**YOU CAN EXPECT:**

An Equal Opportunities Service regardless of age, sex, race or sexual orientation. Patient Confidentiality is strictly adhered to by all members of Practice staff, in accordance with the Data Protection Act 1998

**WE EXPECT**

* Patients to notify us if they cannot attend an appointment since patients who regularly miss appointments - wasting doctor & nurse time – may risk removal from the Practice list
* Patients to inform the Practice of any change in circumstances such as name & address.
* Patients to be polite and courteous to all members of surgery staff at all times
* *This practice has a* ***Zero Tolerance*** *policy to abusive or aggressive behaviour and patients displaying these traits will be removed from the Practice list at the GPs discretion*

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| **PATIENT COMPLAINTS OR SUGGESTIONS**  We always welcome constructive feedback from our patients. Should you have any suggestions on improving our service – or should you wish to complain about any aspects of the care you receive – please wrote a formal letter addressed to the Practice Manager. We will always aim to resolve any complaints as promptly and professionally as possible.  **TO REGISTER**  Please complete a registration form available in reception. You will then be offered a New Patient Check with our HCA to ensure we have all your medical details before a clinician sees you. |

**Surgery Opening Hours:-**

Monday 08.30 – 6.00 pm

Tuesday 08.30 – 6.00 pm

Wednesday 08.30 – 6.00 pm

Thursday 08.30 – 6.00 pm

Friday 08.30 – 6.00 pm

Saturday CLOSED

Sunday CLOSED

**NON-URGENT MEDICAL ADVICE:**

**For non-urgent medical advice when the surgery is closed, patients should the free NHS number 111.**

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| For more information about primary medical services in your area contact your local CCG:  Bradford Airedale & Craven CCG  Scorex House, West), 1 Bolton Rd, Bradford BD1 4AS  Tel: 01274 237290 |

**Little Horton Lane Medical Centre**

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**Dr Gilkar & Partner**

**Little Horton Lane Medical Centre**

**392 Little Horton Lane**

**Bradford BD5 0NX**

[*www.drgilkar.co.uk*](http://www.drgilkar.co.uk)

***Telephone: 01274 731700***

**DOCTORS**

**Dr Ishtiaq Gilkar MBBS *(Male)***

**Dr Anne Marie O’Leary MBChB (Female)**

**Dr Satpal Singh MBChB, MRCGP *(Male)***

**Dr Tariq Aziz MBBS, MRCGP, PGDip (DERM) (Male)**

**Dr Kulpana Patel MBChB, MRCGP, PGDip (Diabetes), DRCOG (CASH) (Female)**

**Dr Mohammed Bashir MBBS (Male)**

**Dr Shiraz Ali MBChB, MRCGP (Male)**

**Dr Sarfaraz Khan MBChB (Male)**

**Dr Samina Khan (Female)**

**Dr Satwant Rayat (Female)**

**Nursing Team**

We have a dedicated nursing team to look after all your nursing needs. The nurses see patients with chronic disease and vaccinations. We attempt to offer as many services in-house for the convenience of our patient’s. Our HCA’s offer dietary advice, smoking cessation, ECG testing, Spirometry and a Pregnancy Testing service

Patient care at the Practice is also provided by the community midwife, District Nurses, Health Visitors, Dieticians and Podiatrist.

* Rifat Javed – Nurse Practitioner
* Victoria Walker – Advanced Care Practitioner
* Razia Ghaffar-Adams – Practice Nurse
* Angeline Tie – Practice Nurse
* Saima Arif – Health care Assistant
* Anisa Kiran – Health Care Assistant

**Administrative & Reception Staff:**

* Nicole Holmes – Practice Business Manager
* Naiema - Clics Senior Administrator
* Millie – Reception Manager
* Charlotte - Reception Manager
* Mo – Receptionist/ Administrator
* Jasmine - Receptionist/ Administrator
* Imaan - Receptionist/ Administrator
* Sabeela – Receptionist/Administrator
* Naila - Receptionist/Administrator
* Alayna - Receptionist/Administrator
* Connor – Data quality Manager
* Sania Caan – Medical Secretary

**PRESCRIPTIONS**The doctors do not routinely issue prescriptions for coughs, colds or flu symptoms. You should ask to speak to our Practice Pharmacist for advice on these problems. Repeat Prescriptions can be requested by ticking the items required on **the right hand side** of your repeat prescription form and placing it in the box at reception***Always allow 48 hours (2 working day) for issue of any repeat prescriptions*** Your prescription can be sent to you by post (please provide a stamped addressed envelope). All repeat prescriptions are reviewed every six months, through a consultation with the doctor or the Practice Pharmacist. **You will be informed by the Practice when your review is due – It is very important that you attend**.

**We offer the following services for patients**

* + 24 Hour Repeat Prescription Service
  + Child Health Surveillance
  + Contraceptive Services
  + Emergency Contraceptive Services
  + Pre-conceptual advice
  + Dietary & Weight Management Advice
  + Maternity Care

**Clinics for**:

* Asthma / COPD
* Baby Clinic
* Coronary Heart Disease
* Diabetes
* Annual Flu Vaccination
* Hypertension
* Hyperthyroid
* Minor Surgery
* Travel Advice & Vaccinations
* Well Woman/Man Clinic
* Contraceptive & Sexual Health Clinic

**CONSULTATIONS**

* Speak to the receptionist to arrange a routine appointment with the doctor or nurse.
* Please note that in order to give all patients fair access to our service, routine appointments cannot be booked more than two week in advance unless a doctor or nurse specifically requests this.
* Telephone the practice before 12pm to request a routine Home Visits in order for the doctors to prioritise their workload .Urgent home visits requests are triaged by On-Call doctor.
* If you require an **urgent appointment** please make the receptionist aware of the urgency.
* URGENT ACCESS patients will be seen by the on-call Doctor.
* The Out of Hours service is provided by an external contractor, West Yorkshire Urgent Care Services. To access please call the surgery and you will be transferred automatically.
* .For non-urgent medical advice out of hours you should contact NHS Direct**. 111**
* For trusted information on your medical condition you could contact the on-line website of the NHS Direct health advice and information service.
* The surgery accepts patients from the BD5 and BD7 area.
* We have disabled access and facilities in the surgery.
* To register please ask for an application form from reception and book a New Patient Check.
* We will try to accommodate any request for a particular GP when booking an appointment.
* All clinical staff and administrative staff have access to your medical records. All staff have signed a confidentiality agreement so your information is safe and secure.
* Patient have a right to see their medical records. To view your medical records please put your request in writing to the Practice Manager.
* We also have online facilities for booking appointments and ordering repeat medication.