

# Welcome

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## Committed to providing high quality health care

Welcome to The Wilsden Medical Practice where we are committed to providing high quality health care to around 10,000 patients across Wilsden, Cullingworth, Harden, Denholme & Allerton.

We have a large clinical team consisting of twelve GP's, some with special interests, GP Registrars, practice nurses, health care assistants and pharmacists.

Together with our team of allied health workers, and our GP's with special interests, we are able to offer a comprehensive range of services from our purpose built premises at Wilsden. For a full list of services and procedures please see website.

To ensure you receive the very best treatment, it is important you see the correct clinician. Depending on your condition, a GP may not always be the most appropriate clinician to see. Our nurses receive training to specific conditions including the management and care of patients who have chronic diseases such as diabetes, coronary heart disease and asthma.

Our reception team receive extensive training and are here to signpost patients to the most appropriate clinician. If you are unsure who to see they will be happy to help you.

# Opening Times

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**Surgery Opening Times: 8.00am – 6.00pm**

**Tel No. 01535 273227**

Generally both surgeries are open Monday to Friday with the exception of **Cullingworth which is closed every afternoon.**

Cullingworth surgery closes at 12.30pm each day, however the Wilsden surgery remains open all day.

Please note both surgeries close for staff training normally on the afternoon of the last Wednesday of the month.

## **Same Day Appointments**

A "Same Day Appointment" surgery is available Monday to Friday.

## **Emergencies / Out of Hours: 111/NHS Direct**

The Out of Hours Service is handled by **West Yorkshire Urgent Care Services**

**Our Website: [www.wilsdenmedical.co.uk](http://www.wilsdenmedical.co.uk)**

Our website provides information on the latest surgery news, NHS approved medical information, opening times, information on clinics and services, immunisations and who's who in the practice. Please visit us at: **[www.wilsdenmedical.co.uk](http://www.wilsdenmedical.co.uk)**

# Clinicians

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## Partners

Dr Eleanor Bramwell

MBChB FP Cert

Dr Andy Sykes

B.Sc(Hons.) MBChB MRCP(UK) MRCGP DGM  
FRCP (Edin)

Dr Dana Campean

MSc MRCGP

Dr Sophie Gilhooly

MBChB MRCGP

Dr Naveed Ahmed

MBBS MRCGP

## Salaried GPs

Dr Fariha Sharif

Dr Catherine Melsom

Dr Saima Bacha

Dr Stephanie Barker

Dr Usman Ali

Dr Iqra Qamar

Dr Nelson Ekwedike

## Nursing Staff

Amanda Kirtley

Lead Practice Nurse RGN

Caroline Gallagher

Practice Nurse RGN

Lindsey Carey

Practice Nurse RGN

Megan Cook

Practice Nurse RGN

## Health Care Assistants

Jan Stranex

Aidan Binns



# Appointments

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Appointments are for ten minutes unless otherwise stated.

## Online Booking

We now have a number of appointments available for patients to book online. To use the on line service you will need to take a form of identification to either surgery and register at reception. You will be given instructions upon registration.

## Same Day Appointments

A "Same Day Appointment" surgery is available Monday to Friday. You can either telephone between 8am and 6pm or make your appointment at reception. However these appointments are soon taken so it is advisable to call as early as possible in the day.

## Emergency Telephone Appointments

We will never turn away anyone who needs to speak to a doctor regarding an urgent medical matter. Appointments are held in reserve every day for such emergencies. The receptionist will take a note of your telephone number and a brief description of the reason for your call. The Doctor will then call you back. If it is essential to see any patients as a result of the telephone consultation, the Doctor will give face to face appointments to these patients later the same day.

## Home Visits

We operate a system of home visits for patients unable to get to either of the surgeries for medical reasons. If you require a home visit, we ask that you phone before 11.00am if possible. The doctor will call you back to discuss your problem and arrange an appropriate time to visit.

