



# Practice Information Booklet

Email (Business only): [the.ridge@bradford.nhs.uk](mailto:the.ridge@bradford.nhs.uk)  
[www.theridgemedicalpractice.nhs.uk](http://www.theridgemedicalpractice.nhs.uk)

# Welcome to The Ridge Medical Practice

We are a caring and committed team whose aim is to improve the health of our community by delivering high quality patient care.

<b>Great Horton</b>	<b>8:00am - 6:30pm</b>
Friday lunchtime we are closed for staff training:	12 noon - 2:00pm (CLOSED)
Consulting Times for Booked Appointments:	8:30am - 11:30am 3:30pm - 6:00pm
Same Day Assessment Clinic:	9:00am - 12:00 noon Booked Appointments
Extended Hours:	Tues - 6:30pm - 8:00pm Wed - 6:30pm - 8:00pm

<b>Wibsey</b>	<b>8:00am - 6:30pm</b>
Friday lunchtime we are closed for staff training:	12 noon - 2:00pm (CLOSED)
Consulting Times for Booked Appointments:	8:30am - 11:30am 3:30pm - 6:00pm
Extended Hours:	Mon - 7:00am - 8:00am, Fri - 7:00am - 8:00am

<b>Manningham</b>	<b>8:00am - 6:15pm</b>
Friday lunchtime we are closed for staff training:	12 noon - 2:00pm (CLOSED)
Consulting Times for Booked Appointments:	9:00am - 11:30am 3:00pm - 5:30pm
Extended Hours:	Thurs - 6:30pm - 8:00pm

<b>Buttershaw</b>	<b>8:00am - 6:15pm</b>
Friday lunchtime we are closed for staff training:	12 noon - 2:00pm (CLOSED)
Consulting Times for Booked Appointments:	8:30am - 11:30am 3:30pm - 6:00pm
Extended Hours:	Tues - 6:30pm - 8:00pm

All surgeries are closed on Saturday and Sunday and on the fourth Friday of every month from 12:00 noon for the whole afternoon for staff training and GP education. In case of emergency, please telephone 425600.

## WHAT TO DO WHEN THE SURGERY IS CLOSED

If you require urgent advice or a home visit out of hours, always telephone our central number 01274 425600, which will transfer you directly to the Out of Hours Service. You will first receive a recorded message. Please listen carefully to the instructions. On Fridays calls are diverted to the Out of Hours Service over the lunchtime period.

## NHS DIRECT

Online: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)  
Tel: **0845 46 47**

## REGISTRATION

If you wish to register with the practice you should bring your medical card to one of the surgeries, or if that is not available, some proof of identification (eg passport, birth certificate or driving licence). All patients are registered with the Practice. You may, if you wish, express a preference to see a specific GP, but this may cause some delay. You will be invited to attend for a new patient interview with a Health Care Assistant, which enables us to offer you a base line medical assessment and give you information on services offered by the practice.

## HOW TO SEE A GP OR A NURSE

Please telephone the main surgery on 01274 425600 or call in to the surgery to book an appointment at the reception desk. If you normally go to the Buttershaw surgery please telephone 01274 321888 to book an appointment. **If you are unable to keep an appointment for any reason, please contact the surgery as soon as possible.**

There is always a significant demand for appointments at the practice, therefore we try to make best use of the appointments available in order to offer the best possible care to our patients. We recognise that sometimes patients need to cancel their appointments but ask that as a courtesy to other patients, they let us know as soon as possible so that the appointment time can be re-used. To make this easy, patients can use our facility "test to cancel" by texting their name, date of birth, date and time of appointment to 07543 451266.

## SAME DAY ASSESSMENT CLINIC

A team of clinicians run a Same Day Assessment Clinic at Great Horton and Buttershaw surgeries. This clinic is for patients who have a single problem that they think will need just two to three minutes of a clinician's time. It is ideal for patients with minor illness and is the clinic in which all children under ten years of age will be seen in the first instance. This clinic is run by a team so we are unable to specify which clinician you will see when you book the appointment. We would remind patients that in order to keep this clinic running effectively and to time, it is essential that if you have a more complex problem and it cannot be dealt with quickly you will be asked to book an appointment in a normal surgery.

