

Did you know our pharmacy can collect your prescription from your doctor's surgery and have your medicine delivered to you?

Averroès Pharmacy
Woodroyd Centre
Woodroyd Road
West Bowling
Bradford, BD5 8EL

Tel: 01274 225005
Fax: 01274 225001

It can be a real hassle getting to your doctors to pick up your prescriptions. With our **FREE** prescription collection and delivery service we can pick up your prescription on your behalf, and have your medicine delivered to you.

To use our **FREE** prescription collection and delivery service, simply give us a call and leave the rest to us.

www.averroespharmacy.com
info@averroespharmacy.com

Our other services include:

Health Advice and Information
Private Prescription Dispensing Service
Holiday Medicines and Advice
Pregnancy Testing
Diabetes Testing
Emergency Hormonal Contraception
Smoking Cessation Advice
Medicine Use Review
Pregnancy Testing
Blood Pressure Monitoring
Ostomy Products

Ed2008



PRACTICE INFORMATION FOR PATIENTS

Park Grange Medical Centre
141 Woodhead Road, Bradford BD7 2BL.
Tel: 01274 522904

PLEASE RETAIN FOR FUTURE USE



SIDDIQUE

L I M I T E D

215 Great Horton Road, Bradford, BD7 3BG

TEL: 01274 502758

NHS & Private Prescription Dispensing

Passport pictures while you wait

Extra services include:

- Services to Residential & Nursing Homes
- Medicines Use Reviews
- Patient Medication Records
- Disposal of old Medicine
- Supervised Methodone Dispensing

**FREE Prescription
Collection / Delivery Services**

**Prescription Collection/Delivery
Order Form**

Name:.....
Doctor:.....
Address:.....
.....Postcode:.....
Contact Number:.....
I, the above named, agree to have my prescription
collected from my G.P. and delivered to the above address.
Signed:.....
Print name:.....
Date:.....

HOLBERRY CARE LTD

Ivy House Nursing Home

Hollin Wood Close, Moorhead Lane

Shipley, BD18 4LG

Tel: (01274) 591476 Fax: (01274) 591477

Manager: Mr Patrick Berry

The Mount Nursing Home

43 Lister Lane, Bolton Road

Bradford, BD2 4LP

Tel: (01274) 641444

Manager: Mr Daniel Holt

Director of Nursing Needs Mr Patrick Berry 07767 611 057

*Specializing in Alzheimer's & Dementia, EMI
Respecting the Person, Nursing the symptoms of their illness*

HOME WITHIN A HOME

WWW.HOLBERRYCARE.CO.UK

[E-mail: office@ivy-house.freemove.co.uk](mailto:office@ivy-house.freemove.co.uk)

*Directors: Mr. P. Berry. Mr. B. Holt. Mrs C. Holt. Mrs. C. Berry.
Company Registration No. 4589850*

(Inclusion in this booklet does not imply endorsement of any product or service)



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If you would like to advertise within this publication please call:

0115 939 2090

IMPACT
MARKETING AND PUBLICITY

PLEASE HELP US TO HELP YOU

- Please do not stand near the window as it may distract reception staff from working
- Please do not let children eat sweets or crisps in the waiting room
- Please keep children away from the fish tank and do not let them touch it.

MINOR AILMENT PRESCRIBING.

This scheme was launched in November 2006. Patients ring up surgery for minor ailment and the patients are given a letter to the pharmacist by the doctor to see the patient and prescribe medicine or advise the patient. The patient must attend the pharmacist as he/she needs to see and examine the patient and not the relatives on their behalf. The patients, who are exempted for prescriptions will not be charged for the medicine as the same rules apply for minor ailments. Those who normally pay for their prescription will be asked by pharmacist to pay at the counter.

The following ailment qualifying for minor ailment and the doctor will issue you a letter to the pharmacist.

