

### **Health Visitors**

A health Visitor has a clinic once a month here at the practice. They also drop in clinics please phone **01274 461307** for more information.

### **District Nurses**

The District Nurses work closely with the Doctor and are able to provide treatment at your home and advise about care and convalescence after discharge from hospital.

### **Useful information**

#### **Patients rights of access to their own health records**

We have leaflets available in the reception area or visit the NHS website.

#### **Patient on line:**

Patients are now able to book appointments , order repeat medication and view your medical summary online. Please ask at reception.  
Identification must be provided.

#### **Pharmacy First :**

**Go straight to your pharmacy for expert advice and treatment !**

Conditions include: Blocked nose, sore throat, earache , fever, cough or cold, teething pain , Athletes foot , thread worms, Thrush, Hayfever, sprains or strains.

#### **Travel Vaccinations**

If you are planning a holiday and require vaccinations please ensure you book the appointment at least three weeks prior to travelling. There is also a charge for some vaccinations.

*If you have any suggestions as to how we can improve this information leaflet please let the Practice Manager know.*

*We operate a zero tolerance policy and will remove violent or abusive patients as per practice protocol.*

*We try to offer you a first rate service but should you feel you want to complain you can in the first instance speak with the GP or Practice Manager. Alternatively you can put your complaint in writing and address it to Miss Lisa J Egglestone.*



Eccleshill Village Surgery  
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BD2 2HX

Tele No: 01274 637417

Fax No: 01274 640316

Website: [www.eccleshill-surgery.co.uk](http://www.eccleshill-surgery.co.uk)

Dr Syed Husnat Murtaza Hamdani (MRCP (UK), MBBS)

#### **Opening Hours**

Monday	6.30am – 6.30pm
Tuesday	8.00am – 6.30pm
Wednesday	8.00am – 6.30pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm
CLOSED	Saturday & Sunday

**Welcome to Eccleshill Village Surgery .**

#### **About the Practice**

The Practice has two male GP's one is a locum and two locum female GPs , Practice Nurse and two health care assistants. We are not a training practice. The practice is not a limited Partnership.

The practice area is growing giving patients greater choice to register here even if they live out of the area. We have suitable access for disabled patients but wish to improve this in the future. .

## **How to make an appointment**

All clinics are by appointment only. Appointments can be made by calling at the reception desk or by telephone – **01274 637417**.

For urgent appointments we have “book on the day appointments”, which we only release on the day. For morning appointments please ring at **8.30am** and for afternoon appointments please ring at **2pm**.

If you feel you need to see a Doctor but it is not urgent, you can book some advance “pre-bookable appointments”. Please ask the receptionist about these appointments.

Please be patient as the telephone can sometimes be extremely busy. We will always do our best to accommodate your needs.

It is also possible to arrange to speak to the Doctor outside of surgery times. Surgery sessions are as follows: morning 9.00 – 10.30am and afternoon 3.30 – 5.30pm.

## **Out of Hours**

If you need a Doctor in an emergency when the surgery is closed, please telephone 111. If your problem is life threatening use the Accident & Emergency Department.

The surgery telephone is diverted to West Yorkshire Urgent Care when the surgery is closed.

## **Telephone Advice**

The Doctor will be happy to give you advice on the telephone when he is not consulting. The receptionists will not disturb the Doctor while he has a patient in his consulting room, unless your call is urgent.

## **Home Visits**

Please try to come to the surgery wherever possible as the facilities here are far better for examination and treatment. If you feel a Home Visit is necessary, please contact the surgery as early as possible and preferably before 10am.

## **Repeat Prescriptions**

For repeat prescriptions please drop in your repeat prescription counterfoil to the surgery, there is a post box available when surgery closed. Please allow 48 hours before collection. We do not accept telephone requests due to safety reasons. We now do electronic prescribing – please enquire at reception.

## **Other Services**

Our Practice provides the following services please ask reception about these clinics and how to book in.

- *Chronic Disease Management – Asthma , COPD, Diabetic, etc.*
- *Smoking Advice & Support*
- *Alcohol Support*
- *Contraception & Advice –*
- *Travel Vaccinations*
- *Childhood Immunisations*
- *24 Hour Blood Pressure Monitoring*
- *ECG Monitoring*
- *Spirometry*
- *Steroid Injections*
- *Pregnancy Testing*

## **Patient Participation Group**

The practice has a virtual patient group. This group is currently being set up in response to patients saying that they are unable to attend meetings. As a member of this group we will send you information on a range of topics , you then decide how often and when you would like to answer. By doing this you will help the practice provide an accessible and responsive service and amongst the first to hear about news and updates. If you wish to join please email the practice manager – [lisa.egglesstone1@bradford.nhs.uk](mailto:lisa.egglesstone1@bradford.nhs.uk) or call the surgery.