## Telephone Appointments

If it is not necessary for you to see the Doctor face to face, you can book a telephone consultation. This is a five minute consultation

## Nurse Appointments

Nurse appointments are all pre-bookable before the day. When making nurse appointments you will be asked briefly what the appointment is for, enabling us to allocate you the best clinician. If the nature of your appointment is personal, we quite understand if you prefer to say so. When booking for bloods please state if it is a blood test or a blood pressure test or both. **Always inform us if the blood test is for a patient under 16 years old.**

Please remember to cancel any pre-booked appointment not required. Thank you.

# Who Should You See

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## Practice Nurse

Practice nurses have become significantly more skilled over the recent years and are now providing services to patients that were previously delivered by GPs. Much of their work involves managing the care of patients with long-term conditions and running a wide range of extended service clinics including: Asthma, Diabetes, Blood Pressure Monitoring, Cytology Services, Family Planning, Stop Smoking Clinics and more. For full details of the nursing services we offer see our practice handbook.

## Routine Appointments

All GPs, including registrars, have a broad knowledge of all medical and surgical specialities and deal with the full range of illnesses presented. For this reason we ask patients presenting with acute problems such as ear ache, conjunctivitis or a sore throat for example to make an appointment at our daily surgery with a non-specified clinician. If you would prefer to have your appointment later in the week, we will do our best to book you in with the next available clinician.

## Named Doctor Appointments

Continuity of care is important to us all and wherever possible we try to offer you the GP of your choice. All GPs have the facility to pre book appointments when required should they wish continuity with a patient.

## GP Registrar

A registrar is a fully qualified Doctor (Registered Medical Practitioner) training in General Practice. They have the same broad knowledge of all medical and surgical specialities as a GP and deal with the full range of illnesses.

# Nurses

## Practice Nurse

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Much of their work involves managing the care of patients with long-term conditions and running a wide range of clinics including Asthma, Diabetes, Blood Pressure Monitoring, Cytology Services, Family Planning, Stop Smoking Clinics and more.

### Please book all appointments to see a nurse

For all conditions & procedures on the procedures list below, please book an appointment with the receptionist to see a member of our nursing team; they are the most appropriate clinicians to carry out these procedures. Thank you

Dressings	Emergency Contraception
Removal of Stitches / Staples	HRT Checks
Ear Syringing	Travel Vaccinations
B12 Injections	Baby Immunisations
Flu Vaccinations	IVF Injections
Pneumovax Vaccinations	Dietary Advice
Smoking Cessation Clinics	Cervical Smears
Injections for IVF Treatment	Pre-Coil Screening
Asthma Clinics	Family Planning Advice
Oral Contraceptive Checks	Cap Fitting Checks
Depo-Provera Injections	Zoladex Injection
Coil Checks	Routine Blood Samples
ECG's	Spirometry
Pre-school boosters	

## Health Care Assistant

All routine blood samples should be booked with one of our health care assistants. Blood pressure checks and new patient medicals should be booked with one of the health care assistants.



# Health Visitors

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## Every family with children under the age of five has a Health Visitor

Every family with a child under five has a named Health Visitor. Their role is to offer support and encouragement to families through the early years, from pregnancy and birth to primary school and beyond. See table below for more details.

A Health Visitor is a Qualified Registered Nurse, Midwife, Sick Children's Nurse or Psychiatric Nurse with Specialist qualifications in Community Health. They work closely with our GPs and are able to refer to other health & social agencies for added support for patients.

If you have registered a child under five years old, you will be allocated a Health Visitor who will contact you to introduce themselves. They can give you advice on any of the subjects listed in the attached List.

Infant Nutrition	Toilet Training
Parenting	Bedwetting & Daytime Wetting
Sleep problems	Support with Post Natal Depression
Toddler Behaviour Problems	Women's health
Child Development	Common Childhood Ailments
<b>They can also prescribe treatment for pre-school children who have any of the conditions listed opposite</b>	Dry Skin / Eczema type conditions
	Oral / Napkin Thrush
	Threadworms
	Other Minor Ailments

# Midwife

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As soon as you know you are pregnant you will need to contact the midwife.

