

USEFUL CONTACT NUMBERS

Ashcroft Surgery (01274) 612279
NHS 111 'Out Of Hours' service (open 24h) 111
Midwives 461310

HOSPITALS

Bradford Royal Infirmary 542200
Bradford Hospital Appointment Line 274274
Delivery Suite – Bradford Royal Infirmary 364515
St Luke's Hospital 734744
Eccleshill Hospital Reception 323100
Leeds General Hospital 0113 2432799

SPECIFIC HEALTH SERVICES

Alcohol Advice (The Life Line Project) 809888
Counselling (The Link Centre) 309909
Counselling (The Samaritans) 547547
Drug Counselling (The Bridge Project) 715860
Elderly – Age Concern 395144
Elderly Sitting Service 757934
Family Planning (Locala) 030 330 9500
Rape Crisis Helpline 308270
Relationship problems (RELATE) 726096
Social Services – General Enquiries 752918
Travel Clinic Bfd – (BUT also others!) 0330 100 4104

OTHERS

Citizens Advice Bureau 0344 245 1282
DSS 308666
Registry of Births & Deaths 752151
RSPCA – Animal Welfare 0870 555 5999



Ashcroft Surgery, Bradford
caring for your journey through life

ASHCROFT SURGERY
Newlands Way
Eccleshill
Bradford, BD10 0JE

Appointments, Emergencies & Enquiries:
(01274) 612 279

www.ashcroftsurgery.co.uk

WILLKOMMEN स्वागत
欢迎 BIENVENIDA
WELCOME
BIENVENUE ようこそ
добро пожаловать
ترحيب BEM-VINDO

Our reception area is open Monday to Friday 8am to 6pm, except on a Thursday when the practice reception is usually closed for staff training between 1pm and 3pm.

Welcome to Ashcroft Surgery

We've created this practice leaflet to provide you with some important information about the practice, our services, your rights and responsibilities. Please retain it for future reference. However, everything in this leaflet can also be found on our website which is www.ashcroftsurgery.co.uk



There's lots of other health information on our website ranging from advice about parenting, sick children, teenage issues, common medical and mental health problems in both adults and the elderly. Please take a moment to check it out when you get home.

Who can register at Ashcroft Surgery?

Any person living in England can now register with our practice. However, home visits will only be provided to you if

1. you are housebound AND
2. your main residence (i.e. where you stay overnight most of the time/the address on your council tax bill) is in our catchment area of BD2, BD3 and BD10. We will also cover BD18 to the top of Carr Lane/Low Ash School and Thackley corner.

If you live outside these areas or you wish to move outside of the practice catchment area, you can still be registered with us BUT you must attend the surgery to see the doctor or nurse and you cannot request a home visit from us. In

circumstances where you feel you needed a home visit, you would need to dial '111' for your local options.

What is needed to register at Ashcroft?

1. A utility bill/bank statement that shows your name against your address.
2. One photo ID – such as driving licence or passport.

What happens after I register?

If you are over 15 years old, you should attend a practice new patient health check. This helps us record various health information about you so that we can support you in the best way we can.

When do you run surgeries?

Both doctors and nurses run surgeries every day.

- **Morning** surgeries generally run from 8.30am til 11.30am.
- **Afternoon** surgeries generally run from 3pm-6pm.
- We also group with other practices to provide appointments outside of these time – please ask reception whom can usually book them.

How do I make an appointment?

You can...

1. Call into the surgery,
2. Phone us (except on same day)
3. Register for and then Book online (this is the easiest method by far): www.ashcroftsurgery.co.uk



****ALWAYS CANCEL APPOINTMENTS IF YOU CANNOT ATTEND****

- **E-consult** – We are introducing a new e-consult service – whereby patients will be able to fill in on-line a template detailing your requirements. This will then be reviewed by the admin staff who might be able to sort themselves or re-directed to various places including a GP. Items could include requests for continuation sick notes etc.
- **For routine things:** you should be able to make an appointment to see the doctor or nurse within 4 weeks of enquiring.
- **For urgent things:** We have a small number of urgent appointments that are only available for booking **on the same day**. If you need one of these, please be certain that you have an urgent problem. You will need to attend the surgery at 8am for on the same day appointment – subject to availability.
- **For an emergency: The Emergency Doctor:** In an emergency, think whether you need to come to us or whether you would be better calling 999 or going to A&E. Things like severe bleeding, broken bones, severe shortness of breath or severe chest pains are better dealt by calling 999 for an ambulance.