DR MOHAMMED AZAM PARK GRANGE MEDICAL CENTRE

141 Woodhead Road, Bradford BD7 2BL Tel: 01274 522904
Website: www.parkgrangemc.com Fax: 01274524959

WELCOME TO PARK GRANGE MEDICAL CENTRE

This booklet is designed to help you make the best use of the services offered by this practice. We believe it is sensible and desirable to prevent illness where possible. Health checks and keeping up to date with immunisations is important.

PARK GRANGE MEDICAL CENTRE

The building was built in 1970 and was initially used as a Horton printing press. Dr Azam purchased this building in 1996 and the new purpose built extension was built in 2003, with £ 330,000 cost. The old section was upgraded and renovated to the current standard at added costs.

The facility on level ground comprises of four consulting rooms all purpose built, modern fully equipped treatment room, staff room, reception and modern waiting room and disable access and toilet facilities. The basement is used for ECG and Spirometry by City PCT teaching trust. We intend to utilise the rest of the basement area to provide other primary care services.

DR MOHAMMED AZAM

I qualified at King Edwards Medical College in Lahore through the University of Punjab in 1982. I worked as Senior House Officer from 1985 to 1987 at Barnsley District General, Pinderfields and St James Hospital. I took up General Practice training at Hemsworth, Pontefract then practised at Aintree Surgery in Liverpool. I went into General Practice as GP Principal in Hull from 1990 to 1993. I then worked as deputy for Health call along with some local appointments. Since 1996 I have settled as a single handed GP Principal in Bradford. The present practice consists of one full time and one salaried GP who work together as a group.

CLINICAL STAFF.

Dr Mohammad Azam: MB, BS, LRPS (EDIN) LRCS (EDIN) LRPS (GLAS) FPA

Practice Nurse: Mrs Nusrat Baig

Cardiac Specialist Nurse: Sister Vicky Nicholas

Cytology Specialist Nurse: Asma. Mahmood

Asthma Specialist Nurses: t. PCT Specialist Nurses.

Clinical Healthcare Assistant: Mrs Fauzia MOHAMMAD

District Nurse: Sister Ann Hainsworth

Community Midwife: Donna Mahoney

Community Podiatrist: Ms Jackie Smith

Community Health Visitor: Ms Heather Rhees Cooper.

CHILDHOOD DISEASES

Immunisation Timetable

AGE	VACCINE
2 months	1st Diphtheria, Tetanus and Whooping Cough (DTP)
	1st Haemophilus, Influenza B (Hib), Mengi c (Prevenor)
3 months	2nd DTP, Polio and Hib, Mengi c
4 months	3rd DTP, Polio and Hib, Mengi c (Prevenor)
5-12 months	2 doses of Mengi c
13-15 months	1st Measles, Mumps and Rubella (MMR)
1-5 years	1 dose of Mengi c
4 – 5 years	Pre-school booster (DT and Polio)
	2nd MMR

FLU INJECTIONS

Flue and pneumonia injections are needed for all Patients over 65 years of age and those suffering from Heart and blood pressure, asthma/bronchitis, diabetes etc.

Please ask the receptionist for further information.

SICK NOTES

Please note that for the first seven days of any illness you must fill in the SC2 form. If your employer does not accept SC2 then a charge for a private note may be made.

ANTIBIOTICS

Antibiotics will not help with coughs, colds and 'flu. Please take paracetamol and take plenty of fluids and vitamins C drinks.

SELF HELP FOR MINOR AILMENTS.

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Additional information can be found in our practice leaflet.

Gastroenteritis - this is a description of a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often vomited up immediately. The stomach and bowels should be rested. In older patients sips of plain water may suffice but babies and toddlers need special rehydration fluids which are available from a pharmacist. If sickness or diarrhoea persists contact a doctor.

Diarrhoea - in adults diarrhoea is usually caused by virus infections and is therefore unable to be treated directly. Holiday diarrhoea is often due to bacteria. In both of the above cases, consult a doctor if the symptoms persist for more than 48 hours. Babies and young children need careful attention. If the symptoms persist for more than 24 hours or are accompanied by vomiting or weakness or refusal of feeds consult a doctor.