**We do not discriminate against anyone wishing to join our practice, providing they reside within our practice area.**

## APPOINTMENT AVAILABILITY STANDARDS

- At the Ridge we offer a variety of appointments with GPs, Advanced Nurse Practitioners Nurses and Healthcare Assistants.
- GP appointments can be booked up to 4 weeks in advance. Telephone the surgery between 9:30am and 6:00pm.
- Practice Nurse appointments can be booked up to 8 weeks in advance. Telephone the Surgery between 9:30am and 6:00pm.
- “Book on the Day” appointments are available from 8:15am at Great Horton, Wibsey and Manningham surgeries and 8:30am at our Buttershaw surgery.
- If no appointments are left that day any patient who feels their problem is urgent will be assessed by a GP or Nurse Practitioner and if necessary seen the same day.
- Telephone consultations are available, either to book in advance or on the same day.
- Extended hours appointments are available 7:00am – 8:00am or 6:30pm – 8:00pm. These are held at different surgeries spread through the week.
- Patients are free to choose which GP or Nurse Practitioner they wish to see. We publish a 2 weekly Rota of GPs on Duty which can be viewed on our website or a paper copy can be collected from Reception.
- At times you may need an appointment with or to speak to another health worker. Please see page 9 for contact numbers for Health Visitors and District Nurses

**Recent experience has shown that the practice needs to offer an average of 1,500 GP appointments each week so that we are able to offer adequate access to meet the urgent and ongoing needs of our patients within the defined guidelines. This is kept under review as patient numbers vary and is updated regularly to ensure sufficient access is provided.**

**If you require a full version of our Appointment Availability Standards, please ask at Reception.**

## HOME VISITS AND EMERGENCY CALLS

We have telephone consultations available with a GP. If you have a problem you wish to discuss with a GP which you feel can be managed without the need to attend surgery, then you can request one of these appointments.

If you require a home visit, please telephone the surgery before 10:30am so that the GP team can plan and prioritise their workload accordingly. All our staff carry identification badges. Please ensure that you check ID before letting anyone into your home.

Receptionists are told to ask for as much information as possible in order that requests can be given the necessary priority. Please note that we follow the national guidelines which states that home visits are made at the discretion of

the GPs, and are made where the clinical situation so requires. Lack of transport is not usually a satisfactory reason for a home visit. There is no obligation to visit, but preference is usually given to the elderly and disabled. Examination of patients is usually far more satisfactory and complete in the surgery where there is the provision of good lighting and the necessary equipment.

## SYSTMONLINE

Online Appointments and Repeat Medication can be booked quickly and easily wherever you are, 24 hours a day, 365 days a year.

If you would like to register for an online account please ask at Reception for a Registration Form. Proof of Date of Birth is required.

## GENERAL PRACTITIONERS

**Dr Ashfaq Ahmed,**  
MBBS (Karachi1994) MRCP,  
MRCGP (Male).

**Dr Rahela Akbani,**  
MB, BS (Karachi - Pakistan 1987)  
(Female).

**Dr Sumi Chatterjee,**  
BSc (Hons) MSc, MBBS, DFFP,  
(London 1999) DRCOG and  
MRCGP (Female).

**Dr Anne Connolly (Partner),**  
MB, ChB (Birmingham 1983)  
DRCOG, MRCGP (Female).

## GENERAL PRACTITIONERS

**Dr John Connolly (Partner),**  
MB, ChB (Birmingham 1983)  
DRCOG, MRCGP (Male).

**Dr Lisa Coulter,**  
MB, ChB (Leeds 2003) MRCGP,  
DFSRH (Female).

**Dr Shelley Crampton,**  
MB, ChB (Leeds 1997) MRCGP,  
DFFP (Female).

**Dr Kate Eve,**  
MB, ChB (Leeds 2003)  
(Female).

**Dr Andrew Hansen (Partner),**  
MB, ChB, (Leeds 1989)  
MRCGP (Male).

**Dr Christopher Harris (Partner),**  
MB, ChB, (Leeds 1989)  
DRCOG, MRCP, D.A. (Male).

**Dr Gareth James (Partner),**  
MB, ChB (Leeds 2000)  
MRCGP, (Male).

**Dr Zahoor Kahn,**  
MBBS, (London 2011)  
MRCGP, (Male).

**Dr Andrew Lephard,**  
MB, ChB (Leeds 2000) (Male).

**Dr Kate Matheson,**  
MB, ChB (Sheffield 2000)  
MRCGP, DRCOG. (Female).

**Dr Kalpana Patel,**  
BSc Pharmacology, MBChB  
(Leeds 2011), MRCGP (Bradford  
2011), (Female).

**Dr Julian Roberts,**  
MB, BS, (London 1980) MPH,  
(Leeds) MRCGP, FFPHM (Male).

**Dr Amy Tatham,**  
MB, ChB, (Leeds 2004)

MRCGP, DFSRH, DRCOG (Female).

