The Rockwell & Wrose Practice

Wrose Health Centre
Kings Road
Bradford
BD2 1QG
Tel: 01274 638353

Rockwell Medical Centre
Thorpe Edge
Bradford
BD10 8DP
Tel: 01274 612245

www.rockwellandwrosepractice.nhs.uk
Welcome To The Rockwell And Wrose Practice

The practice has an excellent reputation for good quality patient care, consistency and approachability. Our patient list size continues to rise year upon year and we foster good relationships with the local community groups and Voluntary Sector.

Dr Neil Winn, Senior Partner and Rachel Thompson, Practice Manager, have worked together since 1983 and have developed a strong team of health care professionals and forged solid relationships with patients, their families and the local community.

For details of the surgery practice area, please ask at reception.

The General Practitioners

Dr Neil Winn (M)  MBChB  Sheffield 1975
Dr Derek Parkinson (M)  MBChB  Leeds 1985
Dr Alice Gavin (F)  MBChB  Aberdeen 1992
Dr Richard Haddad (M)  MBChB  Leeds 2004
Dr Emma Savin (F)  MBChB  Manchester 2002
Dr Veena Mills (F)  MBBS  Leeds 1997
Dr Richard Haddad (M)  MBChB  Manchester 2002
Dr Emma Savin (F)  MBChB  Leeds 1997
Dr Preeti Bhat (F)  MBBS  Newcastle 2003

Practice Staff

Mrs Rachel Thompson  Practice Manager
Ms Donna Ford  Assistant Practice Manager
Mrs Sarah Daly  Office Supervisor (Rockwell)

Practice Nurses

Alison Kaye  Practice Nurse Team Leader
Julie Mathers  Practice Nurse
Karen Morley  Practice Nurse
Sue Teasdale  Health Care Assistant
Karen Elliot  Health Care Assistant

District Nurses

Ian Andrews  Care Manager
Allison Summers  Practice Nurse Team Leader
Val Lane  Judith Williamson
Jo Lawrence  Shania Hanif
Louise Vowles

NUCARE Pharmacy
1 Cliffe Avenue
Baildon
West Yorkshire BD17 6NX

FREE PRESCRIPTION COLLECTION/DELIVERY SERVICE

OUR PRIORITY IS CUSTOMER CARE

Our pharmacist is available to talk to you in confidence about common illnesses and healthcare, and you will find leaflets in our Pharmacy to give you information on all sorts of health topics.

Some of the products and services available from our Pharmacy are detailed below.

MEDICINES • NUMARK BRAND TOILETRIES • BABY NEEDS
FINE FRAGRANCES • COSMETICS • QUALITY PHOTO PROCESSING

ASK YOUR PHARMACIST - YOU’LL BE TAKING GOOD ADVICE

Tel/Fax 01274 593274
cliffeavenuepharmacy@hotmail.com

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.
Steve White  
**Driver Training**

Most driving schools look the same, you are right, but we are different

We have a range of driving lessons in Bradford and West Leeds to suit your needs...
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**FREE PRESCRIPTION COLLECTION AND DELIVERY SERVICE**

I am authorising Nucare Pharmacy to order and/or pick up my repeat prescription from The Rockwell and Wrose Practice and if I am housebound have my repeat prescription delivered directly to my home.

**Patient’s Name:** ____________________________

**Address:** ___________________________________

_____________________________________________________________________________________

**Telephone No:** ____________________________

**Signature:** ____________________________

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“**They are not just carers they are like friends**”

Total Homecare is dedicated to providing a professional, high-quality service tailored to meet your individual needs. Our Domiciliary Care Service provides care and companionship to adults in their own home.

Founder Lorraine Robinson, a former Homecare Senior, worked for Bradford City Council for 10 years and is qualified to MC13 Level. She is working towards Level 4/5 and a qualified A1 Assessor.

Staff have the skills, experience and expertise to deliver the highest quality service to customers. All are trained to NVQ Level 2/3, have been CRB checked and are fully trained in all aspects of community care.

**Testimonials...**

We spent a long time looking at companies, thankfully we found Lorraine and her fantastic team at Total Homecare. Their care of my mother has been outstanding; they have treated her with respect and dignity and the result is I have a very happy, healthy, 92 year old mother. The biggest compliment and reference I can give is in my mother’s words: “They are not just carers they are like friends”.