For less severe but urgent problems, you can raise these with our staff whom will help guide you, that might include seeing our Duty Doctor. Sick notes and minor illnesses like coughs and colds are generally not considered urgent.

PLEASE DO NOT MISUSE THE PRACTICE DUTY DOCTOR SERVICE FOR THINGS THAT ARE NOT URGENT. OTHERWISE OTHER SERIOUSLY UNWELL PATIENTS ARE KEPT WAITING.

- Please note that our **reception staff may enquire why you need an appointment**. This is so that they can help you better. For example, some items (like sick notes, prescriptions, other forms) can be done without see the doctor – and some things are better dealt with by the nurse or our in-house pharmacist - but they can only tell you such things if they know what the problem is.
- **Telephone consultations:** if you feel that you don't need to see a doctor or nurse in person but that a consultation over the phone will be best, then please ask the receptionist to book you in for a telephone consultation.
- In fact, sometimes we may offer you advice over the telephone instead of seeing you face-to-face. Don't be disheartened over this – many things can be dealt with over the phone (& means doctor can call you back quickly). If a doctor feels they need to see you, they will ask you to come in anyway.

How many problems can I discuss in a 10 minute appointment?

- We generally advise you that **ONE 10 MINUTE CONSULTATION** is for **ONE MEDICAL PROBLEM**.
- Please think about this. If you bring in 3 or 4 things, the discussion about each one will be very brief and this stops the doctor from doing a good job.
- Actually, because some patients bring in a list of things to discuss without appreciating the time they have, doctors end up running late. So, if you ever feel frustrated in the waiting

room waiting for your appointment, now you know the reason why.

- If you need more time, please ask for a double (20 mins) or triple appointment (30 mins) at the time of booking.

Can I see a specific doctor?

We will always try and accommodate your request. But sometimes this is not possible. For example, in the emergency situation, you should be happy to see any doctor.



In most surgeries in the UK patients often complain that they can't get to see the doctor they want to see. One of the reasons for this is often because they want to see a particular doctor at short notice – and fail to appreciate that they may already be booked up with other patients, or perhaps on a medical course somewhere.

If you are trying to see a specific doctor for a continuing problem, one piece of advice we can give you is to book again with that doctor as soon as you have finished seeing them. If a doctor says '*Come and see me in 4 weeks*' – book it there and then. Do not leave it until 2-3 weeks' time when that doctor's appointments will all have gone.

When's best to phone the surgery?

Our telephone lines are open from 08:30am.



0830-10am IS FOR URGENT THINGS.

We are usually very busy and the lines are often engaged between 0830 and 10am. Therefore, only call us during this time if:

- you think you might need to see the duty doctor (and it cannot wait) or
- you wish to request a home visit.

10-1130am IS FOR ANYTHING ELSE.

Call between 10-1130am to

- make a future regular routine appointment to see the doctor or
- deal with any other query that you have (like asking about test results or our services).

1130am-1pm LINES ARE CLOSED (1-3.30pm on Thurs)

The lines are closed (except for emergency phone calls)

IF THERE IS AN EMERGENCY – 999 or go to A&E

By emergency, we mean a life threatening condition like severe bleeding, severe trauma, severe shortness of breath, severe chest pain, someone who is unconscious and so on. Call 999 or go directly the local *Accidents & Emergencies* department.

THE 111 SERVICE – they're open 24h

This excellent service is available anywhere in the UK and they are open all day. It's run by qualified health professionals and they provide excellent medical advice.



when it's less
urgent than 999

You can call them whether your surgery is open or closed. So, if you're stuck on our phone lines, give them a call! They can also give you advice on whether you need to go to the hospital or the GP. You simply dial the numbers 1 1 1.

Please note: calls maybe recorded for training purposes.

So, who do I call when the surgery is closed?

