

Welcome to Bankfield Surgery



Huddersfield Road, Elland HX5 9BA
01422 374662

www.bankfieldsurgery.org.uk
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Bankfield Surgery was formed in 1988 by the joining of two long established Elland practices. An Elland architect designed the Surgery premises which were opened in October 1991. Advice was taken on the design of the building to ensure it met the needs of disabled people.

THE HEALTH CARE TEAM

Personal and Professional Details of Clinicians

Dr James Gray (male) BSc (Leeds 2006) MB ChB (Leeds 2008)

Dr Kieron Durkan (male) MB ChB BSc (Hons) MRCGP

Dr Sidrah Tahir (female) MBBS DRCOG MRCGP (2018)

Dr Sangeeta Shetty (female) MBBS DRCOG GPwSI Substance Misuse

Dr Anna Hepworth (female) MBChB, MRCGP

Dr Lauren Robson (female)

Mrs Kirsty Bland (female) MSc RGN Advanced Nurse Practitioner

Ms Natasha Cook Advanced Nurse Practitioner

Advanced Practitioners (AP) are highly qualified and experienced Nurses, Paramedics, Pharmacists, etc. who have received several years' additional training to enable them to see and treat many of the conditions that your GP would usually diagnose; however, sick notes cannot be issued by them.

Clinical practitioners provide high quality healthcare advice and treatment for adults and children, including:

- Individual care on present health problems**
- Diagnosis and treatment of various conditions seen in the practice**
- Obtaining medical histories and making physical examinations**
- Making referrals to other services where necessary**
- Prescribing medication**
- Providing information to help you make individual choices about your health**
- Work alongside GP colleagues**

Practice Nurses – Duties include;

Long term conditions reviews, such as;

Asthma

CHD

COPD

Diabetes

Child Immunisations

Contraception Advice

Dressings

Holiday Vaccinations

Smears

Spirometry

Health Care Assistants – Duties include;

B12 Injections

Blood Pressure

Blood Tests

Ear irrigation

ECG

Follow Up Dressings

Health Checks

Smoking Cessation

Suture Removals

Urinalysis

Weight Check

Additional roles - Primary Care Network(PCN) Calder & Ryburn

We also have access to:

Clinical Pharmacists

Physiotherapists

Mental Health Practitioners

Social Prescribers

Care Co-Ordinators

AVS team (Acute Home Visiting Services run by Paramedics)



Chaperones

All patients are entitled to have a chaperone for any intimate consultation, examination or procedure.

Bankfield Surgery will endeavour to provide a chaperone; all our chaperones are fully trained members of staff. On odd occasions providing a chaperone may not be possible; in this instance it may be necessary to change your appointment to another day.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our Chaperone Policy.

Making an Appointment

Patients can book appointments either online, over the telephone or by calling into the surgery. All requests are triaged to ensure you are seen by the right clinician at the right time.

For continuity of care please try to avoid seeing different clinicians for an ongoing illness/problem.

Please note: one appointment is for one problem only.

Home Visits

If you are too ill to attend the surgery and require a home visit please try and notify the Surgery before 10.00 am. Brief medical details will be requested by the reception staff.

The receptionist will sometimes point out that urgent attention would be more quickly obtained by attendance at the Surgery, in this case they have our full backing, especially in cases of children and young adults.

When you arrive at the surgery

Please check in using the Patient Arrival Screen. If you are not sure you have been checked in, please go to Reception.

The clinician may call you via the electronic patient call display board or they may direct you to the appropriate consulting room.

New Patients

We welcome new patients. You will be asked to complete a registration form and health questionnaire prior to registration at the Practice. Please see our website for more details.

What to do when the surgery is closed

When the Surgery is closed (including weekends) and you need a GP or some medical advice urgently please telephone 111.

You can also obtain health information or advice from the NHS Choices website or your local Pharmacist.

Repeat Prescriptions

Repeat supplies of tablets or medicines can be obtained without having to see the clinician each time, but the clinician must have agreed to this in advance.

Prescriptions can be ordered by:

- Computer list provided with each prescription to be placed in the post box in reception
- Online Facility: www.bankfieldsurgery.org.uk
- Post: If you enclose a S.A.E we will post your prescription back to you

PLEASE NOTE;

- We do not take repeat prescription requests over the telephone unless this has been agreed beforehand
- Please allow 2 working days for repeat prescriptions

Repeat Dispensing

What is repeat Dispensing?