THE FAMILY MEDICINE CHEST

***ALWAYS REMEMBER TO KEEP THIS IN A SAFE PLACE
WHERE CHILDREN CANNOT REACH IT***

Remember to seek advice from your pharmacist about medicines but here is a list of items useful in case of minor illnesses or accidents:

∴ A selection of **plasters** in assorted sizes

- ❖ A **triangular bandage**
- ❖ **Sterile dressings** in assorted sizes
- ❖ Two **sterile eye pads**
- ❖ **Tweezers** for removing splinters
- ❖ **Thermometer** for fevers
- ❖ **Calamine lotion** for dabbing onto insect bites, stings and sunburns.
- ❖ **Antiseptic cream** to treat sores, spots and grazes.
- ❖ **Vapour rub** for steam inhalation or to rub on the chest and nose of a child with a stuffy nose or dry cough.
- ❖ **Paracetamol syrups** to relieve pain or fever in young children.
- ❖ **Soluble aspirin/ paracetamol/ ibuprofen tablets:** which are good for headaches, colds, sore throats and painful bruises
- ❖ **menthol crystals** to make steam inhalations to treat catarrh and dry or painful coughs
- ❖ **sharp scissors** to cut dressings
- ❖ 3" wide **crepe bandage** to keep dressings in place or support Sprains.
- ❖ **indigestion remedy**
- ❖ **mild laxative**
- ❖ **oral dehydration solution** - anti-diarrhoeal

KEY PERSONEL

Practice manager: (associate)	Mrs. Sophia Butt
Personal Assistant, Management:	
Assistant Managers/ Patients services: and Quality managers, clinical:	} Mrs Fuzia MOHAMMAD
Senior Secretaries:	Mrs Shaheen AKHTAR
Receptionists:	Gulnaz Akhtar Salma Suleman
Interpreter:	Salma Suleman
Health Care Assistants:	Mrs Fuzia MOHAMMAD
Practice Nurse	Mrs Nusrat Baig

PRACTICE MANAGER

Our Practice Manager is yet to be appointed. Sophia Butt is the Assistant Manager

If you have any problems or suggestions to do with the Practice, we will be pleased to discuss them with you. We promote an efficient and smooth running of practice.

PRACTICE STAFF.

Our Practice Nurses and Health Care Assistants can advise on a variety of health matters with emphasis on health promotion.

For blood pressure checks, vaccinations, blood tests, cervical smears and stitch removal, please arrange an appointment at reception.

RECEPTIONISTS

The receptionists are the first members of the Practice with whom you come into contact. They are here to help guide and advise you by arranging appointments for the doctors, nurse and various clinics. All information is treated in the strictest confidence.

SURGERY OPENING HOURS PARK GRANGE MEDICAL CENTRE

Mon, Tues, Thurs, Fri	8.30am - 6.30pm
Wednesday	8.30am - 12.00noon

All surgeries by appointments only
When there is no appointment available soon enough for you, you may be asked to attend the 'sit and wait' session which takes place at the end of the surgery.

Please arrive 15 minutes early for your appointment in case the doctor or nurse may see you earlier.

SPECIALIST NURSES

We have specialist Nurses for the following :

Cervical smears • Cardiac clinic • Spirometry, Asthma & COPD

HEALTH VISITORS

The Health Visitor is experienced in working with the elderly and families with young children. All immunisations and developmental check-ups can be discussed with the Health Visitor.

The Health Visitor can be contacted between 9am and 5pm on 01274228899.

The Baby Clinic is every Thursday between 12noon and 2pm.

Sunburn - care should be taken at all times to avoid over exposure to the sun particularly with children. Treat sunburn as other burns applying cold water to remove the heat. Calamine lotion (dabbed not rubbed) will relieve the irritation whilst paracetamol will also help.