If you need medical attention when the surgery is closed, ring the '111' service (unless it is an emergency in which case ring 999). The 111 service will not only offer you medical advice, but can also arrange for you to be seen by the Out of Hours emergency doctor if you need to.

The surgery telephones are closed...

- Monday to Fridays between 18:00-08:30
- During Weekends and on Bank Holidays

What's the difference between an EMERGENCY, an URGENT thing and something ROUTINE?

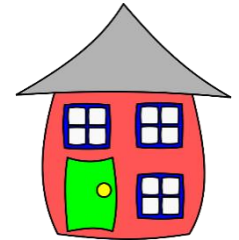
- **An EMERGENCY** – is anything life-threatening – examples are heavy bleeding, chest pains, broken bones, severe trauma, a deep wound, severe shortness of breath and unconsciousness. These are best dealt with in hospital. So call 999 or go to the A&E department.
- **Something URGENT** – something that isn't life-threatening but needs the attention of the GP within 24 hours – in other words, it can't wait. Please do not misuse this service by attending for routine things because it will delay those patients needing urgent attention from getting it. If the Dr does not believe your case to be urgent, be prepared that he or she will rebook you to a routine appointment.
- **A ROUTINE APPOINTMENT** - is for ongoing problems, discussions, examinations and minor conditions. It's also for a new problem which you don't think is serious.

Please always use a calm polite manner – this will help get the best from our staff to deliver the best

- **Minor illnesses:** there are a lot of things you can do to help yourself recover from minor illnesses (see our website www.ashcroftsurgery.co.uk > click on *Health Information*). Please try these self-help measures before seeing the GP.

Home Visits

These are only for patients who are unable to attend surgery (for example, they **are housebound by their medical condition**) and are within our catchment area.



- If you need to request a home visit, **you must ring the surgery before 10:30am.**
- You must provide the **reason** why you want a home visit and a **contact number** as it is likely the doctor will ring you back first.
- Please remember it is the doctor who will determine whether a home visit is medically required. Many things can be dealt with over the phone.
- Please use the home visit service responsibly. It is for people who are housebound because of disability or for people who are very ill and cannot come to surgery. Do not ask for a home visit just because you do not have transport – use public transport or get a family member, friend or neighbour to bring you in their car. There will be someone who will be more than willing to help; you just need to ask them nicely 😊.

Also, don't forget the call 111 service – an excellent 24 hour service to advise you on any medical matters (when it's less urgent than 999).

How to work with us...

Please be on time for your appointment.

Otherwise we will ask you to re-book because it would be unfair to keep other patients waiting longer because you ended up being late. We know that doctors and nurses run late too and you might think this system is unfair, but remember that doctors and nurses only run late because of patients needing more than the 10 minutes the NHS tells us to allow. We are sorry if this occurs and we will aim to keep you informed if the delay is greater than 20 minutes.



Ring and cancel your appointment if you cannot attend.

Did you know that every month we have around 400 patients who do not turn up for their appointment? Yes – 400!!! And we also have patients who are unhappy about us not having enough appointments to offer. So please – if you cannot make it, please ring us to cancel so we can offer the appointment to some other patient in need. Giving more than a day's notice is great but still ring if it is less than this.

Please note: patients who repeatedly do not attend their surgery or hospital appointments will be asked to leave.

Use the emergency doctor service responsibly.

This service is for urgent things that cannot wait. It is not for lost prescriptions or sick notes – please don't misuse it. Remember, most coughs and colds take a week to settle down and there's lots a pharmacist can advise you. You don't necessarily need to be seen if it has just started, you don't

feel too terrible and you are generally fit and well. If you feel quite unwell, then by all means book in.

Only ask for a home visit if you are really poorly and cannot get to the surgery.

It takes a doctor a total of 45 minutes to get out to see someone at home (including travel time). In the surgery, a doctor can see 4 patients in that time! However, the main reason why we like to see you at our surgery rather than your home is because we have all the equipment here to do a proper examination on you.

So, if you are not bed-bound, please come to the surgery. Not having a car to get to surgery is not a reason to request a home visit. Please get a taxi or get a neighbour or relative to drop you off. There's always someone nearby who will be willing to help.

Please be kind to our staff.

