

The Rockwell & Wrose Practice



Wrose Health Centre

Kings Road

Bradford

BD2 1QG

Tel: 01274 638353

Rockwell Medical Centre

Thorpe Edge

Bradford

BD10 8DP

Tel: 01274 612245

www.rockwellandwrosepractice.nhs.uk



Welcome To The Rockwell And Wrose Practice

The practice has an excellent reputation for good quality patient care, consistency and approachability. Our patient list size continues to rise year upon year and we foster good relationships with the local community groups and Voluntary Sector.

The General Practitioners

Dr Alice Gavin (F)	MBChB	Aberdeen 1992
Dr Veena Mills (F)	MBChB	Leeds 1997
Dr Preeti Bhat (F)	MBBS	Newcastle 2003
Dr Anna Kennedy (F)	MBChB	Leeds 2016
Dr Michael Broderick (M)	MBChB	Leeds 2013
Dr Emily Kent (F)	MBBS	Newcastle 2013

Advanced Nurse Practitioner

Angela Mawston	Advanced Nurse Practitioner Nurse Independent Prescriber
Claire Hern	Advanced Nurse Practitioner Nurse Independent Prescriber

Practice Staff

Mrs Rachel Thompson	Practice Manager
Ms Donna Ford	Assistant Practice Manager
Mrs Sarah Daly	Office Supervisor (Rockwell)

Practice Nurses

Alison Kaye	Practice Nurse Team Leader
Natalie Ackroyd	Practice Nurse
Karen Morley	Practice Nurse
Brooke Elliott	Practice Nurse
Kiren Sandhu	Practice Nurse
Sue Teasdale	Health Care Assistant
Karen Elliot	Health Care Assistant

District Nurses 01274 256131

Health Visitors 01274 221223

Receptionists Rockwell

Gina Marshall	Jeanette Armistead
Wendy Todd	Sue Whytell
Rachel Howker	Angela Ritchie

Receptionists Wrose

Janine Whitaker	Helen Pitts
Alison Leach	LeeAnn Cunningham
Michelle Hardcastle	Jade Smith
Adele Turner	

Secretaries

Diane Burton

Other Staff

Tamsin Chappell	- Physiotherapy (physio first)
Liam Bartle	- Physiotherapy
Janet Menebhi	- Wellbeing Worker

Registrars

We enjoy teaching and are keen to contribute towards the training and development of GPs for our future generation. We invite patients to help us make their experience rewarding and challenging. Our registrars are qualified doctors who have had a great deal of hospital experience now working in general practice, mentored by Drs Gavin for their final year before becoming General Practitioners.

Opening Times

(* phones are diverted to NHS 111 from 6.00pm on Monday evening).
Every Thursday afternoon our phone system is diverted to NHS111 between 1.00 - 4.00pm to enable doctors and nurses to have protected learning time - Reception remains open except once per quarter (notice given) for whole team briefing.
Telephone calls: From July 2018 all incoming and outgoing telephone calls are recorded in line with GDPR regulation.

Appointments

We aim to manage appointment requests in one phone call - no patient will be asked to ring back the next day. Each day we have a telephone triage system for patients who require a "same day" appointment (the receptionist will take your details and a GP will ring you back within a short time). If preferred, you may book a routine appointment in advance - up to two or three weeks ahead. Appointments may be made by calling 01274 612245 (Rockwell) or 01274 638353 (Wrose). Please be advised that we operate a "Did Not Attend" policy to reduce wastage (details on our website or from reception). If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations.

Appointment Reminders

We are able to send a short message (SMS Text) to your mobile phone to remind you about any booked appointments and adhoc messages. If you are interested please ask our reception staff who will invite you to sign a consent form confirming that you will keep your mobile contact details updated. Please be advised this service will not work if your phone is switched off.

Emergencies

If you are confronted by a serious problem such as severe chest pain, slurred speech and paralysis or severe bleeding, call an ambulance (tel: 999) before calling the surgery.

Extended Access

If you need an appointment after 6.00pm we can book you a range of appointments (GP, blood, smear and asthma checks) at Moorside Surgery, 370 Dudley Hill Road, Undercliffe, Bradford BD2 3AA. Ring your usual branch to arrange.

NHS 111

From April 2013, the NHS launched a new 24 hour service 7 days a week to assist if you have an urgent medical problem that needs attention that is not an emergency.

Call 111 if:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to A&E or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call.
- You need health information or reassurance about what to do next.

Home Visits

Patients are requested to telephone before 11.30am if a visit is required that day. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Out Of Hours Service

If you require a GP outside normal surgery hours, please dial 111 which is the national NHS helpline. Please remember for minor illness, many local pharmacies are open until 11.00pm.

Registration

All new patients are required to supply two forms of identification (one must be photo ID) and one must provide details of the patients' home address. New patients are also required to complete a questionnaire and attend a new patient health check appointment with a member of our nursing team. Registration is not complete until this process has taken place.

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 username and password that must be kept secured. We advise you discuss this with our reception team.