It is a convenient way of getting your medicines without having to ask the Doctor for a prescription each time.

How does Repeat Dispensing Work?

If you are stable on your repeat medication and the clinician feels it is appropriate for repeat dispensing, you will be issued with a batch of prescriptions. With these prescriptions you can collect your medication from the pharmacy at regular intervals without having to contact your clinician, who will decide how often you should collect your prescription and how long it will last for.

Test Results

Please pick up the relevant form at reception if your Doctor has arranged for some tests.

X-RAY examination will be at either Calderdale Royal Hospital or Huddersfield Royal Infirmary.

Please contact the surgery after 14:00 for any test result. Only test results requested by the Surgery will be given to you by our team. If a consultant or specialist has requested a test, you will need to contact their secretary/team for the results.

Appointments/Clinics

Enhanced Appointments: Late appointments with a Doctor Practice Nurse or Health Care Assistant (subject to availability); please ask at reception for details or book online

Annual Review

Patients with angina, high blood pressure, diabetes, epilepsy, heart disease and some kidney problems are encouraged to book an annual review in their birthday month. Where patients have not booked an appointment, they will be sent an invitation to book an appointment with a HCA / Nurse; some patients will need a blood test prior to this. Please bring your medication, including inhalers if used, to your review visit.

Cervical Smears

Regular cervical smears are important for all women up to the age of 65 years (unless advised otherwise by your Doctor). A reminder will be sent when your smear is due.

Contraception

Your local Pharmacy can provide advice & care on contraception, as well as the Doctors and Practice Nurses. IUS, IUD and Nexplanon contraceptive devices are fit by appointment only.

Diabetic Clinic

This clinic is run by Emily Haigh and a podiatrist. They will assess, monitor, advise and educate you in the management of your diabetes.

Health Visitors

The Health Visitors are responsible for most of the development assessments of the children in our Practice. They are available to give advice on health matters relating to preschool children and to the family as a whole. The Health Visitors can be contacted on 0300 3045076.

Maternity Care

The Antenatal Clinic is run by the Midwives.

To book for the first appointment the patient needs to go to mypregnancynotes.com and complete the form and the midwife will be in contact in 48 hours .

Joint Injections

Dr Tahir and Dr Shetty perform joint injections; these are carried out at the Surgery (by appointment only).

Minor Surgery

Some of our clinicians perform minor surgical procedures, such as removal of small cysts and skin lesions; these are carried out under local anaesthetic at the Surgery (by appointment only).

NHS Health Check

Our Practice Nurse or Health Care Assistant are happy to discuss many aspects of prevention of illness including advice on diet, exercise and stopping smoking. Patients aged between 40-74 years are invited by text/letter to attend for a NHS Health Check. Appointments for all health checks can be made with the HCA who is trained in health promotion and will concentrate on blood pressure, diet, weight, smoking, alcohol consumption, exercise, urine testing and blood test for cholesterol where appropriate.

Stop Smoking Clinics

This service supports patients who are motivated to stop smoking; appointments are on a one to one basis with our HCAs. Patients can be referred by a Doctor, Nurse or may self refer.

Text Messaging/Email Service

We are able to text patients for the purpose of health promotion, appointment details and test results. You will automatically be included in the system when you register but if you would prefer not to receive text messages for these purposes please request an opt-out form from reception.

Immunisation/Travel Vaccinations & Advice

If you are planning to travel abroad please complete a Travel Risk Assessment form which is available from reception. The Nurse will then contact you to discuss whether an appointment is required.

Well Man & Well Women

Health checks, cervical cytology, blood pressure, weight, diet, and lifestyle checks are carried out by our Practice Nurses and Health Care Assistant, who are also happy to discuss prevention of illness with you.

PRACTICE ADMINISTRATION

Business Manager

The Business Manager, Mrs Claire Baggley is responsible for the overall running of the practice and is here to help you with any queries on non-medical matters.

Receptionist Team

The team of receptionists provide a key link between patients and Doctors. Any member of the team is able to book appointments and deal with requests for repeat prescriptions. The receptionists are always happy to assist patients with other enquiries.

Administrative and Secretarial Team

The practice administration team primarily ensures that all patients are offered preventative care. They deal with the general administration required for the day-to-day running of the practice including liaison with the Local Area Team and Commissioning Board.

The Secretary provides the Doctors with a full secretarial service, assisting them with hospital referrals, appointments and any queries that may arise.

