



Clarendon Medical Centre

@ 5 Alice Street BD8 7R

@ Manningham Health Centre, Lumb Lane, BD8 7SY

Our mission is to provide excellent care for our patients with our dedicated team committed to your wellbeing.

Tel: 01274 736996

Fax: 01274 726956

www.clarendonmedicalcentre.com

Clarendon Values:

Welcome To Our Practice

Compassionate and care

Leadership

Awareness

Responding with respect and in a timely manner

Empathy

New way of working

Dedicated

Organised and open minded

Not afraid of change

Clarendon aims for Bradford to be one of the healthiest and happiest places in the UK.

Our practice boundaries are described by a one and a half mile radius from the surgery which includes parts of Bradford 1, 8, 9 and 18



Updated: Jan 2019

Guide to our practice

We are a Practice working from a purpose built surgery. All members of staff are here to provide a link rather than a barrier between the patient and the Doctor. We will do our best to help and assist you. We assure you of complete confidentiality at all times.

This publication 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 may help and keeping up-to-date with immunisations is important. Please feel free to ask any of the staff for further information. If you do not speak English there is an Urdu speaking member of staff on the premises at all times to assist you. Additionally we offer translator services in Punjabi, Urdu, Bengali and Hindi. The practice can book interpreting services through enable 2.

Registration

If you are interested in registering as a NHS patient or as a private patient and live in Bradford or Leeds then you can register your interest on our website or at reception in person. A member of our staff will then contact you to provide further details. You can register as a NHS patient if you live within our practice area boundary (1.5 mile from the practice) or if you are outside our practice area boundary then registration is to the discretion of the practice.

NATIONAL HEALTH MEDICAL CERTIFICATES

Where required, these are normally issued during consultations. They cannot be issued more than one day later without further consultation.

PRIVATE CERTIFICATES & EXAMINATIONS

A fee is payable for private medical care, insurance forms, holiday certificates and certain examinations.

YELLOW FEVER & TRAVEL VACCINATION CENTRE

In October 1993 we became a Yellow Fever Vaccination Centre offering advice on travel vaccinations, diet and hygiene for travellers whilst on holiday. These services are available in our travel clinics by contacting the surgery telephone number.

TRAVEL ABROAD

Special immunisations may be required for travel abroad. The Practice Nurse keeps up-to-date lists of recommendations. Please enquire at least six weeks before intended departure.

FACILITIES FOR DISABLED PATIENTS

The premises have suitable wheelchair access and toilet facilities for disabled patients.

COMPUTER – DATA PROTECTION / RELEASE OF INFORMATION

As the information on our computer is of a personal nature, we are registered under the Data Protection Act 1988. We assure patients that their medical records will only be released to any party with their written consent, unless it is by a court order.

PATIENT COMMENTS / COMPLAINTS

We are happy to receive comments, complaints and constructive criticism at all times. Patients are invited to approach our Practice Patient liaison Officer direct or in writing. For further information please ask receptionist or visit our website.

If you change your address or telephone number please let us know

Diabetic Level 2 Clinic

Wednesday 9.00am –4.00pm with Julie Horsefield

FAMILY PLANNING/CERVICAL CYTOLOGY

Most ladies are advised to have a cervical smear at least every 5 years between the ages of 50 to 65. Ladies between the ages of 25 and 49 will automatically receive an invitation every 3 years to have a smear taken by the Doctor or Nurse. Urine examination may be carried out at the same time.

Appointments for family planning and cervical cytology are available during normal surgery hours.

IMMUNISATIONS

We recommend that you protect your children by immunising against the following infections

Diphtheria/Tetanus/Whooping Cough/Polio Measles/Mumps/Rubella (German measles)

Only in special circumstances should any of these immunisations be omitted. Your Doctor, Nurse or Health Visitor will advise you.

SPECIMENS

All specimens to go to the laboratory should be handed in at the reception desk by 3pm Monday to Friday.

RESULTS

Receptionists are only allowed to give results on the Doctor's instructions between 2 – 4pm.

HEALTH CHECKS

Patients who are aged 40 and over are invited for a health check with the Health Care Assistant team. All patients over the age of 25 are invited to have Blood Pressure check annually.