Andrew Gaffney

Your care has been consistently attentive, considerate and dignified and you have always adapted to Mum and Dad’s needs, which has made them feel confident in the care you provide and has definitely been a major factor in enabling them to remain together in their own home.

Georgina, Patricia and Brian.

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**Let our practice publications promote your business for you!**

To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards

simply phone

Jenny Mellenchip

now on

0800 612 1516

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Attract more business by placing your advert here. Simply call 0800 0234 196.

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.
Health Visitors

Angela Lumb
Sarah Flannigan
Anya Mayer
Davina Adams

Receptionists Rockwell

Alison Barrass
Sue Whytall
Rachel Howker

Receptionists Wrose

Janine Whitaker
Alison Leach
LeeAnn Cunningham

Secretaries

Diane Burton
Angela Deangelis

Other Staff

Gary Williams and Shaun McGrath
Lisa Hoggarth
Nazmi Shah
Laurence

Registrar:

We enjoy teaching and are keen to contribute towards the training and development of GPs for our future generation. We invite patients to help us make their experience rewarding and challenging. Our registrars are qualified doctors who have had a great deal of hospital experience now working in general practice, mentored by Drs Gavin and Haddad for their final year before becoming General Practitioners.

Medical Students

We are also fortunate to have medical students from the University of Leeds attached to our practice for short periods. It is an honour for our practice to be recognised as good teachers – Dr Winn is an Honorary Tutor. If you do not wish to have the student present during your consultation please inform the reception staff prior to seeing the doctor.

Opening Times

The surgery is open Monday - Friday: 8.30am - 6.00pm, late night Monday until 8.30pm. Reception is open throughout the day.

Appointments

We aim to manage appointment requests in one phone call - No patient will be asked to ring back the next day. Each day we have a telephone triage system for patients who require a "same day" appointment (the receptionist will take your details and a GP will ring you back within a short time). If preferred you may book a routine appointment in advance - up to two or three weeks ahead. Appointments may be made by calling 01274 612245 (Rockwell) or 01274 638353 (Wrose). Alternatively, you may book via our website using the On Line Service – please check with our reception staff about how to register. Please be advised that we operate a “Did Not Attend” policy to reduce wastage (details on our website or from reception). If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations.

Appointment Reminders

We are able to send a short message (SMS Text) to your mobile phone to remind you about any booked appointments. If you are interested please ask our reception staff who will invite you to sign a consent form confirming that you will keep your mobile contact details updated.

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (tel: 999) before calling the surgery.

Urgent Care

From April 2013, the NHS is launching a new 24 hour service 7 days a week to assist if you have an urgent medical problem that needs attention that is not an emergency.

Call 111 if:
• You need medical help fast but it’s not a 999 emergency.
• You think you need to go to A&E or need another NHS urgent care service.
• You don’t know who to call or you don’t have a GP to call.
• You need health information or reassurance about what to do next.

Home Visits

Patients are requested to telephone before 11.30am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Out Of Hours Service

If you require a GP outside normal surgery hours please dial 111 which is the new national NHS helpline. Please remember for minor illness, many local pharmacies are open until 11.00pm (Tesco or Sainsburys).

Registration

All new patients are required to supply two forms of identification (one must be photo ID) and one must provide details of the patients’ home address. New patients are also required to complete a questionnaire and attend a new patient health check appointment with a member of our nursing team. Registration is not complete until this process has taken place.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor’s discretion and are normally for patients on long term treatment. Never allow your medicines or inhalers to run out. IMPORTANT - Requests for prescriptions cannot be made by telephone and should be placed either in person, by fax, via our on line repeat prescription service (for which you need to register at reception) or by calling at the surgery during opening hours handing in the green tear off order form. Prescriptions can be ordered any time Monday to Friday. We are unable to take orders or issue prescriptions at weekends, public holidays or out of normal surgery hours. Please allow two working days before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.
Test Results

Tests results and letters from local hospitals have to be checked by the doctor, therefore please telephone for results in the afternoon. Some tests take longer than others and your doctor should be able to give you an idea of how long you are likely to wait.

