

WELCOME TO

parklands
medical practice



The Medical Centre
30 Buttershaw Lane
BRADFORD
BD6 2DD
Tel: 01274 678464

Park Road Medical Centre
Park Road
BRADFORD
BD5 0SG
Tel: 01274 227575

Website:
www.parklands.co.uk

DETAILS OF THE PRACTICE

This practice dates back to the birth of the NHS in 1948 when Dr Jackson established a practice in Buttershaw and Dr Porchetta established another practice on Little Horton Lane. Dr Moochhala joined the Buttershaw practice in 1971 when it was a converted butchers shop on Halifax Road. In 1977, both practices joined to become one of the first large group practices in the area, moving into one of the first local authority area health centres at Park Road. In 1988, a brand new medical centre was opened on Buttershaw Lane. In 1990 we became computerised and in 1997 a new health centre was completed on Park Road. Also in 1997 we changed our name to Parklands Medical Practice. The practice partnership (unlimited) has now expanded to cover 11,000 patients with eight doctors and three nurses all working at both sites. We are involved in the training of medical students. The practice is a member of the Bradford Districts Clinical Commissioning Group (Contact details : Douglas Mill, Bowling Old Lane, Bradford, BD5 7SR, 01274 237290 www.bradforddistrictscg.nhs.uk/contact-us/), which means that we work closely with other local practices to develop services in our area.

THE DOCTORS

NAME	YEAR QUALIFIED	QUALIFICATIONS AND INTERESTS	JOINED PRACTICE
Dr Emma Hardwick (Partner)	Leicester 2005	MBChB, BSc(Hons), Teaching, Family planning	
Dr Ian Stinson (Partner)	Leeds 1988	BSc MBChB MRCGP DCH FP Cert Asthma, Psychiatry, Antenatal Care, Terminal Care, Clinical Governance & IT	1995
Dr Hussain Cochin (Partner)	Newcastle 1995	MB BS MRCGP Diabetes, Cardiovascular Medicine and Joint Injections	2000
Dr Tanya Parry (Partner)	Liverpool 2006	MBChB, MRCGP, RGN, ENP	2017
Dr Sunita Raj	Leeds 1997	MBChB MRCGP DFFP Women and young person's health, family planning.	2006
Dr Jacquilyn Aitken	Leeds 1995	MBChB (Hons), BSc (Hons), DCH,	2020
Dr Nazif Perwez	Lahore 2004	MBBS, MRCGP, MRCS	2020

THE PRACTICE NURSING TEAM

NAME	QUALIFICATIONS AND INTERESTS
Sr Amanda Howarth	RGN—Interests– Diabetes, Coronary heart disease, Immunisations, Training
Rizwana Kauser	RGN—Diabetes, Immunisations
Stacey Parducci	RGN—Asthma, COPD, Immunisations
Nurse Jean Appleton	RGN -Smoking Cessation, Cervical Screening, ear syringing, Baby Clinics, Travel Health
Eunice Wood	HCA- NVQ level 1,2 & 3, Health Checks, Smoking Cessation, Phlebotomy, Blood Pressure, Spirometry ,ECG
Sophie Appleton	HCA—Health checks, phlebotomy, ECG, Blood pressure
Lisa Hall	HCA—Health Checks, phlebotomy, ECG, Blood pressure,

The practice nurses assist the doctor in their daily work and also give travel advice, vaccinations, take blood samples, check blood pressure, ear syringing etc. They also provide specialist clinics in their own right, eg diabetic, asthma, well woman and heart disease prevention.

Joanne Lawrence	ANP—Minor illnesses, Learning difficulties, end of life care
Josh Jones	PA— Minor illnesses

THE PRACTICE STAFF

Ms Fiona Purdie	Business/Finance Manager
Mr Ian Taylor	Patient Services Manager

We have a supporting team of administrative assistants and receptionists, each with a demanding role of following practice procedure to ensure the smooth running of the practice on a daily basis.