Named GP

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

Repeat Prescriptions - 48 Hours' Notice Required

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long term treatment. Never allow your medicines or inhalers to run out.

IMPORTANT - Requests for prescriptions cannot be made by telephone and should be placed either in person, via our online repeat prescription service (for which you need to register at reception) or by calling at the surgery during opening hours handing in the green tear off order form.

Prescriptions can be ordered any time Monday to Friday. We are unable to take orders or issue prescriptions at weekends, public holidays or out of normal surgery hours. Please allow two working days before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.

Test Results

Tests results and letters from local hospitals have to be checked by the doctor, therefore please telephone for results in the afternoon. Some tests take longer than others and your doctor should be able to give you an idea of how long you are likely to wait.

RESULTS BY TEXT - we can now send a short message (SMS text) to your mobile phone to inform you of your test results. If you would like to take advantage of this new feature, please ask our 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 to ensure your visit to the surgery is completely successful however, this sometimes takes up to 48 hours to arrange. If we do arrange an appointment, it is very important that you keep the appointment to avoid unnecessary waste of NHS resources.

Chaperones

If the doctor decides to undertake a physical examination, it is our usual policy to offer a chaperone which may be one of our reception /admin team. The chaperone will have attended a suitable training course. The details of the chaperone will be documented in your medical records, or if you decline this will also be recorded.

Dental Problems

Please be advised that we are general practitioners and not dental practitioners therefore 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. Should you make an appointment that is for a dental problem you may be turned away and asked to contact your dentist. If you do not have a registered dentist, please telephone 0845 46 47 to be allocated an emergency dental appointment, alternatively check www.nhschoices.nhs.uk to check which local dentists are taking on new patients.

Email Communication

If you wish to be contacted by email to receive our quarterly newsletter or annual patient survey, please complete the consent form available from our receptionist counter or download from our website.

Antenatal

Patients can now self-refer to the midwives by completing the online form found at: www.bradfordhospitals.nhs.uk/selfreferral/ Alternatively, telephone 01274 364502.

Clinics

Antenatal Clinic

Wrose Branch	Weekly every Thursday afternoon
Rockwell Branch	Alternate Friday afternoon

Baby Clinic

Sadly, due to new Infection Control Waste Regulations we can no longer dispose of soiled nappies and must kindly request parents destroy these in their own homes - scented nappy sacks are available.

Wrose Health Centre baby clinic is held every Thursday morning 9.30 – 11.30am in the Health Promotion room at Wrose Health Centre.

Our experienced health visitors are able to perform child development checks and discuss any aspect of your child's welfare, eg weight, sleeping and behaviour patterns.

Child immunisations are done by practice nurses by appointments (running alongside the baby clinic for your convenience).

PLEASE DO NOT BRING POORLY BABIES TO BABY CLINIC FOR INFECTION CONTROL PURPOSES. THANK YOU.

Extra Services

We make every attempt to manage patients within the surgery and avoid sending patients to hospital unless it is absolutely necessary. In recent years we have invested time developing expertise to help us care for patients with long term conditions - these are illnesses for which there is no cure eg, Diabetes, Stroke, Heart Disease, Rheumatoid Disease, Kidney Disease, Epilepsy etc to name a few.

We hold a register of all patients who have a long term condition and work with them to ensure they receive regular health checks (at least once or twice per annum), keep them informed about their care and up to date treatments, and promote good medication compliance to achieve optimum health and good quality of life.

FACT: Patients are living longer and likely to develop one or more LONG TERM CONDITIONS as they get older.

In addition, we have several extra services to support good health and ensure we can diagnose problems quickly;

- ECG (heart checks)
- Skin Problems
- Minor Surgery (Currently suspended due to Covid)
- Family Planning & Sexual Health Screening
- Musculo Skeletal and Joint Injection Service
- Anticoagulation (Warfarin Monitoring)
- Lung Function Tests (Spirometry)
- Smoking Cessation Service
- Physiotherapy
- NHS Health Checks
- Learning Disabilities Health Checks

Please check our website www.rockwellandwrosepractice.nhs.uk for the full range of services and much more information including a patient leaflet section.

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment outside of surgery hours. Please telephone the surgery for an appointment. The fees charged for these services are in line with the BMA recommended charges.

Counselling

If you are experiencing low mood, anxiety, panic attacks, confidence issues or work or family stress, then please do not suffer in silence as we have our own Wellbeing Worker Janet Menehbi based at Rockwell Branch - just ask for an appointment at reception.

Networking in the Community

The Rockwell and Wrose Practice collaborate 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 LANE COMMUNITY PARTNERSHIP**. We recognise that the population is getting older and has many complicated health problems are often related to circumstances such as housing, unemployment, debts, bereavement and carer stress and often signpost patients to these services.

Rockwell Community Centre Telephone 01274 615300

(Coffee mornings, re-employment, exercise classes, walking group, cooking, gardening)

Carers Resource Telephone 01274 449660

(For people who are struggling to look after someone)

Travel Immunisation/Vaccinations

Please make an appointment at least three weeks prior to your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

Flu Vaccinations

An influenza vaccination is particularly recommended for all patients aged over 50 years old, patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes. Please contact the reception staff in September for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

Comments And Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestion box.