RESULTS BY TEXT – we can now send a short message (SMS text) to your mobile phone to inform you of your test results. If you would like to take advantage of this new feature, please ask our staff who will invite you to complete a consent form confirming that you will update the practice every time you change your mobile number.

Interpreters

If English is not your first language we can arrange a suitable interpreter to ensure your visit to the surgery is completely successful however, this sometimes takes up to 48 hours to arrange. If we do arrange an appointment, it is very important that you keep the appointment to avoid unnecessary waste of NHS resources.

Chaperones

If the doctor decides to undertake a physical examination it is our usual policy to offer a chaperone which may be one of our reception /admin team. The chaperone will have attended a suitable training course. The details of the chaperone will be documented in your medical records, or if you decline this will also be recorded.

Dental Problems

Please be advised that we are general practitioners and not dental practitioners and do not have the necessary skills or legal cover to manage and treat dental problems. To avoid misunderstanding, please do not attempt to book appointments with any of our GPs for problems relating to teeth or gums. Should you make an appointment that is for dental problem you may be turned away and asked to contact your dentist. If you do not have a registered dentist, please telephone 0845 46 47 to be allocated an emergency dental appointment, alternatively check www.nhschoices.nhs.uk to check which local dentists are taking on new patients.

Email Communication

If you wish to be contacted by email to receive our quarterly newsletter or annual patient survey please complete the consent form available from our receptionist counter or download from our website.

Clinics

Antenatal Clinic

Patients will be referred to the midwifery team for all antenatal care as GPs are no longer involved. At time of printing antenatal clinics as follows:

- Rockwell Branch – alternate Thursday mornings
- Wrose Branch – weekly every Thursday afternoon

Alternatively, any pregnant lady can attend antenatal drop in every Thursday morning 9.30 – 11.00am at Eccleshill Clinic, Rillington Meadow, Eccleshill, Bradford BD10 without an appointment.

Baby Clinic

Rockwell Branch baby clinic is held every Wednesday morning 9.30 – 11.00am in the Health Promotion room at Rockwell Medical Centre. Sadly, due to new Infection Control Waste Regulations we can no longer dispose of solid nappies and must kindly request parents destroy these in their own homes - scented nappy sacks are available.

Wrose Health Centre baby clinic is held every Thursday morning 9.30 – 11.30am in the Health Promotion room at Wrose Health Centre.

Our experienced health visitors are able to perform child development checks and discuss any aspect of your child's welfare, eg weight, sleeping and behaviour patterns.

Child immunisations are done by practice nurses by appointments (running alongside the baby clinic for your convenience).

PLEASE DO NOT BRING POORLY BABIES TO BABY CLINIC FOR INFECTION CONTROL PURPOSES. THANK YOU

Extra Services

We make every attempt to manage patients within the surgery and avoid sending patients to hospital unless it is absolutely necessary. In recent years we have invested time developing expertise to help us care for patients with long term conditions - these are illnesses for which there is no cure eg. Diabetes, Stroke, Heart Disease, Rheumatoid Disease, Kidney Disease, Epilepsy etc to name a few.

We hold a register of all patients who have a long term condition and work with them to ensure they receive regular health checks (at least once or twice per annum), keep them informed about their care and up to date treatments, and promote good medication compliance to achieve optimum health and good quality of life.

FACT: Patients are living longer and likely to develop one or more LONG TERM CONDITIONS as they get older.

In addition, we have several extra services to support good health and ensure we can diagnose problems quickly:

- ECG (heart checks)
- Skin Problems
- Minor Surgery
- Family Planning
- Sexual Health Screening * (we are able to screen non-registered patients eg partners)
- Musculo Skeletal and Joint Injection Service
- Anticoagulation (Warfarin Monitoring)
- Lung Function Tests
- Smoking Cessation Service
- Alcohol Reduction Service
- Physiotherapy
- Counselling (including Cognitive Behaviour Therapy)
- Citizens Advice Bureau Service
- NHS Health Checks
- Learning Disabilities Health Checks

Please check our website www.rockwellandwrosepractice.nhs.uk for the full range of services and much more information including a patient leaflet section.

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment outside of surgery hours. Please telephone the surgery for an appointment. The fees charged for these services are in line with the BMA recommended charges.

