

# AVICENNA

## Medical Practice

# 2019

## Better care for better health

### Essential information

To help you make the most of our services



Bradford City  
Clinical Commissioning Group

Avicenna Medical Practice  
Bluebell Building  
Barkerend Health Centre  
Barkerend Road  
Bradford BD3 8QH  
Tel: 01274 664464

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## **WELCOME TO AVICENNA MEDICAL PRACTICE**

The Avicenna Medical Practice serves the whole of BD3, and areas of BD2 (if the second part of your code begins with 2, 3 or 4) and BD1 (if the second part of your code begins with 3, 4 or 5) BD4 (if the second part of your code begins with 0, 6, 7, 8 or 9). Our team includes Three GPs, Seven Advanced practitioners, four practice nurses, two health care assistants, as well as our practice manager and administration and reception staff.

We offer a full general practice service and run specialist clinics for children and pregnant women, diabetes and asthma sufferers and for patients needing minor surgery and anticoagulation treatment. We have Family Planning Clinics, Travel Vaccinations, Childhood immunisations, Smoking Cessation, Elderly Health Checks, Cervical Cytology and Health Services.

The practice is not a limited partnership.

## **OUR PRACTICE WEBSITE**

We have a very comprehensive website that is packed full of useful information.

On the website you will find information that is contained in this booklet, and will be able to download a copy of the most up to date changes to the booklet.

You will also find further information on self help for minor ailments and a family medicine chest.

If you will also find links that will enable you to book and cancel your appointments on line, order your repeat prescriptions, and contact us with comments and suggestions.

The website URL is:

<http://www.avicennamedicalpractice.co.uk>

## OUR PRACTICE CHARTER

You will be treated in a friendly and courteous manner by a trained member of staff.

We expect to treat you as we would wish to be treated, and expect the same in return.

Our staff will wear name badges and identify themselves on the telephone, so that you know who you are speaking to.

The telephone will be answered promptly and your call will be dealt with as soon as a receptionist is available.

We will treat each patient according to his/her needs. We run an appointment system and we will always try to give an appointment to suit your needs. Please tell us who you want to see and how urgent you think your problem is. Let us know if more than one person in the family needs to be seen at an appointment or home visit.

Emergencies will be dealt with immediately, but please be patient as more than one call could be coming in at the same time.

Confidentiality will be maintained at all times and your right to privacy respected.

Please ask if you would like a chaperone during an examination or a private room to discuss any matters.

All the services offered by the practice will be listed in this practice booklet, on our website, and on the NHS Choices website.

We will register as patients anyone who lives in the practice boundary area and is able to produce documentary evidence of this.

We will offer all new patients an appointment with the health care assistant for a brief health check where any special needs can be discussed.

As well as referring you on to hospital consultants, the practice has contact with other helping agencies and will be happy to refer you to them

We will offer help if you are having difficulties with your medical problems.

We welcome suggestions to improve our services. Complaints and compliments should be made to the Practice Manager or to the doctors.

Complaints will be received sympathetically and investigated promptly.

We aim to provide a safe and clean environment for you. Please help us maintain this environment by putting litter in the bins.

We are committed to a non-smoking policy on the premises and grounds.

## **Policy on violent or abusive patients**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we will exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

## **HOW TO REGISTER**

To register as a new patient with the Practice you must live in the practice boundary area and be able to produce documented evidence of this. Family Doctor Service Registration forms must be completed to enable us to obtain your medical records from your current GP.

We also like all new patients to have a health check with the health care assistant. This helps to ensure that we understand your health needs and can provide the right care for you. You can, of course, see the doctor if you have an urgent problem.

## **CHANGE OF ADDRESS OR TELEPHONE NUMBER**

Please inform us of any change in address, home or mobile phone number.

