



177 Otley Road
Bradford
BD3 0HX

Telephone: 01274 637031

Fax: 01274 636001

Website: www.farrowmc.co.uk

Email: farrowmc@bradford.nhs.uk



Practice Partners

Dr John H Bargh
Dr Wendy G Leedham
Dr Sarah E Reynolds
Dr Sally Wood
Mrs Joanne K Briscoe

THE PRACTICE TEAM

GP Partners*

- Dr John Bargh MBChB (1985) Leeds DRCOG FPCert
- Dr Wendy Leedham MBChB (1984) Manchester DRCOG MRCGP FPCert
- Dr Sarah Reynolds MBChB (1997) Leeds MRCGP FPCert
- Dr Sally Wood (1985) MBBS MRCGP DRCOG DCH MBA

GP's

- Dr Laura Donohue MBChB Hons (2008) Leeds Hons MRCG
- Dr Lucie Ward MB ChB (2001) Glasgow MRCGP
- Dr Solima Asghar MB ChB (2008) Leeds
- GP Registrar (s)

Practice Nurse Partner

- Mrs Jo Briscoe – RN (1985) Nurse Prescriber FPCert

Practice Nurse

Mrs Kathryn Dedics

Senior Health Care Assistant

Mrs Walayat Suleman

Healthcare Assistants

Practice Pharmacist Team

Well-being Workers

Practice Manager

Fiona Reid - AMInstLM AMSPAR Dip (2001)

Deputy Manager

Azra Bi -PGCert MHSC (2013)

Medical Secretary

Sharon Bradley

Reception & Administration Team

**Not a limited partnership*

ADDITIONAL QUALIFIED STAFF: The District Nurses, Health Visitors, Community Matrons, and a Midwifery team support Farrow Medical Centre

MEDICAL STUDENTS: Farrow Medical Centre is an accredited Training Practice. Dr Sally Wood is the Trainer for the GP Registrars. We are also committed to the training & development of medical students and appreciate the cooperation of our patients in supporting this aim. You will occasionally be asked if a student can be present during your consultation with the GP or Nurse. Please advise the receptionist if you do not wish a student to be present.

OPENING TIMES: MONDAY TO FRIDAY 8am – 6pm

TELEPHONE ACCESS: You should always ring **01274 637031**

NON-URGENT ENQUIRIES OR ADVICE: In order to keep our lines free for urgent calls & appointment bookings; please telephone between **11-11.30am any weekday MORNING**

URGENT ACCESS

- Between 11.30am-1pm the surgery answering machine will provide you with the number of the emergency doctor on call. Please note that you cannot leave a message on this machine
- After 6pm, over a weekend and during bank holidays calls will be diverted to the Out-of-Hours service commissioned by the West Yorkshire Local Area Team
- This service is for urgent medical problems ONLY
- If you require non-urgent medical advice when the surgery is closed please telephone **NHS 1-1-1** or go online to www.nhsdirect.nhs.uk

BOOKING ROUTINE APPOINTMENTS

- Speak to the receptionist to arrange a routine appointment with the doctor or nurse
- We advise patients to see the same doctor for the same condition wherever possible
- Routine appointments can usually be booked 4 weeks in advance and we will always endeavor to ensure that you see the doctor of your choice
- However, if a doctor is on annual leave surgeries may change and you may be asked to see a an alternative doctor or a locum GP
- Please do not ring between 9-11.30am to book a routine appointment as this prevents more urgent calls from reaching us

Morning Surgery – Open Access

- The Practice provides an Open Access surgery every weekday morning between 8-10am. This is for acute problems and an appointment is not necessary
- If Open Access is busy you should be prepared to wait to see as patients are seen in order of arrival
- If another patient appears to have been seen before you they will be seeing a different medical professional; this may be our Senior Nurse or Practice Pharmacist depending on the nature of your problem.
- We will always endeavor to ensure that you see the most appropriate healthcare professional in order to reduce your waiting time.
- Please note that in the Open Access surgery the doctors cannot complete claim forms or perform non-NHS medicals. You will need to book an appointment for this

Pre-bookable Appointments:

- GP appointments 9am-11.30am
- Nurse Appointments: from 8am – 2.30pm
- All doctor & All nurse appointments: Monday-Friday 3pm-5.30pm

ONLINE APPOINTMENTS: We currently offer pre-bookable on-line appointments. Ask at reception for details of how to register for this service.

APPOINTMENT REMINDERS: SMS Text: We are able to send a short message (SMS text) to your mobile phone to remind you about any booked appointments and provide information messages. If you require this service please ask at reception to sign a consent form confirming that you will keep your mobile contact details updated with us. Please be advised that this service will not work if your phone is switched off.

