



# SPRINGFIELD surgery



## Springfield Surgery

Canalside Healthcare Centre  
2 Kingsway  
BINGLEY  
BD16 4RP

Tel: 01274 567991 Fax: 01274 566865

[www.springfieldsurgery.nhs.uk](http://www.springfieldsurgery.nhs.uk)

Practice information leaflet  
May 2015 Edition

## Welcome to Springfield Surgery

Springfield Surgery is a small practice of family doctors working within the new Canalside Health Care Centre in Bingley. We provide a full range of Primary Care Medical Services. We have four practice partners, two part time permanent doctors and a GP registrar (a fully qualified doctor training in general practice). In addition to the doctors, we employ three practice nurses, a health care assistant and administrative staff.

At Springfield we try to maintain a friendly atmosphere and despite being relatively small, we manage to offer a range of extended services which are often available only at larger practices.

The Practice also benefits from the regular assistance of a wide range of health care workers, midwives, district nurses, community case manager and health visitors.

We are proud to be part of both the Airedale GP training scheme (for local doctors gaining experience in order to become GPs) and also Leeds University medical student training.

We aim to provide a personal service to our patients and their families, whilst maintaining highest standards of care

### New Patients

Patients wishing to register should obtain an application form from reception or download from our website [www.springfieldsurgery.nhs.uk](http://www.springfieldsurgery.nhs.uk). Once our reception staffs receive your application and have registered your details you will be offered a new patient health check. This enables us to ensure your health information is up to date, review any medications and identify/advise on any health concerns. Our friendly reception staff will be happy to advise you, if you have any questions.

### Changing Details

If you change your name, address or telephone number please give full details to reception including your postcode. Please also let us know if details for other members of your family have changed.

If you move outside the practice catchment area, you will be expected to register with a local practice in your new area.

If you have not seen a doctor for 3 years (or in the last 12 months if you are over 75yrs) we will be pleased to provide you with a health check.

## **Who are we? Meet the Springfield Team**

### **The Doctors**

#### **Dr. Simon Gazeley MBBS, MRCP, PGD M.Surgery**

Qualified 1997 from Newcastle Medical School. Member of the Royal College of General Practitioners. Interests: ENT, Elderly Medicine, Minor Surgery.

#### **Dr. Rachel Dawson MB ChB, MRCP, DRCOG**

Qualified 1999 from Leeds Medical School. Member of Royal College of General Practitioners. Diploma in Obstetrics and Gynaecology. Interests: contraception and sexual health.

#### **Dr. Damien Lund MBBS, MRCP**

Qualified 1999 from University College London Medical School. Member of the Royal College of General Practitioners. Interests: Respiratory medicine, Palliative care, urgent care and mental health.

#### **Dr Abigail Howgego, BM, DCH, MRCP, PGcertEd.**

Dr Abi qualified from Southampton University in 2003. She is particularly interested in child health and education, a GP Trainer, teaching doctors on the Airedale GP training scheme.

#### **Dr. Helen Jackson MB ChB, MRCP, DRCOG**

Qualified 1993 from Liverpool Medical School. Member of the Royal College of General Practitioners 1998. Diploma in Obstetrics and Gynaecology.

#### **Dr. Fiona Chubb MB ChB, MRCP, DRCOG**

Qualified 2003 from Leeds Medical School. Member of the Royal College of General Practitioners. Interests : Palliative care and Tropical Medicine.

### **The Nurses**

#### **Philomena Moreland RGN, DIPN**

Philomena performs a full range of practice nurse services, as well as specialising in diabetes, and chronic disease management. She is an independent prescriber and will offer treatment and advice for many of the long-term chronic illnesses.

#### **Beverley Molineaux**

Beverley performs a full range of practice nurse services.

#### **Jennifer Hammond, Health Care Support Workers**

Qualified to perform blood tests, ECGs, blood pressures and ear syringing.