**Dr David Tatham (Partner),**  
MSc (Hons), MB ChB (Hons)  
(Leeds 2004), MRCGP (Male).

**Dr Susan Towers (Partner),**  
MB, ChB (Manchester 1985)  
DRCOG, DCH, MRCGP,  
DPD, Dip (Derm) (Female).

**Please note: The practice you are  
joining is an unlimited partnership.**

## NURSE PRACTITIONERS

Our Nurse Practitioners are Registered Nurses. They are qualified to manage many of the routine/minor problems that you would normally see the GP for, and you can choose to see them as an alternative to seeing the GP.

**Gill Brown,** PGDip (ANP), BSc (Hons), Diploma in Nursing, RGN. Gill joined the practice in February 2012.

**Kathy Carpenter,** MSc Advanced Nurse Practitioner RGN, RM, RHV, BSc (Female).

**Linda Eaves** is RN, PGDip with a background in agricultural and medical research. She joined the practice in 2011 and is training to become an Advanced Nurse Practitioner. (Female).

**Anne McAdam (Partner),** Clinical Services Development Nurse Manager, RGN, DPSN, BSc, MSc, Advanced Nurse Practitioner (Female).

**Yvonne McPhail,** QN, RGN, RSCN, RHV, BSc, MBA, PGDip, Advanced Nurse Practitioner, (Female).

**Sue Sharp**, MSc, BSc, Advanced Nurse Practitioner, RGN (Female).

**Cathryn Simpson**, PGDip Advanced Nurse Practitioner (Primary Care), RGN, Diploma in Family Planning, Asthma Management, Diabetes Management in Primary Care (Female).

**Maureen Witts**, Mental Health Nurse Practitioner, RMN, Certificate of Care of the Mentally ill in the Community, MSc Psychosocial Interventions (Female).

**Emma Snee**, Advanced Nurse Practitioner, R.G.N., Dip (man) BSc Hons (Female). She co-ordinates care for patients with long term conditions in order to reduce the need for admissions (Female).

**Rebecca Weston**, Community Matron, RN, BSc Hons District Nursing (Female) She co-ordinates care for patients with long term conditions in order to reduce the need for hospital admissions (Female).

## MANAGEMENT

**Mr Nick Nurden (Partner)**, Business Manager has overall responsibility for the running of the practice and the welfare of the team.

## RECEPTION/ ADMINISTRATION STAFF

We employ 59 staff who work between all sites. Our committed and hard working team is here to help you see the GP or Nurse, undertake repeat prescriptions,

answer questions and give any other assistance you may need. All the staff are involved in continual professional training. Please remember that all staff are bound by the same code of confidentiality as the GPs.

## PRACTICE NURSES

Our Nursing Team runs various different clinics and advises on a wide variety of health problems.

**Ursula Ennis**, RN BSc Nursing Studies, joined the Practice in September 2008 from Westwood Park DTC as a staff nurse.

**Nassem Hussain**, RN has completed her Diploma in Diabetes, and joined the practice in 2009. Prior to qualifying as a Nurse, she worked as a Healthcare Assistant in various departments.

**Shainade Lowery**, RGN, Diabetes Diploma, Diabetic Diploma, Shainade joined the Practice in May 2012 as a Practice Nurse (Female).

**Cristal Lund**, RN, Diploma in Respiratory Disease Management. Joined the practice in 2010.

**Prue Perry**, has completed the Advanced Nursing Diploma Registered Nurse. She joined the practice in 1999 as a Receptionist before going on to Healthcare Assistant and then completing nurse training in September 2008.

**Rosemary Purcell**, RN with BSc in Nursing Sciences, joined the practice in July 2008 from an Accident and Emergency background.