Insect bites and stings - First, remove bee stings with tweezers by gripping the base of the sting nearest the skin to avoid squeezing the poison sac and apply a cold compress. If stung in the mouth, suck on an ice cube or sip cold water and seek immediate medical attention. Always **seek medical attention if someone has an allergy to bites and stings, the sting cannot be removed, the area around the sting becomes inflamed or someone experiences shortness of breath or fever.**

Minor cuts and grazes - press the wound with a clean fabric pad for a few minutes to stop the bleeding and elevate the limb for a cut on the arm or leg. Clean the wound thoroughly with soap and a little water and cover with a clean dry dressing or plaster.

Sprains, strains and bruises - first apply an **ice compress** for 15 to 30 minutes to reduce any swelling. Apply a crepe bandage firmly and give the sprain plenty of **rest** in an **elevated** position until all the discomfort and swelling has gone. If the limb is not rested, further pain and swelling will occur and recovery will take longer.

Nose bleeds - sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes when the bleeding should have stopped. Avoid hot drinks for 24 hours. **If symptoms persist consult your doctor.**

Colds - unfortunately there is still no cure for the common cold. The cold will run its course but the symptoms can be alleviated by drinking more fluids, resting and taking paracetamol or aspirin for a headache or fever. There are lots of cold treatments available from your pharmacist and some are suitable for children.

Head lice - these creatures, contrary to popular belief. Prefer clean hair and are, therefore, not a sign of poor personal hygiene. They do not survive once removed from the root of the hair. For medication and advice ring Shipley Health Centre on 595611.

Healthy Eating can help prevent many illnesses such as heart disease, obesity.

Constipation, bowel trouble and tooth decay;

- ✓ Avoid sugary foods
- ✓ Avoid fatty foods
- ✓ Do not add salt to your food
- ✓ Eat more fibre
- ✓ Drink no alcohol

Exercise need not mean going to the gym twice a week or taking up long distance running. Simply keeping active, walking more, using the stairs. Gardening or swimming are all good ways of generally increasing the amount of energy you use and will help to give you a sense of well being.

Exercise Tips: - Wash a car, Hoover a room, cut grass using lawn mower, paint a room. Walk to the next bus stop, get off a bus one stop earlier, walk to the shop, swimming etc.

SELF HELP FOR COMMON AILMENTS AND MINOR ACCIDENTS

Lots of common ailments and minor accidents can be dealt with safely at home. This section will help you decide when you need to seek medical help or what you can safely treat yourself. Many minor ailments are treated with the use of a cold compress, always keep a stock of ice in the freezer to be able to prepare one. **Be sensible, ask for advice and if in doubt consult your doctor.**

Back pain - if the pain has been caused by lifting or twisting take aspirin or ibuprofen which will not only relieve the pain but will help to relieve inflammation. Ask your pharmacist about stronger painkilling medicines or rubs. See your doctor if the pain persists for more than a few days to get advice about gentle exercise or stronger drugs.

Burns and Scalds - any burn or scald needs **immediate** action. For minor burns or scalds, remove any jewellery or clothing that may become a problem if swelling occurs. Cool the affected area with cold water for at least 10 minutes then cover with a light non-fluffy dressing. **Do not burst blisters and do not put on cream or ointments.** If the burn is larger than the size of your hand, or the burn is on the face or the skin is broken cool the area and seek urgent medical attention.

CHIROPODIST/PODIATRIST

Our Chiropodist is dedicated to diabetic patients. All other patients are referred to hospital. She attends to patients by appointment.

PODIATRISTS AND DIETICIAN

Available once six weekly to give help. Support and advice on obesity, healthy eating and healthy feet to diabetic patients.

We have a dedicated Dietitian for diabetic and obese patients. She sees patients by appointment

DISTRICT NURSES

Provide home doctor's request.

The District Nurses can be contacted on 02174 321875.

If they are not available a message can be left on their answer phone.

SERVICES PROVIDED.