# THE AVICENNA MEDICAL PRACTICE TEAM

## Doctors

### **Dr Akram Khan** MBChB MRCGP (GMC Number 3334825 - Male)

Dr Khan has been at this Practice since 1995. He offers a full range of general medical services and has a special interest in minor surgery, joint injections, and cosmetic medicine. He is also the chair of Bradford City Clinical Commissioning Group.

### **Dr Mohammed Javed Rehman** MBChB MRCGP (GMC number 4154848- Male)

Dr Rehman has been at Avicenna since 2002. He offers a full range of general medical services and has a special interest in Diabetes, and weight management. He is also the diabetes clinical champion for the Bradford City Clinical Commissioning Group.

### **Dr Jutta Prekow** (GMC number 4380016 Female)

Dr Prekow has a special interest in sexual health and women's health, running a sexual health clinic every Wednesday.

## Advanced Practitioners

**Our Advanced Practitioners are experienced nurses who have had additional training to examine, diagnose and treat patients much in the same way as GPs. They can refer to other services and write prescriptions. A doctor is always available to consult about any problems if needed.**

## Practice Nurses

**Practice Nurses treat patients for a wide range of common conditions (e.g. minor injuries/illnesses, removing stitches, travel vaccinations, immunisations and so on). Our practice nurses are also specially trained to run routine clinics for certain conditions, such as diabetes and heart disease. (Each of our nurses specialises in a different area, so you need to book ahead with the most appropriate person). Our reception staff will be able to advise whether a nurse appointment is appropriate**

### **Mrs Gillie Reed** (NMC Number 94D1071E - Female)

**Qualifications:** RNDip, Diabetes & Asthma Diplomas, Cytology Diploma, Certificate in Anticoagulation. Independent/Supplementary Nurse Prescriber.

Miss Reed has been at Avicenna since 2008. She has a special interest in Diabetes, anticoagulation and travel health.

### **Mrs Sumaira Younis (NMC Number 08A0859E - Female)**

**Qualifications:** RGN, Diabetes and Asthma Diploma, Cytology Diploma, Respiratory Management in Primary Care.

Mrs Younis has been at Avicenna since 2011. She has a special interest in Travel Health.

### **Mrs Noreen Hussain (NMC Number 01L0084E - Female)**

**Qualifications:** RGN, Diabetes and Asthma Diploma, Cytology Diploma, Respiratory Management in Primary Care.

Mrs Hussain has been at Avicenna since 2011. She has a special interest in Diabetes.

### **Mrs Cheryl Benn**

Diabetes Level 1, Cytology, Baby immunisations, ear syringing, wound care, Travel vaccinations, Phlebotomy, CHD+hypertension, warfarin.

## **Healthcare Assistants**

Our Health Care Assistants (Mrs Sheree Fearnley and Mrs Maleta Wall) are experienced healthcare professionals who deal with a range of conditions and health concerns.

They work under the supervision of a qualified nurse and can take blood, blood pressures, test urine and take your weight and height.

## **Administration Staff**

### **Practice Manager - Miss Sarah Rhodes AMInstLM, PGCert HSSM**

Our Practice Manager will be able to help you with any administrative problems you may have with the way our practice is run.

### **Assistant Manager and Secretary – Mrs Julie Feeney**

She will be able to help you with any administrative problems you may have with the reception team and general patient queries. She also does all the referrals for the practice.

### **Reception Staff**

The receptionists are here to help you, but as you will see when you visit us, their job is very demanding. They answer the telephone; deal with enquiries from all directions, and process repeat prescriptions - often all at the same time. So please be patient.

## Administration and secretarial staff

Although you may not see much of them, there are secretaries and administrators working behind the scenes dealing with your medical records, referrals, post, etc.

## Enhanced Services Administrator

The enhanced services administrator deals with the practices enhanced services. These are ECG's, Spirometry, 24 hour BP's, Minor Surgery and our Anticoagulant Clinic. She books the clinics, monitors the waiting lists and ensures all the administrative tasks associated with these clinics are completed.