## PRACTICE NURSES

**Nargis Shaheen**, has completed the Advanced Nursing Diploma Registered Nurse (RNA). Joined the practice in August 2006 from a school nursing background.

**Mandy Walsh**, Specialist Practice Nurse, RGN, BSc (Hons) Healthcare Studies, Asthma Diploma, CHD Diploma, Family Planning Diploma, Diabetic Diploma.

Six Health Care Assistants work alongside the Practice Nurses assisting with clinics and undertaking Phlebotomy, ECGs, Smoking Cessation, New Patient Interviews and Blood Pressure Monitoring.

## EPILEPSY SPECIALIST NURSES

The Ridge Medical Practice manages the Bradford Epilepsy Service on behalf of the NHS locally. This specialist service provides support to any Bradford patient with a diagnosis of Epilepsy, and once registered they are able to self refer for ad hoc support as well as receiving routine care and support from GPs with a special interest in Epilepsy, and a team of specialist nurses.

**Alison Carr**, RGN has a clinical background in hospital-based medicine/neurology and stroke care with a special interest in Epilepsy.

**Amanda Ronaldson**, RNLD has a background working in in-patient assessment and treatment of adults with learning disabilities and mental health problems.

## PATIENT SERVICES AND PATIENT PARTICIPATION GROUP

We have a Patient Services Manager, Jackie Croft, who works closely with local schools, community groups and voluntary organisations so that we are developing services that benefit the whole community and provide a coordinated approach to care better for our local community. Jackie also runs Patient Participation Groups at all of our surgeries to make sure that we involve the views and needs of patients in the running of the practice and the service we provide, which we are constantly looking to improve.

## HEALTH PROMOTION

The Ridge is now offering a wide range of Health Promotional Activities to help our patients manage their own health better. These include advice on healthy eating and dieting, giving up smoking, managing minor illnesses as well as advice specific to patients with particular illnesses like diabetes or heart disease. These activities are coordinated and run by Fran Holgate, our Health Promotion Manager, who is available to support patients either one-to-one or via a variety of group activities. Fran is also working closely with Jackie Croft in developing joint health promotion activities with other local community groups. Fran can be contacted on 01274 425653.



## DISTRICT NURSING AND HEALTH VISITING TEAM

Patients who are confined to their homes and need nursing assistance may arrange with their GP for a Community Nurse sister to call. The Health Visitors provide weekly child health clinics at Great Horton and Wibsey. They can also give advice on health care, particularly for expectant mothers and small children under the age of five. If you have a problem affecting your health or your child's health, they can signpost you to sources of help. These Nursing Staff, who are employed by the BDCT, are based at Great Horton.

### Contact Numbers:

**District Nurses: 01274 425680**

**Health Visitors: 01274 425682**

## TRAINING PRACTICE

We are a practice that helps to train GPs, Nurse Practitioners, Nurses and Healthcare Support Workers in the particular skills of general practice. The GP Registrar is a GP who has completed a period of recognised hospital work and is now undergoing further training to prepare for general practice.

## MEDICAL STUDENTS

From time to time students training to become Doctors visit the practice. This often proves to be a useful experience for both patients and students. Patients are always informed if a student is sitting in with

the GP - if you do not wish to see a student, please let us know.

## VIOLENCE/ABUSE

This practice has a policy of 'Zero Tolerance' where abuse to our staff, either verbal or physical, will not be tolerated. Should any incidents of this nature occur, it could mean that you will be asked to register with another practice.

## TELEPHONE ADVICE

The GPs are available to give advice over the telephone. You may be asked either to call back or to leave your telephone number in order that your call may be returned at a more suitable time.

We can be contacted by telephone between the hours of 8:15am - 6:00pm where you can speak to a receptionist.

## REPEAT PRESCRIPTIONS

If your GP agrees, you may obtain repeat prescriptions for regular medication without being seen in the surgery. Please give 48 hours' notice. The GP must first agree that it is appropriate. Having had a prescription before does not automatically mean that it is appropriate to issue it again. You may therefore be asked to attend surgery. Even when you are allowed repeat prescriptions, the GP will need to see you from time to time for a medication review.