HOURS OF OPENING

Monday to Friday	8.00am to 6.30pm
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SURGERY TIMES

The range of surgery times are listed below:

Mornings	8.00 to 12 noon
Afternoons and evenings	1.30 to 6.15pm

THE PRACTICE AREA

The seven doctors, together with the practice nurses, receptionists, district nurses, health visitors and midwives, provide a comprehensive healthcare service. The practice covers postal areas Bradford 5, 6 and 7. A diagram of the practice area is shown on the back cover of this booklet.

APPOINTMENT WITH THE DOCTOR

All surgeries are by appointment and each appointment is for one person only. Appointments can be made through the receptionists. When an appointment has been made, the receptionist will repeat the appointment details to you, or write an appointment card.

When making an appointment to see the doctor, you have the right to ask to see the doctor of your choice. Please be aware that this will be the next available appointment with that doctor and may not be as soon as you require the appointment. We have a limited number of routine available appointments each morning and these appointments can be booked the same morning but may not be with the doctor of your choice. We aim to see any patient requesting an appointment with any Doctor within 48 hours if required. We would recommend contacting the practice as early as possible if you want one of these appointments.

A longer appointment time may be requested at the time of booking but the receptionist will always confirm these requests with the doctor as it is at the doctors' discretion and on the doctors' instruction that these appointments are made.

We have a range of pre-bookable appointments available up to 2 weeks in advance for those patients who prefer to book at particular times or who wish to see a particular doctor. We regularly monitor our appointment availability and believe we offer sufficient appointments to comfortably meet our usual demand. However there may be occasions when the doctor or appointment time of your choice has already been booked and we would ask you to be flexible in your requests to the practice.

MINOR SURGERY

JOINT INJECTIONS. Drs Cochin and Aitken can offer joint injections to help certain conditions of the shoulder, knee and elbows. Each patient needs to be assessed individually by the stated doctors for suitability. Your regular Doctor will suggest this option to you if it is thought appropriate.

APPOINTMENTS WITH THE PRACTICE NURSE

Although you may ask to see the practice nurse of your choice, the reason for the appointment may determine which nurse you need to see. The receptionist, following Practice Protocol, will book your appointment with the appropriate nurse.

MISSED APPOINTMENTS

Parklands Medical Practice is a busy practice and appointments are very much in demand. If you make an appointment and are then unable to attend, a reasonable notice of cancellation should be given whenever possible. Appointments which are not kept should be made available for use by other patients. The amount of the doctors' and nurses' time wasted through missed appointments is monitored and is also displayed in surgery.

RIGHTS AND RESPONSIBILITIES

Parklands Medical Practice Team works hard within its resources to offer as good a service to its patients as is possible. In order to achieve the best, we ask of our patients that we help each other.

We will provide skilled advice and attention, we ask you to accept that all patients have equal rights.

We will do our best to deal with telephone enquiries. We ask you to respect the dedicated line numbers and the times our lines are open.

We will run an efficient, flexible appointment system, with allowance for any urgent medical needs. We ask that you do not waste appointments by booking unnecessary appointments and accept that valuable practice time is wasted because appointments have not been kept.

The doctors and nurses will see patients according to the time of the appointment and in order of arrival. We ask that you wait patiently for your appointment, accepting that there are patients with appointments earlier than yours and who may have taken longer than their appointment time.

We will be courteous and do our best to help you. We ask that you be courteous with us.

We will provide facilities for primary medical care. We ask that you respect these facilities and help to keep them in good order.

VIOLENT OR AGGRESSIVE BEHAVIOUR

If a patient is aggressive or violent to a member of staff, or another patient whilst on the practice premises, we reserve the right to remove that patient immediately from our list. In the cases of extreme violence, or threats of violence, it may be necessary for the police to be called to attend.

In less extreme cases we may request the tPCT to make alternative arrangements for a patient if we feel that certain behaviour has compromised our ability to provide satisfactory medical care.

HOME VISITING SERVICE

Home visits are **for bed bound or completely immobile patients**. **All requests for home visits must be in by 10.00am** at the latest. If you are in doubt as to whether a visit is needed, the receptionist will ask the doctor to speak to you. We would like to politely remind patients that transport problems alone are not a reason for requesting home visits.

