
SURGERY TIMES

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18.30
Thursday	08:00 - 18:30
Friday	08:00 - 19:45

Please note that telephone lines open at 08:30. 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 with the doctors, nurses, healthcare assistants and various other health professionals.

All information is treated in the strictest confidence.



REGISTRATION



Park Grange Medical Centre registers patients mainly from the BD7 area.

Please see our reception team for any queries regarding joining the practice. If you move address or change your telephone number, please let us know as soon as possible.

If you are planning on moving outside our practice area, please ensure you speak to a member of staff so that we can best direct your care.

PARK GRANGE MEDICAL CENTRE
141 Woodhead Road, Bradford, BD7 2BL
01274 522904
www.parkgrangemc.co.uk

PRACTICE GUIDE FOR PATIENTS



This guide is designed to help you make the best of the services offered by our practice

*Dr Mohammad Azam &
Dr Junaid Azam*
GP Partners
Park Grange Medical Centre





Welcome to Park Grange Medical Centre

We aim to provide a high standard of medical care in a friendly and professional manner. You can help us achieve our aim by reading this guide and following the suggestions made to ensure that appropriate services can be provided when you most need them.

STAFF MEMBERS

Dr Mohammed Azam (GP Partner)
Dr Junaid Azam (GP Partner)
Rahela Parveen (Practice Manager)
Nazreen Akhtar (Practice Nurse)
Sophia Kauser (Practice Nurse)
Nadia Nazir (Long-Term Condition Nurse)
Sumiyah Rafiq (Healthcare Assistant)
Yasmin Ismail (Healthcare Assistant)
Shaheen Akhtar (Senior Receptionist)
Sanah Hussain (Receptionist)
Zakiya Bibi (Receptionist)
Arisa Jahangir (Receptionist)
Sadiah Khan (Receptionist)

GENERAL INFORMATION

APPOINTMENTS:

All surgeries are by appointment only. Please arrive 15 minutes early for your appointment in case the doctor or nurse can see you earlier. 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 an advanced access appointment system where you can make an appointment up to 3 weeks later, but you should confirm your appointment at least 24 hours beforehand. If you need to cancel or amend your appointment, please ring the surgery to let the receptionist know as soon as possible.



HOME VISITS:

Home visits can be arranged for patients who are deemed too ill to attend the surgery, as per the practice home visiting policy. Please use the service thoughtfully, and ring as early as possible in the morning to request a visit. In order to ensure that the most appropriate care is provided, our team may ask for further information to enable the doctor to determine the priority and nature of the visit in a timely fashion. If you have any further queries about our home visiting policy, please speak to our reception team.

REPEAT PRESCRIPTIONS:

We require 48 hours notice for repeat prescriptions. Requests for routine medications may be issued by your doctor and can be used to order further prescriptions. You can now order your repeat prescriptions online by signing up for online access with our reception team; this will also allow you to access your medical record and book appointments online. With the electronic prescription service (EPS) we can send prescriptions directly to your nominated pharmacy reducing the need to attend in person to collect prescriptions - please see the reception team for further information.



WHEN WE ARE CLOSED:

After 6.30pm on weekdays, weekends and Bank Holidays, calls are diverted to the Out of Hours Service. If you need medical help fast but it isn't a 999 emergency you can now call NHS on 111. Your needs will be assessed, with advice offered; you may be directed to the local service that can help you best. NHS 111 is available 24 hours a day, 7 days a week and calls are FREE from mobiles & landlines. For more information visit www.nhs.uk/111.