Our Midwives provide advice, care and support for pregnant women, their partners and families before, during and after childbirth. They are able to help women make their own decisions about the care and services they access.

The team of midwives are based in Bingley, though they hold consultations at Wilsden and Cullingworth once a week. It is their job to care for all newborn children, providing health education and parenting support for the first 28 days, after which care transfers to a health visitor. They are responsible for the health of both mother and child, and will make referrals to obstetricians if there are medical complications.

To contact the midwife please call 01535 292411

Or ask at Reception for an appointment

# Citizens Advice Bureau

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Citizens Advice Bureau can offer advice to patients for a wide range of issues.

For more information please take a leaflet from the surgery.

To make an appointment with the CAB Adviser please ask at reception.

# Chaperone Policy

## Committed to providing a safe and comfortable environment

The Wilsden Medical Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is important.

## All patients may have a chaperone present for any consultation

All patients may have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone may be a family member or friend. On occasions you may prefer a trained member of staff to be your chaperone.

Wherever possible we ask you to make this request when you make your appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will try to provide a formal chaperone at the time of your request. However occasionally it may be necessary for you to wait or to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you would like to see a copy of our full Chaperone Policy or have any questions or comments regarding this please ask at reception.

# Repeat Prescriptions

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## Prescriptions Brought in to the Surgery

Repeat prescriptions brought into the surgery before 11.00am will be ready for collection/delivery to the pharmacy within **2 working days** (48 hours).

For example: prescriptions brought in on Monday before 11.00am will be ready for collection/delivery to the pharmacy on Wednesday lunchtime.

## Ordering Your Repeat Prescription

Repeat prescriptions can be ordered in numerous ways –

Call in at either surgery and drop off the green slip on the right hand side of your prescription or fill in a form at reception

Send your request in the post

Order online – you need to register for this facility at either surgery, call in with some photo id and our receptionist will generate you a user name and password whilst you wait.

### Prescriptions Not On Repeat

Any medication not on repeat (not listed on the right hand side of the prescription) will require reviewing by the doctor and may take longer to process.

**Always state on your prescription where you would like the prescription to go:**

Wilsden Pharmacy

Denholme Pharmacy

Cullingworth Pharmacy

Harden Pharmacy

Keep at the surgery

Posted (Please provide a stamped addressed envelope, thank you)

## Information for Carers

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Call The Carers' resource Bradford for support, advice and information.  
Tel: 01274 449660

We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often hidden looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.

### Caring for someone can be demanding & isolating

Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

## **Carers are entitled to have their needs assessed**

As a carer you are entitled to have your needs assessed by Adult Care Services. A Carer's Assessment is a chance to talk about your needs of a carer and the possible ways help could be given. It also looks at the needs of the person you care for.

**If you are a carer, please ask at Reception for a Carer's Identification & Referral Form.**

# **Your Personal Health Record**

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## **All Information about you is held securely**

We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs. Your doctor is responsible for their accuracy and safe-keeping. Please help to keep your record up to date by informing us of any changes to your circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private

## **Appropriate safeguards are in place to prevent accidental loss**

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released; such as for medical reports for insurance, solicitors etc.

## Information will not be disclosed to family, friends or spouses without written consent

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You have a right to see your records if you wish. Please ask at reception if you would like further details. An appointment will be required and a fee may be payable.

# Patient & GP Charter

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## Your doctors will always do their best for you

To help our doctors and clinicians do their best for you, they need your help. Please show your support by following these simple guidelines.

Please treat your doctor and their staff as you would expect to be treated by them – with politeness and respect.

Please think twice before calling a doctor to your home – is a visit really necessary?

Please do not expect a prescription every time you visit the surgery – good advice is often the best treatment.

Please request your repeat prescription in good time, this will help avoid delays.

Please remember that doctors are only human – they cannot solve all your problems and some illnesses cannot be cured.

Please remember you can find basic health information from other sources such as your local pharmacist, our website [www.wilsdenmedical.co.uk](http://www.wilsdenmedical.co.uk) and NHS Direct [www.nhs.uk](http://www.nhs.uk)

If you do have a genuine complaint, please contact the Practice Manager who will endeavour to solve any issues as quickly as possible.

