*New Services - Extended Access*

For patients who work or are unable to come into surgery during the normal opening hours we may now be able to offer you an appointment between 6.30pm and 9.30pm at an alternative health centre. Some of the health centres included in this access are:

• Picton Medical, BD8,

• Shipley Medical, BD18; and

• The Ridge BD7.

If you need to see a GP, have a blood test, a smear test or even see physiotherapist then please speak to your receptionist about these extended access appointments.There is more information about this service on our website.

*CQC Visit*

*As you may be aware the practice recently had a visit from CQC (Clinical Quality Commission) This is something that all practices have to do to show that we are providing you with a good standard of care. We are pleased to tell you that we passed this inspection with lots of positive feedback. The full report can be found on our website.*

**Good news for your surgery!**

Dr Akbar’s Surgery is currently the highest practice in the city for diabetes care and also for cervical screening.

My name is Haleema. I am 18 years young and I am an apprentice at this surgery. I would like to thank all the patients for being patient with me whilst dealing with your queries and learning at the same time. I love my job here and I am always happy to help! All the staff and patients registered with us are super friendly which makes my experience a lot easier and fun at the same time☺.

**A message from your receptionists!**

As an apprentice working at Dr Akbar’s Surgery I feel I have gained various amounts of experience in all different types of aspects of the receptionist’s field. I have learnt from the senior staff and manager in order for me to achieve the best to our patients. I would like to kindly thank you all for being patient with me in order for me to feel comfortable and get your query solved as quick as possible. – Samee Akhtar



The practice has a good Patient Participation Group and we are always keen to involve more of our patients. We want you to have the opportunity to have your say in how services are run at your GP surgery. Your suggestions and opinions are important to us and they will help in our decision making here at the practice. The Business Manager, Mohammed Shaid will attend as many of these meetings as possible. Other clinicians will also attend on a rota basis, including Dr Akbar. You do not have to come to these meetings to be part of the group or to have your say. Speak to your Patient Engagement Lead – Vikki about anything you feel is appropriate and would help with the practice.

Information about upcoming meetings will be on our website and on our notice boards in the surgery.



You can order a prescription in the following ways:

***Please note – We are no longer taking prescription requests at the counter.***

**•By phone**

between 10.00am and 2.00pm only

 *(please remember your surgery is closed on Wednesday afternoons)*

**• In the surgery**

There is a prescription request box that you can use whilst the surgery is open.

*•***Systmonline**

If you are not already registered to our online services and would like to be, please bring in photo id, such as your passport or driving licence for us to take a copy of.

**•By post**

This can be done by using the counterfoil on your last prescription. Just tick the items you need and post it to us. If you enclose a stamped addressed envelope we will be happy to post your prescription out to you.

•**Your local pharmacist**

May offer a service where they can collect and deliver your prescriptions for you. Talk to them about this free service.

**It is your responsibility to order your medication. Please allow at least 48 hours for us to do your repeat prescriptions.**

***Please be aware that we will not give out prescriptions to anyone without patient’s prior consent or to anyone under the age of 14***

Ordering Prescriptions



***The practice is currently registering new patients***



*Autumn 2018*

Surgery News

**Care Navigation**

Dr Akbar’s Surgery

Barkerend Health Centre, Bradford BD3 8QH

www.drakbarssurgery.nhs.uk 01274 663553

Tel: 01274 663553 [www.drakbarsurgery.co.uk](http://www.drakbarsurgery.co.uk)

**Have you had your flu vaccination yet?**

**Please contact surgery to arrange an appointment if you are eligible for a flu vaccination and not had it yet.**

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**Surgery Times**

We are open

Monday, Tuesday,

 Thursday and Friday

8.00am to 6.30pm

Wednesdays

8.00am to 1.00pm

Phone lines open at 8.30am

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**Making your appointment**

There are different ways to make your GP appointment. Appointments can be made on the day if you phone from 8.30am. These are on a first-come-first-serve basis and **may** be triaged. Ask the receptionist if you want to be added to the cancellation list. If any cancellations occur we will contact you on your preferred phone number to offer you the free slot. You can also book your GP appointment on-line using the System Online Services or by using the Evergreen App. If you want to have on-line access, please speak to a member of staff who can arrange this for you. You can also call to arrange an appointment in advance. Currently we are booking up to 2 weeks in advance.

*Please try to avoid calling early morning for anything other than a GP appointment.*

**Tell us...**

Straight away if you are unable to attend your appointment.

This is very important as lots of appointment times are lost to patients who do not turn up.

From Monday 3 December 2018 all practices will start using a new process for managing and booking your GP appointments. It is to offer you, as the patient, a choice.

The receptionist will ask you for a brief outline of how they can help you. This is called **Care Navigation**. Your receptionist has had specialist training so that are able to help direct you to the most appropriate clinician or service. This means that an alternative to a GP appointment may be offered. Using the **Care Navigation** tool your receptionist will ask you questions which will direct them to appropriate services for your current condition.

**Your receptionist will never refuse you a GP appointment**

**and they will not offer you clinical advice**.

This is a new way of working that will be used nationwide. It should help free up GP time to help patients with more serious or complex care problems. The most important thing is that you, as a patient, are seen by the most appropriate service for you at that time. *Please remember - anything you discuss with the receptionist will be kept confidential.*

It is all new to us too – so please be patient with us! If you have any questions, please speak to any member of staff.

We want you to have the opportunity to have your say in how services are run at your GP surgery. Your suggestions and opinions are important to us and they will help in our decision making here at the practice. The practice manager, Jane Bower, will be involved in all the meetings and several of the practice team will also attend on a rotation basis.

Information about upcoming meetings will be on our website and on our notice boards in the surgery.