## Staff attached to surgery

### District Nurses

The district nurses are led by Sr Julia Crank and they deal with all home nursing to patients referred by the doctor and other agencies. They assess nursing needs and carry out treatment in the home including blood tests. They can be contacted by telephone during the following times:

**Monday-Friday 8.15am - 4.45pm Bradford 01274 228054**

**Evenings, nights, weekends and bank holidays Bradford 01274 228045.**

The district nurses have an answer machine on which you can leave a message.

### Health Visitors

The health visitors are all specially trained nurses who can give advice on health care especially for expectant mothers and children under five. They can be contacted by telephone during the following times:

**Monday-Friday 8.30am - 5.00pm Bradford 01274 783110.**

The health visitors have an answer machine on which you can leave a message.

### Midwives

The midwives look after you during your pregnancy and for two to three weeks after the delivery of your baby. They are happy to discuss problems or answer any questions you may have.

**You can contact the Barkerend team of midwives on 01274 783137 between 8.30 - 9.30am, any weekday.**

### Counsellor

Referrals for counselling are made by the doctors.



## APPOINTMENTS

**Tell us if you are in a telephone box. We will ring you back. Say immediately if your call is an emergency.**

**Let us know if more than one person in the family needs to be seen, a single appointment is for one person only.**

**Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Remember that the results of tests can only be given to the patient.**

Appointments are available on Monday, Tuesday, Thursday and Friday from 8.30am to 5.30pm, and on Wednesday from 8.30am to 11.00am. The surgery is particularly busy on Mondays and Fridays especially during the winter months. If your appointment is not urgent, try to book on a less busy day after 10.30am.

We will always try to give you an appointment to suit your needs. If you feel you need to be seen urgently we will try and arrange for you to be seen on the same day.

If your condition is not urgent, you can expect to be seen within two working days. However, if you are unable to attend at the time which is offered, we will try our best to find a time for you to be seen which is convenient for you but will probably not be within 48 working hours. You can book an appointment up to three weeks in advance in which case we can generally offer an appointment with a practitioner of your choice.

You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment before 10am

**To make an appointment you may either call in at the surgery or telephone us on Bradford 01274 664464**

**Please do not start queuing outside the health centre before it is open. We will always guarantee you contact with a healthcare professional if it is deemed appropriate.**

### Late Arrivals

If you are late for your appointment, you may be asked to rearrange your appointment for another day.

### Cancellations

If you are unable to keep your appointment, please let us know as soon as you are able so that the time can be given to another patient.

## Missed Appointments

Missing an appointment without telling us wastes a valuable appointment which could have been used by another patient – please make sure you tell us if you are not able to come to an appointment as soon as you can.

### First Missed Appointment

If you do not come to an appointment, or if you cancel your appointment at such short notice that we are unable to offer it to another patient, you may receive a warning letter.

### Second Missed Appointment

If you miss two appointments you will receive a warning to say that if you miss any more appointments you will be taken off our medical list.

### Third Missed Appointment

Your name will be removed from our list unless there are exceptional circumstances which would be decided by the doctor.

## Doctor's appointments

Your appointment with the doctor is 10 minutes long. If you have a lot to discuss please tell the receptionist when you book your appointment and we will try to offer a longer appointment. Remember that other patients are waiting to be seen so we request that you keep within your allotted time.

## Practice nurse appointments

The Practice Nurses are available Monday to Friday from 8.30am to 6.00pm.

They perform such tasks as:

- Taking blood tests
- Blood pressure checks
- Vaccinations
- Hearing tests
- Cervical smear tests
- Ear syringing
- Checking minor injuries
- Heart tracings
- Travel advice
- Slimming advice
- General medical advice
- Specialised clinics

Some of the practice nurses are family planning trained and can provide advice on contraception, including emergency contraception.

To ensure you see the most appropriate person please tell the receptionist the reason for your appointment.