MEDICAL EMERGENCIES

If you are taken ill after 10.00am and feel that you need to be seen urgently the same day please contact the receptionist. Your message will be passed to the doctor on call who will contact you and arrange for you to be seen as an emergency if necessary.

EMERGENCIES OUT OF HOURS

There is an emergency service for any urgent medical need that arises out of normal surgery hours and cannot wait until the next surgery. If you require emergency help please telephone the normal surgery number - an answer phone message will give you the correct number to ring at that time. Your need will be assessed and you will be:

- Given telephone advice (by a doctor if necessary) *or*
- Told to contact us the next day *or*
- Given an appointment at a local emergency clinic or a home visit if you are too seriously ill to be moved.

This service is provided by a deputising service and responsibility for these arrangements rest with Bradford CCGs.

WALK-IN CENTRE

There is no current walk in service at any site in Bradford.

TELEPHONE ADVICE (NHS 111) TEL: 111

This is a national **24 hour service** which has been established by the government. Trained nurses answer all telephone calls and are available to **give medical advice on all health related matters.**

Alternatively this service can be accessed via *NHS Choices*

REPEAT PRESCRIPTIONS

The doctor may agree to you having **long term medication on repeat prescription.** Attached to your prescription is a **re-order form** with all your drugs listed. At the bottom of the form is the **review date** when your doctor next wants to **check your medication.** To order a repeat prescription please either post, leave the form at reception, order via the practice website or submit an eConsultation. . **Please give us 48 hours notice of your request.** Please enclose a stamped addressed envelope if you wish the prescription to be posted to you. Some chemists will collect the prescription at your request and deliver the items to you, please ask them for details.

NEW PATIENTS

We welcome any new patients to our practice now residing within our practice area. **All new patients are requested to initially contact the reception team, who can help you with the paperwork and will make you an appointment with our healthcare assistant/practice nurse for a health check** (please bring a urine sample) and then with a doctor if medication is required. The health check is very important as it helps us to update our records while we wait for your medical records to arrive from your previous doctor and it also gives us a chance to meet you and your family.

ACCESS TO MEDICAL RECORDS

Any patient (or their authorised representative) has the right to apply for access to their medical records. In order for us to adequately protect patient confidentiality we will require any requests for access to be made in writing and may need to formally establish the identity of the individual requesting access. For further information about the security of your personal information please see the practice website, www.parklands.co.uk and select the tab labelled **PRIVACY NOTICE**

SPECIAL CLINICS AND SERVICES (NHS)

MATERNITY SERVICES

- **Folic Acid**—All ladies trying to conceive or confirmed as pregnant should take folic acid 400mcg/day. This is available from chemists and health food shops. Taking folic acid up to the twelfth week in pregnancy substantially reduces the chance of the baby having spina bifida.
- **Antenatal Clinics**—Once your pregnancy test has been confirmed as positive please make an appointment to see one of the doctors.

They will make arrangements for your antenatal care together with the midwives and the hospital. For your convenience most of your appointments will be at the surgery.

FAMILY PLANNING

Contraceptive and sexual health services can be accessed from LOCALA.

www.locala.org.uk

Contact centre for appointments and advice

030 3330 9500

Monday-Friday 08.30-16.30

VACCINATIONS AND TRAVEL ADVICE

Please make an appointment with the practice nurse at least two months prior to your departure date.

HEALTH PROMOTION CLINICS

The following clinics are run by our practice nurses:

- Healthy Living
- Diabetes
- Asthma - we have spirometry facilities for full lung testing at both surgeries
- Heart Disease Prevention
- Smoking Cessation
- Dietary Advice

INFLUENZA

We hold open clinics starting from October each year to vaccinate those at risk

(over 65 year olds, asthmatics, diabetics, heart disease) against influenza. Ask at reception for details.

SICKNESS CERTIFICATES

A doctors' medical certificate is not legally required for the first seven days of illness. Medical certificates can be requested by eConsultation via the practice website.