<b>Opening Times</b>	Monday – Friday	8:00 – 18:30
	Monday (3 weeks a month)	8:00 – 20:00
Reception Desk	Saturday (every 4th week)	9:00 – 11:00
Telephone Lines	Monday – Friday	8:00 – 18:00
	Monday (late night)	lines closed
	Saturday	lines closed

## Booking Appointments

Making an appointment to see the doctor or nurse can be done as follows:

- Telephone 01274 567991 and speak to a receptionist.
- Come in to the surgery and book at the reception desk.
- Book directly online a <https://systmonline.tpp-uk.com/Login> To register for this service, you will need to come in and speak to reception in the first instance.

Please be aware that the receptionists may ask the purpose of the appointment, this is to help guide booking most appropriate type of appointment. All information is strictly confidential. If you do not wish or feel unable to disclose any information, please make the receptionist aware. Staff can offer advice on the types and duration of appointments available to avoid unnecessary bookings.

Doctors appointments are routinely 10 minutes, please book a longer appointment if you have several problems you wish to discuss. Please make one appointment for each person who needs to be seen.

You may choose to see any doctor however we encourage patients to see the same doctor during a single episode of illness to provide better continuity of care.

One third of all available appointments are bookable up to 3 weeks in advance, ideal for routine or follow up consultations.

Two thirds of all appointments are bookable on the day of the appointment. Our aim is to see all acute problems within 24 hours of contact. Telephone assessment may be offered initially in urgent cases when appointments are not available.

Telephone appointments may also be offered, if you think a telephone appointment may be appropriate, please discuss with a receptionist in the usual manner.

Springfield also offers a limited number of late evening appointments on selected Mondays and also selected Saturday mornings, designed for routine problems in those who cannot attend during normal working hours.

Please remember to **cancel your appointment** in plenty of time, if it is no longer required, your appointment slot can then be given to someone else.

## **Home Visits**

We encourage you to come to the surgery whenever possible, home visits are strictly reserved for those who are housebound or too unwell to attend. In these circumstances we are happy to visit, though it may not always be appropriate to perform certain examinations or treatments in the home environment.

Please book home visits between 08:30am and 11:00am. Doctors generally provide visits around midday, between morning and afternoon clinics.

## **Seeing a doctor when the surgery is closed**

If you are acutely unwell overnight or at the weekend and you need advice, please call the surgery and listen to the recorded message, your call will be forwarded to urgent care services.

Alternative Contact: Tel: 111

If it's not a 999 emergency.  
But you need medical help fast.  
There's now 111 number to call

## **Walk-In Centre**

Hillside Bridge Health Care Centre  
4 Butler Street West  
Bradford  
BD3 0BS  
Tel: 0845 121 1024  
Monday-Sunday 08:00 – 20:00 (7 Days a week)

## **Checking your own health**

Did you know that we have a 'self-care' room in our reception area which is available whenever the surgery is open? You can use our very simple automated machine to check your blood pressure, measure and print your height, weight and body mass index. There is also access to a computer for browsing our website, getting health information online, booking choose and book appointments and searching NHS Choices.

You may also wish to help your doctor by taking your blood pressure prior to consultations or by providing the details to reception staff, who can update your medical records. Readings taken in this way may be better than those taken in the doctors office as you are often more 'relaxed'.

**DOCTORS CLINICAL ROTA**

	Monday		Tuesday		Wednesday		Thursday		Friday	
	am	pm	am	pm	am	pm	am	pm	am	pm
Dr Dawson	✓	✓	✓		✓	✓	✓	✓		
Dr Gazeley	✓	✓				✓		✓	✓	✓
Dr Lund	✓	✓		✓	✓	✓			✓	✓
Dr Howgego	✓	✓		✓	✓				✓	
Dr Chubb			✓	✓			✓	✓		
Dr Jackson	✓		✓						✓	

Saturday (every 4<sup>th</sup> week) 9:00 – 11:00

Late Monday Evening 6:00 – 20:00

## Charges

There may be occasions when the services you request from your GP do not fall under the normal NHS service provision. These may be private medicals for vehicle licenses or insurance forms or a letter regarding your health, travel vaccinations. It may be something your employer requires in which case they would usually request it in writing. You will be notified at the earliest opportunity that charges may be applied; usually these need to be settled before or at receipt of the service you are receiving. Notices of charges are provided around the surgery and practice website or you can ask at reception.