## TELEPHONE ADVICE

If you need advice from the doctor or nurse you can telephone the surgery and speak to the receptionist who will arrange for the duty doctor or nurse to

return your call. You will need to give us a telephone number (preferably a land line number) where you can be contacted that day, and provide the receptionist with some details of the problem. We will try to arrange a mutually convenient time when the doctor or nurse can return your call, but please bear in mind that the doctor or nurse may have to prioritise their work and deal with urgent matters first. If you wish to speak to a specific doctor, the receptionist will forward your request and the doctor will try to return your call within the next 48 working hours. We will try to arrange a mutually convenient time when the doctor can return your call and it would be helpful if you could inform the receptionist when you will be available during this time frame.

## **HOME VISITS**

In line with modern practice, patients should normally be seen in efficient well-lit and equipped surgeries. We will, however, see the terminally ill, truly housebound and severely ill in their home should the need arise. If you ask for a home visit, a doctor or nurse will probably speak to you when you telephone.

If you telephone to request a home visit, it would help us very much if you could:

- Telephone before 10.00am if at all possible, so that we can plan our rounds.
- Provide the receptionist with some details of the problem.

## **NURSING CARE AT HOME**

Patients who are likely to benefit from this service include the housebound, the elderly, people with a terminal illness, and those who have recently been discharged from hospital.

We work closely with other healthcare professionals who are part of our Primary Health Care Team working in the community, such as the district nursing team, midwives and health visitors. You can contact them either through reception whereby our reception staff will give you the relevant direct number to call.

District nurses provide wound care, palliative care, continence advice, health promotion advice and advice on co-ordinating care packages. If you move permanently into a care home locally, the district nurse may be able to continue your care. Your GP may also be willing to continue to care for you, or a number of GPs may provide services for the residents of local care homes.

## **WHEN THE SURGERY IS CLOSED**

For emergencies that cannot wait until the surgery is open, please telephone 01274 664464 and your call will be put through to the out-of-hours service,

which is provided by Local Care Direct and West Yorkshire Urgent Care Services (111). You can also dial 111 to go through directly.

Please remember that this service is there only to provide urgent medical attention. If the service is abused by calling the doctor for minor illnesses then other patients could be put at risk.

## **NHS 111 service**

Another alternative to access health care advice is to phone NHS 111 Service on 111. This is a 24-hour nurse-led advice line (calls are charged at local rates). You can also visit them online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## **Other local NHS services**

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer

### **Remember:**

- 1. Keep the medicine chest in a secure, locked place out of reach of small children.**
- 2. Always read the instructions and use the suggested dose**
- 3. Watch expiry dates – don't keep or use medicines past their sell-by date**
- 4. Take all unwanted and out-of-date medicines back to the pharmacy**

## **Your local pharmacist**

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS 111 service for details on 111.

## **Accident and emergency/999**

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

## CLINICS

We run the following clinics, most of which are by appointment. Please telephone or call at reception for further details.

### Antenatal

These clinics are led by the Barkerend team of midwives. If you become pregnant, you will be asked to “book in” for a health check, details can be obtained from reception. You will then be seen regularly during your pregnancy, either in the community or at the local hospital or both. This is to monitor your progress and to discuss any problems or anxieties you may have.

**You can contact the Barkerend team of midwives on 01274 783137 between 8.30 - 9.30am any weekday.**

### Well Baby, child health and immunisation Clinic

The health visitors and GP like to see all new babies at six weeks and for regular checks thereafter. The postnatal check and six-week check baby examination are by appointment within this clinic by a GP.

**Contact the health visitors on 01274 783110 for more details about this drop-in clinic.**

### Immunisations with the Health Visitor

An invitation to attend the practice will be sent to mothers requesting that they make an appointment for their child to receive their vaccination.

### INR/Warfarin Clinic

Weekly clinic for patients taking Warfarin, to check blood and advice on treatment levels accordingly. Appointments are booked either during your current appointment or through the enhanced services manager.