The practice has a computerised prescriptions system which holds all prescription information. As a general rule, the drugs issued will be under the chemical name rather than the brand name. This explains why sometimes the name on the prescription is not necessarily the one which you maybe familiar with, although the drug is exactly the same. We conduct six monthly prescription reviews to enable us to rationalise your prescriptions as well as checking on your well-being. When requesting your repeat prescription, if you let us have a stamped addressed envelope we can post it back to you, or please telephone the surgery after 9:30am.

System Online makes medication requesting easy. If you find it hard to get to the practice to order your prescription, System Online could make your life easier! You will need to fill out a Registration Request form which can be obtained from our Reception desk along with the Information leaflet, which tells you all you need to know about this service.

## **NON-NHS EXAMINATIONS AND CERTIFICATES**

If you need a medical examination or report, e.g. fitness to undertake sports, pre-employment, HGV, PSV or elderly driver, this will be carried out by appointment with a GP. A fee will be charged for these services. Other services also carry fees, such as the signing of private sick notes,

validation of private health care insurance claims and some travel vaccinations.

## **SPECIALIST SERVICES**

Due to the large numbers of GPs in the practice, we are fortunate that we are able to specialise in different fields. We offer a wide range of services which would normally be based in the hospital, e.g. minor surgery, diabetic clinics levels 1, 2 and 3, joint injection, blood pressure monitoring, cryotherapy, vasectomy and anticoagulant clinics and musculoskeletal services.

## **PHYSIOTHERAPY SERVICES**

The physiotherapist holds an open access surgery between 1:00pm - 3.30pm on a Wednesday afternoon at Great Horton. No appointment is required and you do not have to have seen the GP beforehand.

## **CONTRACEPTION AND SEXUAL HEALTH**

We offer a full range of the above services via appointment, including all long acting reversible methods of contraception.

## DROP IN YOUNG PERSONS' CLINIC

This is a **confidential** service we provide for all teenagers aged 13 to 19. All are welcome to come and discuss anything for help and advice on a variety of issues, including school or home worries, sex and relationships, contraception advice or any other confidential problems. This is held on Tuesdays from 3:30pm - 5:00pm at our Great Horton surgery, on Wednesdays from 3:30pm - 5:00pm at our Wibsey surgery and on Thursdays from 3:00pm - 5:00pm at Buttershaw surgery. Drop into the surgery during the clinic or telephone us on 01274 425600 for Great Horton and Wibsey or 01274 312888 for Buttershaw and ask for our confidential helpline.

## WELL PERSON AND OVER 75 CHECKS

These are no longer carried out by the practice on a routine basis. However, they are available on request. Please ask at Reception.

## PHARMACIST

John Pollard, BPharm. MRPharms is a community pharmacist in Great Horton who works with the practice to resolve prescribing issues. He is also available to individual patients to help promote safe and effective use of their medication, contact number 01274 502761.

## CARDIOVASCULAR CLINICS

CVC is a Nurse-led clinic (diploma trained) looking at all aspects of heart and circulation including blood pressure, angina attacks and strokes.

## CHRONIC DISEASE MANAGEMENT

As General Practitioners we see a large number of patients with chronic diseases such as heart disease, diabetes, arthritis and epilepsy. We aim to offer a comprehensive long term arrangement for these patients and in so doing have developed a range of specialised clinics e.g. cardiovascular and diabetes clinics.

**THE IMPORTANCE OF ATTENDING THESE CLINICS IS NOT ONLY TO MANAGE CURRENT PROBLEMS WITH THE PATIENT BUT ALSO TO PLAN AHEAD FOR ANY POTENTIAL FUTURE NEED.**

## FACILITIES FOR THOSE WITH DISABILITIES

All surgeries have easy access and toilet facilities for disabled patients. Portable induction loops are available at all surgeries for patients who are hard of hearing. Some members of staff have trained in sign language.