## Clinics

- **Ante-natal clinic.** We offer a full antenatal and post-natal service. Ante-natal clinics are held on Wednesdays with the Midwife from 12.30pm – 3.30pm.
- **Child health clinic.** Doctors provide development checks at 8 weeks old. Our Practice Nurse carries out routine childhood immunisations. The Health visitors also operate drop in clinics, for full details ask at reception or telephone 01274 221057.
- **Diabetic clinic.** Our Practice Nurse holds this clinic on a Wednesday.
- **Minor surgery.** Minor operations can be carried out at the surgery by prior arrangement. Please consult us in the normal surgery. Casualties should still attend hospital.
- **Contraceptive services.** Contraceptive advice is available from the Doctors and the Practice Nurse, including coil fitting.
- **Sexual health clinic.** Advice and screening available for those who are concerned about sexually transmitted infections, please ask for sexual health appointment on booking.
- **Blood test clinic.** Regular clinics are held at Springfield Surgery by appointment only. Alternatively, there are drop-in clinics at Keighley Health Centre and Airedale Hospital.
- **Asthma & Chronic Obstructive Pulmonary Disease clinic.** Regular checks ensure that your breathing is as trouble free as possible, that your treatment suits you and that you know when to get emergency advice.
- **Travel & Immunisation clinic.** Our nurses are trained to discuss on the latest health related travel advice, information and offer appropriate immunisations before you travel. Please book well in advance of your travel date (ideally longer than 8 weeks). Please be aware travel immunisations may not be provided under the NHS and may attract a fee.

## Repeat Prescriptions

Most medications, which are prescribed regularly, can be ordered without having to see the doctor. You can order in the following ways:

- At the surgery on a medication request slip or completing the prescription counterfoil.
- By faxing a request 01274 566865 or Registering to use System One online. <https://systmonline.tpp-uk.com/Login> To register for this service, you will need to come in and speak to reception in the first instance.
- Through a local pharmacy, who will request and collect the prescription on your behalf.
- Telephone requests are NOT generally accepted for medication requests in order to avoid prescribing errors. In exceptional circumstances a doctor may agree to issue a prescription following discussion.

Please allow AT LEAST TWO WORKING DAYS between request and collection at the surgery and AT LEAST THREE WORKING DAYS if ordering through a local pharmacy.

### Local Chemists

Boots at Canalside Health Care Centre	01274 567412
Boots, Main Street, Bingley	01274 563204
Crossflatts Pharmacy, Keighley Rd, Crossflatts	01274 565992
Cottingley Pharmacy, The Parade, Cottingley	01274 567958
Harden Pharmacy, 2, Wilson Road, Harden	01535 271211
Dalesway Pharmacy, Kingsway, Bingley.	01274 562055
Knights, Swan Avenue, Eldwick	01274 550080

### **'Sick notes' also known as fitness to work certificate**

Doctors' sick notes are issued for absences lasting longer than 7 days only. For illnesses of less than 7 days please contact your employer and complete a self certificate. If your employer insists on a sick note for periods less than 7 days, a private note may be issued if appropriate and there will be a fee.

If you require an extension on an existing note, a telephone appointment or leaving a message for the doctor with reception may be appropriate.



## **General Information**

### ***Doctors in training***

Springfield Surgery is a 'training practice'. We provide education and support for qualified doctors seeking to become specialised in general practice (the GP registrar) and also medical students. Medical students may be present during a consultation with the doctor but will never see a patient unsupervised. There will be a notice displayed in reception when students are present in the practice, please tell reception if you would prefer to see the doctor without a student.