### Diabetes clinic

This is supervised by our specialist GP, Dr Javed Rehman and our specialist practice nurses. We encourage all patients who have diabetes controlled by diet or tablets or insulin to attend our diabetic clinic on a regular basis for regular checkups to help prevent complications such as heart, kidney, circulation and sight problems.

### Erectile dysfunction clinic

We also provide specialist advice and management for men who have problems with erectile problems, which can be due to many reasons. This clinic is run by Dr Rehman.

## Menopause

An appointment with a doctor is required; you can contact reception to arrange this.

## Travel Clinic

Advice and immunisation is by appointment with the practice nurse. A charge will be made for certain immunisations and vaccines which are not covered by the National Health Service and a list of these charges is available from reception.

**Remember to contact us at least six weeks before travelling.**

## Yellow Fever Vaccinations

Avicenna Medical Practice is an authorised Yellow Fever Vaccination Centre. There is a charge for yellow fever vaccinations and we can offer vaccinations to people who are not registered at our surgery. Contact reception to make an appointment.

## Asthma or COPD (chronic obstructive pulmonary disease) Clinic

This is run by our specialist practice nurses, providing general health checkups to keep your asthma or COPD well controlled. We encourage all patients who have, or think they may have asthma or COPD to attend our clinics.

## Stop Smoking Clinic

Run by our Practice nurses and health care assistants who give advice and support to patients who wish to stop smoking. We also offer more specialist counselling on request.

## Minor Surgery

Minor operations can be carried out in our treatment room. Please discuss this with your doctor who will then arrange for you to be put on our waiting list.

## Pre-conceptual Counselling

An appointment with a doctor is required; you can contact reception to arrange this.

## Flu

An influenza vaccination is particularly recommended for certain “at risk” groups of patients such as those over 65 years of age or those with heart, lung and kidney disease, diabetes and residents of nursing or rest homes. An invitation to attend the practice will be sent to these patients, requesting they make an appointment to receive their vaccination. If you do not receive an invitation by the end of September and you wish to receive the vaccination,

please contact the practice and arrange an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

## **SPECIALIST AND HOSPITAL CARE**

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can then book your appointment electronically while you wait.

If you would prefer to have some time to think before deciding where and when to have treatment, you will be offered the option of calling the practice or the hospital later and we will be able to book your appointment then

### **Choice**

'Choice' is a new NHS initiative. Your GP can offer you a choice for some specialists should your GP decide that you need to be referred.

If you prefer, your GP can make the choice for you, but you now have the right to choose for yourself. If you do not want the GP to make the choice, you can discuss this with an advisor at the surgery.

You don't have to make your mind up straightaway. You may want to talk it through with your family or friends before reaching your decision.

A booklet is available from the reception for your information

## **INVESTIGATIONS AND TEST RESULTS**

Results can only be given to the patient (unless we have received written consent to give the result to another person). If possible, it would help if you could telephone for results after 1.00pm. The practice now offers to text results should the patient consent to this.

If a sample is required by the doctor please use the container and bag provided. Make sure your name is on the container and that it reaches us before 12 noon so that it can be transported in our usual delivery van. Please allow at least five working days for the results of blood and urine.

Other tests and investigations, e.g. X-rays and cervical smears, take longer and you will be informed of the timescale at your appointment.

Please note that we are unable to give you the results of tests which were hospital-based. You would normally have to wait until you re-attend the hospital or until the hospital makes contact with you.

If you would like a copy of your referral letter please let us know.



## **NON-NHS WORK AND FEES**

The doctors are happy to carry out non-NHS work. This could include medical examinations for insurance purposes, occupational purposes, driving medicals, etc. When you make an appointment please make it clear to the staff that the appointment is for a specialized medical examination so that the appropriate length of appointment can be made.

These and other services such as private certificates, letters and insurance reports are not covered by the National Health Service and a professional charge will be made. You can enquire at the reception desk for a scale of charges.

