**Dr I Gilkar**

**Kensington Street Surgery**

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**Whitefield Place, Bradford BD8 9LB**

**T E L: 01274 496433**

**www.kensingtonstreetsurgery.co.uk**

The practice is a medical partnership (not limited) which provides Personal Medical Services under the guidance of Bradford City CCG.

We aim to provide a high standard of medical care in a friendly and professional manner. You can help us to achieve our aim by reading this guide and following the suggestions made to ensure that the appropriate services can be provided when you need them most. The guide contains useful information about how to get the most from a visit to the surgery.

**Opening Times** (Please note appointments are booked from 9am)

Monday 8.30 am – 8.00 pm

Tuesday 8.30 am – 6.00 pm

Wednesday 8.00 am – 6.00 pm

Thursday 8.30 am – 6.00 pm

Friday 8.30 am – 6.00 pm

Saturday Closed

Sunday Closed

**Doctors**

**Dr.Ishtiaq Gilkar MBBS**. Partner and Lead Physician.

**Dr Wajdy Al-Hity** MB ChB is a salaried GP. He has a special interest in minor surgery and circumcision.

**Dr Tariq Aziz**

**Dr Farhan Ali**

**Dr Samina Haider**

**The surgery is supported with an experienced team of Doctors to help with all your medical needs.**

The doctors see patients by appointment. You may ask for an appointment with the doctor of your choice and this will be accommodated wherever possible. Appointments are for 10 minutes. You may be asked to make a second appointment if the doctor cannot deal with all your problems in 10 minutes. Patients with problems that are considered urgent will be seen the same day.

**Practice Nursing Team**

**Lorraine Houlden Nurse Practitioner** BSc in Health Care Studies and a Postgraduate ANP Diploma. She holds an Independent Prescribing Qualification.

**Roxanna Rashid** RGN is our new Practice Nurse. She holds Bachelor of Science in Nursing, Advanced Diploma in Health Studies, Diploma of Higher Education in Health Studies and Postgraduate Certificate in Diabetes care. Recently she has successfully completed Community Nurse Prescriber course. She previously worked as a District Nurse at Kensington Street Health Centre.

**Noreen Khadam**

**Our practice nurses run general and specialist clinics for**:

New patient Health Checks Cytology

Dressings and removal of stitches Spirometry

Travel Vaccines and advice Asthma

Ear Syringing Smoking Cessation

Healthy Lifestyle Advice Diabetes

Coronary Heart Disease

We have two Health Care Assistants, **Shasta Noreen and Christine Ellis**, who work alongside the practice nurses assisting with clinics and taking blood tests.

Health checks are available to registered patients aged 16 – 74 that have not seen a GP within a 3 year period and patients that are aged 75 or over who have not seen a GP in a 12 month period.

The nursing team see patients by appointment. Most appointments are for 10 minutes but this may vary according to the service being provided. The receptionist will ask for the reason for the appointment so that they can allocate sufficient time e.g. asthma check, diabetic check. If your appointment is of a personal nature please advise the receptionist.

If you are unable to keep an appointment for any reason, please contact the surgery as soon as possible so that the appointment may be offered to another patient

**Attached Services**

Dentist, Podiatry, Debt Counselling, Benefits Advisor

**Practice Business Manager**

**Nicole Holmes** has overall responsibility for the running of the practice and the welfare of the team.

**Reception/Administration Staff**

We have a Reception Manager and additional reception and administration staff who will assist you in making routine and emergency appointments. They also take details of repeat prescriptions, answer the telephone and deal with enquiries.

The reception staff have a very difficult job to do, juggling with limited resources and without detailed medical knowledge - please be patient.

**District Nurses**

Our district nurses work closely with the doctors and are able to provide home nursing and advice about care and convalescence after discharge from the hospital for those confined to their homes.

**Health Visitors**

The health visitors support individuals and families with a variety of social and medical problems, and give health care advice particularly for expectant mothers and small children. They also run the weekly child health clinics with the doctor.

**Registering with the practice**

The practice area covers the following post codes:

BD7, BD8 and BD9

If you wish to register with the practice please bring your medical card to the surgery if possible. You may express a preference to see a particular GP, but this may result in some delay. You will be invited to come to the surgery for a new patient health check with a member of the nursing team to gather information which may be needed prior to receipt of your medical records and to advise you of the services the practice can offer you.