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PRIMARY HEALTHCARE TEAM STAFF ATTACHED TO THE PRACTICE

DISTRICT NURSES

Our district nursing team is led by Sister Nicola Butterfield. The district nurses work in close co-operation with the doctors in the medical centres and patients' homes. They also liaise with many other agencies including social services, Macmillan Service for cancer patients and the hospital service. The telephone number for the Single point of access (district nurses) is **Bradford 256131**.

HEALTH VISITORS

Health visitors team are based at Park Road. They work closely with Dr Moncrieff and Dr Halstead at the well baby clinics. They will introduce themselves to all mothers to be, new babies and all newly registered children under the age of four and a half. Their telephone numbers for enquiries are **Single point of Access 01274 256131**.

MIDWIVES

We have a team of midwives attached to the practice. They can be contacted on 01274 322851. The midwives provide antenatal and postnatal care. They can organise your birth plan, arrange antenatal classes and, nearer to the time of your baby's birth, arrange for you to visit the hospital delivery suite.

The midwife antenatal clinics are held:

- Monday afternoons at **Park Road**
- Friday afternoons at **Buttershaw Lane**

NON-NHS SERVICES

Certain certificates are not covered by the NHS. For these services a **fee is charged according to BMA recommended rates** which are displayed at both surgeries. These include certificates for private medical insurance (eg PPP, BUPA), holiday cancellation, fitness to travel and private sick notes. We will require payment on collection of the forms. Appointments can be made for private medical examinations, eg fitness to drive, pre-employment, fitness for some sports/activities, LGV, HGV, PSV and taxi licences. Please state what the appointment is for and the receptionist will arrange a mutually convenient time with your chosen doctor outside surgery hours. A **urine sample** will be required for most medicals and please also bring **your glasses** as a sight test may be required. Again these fees are displayed and payment will be required at the end of the examination.

GENERAL INFORMATION

PARKING AND DISABLED ACCESS

Car parks are provided at both surgeries together with full disabled access.

CHANGE OF ADDRESS/TELEPHONE NUMBER

In case we have to contact you urgently, please notify us immediately if your address or telephone number changes.

COMMENTS/SUGGESTIONS TO IMPROVE OUR SERVICE

We are here to help you, therefore we welcome any helpful suggestions that you may have to help us improve our service to you. Please either mention these while at the surgery or telephone/write to **Mr Ian Taylor - Surgery Manager**.

COMPLAINTS/COMPLIMENTS PROCEDURE

We hope that you will find the service we offer efficient, accessible and relevant to your needs. If you are unhappy with our service please contact Sam Bacon in the first instance. Sam will either address your issues or pass your complaint to the practice complaints manager. For further information about making a complaint please visit the practice website.

The provision of “**Out of Hours**” services between the hours of 6.30pm and 8.00am is the responsibility of Bradford Districts CCG. Any complaints relating to these services needs to be addressed to

Patient Support Line: Tel: 01274 237562
BradfordCCGpatientsupport@bradford.nhs.uk

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

This sections gives advice about minor illnesses which can be treated at home without needing to be seen by a doctor. Many minor illnesses will get better on their own - for example colds, coughs and the flu are often caused by viruses, for which there is no cure. Antibiotics will not touch viral infections and may cause other problems like skin rashes or thrush. Your doctor will only prescribe antibiotics if you have a bacterial infection. Although antibiotics will not help your virus, there are plenty of things that you can do to ease the symptoms while your body gets on with curing itself.

COLDS AND FLU

These are caused by viruses of which there are many types. There is no cure for these illnesses. The common symptoms are high temperature, headaches, runny nose, cough, muscle pains and a sore throat.

Self Help:

Drink plenty of non - alcoholic fluids. Take paracetamol or aspirin (not for under 16) regularly, which will help to bring down the temperature and ease the headache and muscular pains. Take care to read the instructions on the packet and not to exceed the recommended dose.

Decongestants are available across the counter from the chemist and are helpful for a stuffy nose. You should be on the mend after five to seven days and usually better by two weeks. If you are no better, make an appointment to see the doctor. Flu vaccination can reduce the risk of certain flu viruses by up to 70% and are recommended to people who are at greater risk of the effect of flu than most.