Our staff do the job they do because they love helping people. So please don't take it out on us when things go wrong. Of course, things don't always go perfectly in life in general anyway – so there's no point in screaming and shouting – and it is hardly ever one individual's fault. We know at times patients can feel frustrated, but if you take some deep breaths, keep your cool, remain calm and pleasant, we will do our best to help resolve the problem. We would like to highlight the fact that the surgery operates an NHS zero-tolerance policy to patients who are aggressive. And by aggressive we don't just mean being physical - shouting or swearing will not be tolerated either.

Be kind to our premises

Ashcroft surgery has cost a lot of money to build. And it has been built FOR YOU AND YOUR COMMUNITY. Yet we've had patients who come in with awfully muddy shoes, or let their kids go riot, and even those who have used our toilets and made a mess everywhere but the toilet. Please remember, this space is to help people like you. So please treat it with kindness and respect – in the same way you would treat your own or a friend's house.

Frequently Asked Questions (FAQs)



(i) How do I order a repeat prescription?

Online ordering: The easiest way to re-order your repeat prescription is online. You need to register for this. Once you do this, you can also book future appointments.

Repeat Prescription Paper Slip: an alternative to the online system is to use the right hand slip of your prescription which details each of your prescription items – tick which ones you need, and put it through our letterbox or post it to us with a self-addressed-envelope. Or fax it on (01274) 618593.

Telephone requests are not permissible: because of the higher chance of making mistakes.

We now offer an electronic prescription service (EPS)

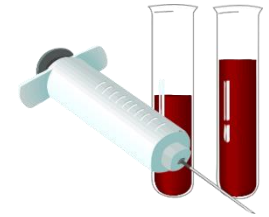
This means that after you have put in an order for your prescription (either online or through the repeat prescription slip) you can have it sent direct to the chemist of your choice who will then get it ready for you to collect. In other words, you don't have to come to the surgery to collect the

prescription and then go to the pharmacy. You just go straight to the pharmacy. To register for this service, ring us.

Please allow **two full working days (48 hours)** from your request before collecting your prescription.

(ii) When should I ring about my test results?

- If the doctor has asked you to make a follow-up appointment with them, then please do not ring about the test results. Make that follow-up appointment to discuss the results then.
- Otherwise, most tests take up to **2 weeks to come back**. Therefore, please do not ring us before this time.
- You can telephone or call into the surgery to find out your results. **Ring AFTER 10am** – when the surgery is less busy and our staff can spend more time with you.
- **Please note:** test results can only be given to the patient, or a parent or guardian of a child 15 years or under, or an agreed carer/guardian or to a care home facility.



(iii) How can I book an interpreter?

Communication is one of the most important things between a doctor and the patient. Otherwise, the wrong information can result in the wrong diagnosis and even treatment. Therefore, if you or a patient you are representing needs an interpreter, this can usually be provided as long as you give us some notice. Contact reception and say you need to book an interpreter. The appointment may take a little longer as the interpreters are provided by an external organisation.

(iv) What is a chaperone?

A chaperone is a person who accompanies and looks after the patient whilst at the same time, supervises the doctor. They are important in situations where an intimate examination is required – for example, when the doctor has to examine the genitals, bottom or breast. The chaperone will make sure that you are comfortable and are okay during the procedure. They will also make sure that the procedure is being performed as intended. In essence, they protect both you and the doctor. The chaperone will either be one of our practice nurses or our reception staff who has been fully trained up. If the person who acts as the chaperone is someone you would rather not have, please let us know and we can get someone else instead. Our full chaperone policy is on our website...

- www.ashcroftsurgery.co.uk/chaperone-policy

Have you got a pet like a cat or a dog?

If you have a cat or a dog and you know a health professional is coming to visit you, then please put them securely in a different room for the duration of the visit.



Our staff have been instructed to exercise their right to leave your home if you don't do this. We know you love your pets, but please understand that we come out to see you because we want to help you. We don't like coming back to the surgery with an allergy, a bite or even just our clothes covered in fur. All we're asking of you is to think about us too.

WHO IS WHO AT ASHCROFT SURGERY?

The Doctors

Although we have highlighted the special interests of each doctor, please note that all of our doctors are fully competent in GENERAL medical matters.