- | | |
|-----------------------------|------------------------------------|
| ✓ Asthma. | Specialist Nurse-t-PCT |
| ✓ Diabetes. | Specialist nurse, dedicated clinic |
| | Doctor |
| ✓ Coronary Disease | Cardiac specialist Nurse. |
| ✓ Disease Clinic | |
| ✓ Smear | Cytology Specialist Nurse |
| ✓ Immunisation | Practice Nurse |
| ✓ Ante-natal | Midwife |
| ✓ Post-natal | Practice nurse/ doctor |
| ✓ Family Planning | Practice nurse/ doctor. |
| ✓ Child Health Surveillance | Health Visitors/doctor |
| ✓ (baby clinic) | |

HEATH PROMOTION AND OTHER CLINICS.

Certain diseases and illnesses such as coronary heart disease, diabetes and hypertension may be prevented by simple yet effective lifestyle changes. Simple tests such as blood pressure, urine and cholesterol tests can sometimes be useful in predicting further health problems.

TIMES OF CLINICS.

- ✓ Diabetic Clinic: Monday: 1.30pm – 5.30pm by appointment only.
- ✓ Cardiac clinic: Tuesday: 9am – 1pm. By appointment only.
- ✓ Antenatal Clinic: Tuesday: 1.30pm – 5pm.
- ✓ Baby Clinic: Thursday: 12noon – 2pm
- ✓ Smoking Cessation clinic: Tuesday: 1pm – 4pm. By appointment only.

The times of others clinics may vary.

OTHER CLINICS INCLUDE.

Child immunisations	Travel
Well Person Clinic	Look after Your Heart
Asthma	Diabetes
Family Planning.	

For details of these, please contact reception.

PRACTICE AREA

The practice registers patients from mainly Bradford BD7 only. Please see the reception for enquiries regarding joining the list or whether the list is closed.

LANGUAGE SUPPORT.

We have staff who can translate in English, French, Urdu, Punjabi and Hindi.

MAKE THE MOST OF OUR SERVICES

- ✓ Read the notices posted in the surgery
- ✓ Make sure you know the opening times of the surgery
- ✓ Find out how to request repeat prescription and urgent appointments.
- ✓ You may not always need to see a doctor; 'ask what services the nurse can provide
- ✓ Keep your appointment or cancel it
- ✓ Take a list of questions with you when you see your doctor or nurse.
- ✓ Ask your doctor to write down anything that you do not understand the answers to.
- ✓ Take a friend or relative with you if necessary
- ✓ Tell the receptionist if you need more time to speak to the doctor; she may be able to arrange this.
- ✓ Think twice before making an appointment: Do you really need to see a doctor? Have you tried simple home treatments?
- ✓ Find out how your practice deals with complaints.

HOW YOUR LOCAL PHARMACIST CAN HELP

- ✓ Ask your pharmacist for advice about choosing the right medicines for common ailments
- ✓ Your pharmacist will advise you if you are unsure about seeing a doctor
- ✓ He/She can offer advice about a problem if you are not sure what is causing it
- ✓ Ask for advice about staying healthy
- ✓ Be sure to tell your pharmacist if you are taking other medicines – some medicines are not compatible

LOOK AFTER YOUR HEALTH

Choosing the right food for good health is very important. Eating a good balance of food, taking regular exercise and not smoking gives the best chance of living a fit and healthy life. **If you have a medical condition please check with your doctor before altering your diet.** Remember eating well is about balance. For example, we do need fat in our diet but not too much!

REPEAT PRESCRIPTIONS

We require 48 hours notice for repeat prescription. This is in line with government guidelines. With effect from 01/04/05 you will have to bring in your repeat prescription slip for your repeat prescription in order to avoid confusion or wrong medicines being given. No telephone requests have been taken for the repeat prescription WE.F. 01 /04/05.

COLLECTION

Please pick up your repeat prescription between 2pm - 4pm 2 days later.

Requests for routine medications may be issued by your doctor and can be used to order further prescriptions. Please allow 48 hours for the requests to be processed. Please note that we no longer accept telephone requests for repeat prescriptions.

If you wish your prescription to be returned to you by post, please enclose a SAE. In order to avoid errors, we do not accept repeat prescription requests without a request slip.