Counselling

Rockwell Branch hosts counsellors from Bradford Primary Mental Health Care Team each day – if you require an appointment please discuss with one of our GPs. Alternatively, you may self refer for short term counselling to the GATEWAY CENTRE on Ravenscliffe Avenue by calling 01274 322170. Alternatively, there are many online resources.

If you require counselling regarding family relationships (including young children) we have access to RELATE service – simply ring 01274 726096 and request a (HOTS) appointment.
Finally we are well supported by the Citizens Advice Bureau as follows:

- Rockwell patients should attended "Drop In Service" held Monday, Tuseday and Thursday mornings 9.30-11.00am at York House, Idlethorpe Way, Thorpe Edge, Bradford (0.25 mile from surgery).
- Wrose patients can attend CAB advice by appointment at Wrose Health Centre each Thursday morning.

Networking in the Community
The Rockwell and Wrose Practice collaborate with local community and voluntary sector colleagues to promote good public health and well being. We recognise that many health problems are often related to circumstances such as housing, unemployment, debts, bereavement and carer stress and often signpost patients to these services.

Rockwell Community Centre Telephone 01274 615300 (Coffee mornings, re employment, exercise classes, walking group, befriending service)
Health on the Streets Team Telephone 01274 322159 (Many activities for all ages)
Carers Connections Telephone 01274 (For people who are struggling to look after someone)

Travel Immunisation/Vaccinations
Please make an appointment at least three weeks prior to your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

Flu Vaccinations
An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.
Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

Look After Yourself Classes
The health visitors organise ‘Look After Yourself Classes’ which offer simple, safe exercises and advice on weight reduction. Enrolment on these courses should be made by telephoning Health on the Streets team on 01274 32164.

Comments And Suggestions
We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestion box.

Rockwell And Wrose Patient Group
We encourage all patients to take an interest in the surgery and over the years have been pro-active in getting patients to become more involved. Every three months we host our patient group which is a forum for sharing experiences, challenging the practice for improvements or providing feedback. We also use the opportunity to inform patients about current priorities for health, how to remain healthy and education about NHS systems. Each year we draft an action plan and undertake a patient survey to ensure we are maintaining standards and details are published on our website.

Disabled Access
At the Rockwell and Wrose Surgery reserved car parking spaces for the disabled are marked near the front door. Wheelchair access to the building is via a ramp near the front entrance. A disabled patient’s WC is provided near the front entrance and another is available on the first floor. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

Complaints Procedure
We always try to provide the best possible service, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Service Authority or the Health Board in Scotland or Northern Ireland. Please note that we have to respect our duty of confidentiality to patients and a patient’s consent will be necessary if a complaint is not made by the patient in person. If you wish to make complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation. We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

Confidentiality
We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

Freedom Of Information
The Freedom of Information Act 2000, obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the ‘classes’ of information the practice intends to routinely make available. This scheme is available from reception.

Zero Tolerance
The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

Primary Care Group
From April 2013 the practice will be included in the new governing arrangements of Bradford District Commissioning Group. Dr Richard Haddad is actively involved in its formation and directly involved in promoting the Patient Voice and the Patient Involvement Agenda.
If you would like to take a more active role in steering the future of the NHS please contact the surgery for more information.
The Rockwell & Wrose Practice Charter

We will:
• Offer a friendly and welcoming approach to health care in a caring environment
• Train our staff to a high standard
• Apologise if we keep you waiting
• Provide high quality NHS primary care services
• Offer wide range of Primary healthcare services
• Provide patients with appropriate information and support about their health care problems, or sign post to other agencies
• Create a climate where patients (or those acting on their behalf) can express their views and make their own decisions
• Listen
• Take care to ensure that care and treatment is provided to patients with due regard to their age, sex, religious persuasion, sexual orientation, racial origin, cultural and linguistic background and any disability they may have
• Where appropriate, encourage and enable people who use our service to be involved in how that service is run

Help us to help you:
• Keep us informed of your current contact details including mobile telephone numbers
• Keep your appointments with our doctors or nurses, or cancel in plenty of time (not five minutes before!)
• Only request home visits if you are too ill to attend the surgery
• Please have tolerance and respect for doctors and staff
• Have patience – we know your time is precious however on some occasions we may “over run” usually due to circumstances beyond our control

Thank you in anticipation