### ***Video recording***

You may be asked to consent to video a consultation. Videos are only used as part of doctor training and improvement; all recorded information is strictly confidential and will be erased after use in line with Royal College of General Practitioners guidelines. You are free to refuse video recording and are also free to change your mind after a consultation (in which case data will be erased immediately).

### ***Chaperones***

Chaperones are available for examinations. You may request a chaperone at reception or when you see the doctor or nurse before an examination takes place.

### ***Patient confidentiality***

We value your right to privacy. All health information is both confidential and secure. Our practices and principles follow guidance provided by the Department of Health 'Confidentiality: NHS code of practice' and comply with the Data Protection Agency standards and follow Caldicott guidelines.

You have a right to access the information held in your own medical records. Access for medical services outside Springfield Surgery can only be given with your consent. Access by non medical organisations, such as insurance companies, will only be given following written consent. Freedom of information act 2000 applies.

## **Comments and Complaints**

We are always very happy to receive compliments about the service and care we are proud to provide. We welcome any constructive comments or suggestions, please use the comments box at reception or write to the practice manager.

We strive to provide a good service, however if you feel the need to make a complaint then please contact the practice manager for advice. You may be asked to provide a written account of the complaint addressed to the practice manager in the first instance. Our practice complaints procedure aims to investigate and address any problems quickly and efficiently. A copy of the complaints procedure is available on request.

If you do not feel able to raise your complaint with us or you are dissatisfied with an outcome of a complaint, you can contact NHS ENGLAND;

CUSTOMER CONTACT CENTRE  
NHS ENGLAND  
QUARRY HOUSE  
QUARRY HILL  
LEEDS  
0300 311 22 33

If you do remain dissatisfied you can approach the Parliamentary Health Service Ombudsman (PHSO) with your complaint. Telephone 0345 015 4033 or visit website for information/download complaints form [www.ombudsman.org.uk](http://www.ombudsman.org.uk).

## **Removal of patients from the Practice Register**

The practice has a zero tolerance policy towards behaviour considered to be violent, abusive or destructive. This includes behaviour directed towards any member of staff, any service user or the practice premises. We reserve the right to remove any patient from the register in these circumstances.

**Patients, who Do Not Attend (DNA) pre booked appointments**, will be sent a letter informing them that this is taken very seriously by the practice as it wastes valuable time and resources. If a patient regularly DNA's appointments they will be sent up to three letters by the practice, then the Drs will discuss whether the patient will be removed from the practice list.

## Useful Telephone numbers

### **Urgent, none emergency advice**

**111**

### ***Hospitals***

Airedale General Hospital	01535 652511
Bradford Royal Infirmary	01274 542200
Yorkshire Clinic	01274 550600
Manorlands Hospice	01535 642308

### **District Nurses**

Community Case Manager	01274 221054
Health Visitors	01274 221053
Midwives	01274 221057

Citizens Advice Bureau	01274 221059
Carers Resource Shipley	0844 245 1282
Carers Resource Skipton	01274 449660
Relate Counselling	01274 700888
Project 6	01535 605047
Bradford GUM Clinic at BRI	01535 610180
Family Planning CASH Canalside Health Care Centre	01274 200024
Social Services (under 65)	01274 221060
Social Services (over 65)	01274 438700
Community Mental Health Team	01535 618400
Walk-In Centre	01535 216020
	0845 121 1024

### **Are you a Carer? We need to know as we can offer additional support and resources**

A carer is an Individual (irrespective of age) who regularly looks after a child, relative, partner or neighbour who is unable to manage on their own due to illness, disability, frailty, mental distress or impairment.