TELEPHONE ADVICE & TEST RESULTS

- Please telephone for non-urgent advice or for the results of your tests at the end of morning surgery **(between 11-11.30am)** whenever possible as the doctor cannot return your call until he or she has finished seeing patients
- If the doctor you wish to speak to is not available on that day you will be advised when to call back to speak to them or, if the problem is urgent, given advice from the on-call doctor
- Unfortunately we do not have the resources to repeatedly call patients back. ***If you are expecting the GP to ring, please keep your phone switched on and nearby. The incoming call will show as a Private Number.***

EXTENDED ACCESS SERVICE

Farrow Medical Centre is part of an extended access service which provides GP, Physiotherapy, Nurse, and Health Care Assistant appointments from a number of locations (hubs) across Bradford. As Farrow Medical Centre is not currently a 'hub' our receptionist will advise you regarding where you will be seen if you book an Extended Access appointment.

As a patient registered with this practice, you have access to the following:

Weekday Appointments: Evening appointments (6.30pm – 9.30pm) subject to availability with:

- GP Health care assistant
- Physiotherapist Nurse
- Voluntary sector services (i.e. Citizen's Advice)

Weekend Appointments: Weekend appointments are available with a GP from 10.00am - 1.00pm on Saturdays and Sundays subject to availability.

More information about Extended Access Appointments: The service is run by Bradford Care Alliance, which represents all GP practices in the Bradford area. Medical appointments are with GPs and Healthcare staff who work in the local area; so your appointment may not be with a clinician from this practice. To use the service we will ask for your consent to share your medical record.

eCONSULT: eConsult lets you consult with your GP online by completing a quick form that is sent to and reviewed by the Practice. The website can also direct you to self-help, pharmacy advice and local self-referral services.

To use this feature please access the practice website www.farrowmc.co.uk.

HOME VISITS: Patients should make every effort to consult at the surgery to make the best use of nursing and medical time. Home visits should be medically justifiable and not requested for social convenience. Facilities for examination are better at the surgery and the less time the doctor spends traveling the more time is available for patients. If you are unable to get to the surgery & require a home visit please try to request this in a morning before 11.30am in order for the doctors to prioritise their work load.

TEST RESULTS: Test results have to be checked by the doctor. Please telephone for your results in an afternoon. Please allow 7 working days.

RESULTS BY TEXT: We can now send a short message (SMS text) to your mobile phone to inform you of your results. If you would like to take advantage of this of this new feature, please ask our reception staff who will invite you to complete a consent form confirming that you will update the practice every time you change your mobile number.

ACCESSIBILITY: The Accessible Information Standard aims to ensure that people who have a disability or sensory loss receive information that they can access and understand, for example in large print, therefore please inform us if you have any specific communication needs so that we can document this on your record.

INTERPRETERS: If English is not your first language we can arrange a suitable interpreter. This sometimes takes up to 48 hours to arrange. If we do arrange an appointment for you with an interpreter present, it is very important that you keep the appointment to avoid unnecessary waste of NHS resources.

CHAPERONES: If the clinician decides to undertake a physical examination it is our policy to offer a chaperone. The chaperone will have attended a suitable training course. The details of the chaperone will be documented in your medical records, or if the decline this will also be recorded.

DENTAL PROBLEMS: Please be advised that we are general practitioners and not dental practitioners therefore we do not have the necessary skills or legal cover to manage and treat dental problems. To avoid misunderstanding, please do not attempt to book appointments with any of our GPs for problems relating to teeth or gums. If you attend with a dental problem you will be asked to contact your dentist. If you do not have a registered dentist, please telephone NHS 111 to be allocated an emergency dental appointment; alternatively check www.nhschoices.nhs.uk to check which local dentists are taking on new patients.

GP PRACTICES NETWORKING IN THE COMMUNITY: Farrow Medical Centre collaborates with neighbouring practices, local community and voluntary sector colleagues to address the needs of local people and promote good public health and well-being in a new group called Five Lanes Network. We recognise that the population is getting older and that some patients have health problems that are often related to social circumstances. Our Primary Care Network allows us to support these patients more effectively through signposting to appropriate agencies.

CONFIDENTIALITY: We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered with information commissioner's office for GDPR 2018. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team, however, for the effective functioning of a multidisciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

ONLINE ACCESS TO MEDICAL RECORDS: We are able to offer online access to medical records for most patients. Proof of ID and registration is required for this service and you will be given a user name and password that must be kept secured. We advise you to discuss this with our reception team.

THIRD PARTY ACCESS TO INFORMATION: We can only share your information with you personally. If you act on behalf of another person, (or another individual acts on your behalf), you will need to complete a Third Party Access application form. This may apply to carers and children's guardians. Please ask our receptionist for more information.

CARERS: Please inform receptionist if you care for someone else's needs or if you yourself have a Carer. This information is important to us, so that we can provide you with appropriate support.