NATIONAL HEALTH MEDICAL CERTIFICATE

Where required, these are normally issued during consultations. They can not be issued more than one day later without further consultation. For the first six days of illness, please fill in SC2 (available at reception & post office) and if you do require a sick note in first six days then private note will be issued and you will be charged for this note.

CHANGE OF ADDRESS

.If you move address or change your name or telephone number, please let us know as soon as possible. If you move outside our practice area, please do not assume that we can continue to care for you.

DISABLED ACCESS

The practice premises have suitable access for disabled patients who may register from nearby areas. We have disabled ramp, low reception disabled counter and disabled toilet facilities and intend to add a loop for those hard of hearing.

COMPLAINT PROCEDURES

The practice has in-house complaint procedures. Any patient wanting to make a complaint or suggestion about provision of services, please write to our practice manager.

VIOLENT OR ABUSIVE PATIENTS

The patients who become violent or abusive will be removed from the practice list immediately and police may be notified and patient may be prosecuted.

NAME OF PRIMARY CARE TRUST

Bradford and Airedale Care Teaching Trust
Douglas Mills, Bowling Old Lane, Bradford BD5 7JR.Tel: 01274 237412

You may write or call our city PCT primary care teaching trust about various services provided within the city.

TELEPHONE ADVICE

Doctor may be able to discuss some minor problems on health matters with you between 12noon - 1pm.

SPECIMENS. TEST RESULTS

All specimens for laboratory testing should be handed in at the reception desk before 12pm Monday to Friday. Please allow at least five days for the results to arrive. Receptionists are only allowed to give results on the Doctor's instructions. Please phone for the results between 1-2pm.

For results, blood tests and x-rays etc please telephone the surgery between 11.00am - 12.00 noon.

OUT OF HOURS CALLS. - EMERGENCIES

If you need a Doctor urgently when the surgery is closed, you should ring the surgery number and a recorded message will help you contact the doctor on duty. Kindly restrict these calls to genuine urgent problems that cannot wait until the following morning surgery.

We have joined our local Care Direct for our out of hours needs when the surgery is closed.

In order to access the service, please phone NHS Direct. They will handle all calls for the out of hours service on 0845 46 47. Alternatively telephone 01484 475156

Out of hours times are 6.30pm through to 8am and weekends from Friday 6pm until Monday 8am.

We would expect you to travel (if at all possible) to be seen at the Primary Care Centre located at Horton Park Clinic. Visitors to here must phone NHS Direct on 0845 4647.

If your needs are not urgent, please wait until after 8am on the next available working day before phoning the Practice. The doctor will then be available to deal with your enquiry.

SMOKING IS STRICTLY PROHIBITED INSIDE OUR PREMISES

PLEASE REMEMBER

If you need to cancel or alter your appointment, please ring the surgery to let the receptionist know. This helps us to give your appointment to another patient.

Helping us helps us to help you!

GENERAL APPOINTMENTS

Please attend or telephone the surgery any time during working hours to make an appointment to see the doctor, nurse or other member of our clinical team.

We also now have advance access appointment system & you can make an advance appointment up to 3 weeks before but you must confirm your appointment at least 24 hours before your appointment.

URGENT APPOINTMENTS

If you require an appointment for a problem that you feel will not wait until the next available routine appointment, you will be given a time to attend usually at the end of morning surgery or at the beginning of afternoon surgery. You may have to wait longer than usual as the other patients have pre-booked appointment. Always give an idea to the receptionist why you need an appointment with doctor as you may need to see a nurse or a Health Care Assistant first.

BE ON TIME

Please arrive promptly and remember to cancel your appointment if you can no longer keep it; someone else may need to see the doctor urgently.

HOME VISITS

Home visits can be arranged for those patients too ill to attend the surgery. Please use the service thoughtfully, and ring as early as possible in the morning to request a visit. The receptionist may ask for further information to enable the doctor to determine the priority and nature of the visit.