

## PRACTICE STAFF

### **PRACTICE MANAGER, MRS A SUMMERFIELD**

If you have any queries regarding administration or non-medical aspects of your care the Practice Manager may be able to help you.

### **RECEPTIONISTS**

Currently we have one Office Manager and fourteen reception/administration staff. Our receptionists are fully trained and do a difficult job well. Their job is to assist both patients and clinical staff by facilitating the smooth running of surgeries and clinics. Please remember if you are kept waiting or are asked questions to clarify things, the receptionist is only carrying out the practice policies.

### **NURSING TEAM**

General Practice Nurses (GPN)

**Mrs Sue Chapman**— Team Lead, Diabetes Lead, CHD, imms and travel health.

**Miss Adele Simpson**— Respiratory Lead, Imms and travel health, Wound Care.

GPN's manage and support patients with LTC and medications, Sexual health reviews, travel vaccines, baby immunisations, Vaccination clinics, Post-operative wound care, Learning disability and Mental Health review.

### **HEALTH CARE ASSISTANTS**

**Mrs Karen Lawn L2**

**Mrs Emma Dunning**

**Miss Xian Wilson**

Skilled clinics including—Blood taking, Smoking cessation, ECGs, Weight Management, LTC review.

### **PRIMARY HEALTH CARE TEAM**

These include the District Nurse, Health Visitors and Midwives. These health professionals are not based in the surgery but come onto the premises to do clinics.

### **INTEGRATED CARE BOARD (ICB)**

We are part of the NHS West Yorkshire Integrated Care Board. If you would like details of Primary Medical Services in the area you can contact the above ICB at:- Scorex House, 1 Bolton Road, Bradford, BD1 4AS, Tel: 01274 237290.

## **THE PRACTICE AREA**



## **TELEPHONE NUMBERS**

<b>SURGERY</b>	<b>01274 223118</b>
<b>DISTRICT NURSES</b>	<b>01274 256131</b>
<b>HEALTH VISITORS</b>	<b>01274 221223</b>
<b>MIDWIVES</b>	<b>01274 364502</b>
<b>SOCIAL SERVICES</b>	<b>01274 435400</b>
<b>SAMARITANS</b>	<b>01274 116123</b>
<b>NHS</b>	<b>111</b>
<b>NHS direct website:</b>	<b>www.nhs.uk/111</b>



**Dr Young, Dr Manby,  
Dr Swinney, Dr Drinkwater,  
Dr Wright, Dr Isaacson, Dr  
Animasahun and Dr Khan**

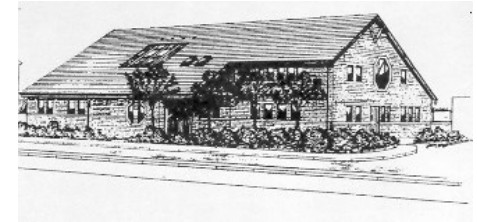
**Did you know you can leave us a  
comment regarding our Practices  
performance via NHS choices?**

**Would like to join our growing Patient  
Participation group ? Ask at the  
reception desk for details.**



**Dr Young, Dr Manby,  
Dr Swinney, Dr Drinkwater,  
Dr Wright, Dr Isaacson, Dr  
Animasahun and Dr Khan**

## **PRACTICE LEAFLET**



**WE ARE A TRAINING PRACTICE  
WITH GP REGISTRARS**

### **GP Partners**

**Dr Donald Young** MBChB, Dip SEM  
(1998 Manchester) Male

**Dr Christian Manby** MBBS, MRCGP  
(2001 London) Male

**Dr Caroline Swinney** MA, MBBS, DFSRH  
(2003 London) Female

### **Salaried**

**Dr Jessica Drinkwater** MBChB, MRCGP, BSc,  
MRes, DFSRH, (2013 Manchester) Female

**Dr Helen Wright** MBChB, MRCGP  
(2016 Manchester) Female

**Dr Victoria Isaacson** MBChB, MRCGP  
(2021 Leeds) Female

**Dr Animasahun** MBChB, MPH, MRCGP  
(2021 Bradford) Male

**Dr Tasneem Khan** MBMBCh, MRCGP, DRCOG  
(2018 Bradford) Female

We are not a limited partnership

### **PRACTICE MANAGER**

**Mrs Anita Summerfield**

**Rooley Lane, Bradford, BD4 7SS**

**Tel: 01274 223118**

**www.rooleylanemedicalcentre.co.uk**

## OPENING HOURS

### **Normal Hours; Mon to Fri 08.00-18.00**

**Extended Access:** We use Extended access to book in GP/Nurse appointments in other practices outside of our core hours above. Please speak to reception to book

### **HOW TO REGISTER**

Please go to our website and enter your postcode to ensure you are in our catchment area. You can then register online. Once you are fully registered we will contact you to let you know your care has been transferred over to us.

