

Phone NHS Direct, telephone for details if you are having difficulty finding a pharmacy in your area

NHS Direct NHS Direct website offers free expert health advice and information 24 hours a day website www.nhsdirect.nhs.uk

NHS 111

Accident & Emergency Ring 999

This service is for medical emergencies only and shouldn't be used for general medical problems

In the event of a life threatening medical emergency please telephone 999 or go straight to A & E

NHS Direct 111

Emergency Services 999

Moor Park Medical Practice Direct telephone 01274 778400



www.moorparkmedicalpractice.nhs.uk

Other Information

Complaints, Compliments and Comments Moor Park Medical Practice aims to offer a high quality, friendly and professional service to all our patients. The Practice has a Complaints leaflet and policy in place please ask for details at reception.

Our Complaints Manager is Iswana Malik

We are very interested in hearing how our systems/procedures could be improved and if you are particularly unhappy with a certain aspect of our service, please let us know. You may speak to whom ever you feel most comfortable – your GP, the Practice Manager or our Patient Engagement Lead, Razia A Bibi, who will be happy to listen to your suggestions or criticisms, and initiate any appropriate action. We also have a ‘Suggestion Box’ in the main reception where any complaints, compliments and comments etc may be posted

confidentially, should you so wish.

NHS Choices

NHS Choices is a website where patients can leave feedback for Practices, this feedback is checked and monitored by the CCG

The Practice Manager looks at all the feedback and responds

The Practice Website is: www.moorparkmedicalpractice.nhs.uk

Disabled Facilities Our surgery is easily accessible to patients using a wheelchair. We also have allocated car parking for registered disabled patients, providing they have their permit on display.

Home Visits Our doctors typically see 4 patients in the time it takes to do a Home Visit and for this reason, we ask our patients to come to the Practice if at all possible. However, if your condition means you cannot attend the Practice a Home Visit will be arranged. **Please try to ring us before 11.00am and let us know if your condition is urgent.**

Appointments Consultations are by appointment only they can be face to face or telephone appointments. Please telephone the surgery or book online. If patients book appointments on the day they will be seen by any of the clinicians. Reception staff will not be able to specify who patients are booked in with. Urgent appointments are always available the same day, but not always with the doctor of your choice. If it is a medical emergency then the reception staff will ask you for details so they can inform the GP it is an emergency. Pre bookable appointments can be made through reception or online these can be made with a clinician of choice and at a time that suits the patient.

Please keep your appointment or cancel it in good time as this allows efficient use of our services ensuring we are available for others to be seen

Carers

If you are a Carer please inform us, Support Organisations are available. Please ask at Reception for details.

Minor Eye Problems - Patients ringing with eye problems will be referred to the Optician where they will be given an appointment the same day.

Roberts opticians 01274 639245

Morrison's Thornbury—01274 66009

Pharmacy first—Patient to request Consultation at Pharmacist

Pharmacy first was initiated by the government on 1st February 2024. Patients who ring the practice for an appointment are triaged by care navigation and then referred to the appropriate service. The Pharmacy see patients for Minor Ailments and also the following: Acute Nose,throat,chest infection, Insect bites, shingles, urine infection, skin rash

Ordering Prescriptions - Prescriptions to be ordered at the surgery or by using the online services. Pharmacies can order prescriptions for elderly and housebound patients and collect all prescriptions. If patients are unable to order their own Prescriptions then please inform the reception staff and a note will be made on the home page of record.

PLEASE NOTE Prescriptions take up to 72 hours to process

Prescriptions and Test Results

The Practice asks that you give **72 hours** notice for repeat prescriptions to be processed. Any tests done at the hospital can take up to 10 days to come through

The Practice take telephone prescription requests after 10am for the elderly, housebound or anyone who finds it difficult to come to the surgery to order

Repeat prescriptions may be ordered by completing the counter foil, printed opposite your previous prescription, it can then be placed in the box at reception marked

Prescriptions. alternatively, a prescription request form which are on reception can be completed and placed in the prescription box..

If you are unable to call into the surgery to order your prescription or receive your test results, please sign up for Online Services where you can access all this information.

Please remember that results of tests carried out can only be given to the patient. And will be given out over the telephone after 10.00am

Electronic Prescription Service -The surgery now uses an Electronic prescription service with

Pharmacies. This means Prescription are sent direct to pharmacy and no paper copies are given to patients. Please note prescriptions can still take up to 6 hours to reach the pharmacy

Clinics

The Practice run a range of clinics details below. For an appointment or further details, please call our Reception on 01274 778400

Covid19 Vaccinations—Please ring the Practice for current information

Antenatal This clinic is run by midwives. If you become pregnant, you will be given a ‘booking appointment’ at which time the midwife will ask you some questions and carry out a general health check. You will continue to be seen regularly throughout your pregnancy at the Hospital, at the Practice or both.

Child Health and Immunisation All babies from 8 weeks old are invited for regular check ups with one of our GP’s and Health Visitors and immunisations from our Practice Nurse.

Diabetes Led by our Nursing team, this clinic offers advice and general health check ups to patients diagnosed with Diabetes

Patients are offered 9 care process for diabetic checks these include

Podiatry, Retinal, Bloods, Structured Education, diet and advice, medication, blood sugar and cholesterol

Asthma / COPD Asthma sufferers can book an appointment for this clinic which is run by our nurses who specialise in Asthma care.

Weight Advice If you would like help and advice in losing weight, please contact Reception for an appointment

Coronary Heart Disease Clinics are run within the Surgery

The times of our clinics are altered to accommodate the needs of our patients and are often changed for suitability, therefore, the times and days have not been printed. When telephoning for an appointment, a member of our reception staff will advise when specialist clinics are held.

Extended Hours and Access Clinics are now also available to book with a Advanced Clinical Practitioner, Nurse or HCA for Asthma, COPD, Cervical Smears and Blood tests. These appointments can be pre booked at a clinic and time of your choice around the Bradford area.

Pharmacy First Patients to Request a Consultation at the Pharmacy/Minor Ailments

When patient telephones the practice for a GP appointment they will be referred to the Pharmacist where an appointment will be booked in for them to have a consultation with a pharmacist.

Pharmacy first—Patient to request Consultation at Pharmacist

Pharmacy first was initiated by the government on 1st February 2024. Patients who ring the practice for an appointment are triaged by care navigation and then referred to the appropriate service. The Pharmacy see patients for Minor Ailments and also the following: Acute Nose,t hroat, chest infection, Insect bites, shingles, urine infection, skin rash

A community pharmacist can will provide you with the right medication. For minor ailments including the following: (This is a short list which will be added to when the scheme goes live in 2022)

Athletes Foot	Cold	Threadworms	Teething	Earache
Blocked nose	Cough	Sore throat	Thrush	Headache

Self Care

Remember before you contact one of these services please remember that minor ailments such as coughs, colds and indigestion can be treated at home. By keeping a well stocked medicine cabinet it will not only help the practice to run more efficiently, it will also ensure that all patients in need of attention from a GP are able to make a same day appointment . We suggest you keep the following items at home:

- Paracetamol and Aspirin (children under 16 and people with asthma should not take aspirin)
- Mild Laxatives
- Anti-diarrhoeal medicines
- Dehydration mixture
- Indigestion remedy (for example antacids)
- Travel sickness tablets
- Sunburn Treatment (for example Calamine lotion)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

REMEMBER!!! *Take all unwanted and out of date medicines back to the pharmacy*