## GREAT HORTON CLINIC SESSIONS

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	<ul style="list-style-type: none"> <li>- BP Monitoring</li> <li>- Phlebotomy</li> <li>- Warfarin</li> <li>- Respiratory</li> <li>- Level 2 Diabetes (alternate weeks)</li> <li>- Neurology</li> <li>- Spirometry</li> </ul>	<ul style="list-style-type: none"> <li>- BP Monitoring</li> <li>- Phlebotomy</li> <li>- Women's Health</li> <li>- Midwife</li> <li>- H-Pylori</li> <li>- ECG</li> </ul>	<ul style="list-style-type: none"> <li>- BP Monitoring</li> <li>- Phlebotomy</li> <li>- Stop Smoking</li> <li>- Community Pharmacist</li> <li>- Health Trainer</li> <li>- ECG</li> </ul>	<ul style="list-style-type: none"> <li>- H-Pylori</li> <li>- BP Monitoring</li> <li>- Phlebotomy</li> <li>- Midwife</li> </ul>	<ul style="list-style-type: none"> <li>- BP Monitoring</li> <li>- Phlebotomy</li> <li>- Warfarin</li> <li>- Level 1 Diabetes</li> <li>- Women's Health</li> <li>- Epilepsy</li> <li>- CVC</li> </ul>
PM	<ul style="list-style-type: none"> <li>- Level 2/3 Diabetes</li> <li>- Advice Worker</li> <li>- Cryotherapy</li> <li>- Gateway Worker</li> </ul>	<ul style="list-style-type: none"> <li>- ECG</li> <li>- Rheumatology</li> <li>- Drop in Young Persons'</li> <li>- Sexual Health</li> <li>- MSK service</li> <li>- CVC</li> <li>- Travel Health</li> <li>- Stop Smoking</li> </ul>	<ul style="list-style-type: none"> <li>- Immunisation Clinic</li> <li>- Level 1 Diabetes</li> <li>- Physiotherapist</li> <li>- Health Trainer</li> <li>- Cryotherapy</li> <li>- Weight Management</li> </ul>	<ul style="list-style-type: none"> <li>- Wounds</li> <li>- Midwife</li> <li>- Cognitive Worker</li> <li>- Spirometry</li> <li>- Respiratory</li> <li>- Weight Management</li> <li>- Social Prescriber</li> <li>- Mother &amp; Baby</li> </ul>	

Minor Surgery, Joint Injections and Vasectomy vary weekly.

## WIBSEY CLINIC SESSIONS

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	<ul style="list-style-type: none"> <li>- BP Monitoring</li> <li>- Warfarin</li> <li>- Level 2 Diabetes (alternate weeks)</li> </ul>	<ul style="list-style-type: none"> <li>- BP Monitoring</li> <li>- Cardiovascular</li> <li>- Level 1 Diabetes</li> </ul>	<ul style="list-style-type: none"> <li>- BP Monitoring</li> <li>- Phlebotomy</li> <li>- Cardiovascular</li> </ul>	<ul style="list-style-type: none"> <li>- BP Monitoring</li> <li>- Phlebotomy</li> <li>- Sexual Health</li> <li>- Wounds</li> <li>- Respiratory</li> </ul>	<ul style="list-style-type: none"> <li>- BP Monitoring</li> <li>- Phlebotomy</li> </ul>
PM	<ul style="list-style-type: none"> <li>- Beep</li> <li>- Cardiovascular</li> <li>- Respiratory</li> <li>- Stop Smoking</li> </ul>	<ul style="list-style-type: none"> <li>- Counsellor</li> <li>- Advice Worker</li> <li>- Women's Health</li> <li>- Mother &amp; Baby</li> <li>- Health Visitors</li> <li>- Weight Management</li> </ul>	<ul style="list-style-type: none"> <li>- Stop Smoking</li> <li>- Phlebotomy</li> <li>- Weight Management</li> <li>- Sexual Health</li> <li>- Therapy Service</li> <li>- Doppler clinic</li> <li>- Drop in Young Persons'</li> </ul>	<ul style="list-style-type: none"> <li>- Midwife</li> <li>- Sexual Health</li> </ul>	

## MANNINGHAM CLINIC SESSIONS

	Monday	Tuesday	Wednesday	Thursday	Friday
AM		- Women's Health	- Phlebotomy	- Midwife - Respiratory	- Level 1 Diabetes - CVC
PM	- Mother & Baby - Health Visitors - Level 1 Diabetes - CVC	- Women's Health		- Advice Worker	

## BUTTERSHAW CLINIC SESSIONS

	Monday	Tuesday	Wednesday	Thursday	Friday
AM			- Phlebotomy		
PM	- Stop Smoking - Health Visitors - Debt Advisors	- Midwife		- Gateway Worker - Social Prescriber	- Social Prescriber

## CONFIDENTIALITY

The practice operates a strict code of confidentiality. We share information with other Health and Social Care organisations on a strictly need to know basis. The Practice Caldicott Guardian is Dr John Connolly. He has overall responsibility to ensure that practice systems comply with the relevant regulations relating to confidentiality.