**Change of personal details**

If you change your name, address or telephone number, please let us know as we may need to contact you urgently.

**Home Visits**

If you need a home visit, please try to telephone the surgery before 12:00 am. Please state clearly your name, address and contact number. The receptionists will ask for as much information as possible so that requests can be given the necessary priority.

Home visits are made at the discretion of the doctors and will only be done on the grounds of clinical need. Lack of transport is not usually sufficient reason for a home visit. Wherever possible the doctors may ask the patient to come to the surgery as the surgery is better equipped for medical examinations.

**NON-URGENT MEDICAL ADVICE:**

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

**Repeat Prescriptions**

Please give 48 hours notice when requesting a repeat prescription.

You can request repeat prescriptions by ticking the items you require on your computer printout slip and handing it in or posting it to the practice. A collection box for prescriptions is available in the practice. You can also order them on line from our website. From time to time you will be asked to make an appointment for a medication review to update your prescriptions and check on your well-being.

Prescriptions can be collected from the surgery, the local pharmacy or delivered to those who are housebound by prior arrangement.

**Disabled Patients**

The surgery has access for disabled patients and specially designed toilet facilities are available.

**Confidentiality**

The practice operates a strict code of confidentiality. We can assure you that anything you discuss with any member of this practice will remain confidential. We will normally share some information about you with others involved in your health care (unless you ask us not to) e.g. District Nurses and Health Visitors have access to the medical records for whom they provide care. Even if you are under 16 nothing will be said to anyone without your permission. The only reason we might have to consider passing on confidential information without your permission would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

Information held by the practice is held in accordance with the Data Protection Act 1998 and according to Caldicott principles.

**Patient Responsibilities and Rights**

**Responsibilities:**

Where an appointment has been made at the practice or a hospital, the patient is responsible for keeping it or giving adequate notice that they cannot attend so it may be available to another patient. Please note that patients who regularly fail to attend appointments will be asked to register with another surgery.

We have a "one patient one appointment" policy. If another family member needs to be seen they must make a separate appointment.

Patients are responsible for their children's behaviour whilst on the premises to ensure their safety and the right of a calm atmosphere for other patients.

Patients are requested to keep home visits for serious illness and infirmity and attend surgery where possible.

Please treat reception staff with courtesy. It is not their fault if a surgery is delayed.

**Rights:**

To be treated with courtesy by GPs, employees and other providers of health services.

Absolute confidentiality maintained at all times and your right to privacy respected.

To be seen with safe, clean, comfortable premises offering facilities and access for the disabled.

We aim to see patients within 20 minutes of their appointment time. Where there is a delay, patients will be kept informed by the receptionists.

Urgent cases will be seen on the day. We aim to see non- urgent cases within 48 hours.

To be seen by the doctor of your choice. There are some pre-bookable appointments available with all doctors which are bookable up to 4 weeks in advance

**Access to Medical Records**

Any patient has the right to apply for access to their medical records although the records may not be removed from the premises. A charge will be made in accordance with the Data Protection Act 1998. Access to medical records for people outside the health care team, or who are involved in the patient’s clinical care is only given with the patient’s express written permission.

**Violence and abuse**

The practice operates a policy of ‘Zero Tolerance’ in relation to violence and abuse towards our staff or other persons on the premises. Behaviour of this nature may result in the patient being removed from the practice list.

**Making a complaint or comment**

The practice always tries to provide the best service possible but sometimes you may feel that this has not happened. The practice has a complaints procedure, please ask the reception team.

Please let a member of the reception team know if you have any suggestions on improving our service.

**Accident and Emergency Departments and 999 Services** are exactly that – for serious emergency cases. An emergency is a critical or life threatening situation which may include loss of consciousness, severe chest pain, head injury or loss of blood. People who use these services for minor problems may prevent others with life threatening conditions from getting the immediate care they need.

If the situation is less critical and you are unsure what to do when the surgery is closed, call the NHS free which is a 24-hour health advice line, staffed by nurses and health information advisors. The telephone number which is **111** - which offers a range of information from what to do if you are feeling ill to the opening times of your late-night pharmacy.