## REPEAT PRESCRIPTIONS

If you think you may need a prescription medicine, please make an appointment with the doctor if it is not on your repeat list. Our practice nurse/nurse practitioner can also issue prescriptions for common ailments. If you have previously been given a prescription for a straightforward condition, such as hay fever, we may be able to issue a prescription after a telephone consultation. Please ask the receptionist.

Your local pharmacist should also be able to give you advice for non-prescription medication.

**We also offer Electronic Prescription Service so you can order your own repeat medications on-line, please ask a member of staff for your unique login details.**

To request a prescription on your repeat prescription list:

- Order over the internet
- Tick the items you require on your last prescription and post your request with a stamped, addressed envelope.
- Tick the items you require on your last prescription and post it in the black post-box which you will find in the lobby.
- You may also qualify for Express repeat ordering through your pharmacy, please speak to your pharmacist for more information.

All repeat prescriptions will include information as to when you need to see a doctor for a review of your medication. This is because we believe that patients on long-term medication should be seen regularly. Please ask for our separate leaflet about repeat prescriptions.

Allow at least 48 hours to process your repeat prescription and allow another 24 hours on top of this if you have your medication delivered by the pharmacy; remember to allow extra time for postal delays, especially on public or bank holidays.

On some occasions we may need to contact you for a medical review before we can issue your repeat prescription

We would be grateful if you could inform the reception staff if your medication has been changed following a hospital visit.

**PLEASE NOTE TO PREVENT COMMUNICATION ERRORS WE NO LONGER ACCEPT ORDERS FOR MEDICINES ON THE PHONE UNDER ANY CIRCUMSTANCES.**

## **PRESCRIPTION COLLECTION SERVICE**

If you take medication on repeat prescriptions you may wish to take advantage of a free service offered by several of the local pharmacies. They will offer to collect prescriptions from the surgery and have the medication ready for collection at an agreed time at their premises. In certain special circumstances they may also be prepared to deliver, such as to the elderly, disabled and housebound. You will need to complete the form later in this booklet and pass it to the pharmacy of your choice or our receptionist and then, when you need repeat medication in the future, you should order the medication from the surgery and the pharmacy will be able to arrange collection.

## **MAKE THE MOST OF YOUR PHARMACY**

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. You can be sure that your pharmacist will see that your medicine is at the right strength, in the right dose and will check that you know how to take or use it properly. They will also cross reference any other drugs you are currently taking. Many chemists now offer a prescription collection and delivery service.

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments, anything from headaches and coughs and colds, to cold sores or dermatitis.

Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it. Often, however, an over-the-counter remedy will be all you need, and it's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy.

### **Remember**

**You can talk to your pharmacist in confidence, even about the most personal symptoms. All the more reason to make the most of your local pharmacist!**



## **SICKNESS CERTIFICATES**

For your first week of sickness you do not need to see a doctor for a sick note. This can be obtained from your employer and is called an SC2. If your employer insists on a doctor's sick note for the first seven days there will be a charge.

### **Evidence that you are sick**

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay). It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

### **Statement of Fitness for Work - Fit Note**

The 'fit note' was introduced on 6th April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury. For more information go to [www.direct.gov.uk](http://www.direct.gov.uk)

## **YOUR HEALTH, AND WHAT TO DO ABOUT IT**

We encourage all our patients to share the responsibility for their health, both by preventing disease and treating existing diseases. Many serious diseases can be prevented by a healthy way of life. You may discuss ways of promoting improvements in your general health with your doctor or with the practice nurses. Particularly important are:

### **Blood Pressure**

High blood pressure increases the risk of heart attacks and strokes. It can be reduced by adjustments in lifestyle alone very often. We advise adults under 60 years old to have their blood pressure checked every five years and patients over 60 years old to have their blood pressure checked annually.

### **Breast Screening**

This is recommended for all women from the age of 50. Breast self-examination is encouraged for all ages.