The Partners: These are the doctors who currently own and work in partnership to manage Ashcroft Surgery.

- **Dr. Ramesh Mehay** (male, qualified 1993, Leeds Univ): I am the Senior Partner and joined the practice back in 2001. I am part-time doing 3 surgeries per week – which means you often have to book in advance if you want to get to see me. I spend the rest of my time teaching at Leeds University and Bradford Royal Infirmary teaching - training the next generation of GPs. I am also a GP Trainer (with responsibility for GP trainees at the practice). I have a special interest in Cancer Care (Palliative Care). My usual working days are Mon, Weds and alternate Fridays.
- **Dr Ashraf Khan** (male, qualified 1982, Cardiff Univ): I work at the practice part-time. I used to be Senior Partner but I decided to retire and continue working in retirement because I miss seeing patients. I do 4 surgeries per week and I have a special interest in acupuncture (yes, those needle things), Ear Nose and Throat, and Muscle/Joint problems. I am also the practice lead for teaching medical students.

- **Dr Sudhir Krishnan** (male, qualified 1995, India): I am a full-time partner at the practice and I do 8 surgeries per week. Like Dr Mehay, I am also a GP Trainer. I have a particular interest in heart related matters (Cardiology) and often attend regional meetings discussing the provision of health care across the north of Bradford.
- **Dr Pardip Sandhu** (female, qualified 1999, London): I am part-time too. I do 5 surgeries a week. With Dr Khan, I have a joint responsibility for the medical students at the practice. I have medical interests in women's health, contraception, sexual health, dermatology and diabetes.
- **Dr Elizabeth Hamblin** (female, qualified 1999, Leeds Univ): Like many of the other doctors, I too am part-time, doing 4 surgeries per week. I have a special interest in women's health, contraception and sexual health.

Salaried GPs

The practice also *employs* several doctors who although do not own Ashcroft Surgery, are incredibly important because they help deliver a quality health service to you.

- **Dr Jaskiran Dhillon** (female, qualified 2006, Leeds Univ) – works part-time and does 3 surgeries a week.
- **Dr Sanah Ishaq** - works part-time and does 6 surgeries a week.
- **Dr Lucy Furniss** - works part-time and does 5 surgeries a week.

GP Trainees & Medical Students

Ashcroft Surgery is a well established training practice. There are a number of medical students attached to us each year. These are students from Leeds University who are currently studying to become doctors. Medical Students will always be supervised when attending to patients and never run clinics on their own.

Ashcroft Surgery also has a number of GP trainees (or registrars) attached to us. Unlike Medical Students, GP trainees are fully qualified doctors. They will run their own surgeries under supervision.

Both are regularly supervised. We hope you will be willing to engage with them to help develop the next generation of doctors.

The In-house Pharmacy Advisor

This practice has a qualified pharmacist to advise you on medication matters. If you have a query about medication, please speak to her. Her name is Sadia Khan.

The Practice Nurses

The nurses provide an additional service to the Doctors:

New Patient Checks, Cervical Smears, Clinics for Asthma, Diabetes, COPD, Blood Pressure Checks, Heart Checks, Health Checks, Family Planning, Childhood Immunisations, Blood Tests, Ear Syringing, Dietary & Smoking Advice, Women's Health problems (i.e. pregnancy testing/pre-conceptual counselling/menopause problems & PMT)



Melanie Greenwood: I am the Lead Practice Nurse and I qualified from Bradford University in 2007. I work part time (20 hours) on a Monday, Thursday and Friday and I cover all aspects of Practice Nursing such as Diabetes, Lung Disease and Heart Disease management along with a variety of other duties such as Immunisations, dressings and well woman checks.

Kay Brigg – As an experienced Practice Nurse and covers all the aspects of practice nursing.

Chantelle Kerin – Started as a member of admin, then developed to HCA, now I am a practice nurse providing a range of practice nurse services to you.

Marian Rehman – As a practice nurse providing a range of practice nurse services to you.

The Health Care Assistants (HCA)

Our health care assistants can do many of the things nurses can do like taking blood, ECGs, removing stitches, reviewing wounds, checking blood pressures, doing heights and weights.