The practice has an electronic patient call system in the waiting room. If you do not want your name shown, please mention this at reception.

## CHAPERONES

It is the policy of the practice to offer patients a chaperone during certain examinations and procedures.

If you feel you would like a chaperone to be present during an examination, please speak to the doctor or nurse and a chaperone will be made available to you.

## COMPLAINTS AND COMPLIMENTS

We always try to provide the best service possible, but there may be times when you feel that this has not happened. The practice has an in-house complaints procedure, which allows us to deal with problems swiftly. A leaflet detailing this procedure is available at reception.

All staff at the surgery work very hard to provide the best possible service

to all our patients. Compliments will be much appreciated. You will find a suggestion box in the waiting rooms at all sites. If you leave your name and address we will endeavour to respond to your suggestions.

## FREEDOM OF INFORMATION ACT 2000

The practice has a publication scheme and will publish information in accordance with that scheme. For more information on this, please ask at Reception.

## BENEFITS

We have a Benefits Advisor who attends the surgery at Great Horton on a Monday afternoon and at Wibsey on a Tuesday afternoon. The Benefits Advisor deals with attendance allowance, disability allowance, etc.

## COMMUNITY HEALTH TRAINERS CLINIC

This is a project which allows people to discuss their non-medical needs with someone who can spend longer with them than primary health care staff are able to. It is one of only a few schemes in the country looking at a more holistic approach to health care, and taking into account that medicine and tablets cannot cure all problems. The project aims to look at the psychosocial needs of the Ridge's patients, which can have a serious effect on a person's well-being. For further information, please ask a member of the Reception team for a leaflet.

## PRACTICE CHARTER, STRIVING FOR QUALITY

### HOW WE CAN HELP YOU

- You will be greeted in a friendly, courteous manner by staff wearing name badges
- We will give you full information about the availability of services within the practice
- Where you have booked an appointment you will be seen within 30 minutes of your appointment time, but where delay may occur you can expect to be advised of this
- We will keep you fully informed about all aspects of your condition, possible treatments and side effects
- Telephone calls will be answered promptly and diverted to the appropriate person
- We endeavour to have requests for repeat prescriptions completed and ready for collection within 48 hours
- You will be seen the same day with an urgent medical problem
- We will respect your confidentiality at all times

If you are unhappy with any aspect of your care and wish to discuss this further, please contact your GP or one of the Managers, who will see you as soon as possible.

### TO HELP US HELP YOU

- Please request a home and night visit only when absolutely necessary and you are too ill to attend the surgery
- Please give us adequate notice of appointment cancellations
- Please treat the staff courteously
- Please inform us if you change your name and address
- Please consider other patients and remember one appointment is for one patient only

### PRIMARY CARE TRUST

**The Practice is part of  
NHS Bradford & Airedale.**

**They can be contacted on:  
NHS Bradford & Airedale  
Douglas Mill  
Bowling Old Lane  
BRADFORD  
BD5 7JR  
Tel: 0845 111 5000  
Fax: 01274 237544  
Website:  
[www.bradford.nhs.uk](http://www.bradford.nhs.uk)**

**WE ALL HAVE A RESPONSIBILITY FOR OUR OWN  
HEALTH. TOGETHER WE CAN ACHIEVE THIS GOAL.**



## The Ridge Medical Practice

Cousen Road, off Cross Lane  
Great Horton  
Bradford  
BD7 3JX  
Tel: 01274 425600  
Fax: 01274 425610

93 Smith Avenue  
Wibsey  
Bradford  
BD6 1HA  
Tel: 01274 425600  
Fax: 01274 425610

Westbourne Green  
Community Health Centre  
50 Heaton Road  
Manningham  
Bradford  
BD8 8RA  
Tel: 01274 425600  
Fax: 01274 425610

Royds Healthy Living Centre  
20 Ridings Way  
Off The Crescent  
Buttershaw  
Bradford  
BD6 3UD  
Tel: 01274 312888  
Fax: 01274 322029