Rockwell And Wrose Patient Group

Rockwell and Wrose Patient Group has been suspended during covid pandemic but we hope to restart soon.

Disabled Access

At the Rockwell and Wrose Surgery reserved car parking spaces for the disabled are marked near the front door. Wheelchair access to the building is via a ramp near the front entrance. A disabled patient's WC is provided near the front entrance and another is available on the first floor. If access proves difficult to any of our disabled patients, we would be happy to consider any suggestions for improvement.

Complaints Procedure

We always try to provide the best service possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure, it will not affect your right to complain to NHS England. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

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 multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

Freedom Of Information

The Freedom of Information Act 2000, obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

GDPR (General Data Protection Regulation)

Regulations changed on 25/5/18. 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. We have however updated our Privacy Notice and recommend that you read this at your earliest opportunity (in our waiting room or our website). We are also trying to encourage all patients to sign up for ON-LINE ACCESS to their medical records as this will reduce any need for you to ask for information at the reception desk. For on-line access you will need to provide us with photo ID. Signing up for on-line will also enable you to book your own GP appointments and order your repeat prescription.

SCR (Summary Care Record)

Some of you may have already consented to SCR. SCR is consented 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.

Connected Yorkshire (RESEARCH)

NHS – Your Data Matters 2018

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. On this web page you will:

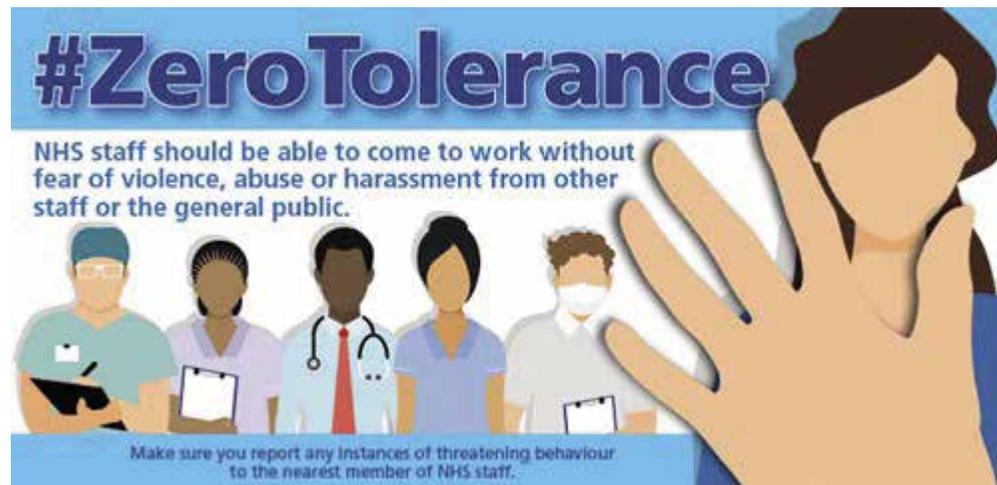
- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

CQC Inspection

The Care Quality Commission inspected our practice in October 2019. This was a very positive experience for the practice who were deemed to be GOOD across five categories; Responsive, Effective, Safe, Caring and Well Led.

Zero Tolerance

The NHS has a zero tolerance policy of all violence and aggression. This policy is for the protection of all NHS staff, but also for the protection of other patients, their families, visitors etc. In order to ensure that this zero tolerance approach is adhered to, it is essential to have robust policies and procedures in place.



NHS App

To use the NHS App you must be aged 13 or over and registered with a GP surgery in England. After you download the app, you will need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery.

If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.

Use the NHS app to get your covid pass, check NHS advice, order prescriptions, view your records, check your NHS number and much more.

Notes

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

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The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.



The Rockwell & Wrose Practice Charter

We will:

- Offer a friendly and welcoming approach to health care in a caring environment
- Train our staff to a high standard
- Apologise if we keep you waiting
- Provide high quality NHS primary care services
- Offer wide range of Primary healthcare services
- Provide patients with appropriate information and support about their health care problems, or signpost to other agencies
- Create a climate where patients (or those acting on their behalf) can express their views and make their own decisions
- Listen
- Take care to ensure that care and treatment is provided to patients with due regard to their age, sex, religious persuasion, sexual orientation, racial origin, cultural and linguistic background and any disability they may have
- Where appropriate, encourage and enable people who use our service to be involved in how that service is run

Help us to help you:

- Keep us informed of your current contact details including mobile telephone numbers
- Keep your appointments with our doctors or nurses or cancel in plenty of time (not five minutes before!)
- Only request home visits if you are too ill to attend the surgery
- Please have tolerance and respect for doctors and staff
- Have patience – we know your time is precious however on some occasions we may “over run” usually due to circumstances beyond our control

Thank you in anticipation