Confidentiality

Patient confidentiality and the patients' rights in relation to disclosure of information is maintained by all staff in compliance with the Data Protection Act 1998 and Caldicott Principles.

Comments, Compliments and Complaints Procedure (including Friends & Family test)

We encourage feedback on the service we provide at Bankfield Surgery. We want to hear your comments to give us the opportunity to know we are providing an excellent service or be given the chance to review the service we provide and make changes where necessary. If you have a complaint or concern however about the service that you have received from the doctors or staff working at Bankfield Surgery, we operate a practice complaints procedure as part of an NHS system for dealing with complaints. Please see our practice website for details of how to make a complaint.

Patients' rights to General Medical Services

Responsibilities of the Practice:

- To treat you with respect and courtesy at all times
- To treat you as an individual and to discuss with you the care and treatment we can provide
- To give you the most appropriate care by suitably qualified staff
- Provide you with emergency care when you need it during the times we are open
- Refer you to a Consultant acceptable to you when necessary
- To give you access to your health records, subject to any limitations in the Law
- To give you absolute confidentiality and privacy in accordance with professional guidelines

With these rights come responsibilities

For the patients this means:

- Courtesy to the staff at all times - remember they are working under Doctors' orders
- Responding in a positive way to questions asked by the Reception staff
- To attend appointments on time or give the practice adequate notice that they wish to cancel; someone else could use your appointment!
- An appointment is for ONE person only; where another member of the family needs to be seen/discussed, another appointment should be made
- Appointments are allocated for ONE complaint; when booking your appointment, please make the Receptionist aware if you wish to see the Doctor for more than one complaint
- Home visits should be medically justifiable and not requested for social convenience
- When patients are asked to give 2 days notice for repeat prescriptions, please give us this time, as it is to allow for accurate prescribing. If you need your script urgently let us know and we will do our best to provide it for you
- Each person bears some responsibility for their own health and should feel some obligation to follow advice about the prevention of ill health

EQUAL OPPORTUNITIES/ANTI-DISCRIMINATION POLICY

The term ‘visitor’ used below refers to anyone (including patients, their family members, other visitors and contractors) making use of the Practice’s premises and services.

The Practice will

- ensure that all visitors are treated with dignity and respect**
- promote equality of opportunity between men and women**
- not tolerate any discrimination against, or harassment of, any visitor for reason of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief**
- provide the same treatment and services (including the ability to register with the Practice) to any visitor irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief**

If you feel discriminated against:

- you should bring the matter to the attention of Karen Bartle, Deputy Business Manager**
- the matter will be investigated thoroughly and confidentially within 5 working days (you will be advised if this is not possible)**
- facts will be established and a decision made as to whether discrimination has taken place. You will be advised of the outcome of the investigation within 10 working days, if this is not possible you will be informed when to expect a response**

If you are not satisfied with the outcome, you should raise a formal complaint through the Practice’s Complaints Procedure (leaflets are available in reception).

Discrimination against the Practice’s staff

The Practice will not tolerate any form of discrimination or harassment of our staff by any visitor. Any visitor who expresses any form of discrimination against, or harassment of, any member of our staff, will be required to leave the premises forthwith. If the visitor is a patient, he/she may be removed from the Practice list if any such behaviour occurs on more than one occasion.

ZERO TOLERANCE

The Partners at Bankfield Surgery re-affirm their commitment to do everything possible to protect staff, patients and visitors from unacceptable behaviour and their Zero Tolerance of any incident that causes hurt, alarm, damage or distress. Should patients display unacceptable behaviour then they will be removed from the practice with immediate effect.

Useful Telephone Numbers

Bankfield Surgery 01422 374662

Broad Street Plaza 01422 261370

Calderdale Royal Hospital 01422 357171

Citizens Advice Bureau 01422 842848

Community Matron 01422 393000

District Nurses 01422 652291

Elland Children's Centre 01422 266197

Health Visitors 0300 3045076

Huddersfield Royal Infirmary 01484 342000

Midwives (advice) 01422 261364

**Midwives (urgent concern regarding pregnancy)
01422 224939**

WY ICB 01924 552150

NHS England 0300 3112233

Overgate Hospice 01422 379151

Patient Advice & Liaison Service 0800 0525270

Register Office 01422 288080

Social Services 01422 393336

The Samaritans 01422 349349

The Spire, Elland 01422 324000