Maureen Baidon: I am a health care professional who in addition to all of the above also assists the doctors with minor surgery. I've been at the practice since 2000 and although I have officially retired (and look lots younger than you might think), I can't keep away from the practice!

Samera Ahmed: I joined Ashcroft Surgery in 2015. Previously I have worked at the vascular unit at Bradford Royal Infirmary. I have a very bubbly and friendly personality which I feel is a necessity in this area of work.

The Well Being Worker – termed Social Prescriber

This person whom works at Ashcroft on a Tuesday has been trained up to help you with specific life difficulties. For example, they can help you with stopping smoking, losing weight, getting fitter, managing anxiety and generally with helping you achieve a less stressful life. You can book to see them via reception.

The Social Benefits Advisor

On Fridays, the practice is delighted to host a Social Benefits Advisor. This person is here to review your situation and make you aware of any benefits that you may be entitled to. If you are in debt, please go and see them because they may be able to help make life easier by telling you what is available. Again, book to see them via reception.

The District Nurses & Community Matrons service

District Nurses deliver the nursing needs of our housebound patients – things like taking bloods, giving injections, managing wounds and dressing.

We also have access to a Community Matrons team who help make sure that patients with several medical problems are getting the right input from different services.

The Health Visitor

The Health Visitors work alongside GP's and are responsible for children from 2 weeks to 5 years old. Please contact them if you have a concern about a child.

The Community Midwife - 01274 461310.

If you are pregnant, please come and see the GP first to initially assess you and then refer you onto our midwives. If you are pregnant, don't forget to get some folic acid from the chemist to take during the first 12 weeks.

The Reception Staff - Our reception and admin staff help run the practice. They organise things like appointments, home visits and repeat prescriptions. The practice could not function without them – they are our backbone! - All of our reception staff are trained to be polite and helpful. In return, they would value your patience at busy times - when your request cannot be dealt with immediately. Do remember that they genuinely want to help you.

It is also helpful if you could inform the receptionist of why you wish to see the doctor. By doing this, they can then tell you of other more appropriate services that you may not know about and hence be offered the correct assistance. Knowing your reason also helps them to help the doctor or nurse manage their work.

If you need more privacy at the reception desk, please tell the receptionist, and they will find a more appropriate area for you to speak.

The Practice Manager & Assistant Manager

Our Practice Manager is *Mr Chris Rushton* – who administrates and organises the running of the Practice, from the building, finance, contracts, services and staff. He is helped by our Assistant Manager who is *Tracey Firth*. In the first instance please ask to speak to Tracey if there is

something you are unhappy about, delighted with or have a suggestion you'd like us to consider.

What clinics do you run?

In addition to seeing the GP or Nurse about specific medical problems, we also offer from the surgery the following additional services to provide a complete health service catering to your needs. If you want to attend one of these, please ring the surgery or go to our website to find out the dates and times.

- Ante Natal Clinic
- Asthma Clinic
- Blood taking Clinic
- Contraception – see any doctor in a routine appointment
- COPD Clinic
- Cryotherapy (freezing warts)
- Dementia Clinic
- Diabetic Clinic
- GP Neurology Service (C/o Ridge Medical Practice)
- GP Epilepsy Service (C/o Ridge Medical Practice)
- Heart Disease Clinic
- Hypertension (high blood pressure) – see any GP
- Maternity Clinic (provided by Midwife service)
- Mental Health Clinic
- Minor Surgery (removing small bumps, lumps and things)
- Sexual Health Clinic
- Smoking Cessation Clinic
- Social Benefits advice (Friday am's)
- Ultrasound (C/o YHS)
- Warfarin monitoring (provided by the pharmacy team)
- Well Being Advice (Tuesday's)
- Women's Health

Newborns

Remember: newborns need a baby check before their first set of immunisations scheduled at 8 weeks old (= 2 months). Please ring to book this in advance.

Before that, your Health Visitor should be keeping a check on the growth of your infant through weight and height measurements – if not, ring them!

Childhood vaccinations

The full vaccine schedule can be found online:

- Go to the website www.gov.uk
- In the search box type '*immunisation schedule*'
- Click '*Routine childhood immunisation schedule*'
- Click current year

Each vaccination is given as a single injection into the muscle of the thigh or upper arm.