Named GP: We are contractually obliged to ensure all registered patients have a named GP.

DISABLED ACCESS: The Practice premises complies with current regulations for disabled access but please ask for help if you have any problems

THE PRACTICE AREA: We register patients from most areas of BD2, BD3 & BD10. The receptionist can advise you further.

REGISTERING WITH THE PRACTICE

- When the Practice List is open we are able to register new patients.
- Please note that to minimise service disruption & delays for our existing patients we arrange specific times for registration of new patients
- To register you require two forms of identification (i.e. driving license, passport) including proof of your current address
- The receptionist will provide you with a registration form & Health Questionnaire to complete for our records and will also arrange an interview with our Healthcare Assistant. You need to attend this appointment and bring with you any medication you are taking
- Once you have registered with the Practice you can choose to see any of the doctors

NOTE: The UK government stipulates that NHS healthcare is for UK residents only. It does not depend upon your place of birth or previous NI contributions. You may be asked to prove your residence status but if you cannot do this then health care can still be offered privately. Please ask our reception staff for guidance

PRESCRIPTIONS

The doctors do not routinely issue prescriptions for coughs, colds or flu symptoms. You should consult your local pharmacist or speak to our Practice Pharmacist for advice on these problems

ORDERING & COLLECTING REPEAT PRESCRIPTIONS

- Repeat medication can be requested by ticking the items you require on tear off slip which accompanied your last prescription

- For safety reasons **we cannot take repeat prescription requests over the telephone** unless a doctor has specifically authorised this. If this is the case, please telephone after 10.30am
- Your request can be placed in the prescription box in the waiting area or handed directly to the receptionist
- You can request your repeat medication by fax on **01274 636001**
- Your prescription can be posted to you (please provide an SAE)
- Local pharmacies provide a collection & delivery service. If you would like to access this service please contact your pharmacy direct
- Unless you meet a specific criteria pharmacies cannot order on your behalf
- If you have any queries, the Practice Pharmacist can advise you regarding our repeat prescribing system

REPEAT MEDICATION ON-LINE: Repeat medication can be ordered on-line. Ask at reception for details of how to register for this service

MEDICATION REVIEWS: All repeat prescriptions are reviewed every six months by the doctor or the Practice Pharmacist

- If you need to be seen, you will be informed when your review is due – it is very important that you attend to ensure that you are taking the most effective medication for your condition

IMPORTANT

All repeat prescription requests take

48 HOURS (2 Working Days)

To process

Do not allow yourself to run out of your medication

CLINICS

ASTHMA CLINIC: All patients diagnosed with asthma are invited to an annual check to ensure that they are on the most appropriate & effective treatment for their condition. The Practice Nurse runs the Asthma Clinic

ANTENATAL CLINIC: Monday and Tuesday

BABY CLINIC: This is a drop-in clinic for WELL babies & children under 5 years providing weighing, general advice & immunizations.

Please note that sick babies & children cannot be seen in this Clinic

The Health Visitors run this Clinic and are also responsible for providing routine developmental checks (by appointment) – with the doctors – for children aged 8 weeks, 7 months, 18 months & 3 to 3 and a half years old. The Health Visiting team can be contacted on 01274 221223

DIABETIC CLINIC: Diabetic patients are invited to attend 12 monthly checkups to ensure that their condition is being effectively controlled.

FAMILY PLANNING: All our Doctors & Practice Nurses are happy to give advice on Family Planning. We offer a full range of services including the insertion of the Nexplanon contraceptive device

ANTENATAL CARE: The midwife can be contacted directly on 01274 783137

CHILD HEALTH: Immunisations for children aged less than 5 years are done by the Practice Nurse. The Health Visitors are available to advise on feeding problems, sleep disturbance, management of childhood illness, bed wetting & behavioural problems Please note: *Immunisations for teenagers are usually performed at school by the School Nurse*

CERVICAL SMEARS – are arranged by appointment with the Practice Nurse.

HEALTH PROMOTION CLINICS - Appointment Only

The Nurses, Well-being Worker & Healthcare Assistants are available for –

- ❖ Healthy Lifestyle Advice
 - ❖ Benefits and Social Care Advice
 - ❖ Blood Pressure Checks
 - ❖ Suture Removal & Dressings
 - ❖ Annual Flu Vaccinations
 - ❖ Shingles & Pneumonia vaccinations
 - ❖ Diabetes Screening
 - ❖ Ear Syringing
 - ❖ Weight Management
 - ❖ Contraceptive & Sexual Health Advice - Well Woman Clinic
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SCR (Summary Care Record)

- Some of you may have already consented to SCR.
- SCR is consent to share your medical information to services who are or maybe in the future be involved with your healthcare such as the hospital, ambulance service. It provides authorised care professionals with faster, secure access to essential information about you when you need care. It will also contain important information about any medicines you are taking or any allergies you may have had in the past.
- You may be asked by the receptionist to sign a form either consenting or refusing access. Only health professionals who are dealing with you will have access. If you would like more

information on SCR go to NHS Choices website and visit the “health records “section.