WHO'S WHO IN THE SURGERY

All members of staff will do their best to help and assist you with complete confidentiality.

GP Principal(M) Dr W Hussain MBChB MRCP

Dr Ismail Lunat, Dr Nazia Mumtaz, Dr Usman Hanif,
Dr H Minhas, Dr Arif Hafeez, Dr Nadia Adnan.

Independent Prescriber /pharmacists

Imran Khan Mohammed Sharaz Yosef Kidane-Mariam

Practice Nurse

Maria McPeake Julie Horsefield
Kiran Shahnawaz

Health Care Assistant

Shahida Ali Zaibun Khan

Practice Manager

Qasim Khan-Alizai

Office Supervisors

Zaibun Khan Rizwana Shaheen

Reception/Admin

Sanam Ullah Rohima Begum

Hasarut Gulbahar Chandresh Gupta

Sarah Johnston Elayne Waters Rabiya Khan Basharat

Hussain Mohammed Shareef Bisma Bibi Sidrah Khan

Physiotherapist

Mohammed Khan

Primary Care Team

District Nurse Community Midwife Dietician

The primary care team are attached to the practice. They can be contacted at Westbourne Green on 01274 724298.

APPOINTMENTS

Clarendon Medical Centre offer walk in clinics at both sites Monday, Tuesday & Wednesday at Alice Street Site from 8.30am on a first come first serve basis and Thursday & Friday @ Manningham Site 8.30am on a first come first serve basis. Out of this time you can call and leave a detailed message for the GP. As soon as your message is triaged by our clinician/s we will aim to get back to you within **4 HOURS** offering either a telephone appointment or face to face or any further advice.

All appointments are bookable in advance with any doctor up to 4 weeks. If you want to see a doctor of your own choice then it could be any day and time. You also have the choice to book your appointments using SystmOnline.

All nurse and Health Care Assistant clinics are appointment only. Please book at reception.

Extended Hours Surgery

Monday Appointment only 6:30pm – 8.00pm @ Alice Street Site

OPENING HOURS ALICE STREET SITE

Monday – 8.00am-8.00pm @ Alice Street Site
Tuesday- Friday 8.00am-6.30pm @ Alice Street Site

OPENING HOURS MANNIGHAM SITE

Monday- CLOSED @ Manningham Site
Tuesday - 8.00am-6.00pm @ Manningham Site
Wednesday- 8.00am-5.00pm @ Manningham Site
Thursday- 8.00am-3.00pm @ Manningham Site
Friday- 8.00am-1.00pm @ Manningham Site

HOME VISITS

Please ring the surgery before 10.30am if possible. Please try to come to the surgery where better facilities are available.

OUT OF HOURS CALL/EMERGENCIES

If you need a doctor urgently when the surgery is closed, you should ring the surgery number - a recorded message will tell you the number of the duty Doctor or you can ring 111.

PRESCRIPTIONS

To order prescriptions please email, fax or leave a written request in person, by post or email at prescriptions.clarendon@bradford.nhs.uk before 3pm can be collected 48hrs later after 4.30pm. The practice can take requests by discretion from patients with difficult circumstances. (Only emergency same day evening prescriptions will be given). Do not wait until your medicine and tablets are finished before ordering another supply. If you attend hospital, please take a list of your medicines and tablets with you.

YOUR MEDICATION

When you attend a clinic at the surgery please bring your medicines and tablets with you.

CLINICS

All clinics by appointment with the Practice Nurse team unless stated otherwise

Diabetic

Wednesday – 9:00am – 4:00pm

The dietician is available once a month

Asthma

Mon - Fri - 8.30am-11.00am

(Please bring your medication with you)

Coronary Heart Prevention

Mon - Fri 8.30am-3.30pm i.e. lipids, hypertension

Well Person/Registration

Monday to Friday 9.00am-1.30pm with the HCA

Baby Clinic/Appointment based only @ Manningham Site

Thursday - 1.00-3.00pm

Maternity Medical services

Monday - 1.00-4.30pm (bookings only) with the midwife

Physiotherapy

Monday 9.30am-4.30pm with the physiotherapist MALE

Thursday 9.30am-3.00pm MALE

Other services

We practice hosts other services including Counselling, Ultrasound and Fertility Clinics.