## Cervical Smears

This test is recommended for all women in the age range 25 - 49 at three yearly intervals and women in the age range 50 - 65 at five yearly intervals. It can detect early cancer at a curable stage, before symptoms have appeared. We have a routine invitation system. If you are over 65 you can still be screened by making an appointment with a practice nurse.

## A Healthy Diet

You are what you eat! If your diet is not balanced, your body has ways of letting you know. For example, you may be overweight or underweight or you may suffer from constipation.

A poor diet can lead to more serious problems such as heart disease and high cholesterol levels, etc. Healthy diets helps fight off disease and makes you look and feel good. The practice nurses can give you help with this.

## Exercise

- It helps reduce weight.
- It helps reduce stress.
- It makes you feel and look better.
- Once you have found a form of exercise you enjoy, do it:
- Often enough - two or three times a week for 20 - 30 minutes.
- Hard enough - to make you fairly breathless.
- Long enough - it must become part of your life for good.
- Remember: if you are not used to exercise start slowly and build up gradually.

## Smoking

Smoking is a major cause of cancer, bronchitis and heart disease. Babies of smokers are, on average, 200 grams smaller than those of non-smokers. Counselling is available on request.

## HOW YOU CAN HAVE YOUR SAY

### Patient Participation group

If you would like to get involved in our Patient Participation Group, please contact Jackie Roberts, PPG lead.

### National Patient Survey and our own survey

We would ask all our patients to complete and return the questionnaires they receive through the post. Please fill this in and send back, it not only helps the practice see the areas needed for improvement but it also means the practice can aim towards your wishes and needs by offering the services you require and need. You can also go to our website and complete the questionnaire [www.avicennamedicalpractice.co.uk](http://www.avicennamedicalpractice.co.uk)

### Compliments suggestions and complaints

It is always good to hear when something goes particularly well. Compliments are welcome, as they enable 'best practice' to be shared and rewarded. We all prefer to hear praise rather than criticism - it can make all the difference to the day. We would also value any comments. Your compliment, suggestion or complaint should be addressed to The Practice Manager either by phone on 01274 664464, by letter or in person.

We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned. We would like you to let us know of any problems you have experienced as soon as possible - ideally, within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. You may wish to see our practice complaints procedure and a copy of this is available from our reception desk. If you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager at Bradford City CCG (Bradford City Clinical Commissioning Group and the NHS Commissioning Board are the bodies responsible for health and health services for the population of the Bradford City Clinical Commissioning Group area and can be contacted at: **Bradford City Clinical Commissioning Group, Douglas Mill, Bowling Old Lane, BRADFORD BD5 7JR Tel: 0845 111 5000, Fax: 01274 237453**).

## PATIENTS WITH PARTICULAR NEEDS

If you have a disability, please inform the receptionist and she will help you accordingly. The premises have suitable access for all disabled patients. We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

## HOW WE USE YOUR HEALTH RECORDS

The practice is registered under the Data Protection Act to hold computerised patient medical records. This enables all information relative to your health to be updated speedily and accurately (including letters from hospitals, etc) ensuring full information is available to the healthcare professional in the practice consulting rooms.

Everyone working for the NHS has a legal duty to keep information about you confidential.

We have a duty to maintain full and accurate records of the care we provide to you; keep records about you confidential, secure and accurate.

We may share information with the following main partner organisations: strategic health authorities, NHS trusts (hospitals or primary care trusts), general practitioners (GPs), special health authorities, ambulance services.

We may also share your information, with your consent and subject to strict sharing protocols about how it will be used with: social services, education services, local authorities, voluntary sector providers, and the private sector.

**Pick up a leaflet from reception entitled “How we use your health records” for more information.**

### Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please call our practice manager at the surgery.

## FREEDOM OF INFORMATION

The practice operates under the Freedom of Information Act 2000. This means that you as a patient can apply for information held on record about the practice. The application must be made in writing and there may be a charge for any information supplied. Further information can be obtained from the Practice Manager.