GDPR (General Data Protection Regulation): As your healthcare professionals we hold a lot of private information about you which remains highly regulated by the Information Commissioners Office. We will ensure that it remains safe, secure and confidential.

ON LINE ACCESS TO YOUR SURGERY: we encourage all patients to sign up for ON-LINE ACCESS to their medical records as this reduces the need for you to ask for information at the reception desk. Signing up for on-line will also enable you to book your own GP appointments, view your test results and order your repeat medication. To obtain on-line access you need to provide us with photo ID. Ask the receptionist for further details.

PATIENT COMMUNICATIONS & COMPLAINTS: We welcome constructive feedback from our patients. However if you wish to complain about any aspect of the care you receive from us please ask at reception for a copy of our Complaints leaflet.

- We will always aim to resolve complaints as promptly as possible in a professional manner.
 - Should you have any suggestions on improving our service – You can also provide feedback via our website www.farrowmc.co.uk
 - A Friends & Family feedback form can also be completed on our website and we would appreciate it if you can take time to do this
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WHAT OUR PATIENTS CAN EXPECT FROM US

- Patients have a right to be greeted courteously and made to feel welcomed to the practice.
- Patients have a right to absolute confidentiality
- Patients have a right to access their health records*
- Doctors and Nurses will endeavour to begin surgeries at the appointment time. Any delay will be due to medical necessity. Where there is a delay in excess of 20 minutes, patients have a right to be informed the reason for the delay and to make an alternative appointment if necessary
- The Practice will offer advice and seek to inform patients of steps they can take to promote good health and avoid illness including:
 - Advice on self-help which can be undertaken without having to see the doctor or nurse.
 - Advice on the treatment of Minor Ailments can be sought from our Practice Pharmacists or Nurse Partner
 - Advice is also available from our Wellbeing Workers, on our practice website and from your local pharmacist
- The practice will inform patients of services available by means of practice leaflets, call screens and notice boards in the waiting areas, on our website and via text messages
- Patients will be referred to a specialist acceptable to them if their doctor thinks this is clinically necessary.
- Patients with urgent medical conditions will be given priority and will be seen as soon as possible, even when this may cause delay to booked appointments.
- Acute prescriptions will be issued with minimum delay and as a maximum by 2 working days.
- Repeat prescriptions will be available 2 working days following the request (unless a medication review is necessary)
- Any suggestions to improve service will be considered by the

practice: we provide a 'comments' book at reception and on our website

- We shall acknowledge written complaints within 3 working days
 - Zero Tolerance: We have the right to remove patients from our list if they repeatedly and persistently ignore their responsibilities to us and other patients.
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WHAT WE EXPECT FROM YOU

What we expect from our Patients:

- Treat your doctor and their staff as you would expect to be treated yourself –with dignity, respect and politeness.
- Threatening and abusive behavior will not be tolerated and will result in removal from our Practice list
- To attend appointments on time or to give the practice adequate notice that they wish to cancel - lateness or non-attendance inconveniences other people and wastes valuable NHS time.
- If you arrive more than 5 minutes late for your appointment , you will not be seen
- If you miss 3 appointments you may be removed from the practice list.
- An appointment is for one person only, where another member of the family needs to be seen or discussed, another appointment should be made.
- Repeat prescriptions must be requested in good time ideally using the online facility. If patients do not have access to on line facilities repeat prescription request slips should be handed it at reception, faxed or posted into the practice.
- Patients should not expect a prescription every time they visit the

surgery. Good advice is often the best treatment.

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

SERVICES AVAILABLE WITHOUT SEEING A DOCTOR

NHS 1-1-1

Freefone advice & information about medical conditions, local healthcare services & dental services are available 24 hours a day

Community works

Communityworks is a Community Project working in the Otley Road and Undercliffe area of Bradford, West Yorkshire. | Registered Charity No.1109010 | Tel: 01274 200589

Carers' Resource

Tel: 01274 449660 | Fax: 01274 449673

Unit 15 | Park View Court | St Paul's Road | Shipley | Bradford | BD18 3DZ

New Directions – 01274 735775

Will provide support, advice & counseling if you are concerned about your alcohol intake or about a family member affected by the consequences of alcohol consumption

SAMARITANS - 0845 790 9090

Offering support for those in distress

'STOP SMOKING' SUPPORT GROUPS – 01274 437700

Daytime & evening 'stop smoking' groups across Bradford. Ring the number above or email on stopsmokingservice.bradford.gov.uk for details of times, days & venues.

Notes and Reminders