COUGHS

Many coughs are caused by a virus and will clear on their own.

Self Help:

Drink plenty of fluids. A drink made of honey and freshly squeezed lemon juice in hot water is very soothing. Dry tickly coughs can be helped by steam inhalations. Many cough medicines are available from the chemist without prescription. Your cough should clear up on its own in seven to ten days. You will need to see a doctor if:

- You are no better after this
- You become breathless or wheezy
- You bring up blood or experience pains in the chest

SICKNESS AND DIARRHOEA

This is commonly caused by a virus (gastroenteritis) or eating food which is contaminated (food poisoning). The symptoms, which may also include fever and stomach pains, will usually settle in one to three days.

Self Help:

Avoid all food for at least 24 hours, to allow the stomach to settle. Drink plenty of clear fluids, frequently and in small amounts - water, very diluted fruit juice or squash or still lemonade are best. Avoid milky drinks. Paracetamol is helpful for stomach cramps. Gradually introduce solid food again when the vomiting has settled - dry bread, plain biscuits, toast, clear soups to begin with, and avoid fatty foods like milk, dairy produce or fried foods.

IN BABIES AND YOUNG CHILDREN

Loose bowel motions in the first six months are common due to the mainly liquid diet. Frequent, very loose or watery motions especially with vomiting need careful attention in small children and babies as they can become dehydrated. The treatments shown above also apply to children, ie stopping all food and milk and giving plenty of cooled, boiled water frequently and in small amounts. After 24 hours, gradually reintroduce breast feeds or formula milk, which can be diluted with twice the normal amount of water for the first day. Gradually try more solid food over the next few days.

Contact your doctor if:

- Vomiting persists for more than 48 hours (24 hours for a baby)
- Diarrhoea persists for more than seven days
- There is blood in the vomit or diarrhoea
- There is drowsiness or confusion
- Your child or baby will not drink

SORE THROAT

Many are caused by a virus which will settle on its own in two to three days. Swollen glands under the chin are normal and are a sign of the body fighting infection; additionally, there may be a high temperature.

Self Help:

Drink plenty of fluids - anything wet will do but slightly acidic drinks such as lemon squash or orange juice can be particularly useful. Take paracetamol or aspirin for pain or fever.

Contact your doctor if:

- Symptoms persist for more than three days and you are also ill with a temperature
- Symptoms seem to settle down but recur quickly

INSECT BITES AND STINGS

Cool the bitten part with cold water or ice. Remove a bee sting if it is still present by scraping it away. Antihistamine tablets which are available from the chemist will help to relieve itching and swelling. Contact your doctor if there is swelling around the mouth or any difficulty in breathing.

MINOR CUTS AND GRAZES

Dirt often enters a cut or graze and it should be cleaned with an antiseptic solution¹³. To stop the bleeding, apply a clean handkerchief or dressing firmly to the wound for about five minutes. Leave grazes uncovered and keep them dry. Cover cuts with a clean dry dressing or plaster. Check you are up to date with your tetanus vaccination.

BACK PAIN

This is a common problem accounting for many millions of days lost from work in this country. Most back pain is caused by strain or spasms of the muscles and ligaments which surround and support the bones of the spine. These do not show up on an x-ray, so x-rays are rarely needed when treating back pain.

Self Help:

Resting in bed was once thought to be the best treatment for back pain, but nowadays we know that resting for more than a day or two can be harmful as the muscles stiffen and make the whole problem worse.

- Warmth on the painful area is very soothing.
- Painkillers such as paracetamol, aspirin or ibuprofen, available from the chemist, are useful together with a little exercise

Contact your doctor if the pain is very severe or lasts for longer than a week, if you get numbness in your legs or bottom or if you have problems passing water.

RASHES

Skin rashes which are not associated with illness are unlikely to be important. If it is very itchy, it is likely to be due to an allergy and can be treated with antihistamines available from the chemist without prescription. If a rash occurs while taking a course of medicine especially antibiotics, stop taking the drug immediately and contact the surgery for advice.