## Please cancel appointments that you cannot attend or no longer need – somebody else is always waiting

Thank you for helping your surgery to provide a better service.

# Patient Participation Group

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## Awarded Patient Group of the Year 2012 by the National Association for Patient Participation

Our patient Participation Group is a small group of patients invited to work on your behalf to ensure improved communication between patients and the Practice.

### A platform for your questions & suggestions

Formed in May 2010, the Patient Participation Group is a platform for your questions and suggestions. They meet once a month and are involved in a range of activities such as conducting surveys, planning and helping out at events, distribution of the practice newsletter, publicity and liaising with the practice regarding matters of change.

They will forward any ideas and comments to the partners and ensure the patients' collective voice contributes to the continuous improvement of services at the surgery. They also provide practical support to the surgery at the various clinics we hold, as well as influencing and implementing change where we can to improve services.

### How to contact the Patient Participation Group

By posting any comments, suggestions or questions into the Patient Participation Group Comments Box.

Comments can be anonymous or names can be attached enabling the PPG to report back on any action taken.

The PPG as they are known, have their own section on our website. For further details visit [www.wilsdenmedical.co.uk](http://www.wilsdenmedical.co.uk) and click on the patient group icon to the right hand side of the screen.

# Complaints Procedure

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Whether you have a compliment, comment concern or complaint, we welcome every kind of feedback from our patients. We see this as an important way of helping us improve the service we provide and helping us to know when we get it right.

If you would like to make any comments, there are a number of ways you can do this: You can speak to any member of staff or write to the Practice Manager at the address below.

## Please let us know as soon as possible if you have a complaint.

If you have a complaint or concern about the service you have received from the practice, or any member of staff, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, please let us know **as soon as possible** – ideally, within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. Complaints should be made;

- Within 12 months of the matter which caused the problem; or
- Within 12 months of becoming aware you have something to complain about.

You should contact or write to Helen Procter, Practice Manager or your practitioner if you wish to raise a concern or make a formal complaint. You may ask for an appointment with the Practice Manager or your practitioner to discuss your concerns. He/she will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It would be helpful to give specific details of what you feel went wrong and what outcome you would like.

## We will acknowledge your complaint

We will investigate your complaint and aim to provide you with our findings within a time frame agreed with you.

### We will aim to:

- find out what happened and what went wrong;
- make it possible for you to discuss the problem with those concerned, if you would find this helpful;
- make sure you receive an appropriate apology;
- identify what we can learn from your complaint and what we can do to make sure the problem doesn't happen again in order to improve our services



## **Complaining on behalf of someone else**

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## **Complaining to the NHS Integrated Care Board**

If you do not feel able to raise your complaint with us or you are dissatisfied with the outcome of your complaint, you can contact the NHS ICB in the first instance. A member of the customer contact centre will be able to help and advise you and/or arrange for a member of the complaints staff to contact you. The team are based at West Yorkshire Integrated Care Board, White Rose House, West Parade, Wakefield, WF1 1LT. Telephone number 01924 552150 Email: [wycb.complaints@nhs.net](mailto:wycb.complaints@nhs.net)

## **Parliamentary Health Service Ombudsman (PHSO)**

If you remain dissatisfied, you can approach the PHSO with your complaint. This should be done within 12 months of the final outcome of the practice complaints procedure. You can contact the PHSO at Millbank Tower, Millbank, London, SW1P 4QP or telephone 0345 015 4033

## **Independent help and support**

ICAS, the Independent complaints Advocacy Service can also offer you independent help and advice in making a complaint. The telephone number to contact is: 01274 750784

**The Wilsden  
Medical Practice**

**[WWW.WILSDENMEDICAL.CO.UK](http://WWW.WILSDENMEDICAL.CO.UK)**

# **The Wilsden Medical Practice Patient Information Booklet**

**If you would like a copy of the information in this booklet  
please ask at reception. Thank you.**

**Updated June 2024**