Things which are not free: Medical Reports & Private Letters

Ashcroft surgery is contracted by the NHS to provide certain GP services for free to all our patients. However, some items are not part of this NHS contract – and these will incur a fee.

Examples are medical reports, letters to schools and universities, the army, your work place, insurance organisations and other non-NHS forms. **We will ask for the fee to be paid upfront before the form is completed.** If you want to find out more, please ring our reception staff.

Please note: **appointments should not be made to request the**

A list of latest fees can be found on our website:
www.ashcroftsurgery.co.uk/fees

completion of these forms – instead contact reception first who will advise you of the fee and make the appropriate arrangements.

TRAVEL VACCINATIONS - WE DO NOT DO THESE – UNLESS THAT ITEM SHOULD ALREADY HAVE BEEN NHS PROVIDED IN THE PAST TO YOU.

Ashcroft as a Training Practice

Ashcroft Surgery trains a variety of people including qualified doctors training to be GPs, Medical Students and Nurse Students. Some of these people in training will sometimes be present during a consultation with the Doctor or Nurse. You should be informed of this and you are entitled to request an alternative appointment if you wish. However, this may not be on the same day as the other appointment.

Access at Ashcroft Surgery

Ashcroft Surgery is a new purpose build surgery meeting all DDA requirements. A wheelchair or a portable hearing loop, are both available on request at reception.

How your personal & medical information is used by Ashcroft Surgery and the NHS

The health care professionals who provide you with care maintain your records about your health. These records help to provide you with the best possible healthcare. NHS health records may be processed electronically, on paper or a mixture of both, and a combination of working practices and technology are used to ensure that your information is kept confidential and secure.

Sometimes, this information may be shared with other organisations like hospitals, opticians, dentists, pharmacists, ambulance trusts, clinical commissioning groups, schools, police, fire, other rescue services and so on. We are very careful who we share information with and we only provide information on a need to know basis. We maintain our duty of confidentiality to you at all times.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances or where the law requires information to be passed on. Sometimes your information may be used for management and audit purposes – and if it is, it will be in an anonymised form. Full information available here:

<http://www.ashcroftsurgery.co.uk/your-information/>

How you can access your records

Patients can request in writing to see their medical records to Tracey Firth, *Assistant Practice Manager*. Please detail specifically the dates between you require and the type of information you require.

We respect your choice

When referring patients for specialised help, patients have a choice where they would like to be seen – you don't have to stick to Bradford! Our GPs will hopefully discuss this with you at the time of the referral. However, if there is a particular place where you would or would not like to be seen, please let the GP know.

Zero-tolerance towards aggressive behaviour.

Despite our efforts we may not get things right all the time – and we understand that this can make patients become frustrated. We will always try our best to put or make things right. However, we do operate the **NHS zero tolerance** to aggressive behaviour – which includes verbal as well as physical abuse. So please be warned – shouting or swearing at our staff can lead to a warning or removal from our list. Physical abuse will result in police involvement. Please try to remember that we do want to help you but that can be extremely difficult if one is being unkind and aggressive. Ninety-nine percent of our patients are absolutely lovely and we are sorry to have to write in this manner to the few it applies to.

The complaints procedure

The Practice operates an **NHS Complaints Procedure**. We work hard to resolve and learn from any complaints. However if we are unable to resolve a complaint, then the complainant can request an Independent Review by the NHS Healthcare Commission. Contact information will be provided as part of the practice dealing with the complaint. Fuller information on our complaints procedure is on our website.

Your comments and feedback

We hope to provide a good service for all our patients. If you ever feel that we have fallen short of your expectations, then we would like to deal with any problems or complaints quickly and to your satisfaction. In the first instance, please contact our Assistant Manager, Pam Brown.

Equally, if you are pleased or impressed with an individual or some part of our service then again - let us know – we love to hear these things and we will pass the message on. 😊

We love our jobs because we love helping people and we do that because we care.



If you're really pleased with our service, we would be ever so grateful if you could write a few kind words on the NHS choices website about us.

<http://tinyurl.com/ashcroftbradford>



NHS
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Updated September 2019 – we reserve the right to change, update services, information etc. at any time as required.