HEAD LICE

This is a common problem particularly in school age children. Head lice actually prefer clean hair so they are not a sign of poor personal hygiene. Washing the hair, applying plenty of conditioner and using a fine tooth comb (available from chemists) may be all that is necessary. Alternatively, various treatments are available from pharmacists. Contact the Health Visitor or school nurse if you are struggling to clear the head lice.

SPRAINS

First apply a cold compress containing ice if possible for 15 to 30 minutes to reduce the swelling. Apply a crepe bandage firmly and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period. Simple painkillers such as paracetamol may help.

NOSEBLEEDS

Sit in a chair, leaning slightly forward with your mouth open. Pinch your nose just underneath the bony part where it feels soft and hold it firmly for at least 15 minutes without letting go. This should stop the bleeding. Do not blow your nose or try to clean the blood from inside for at least 24 hours. If the bleeding does not stop, or recurs, contact the doctor.

CHILDHOOD RASHES

Most pink blotchy rashes are due to viral infections and are of little importance unless the child is ill. If your child is clearly unwell with a rash, you should contact the surgery.

CHICKENPOX

On the first day a rash appears as small red patches 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of the patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two to three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off. Pregnant ladies who have not previously had chickenpox and who are in contact with chickenpox should telephone the surgery for advice.

MEASLES

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

Immunisation can prevent this disease

GERMAN MEASLES

The rash appears during the first days and usually covers the body, arms and legs in small pink patches about 2-4mm across and does not itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears until the rash disappears in about four or five days from that date. The only danger is to unborn babies and therefore it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

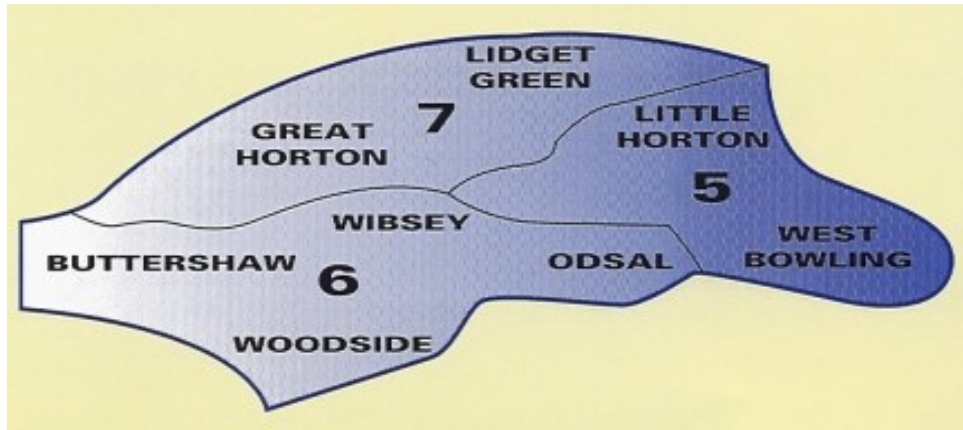
Immunisation can prevent this disease

USEFUL FAMILY MEDICINES TO KEEP AT HOME

All are quite cheap and will probably cost less than a prescription. They are worth stocking at home in readiness for minor ailments. All medicines should be kept in a box, in a locked cupboard, well out of reach of young children. Instructions on the packs should be strictly followed.

- Paracetamol (tablets for adults and suspension for children) for the relief of discomfort and temperature.
- Menthol crystals add to hot water to make a steam inhalation for treating catarrh and dry or painful coughs.
- Antiseptic solution for cleaning cuts and grazes.
- Antiseptic cream for treating septic spots, grazes and sores in the nose.
- Calamine lotion for dabbing on insect bites, stings and sunburn and chickenpox.
- Sticking plasters for minor cuts.
- Antihistamines for insect bites and mild allergies.

Please note that your local pharmacist is usually available for advice on minor illnesses



Bradford District and Craven CCG
Scorex House (West)
1 Bolton Road
BRADFORD BD1 4AS
01274 237290 (Switchboard)