### **APPOINTMENTS**

Please use the NHS App or Systmonline to book your appointments. Alternatively you can ring **01274 223118**. If you cannot keep an appointment *please* inform the surgery as soon as possible so it can be offered to another patient. If you miss three appointments within a year we will send you a warning letter explaining that you could be removed from our Practice list if you persist in missing appointments. All GP appointments are on the day booking.

### **HOME VISITS**

For clinical reasons it is best to attend the surgery if possible. Patients too ill to attend surgery are asked to telephone **before 10am** (except in an emergency). When requesting a home visit please remember that it takes the doctor approximately four times as long to visit you at home as it does to see you in the surgery.

### **EMERGENCIES DURING SURGERY HOURS**

Please phone the surgery number on 01274 223118

### **WHEN THE SURGERY IS CLOSED**

If you need the urgent attention of a doctor after 6.30pm Mon-Fri or anytime over the weekend please dial **111**.

### **REPEAT PRESCRIPTIONS**

These can be requested by:-

1. Order your repeat prescriptions online through the NHS App or Systmonline.
2. Calling at reception and ticking the medication required on the counterfoil.
3. By post enclosing a stamped addressed envelope.

Please leave **2 workings days** for requests to be processed.

## The rights and responsibilities of the patient

- To see the GP of your choice (if they are available)
- Be treated with courtesy.
- Be seen within 20 minutes of appointment time or given a full explanation of the delay.
- Be visited at home if unable to attend the surgery.
- Receive urgent medical attention in an emergency but the Doctor may wish to speak to you to assess the urgency.
- Have appropriate medicines prescribed.
- Receive a prompt reply to any complaint.
- Requests for prescriptions should be made to reception in plenty of time to avoid delay.
- Notify us of a change of address or details.
- To be allocated a named accountable GP who will have overall responsibility of your care.

We expect you to treat staff and the GP's with courtesy and respect and attend appointments on time. Please inform us if you are not able to attend an appointment.

## SERVICES PROVIDED

**CERVICAL SCREENING** - Women aged 25-64 will receive routine invitations to see the Practice Nurse.

**CONTRACEPTION** - Advice is provided by all the Doctors in normal surgery.

**CHRONIC DISEASE CLINICS including: COPD, Asthma, Diabetes and Coronary Heart Disease** by appointment only. If you have one of these problems you will be invited on a regular basis.

**HEALTH PROMOTION & ROUTINE VACCINATIONS** - please see the practice nurse for advice

**MATERNITY SERVICES** - Provided by the Community Midwife and all the Doctors.

**NON-NHS MEDICALS AND SERVICES** - by prior arrangement. There may be a fee to pay.

**PHYSIOTHERAPY** - by self referral or referral by the Doctor.

**SMOKING CESSATION CLINIC** - please book directly in at reception.

**TRAVEL CLINIC**—ask the receptionist to book a telephone appointment with the Practice Nurse.

## **SOCIAL PRESCRIBER / ADVICE CLINIC -**

A counseling clinic for any non-medical problems e.g. issues re housing, Employment worries, bereavement or debt etc. You can self refer or see the GP/Nurse to refer you.

## OTHER INFORMATION

### **CONFIDENTIAL INFORMATION**

All information regarding patients is confidential. If a patient would like a copy of the information we can do this under a subject access request but it may incur a charge. Patient information will only be disclosed to relevant agencies (e.g. Hospitals etc) or with the appropriate consent to insurance companies etc as requested.

### **ZERO TOLERANCE TO ABUSIVE BEHAVIOUR**

We have a Zero Tolerance to abusive or violent behaviour. If we find a patient to be abusive we will send out a warning letter. If the patient is violent to any person on our premises we will have them removed from our Practice List with immediate effect and we will contact the Police.

### **DISABLED ACCESS**

The inner and outer main doors, consulting rooms and treatment rooms are accessible by wheelchair. We have specially designed toilet facilities for wheelchair access.

### **HEARING LOOP**

For the hard of hearing, please enquire at the reception desk.

### **PRIVATE INTERVIEW FACILITIES**

You can speak to the receptionist privately at a separate interview area, please ask at the reception desk.

### **COMPLAINTS**

The practice has a complaints procedure. Please ask for a leaflet if necessary.