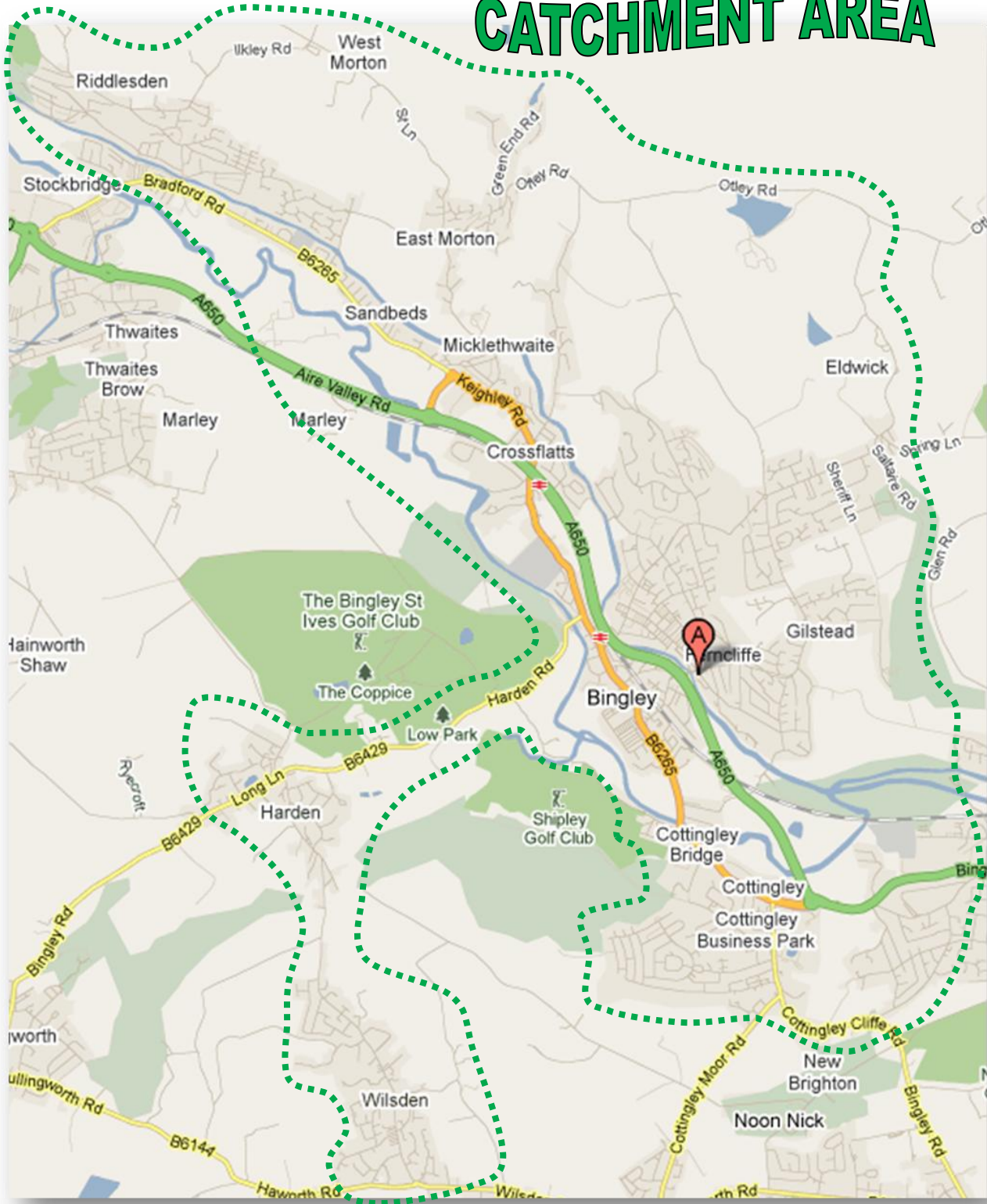
A carer can be a child looking after an older person or parent, or an older person looking after a disabled partner. The definition may be quite wide-ranging.

The term “carer” would not normally apply if the person is:

- a paid carer
- a volunteer from a voluntary agency
- anyone providing personal assistance for payment, either in cash or kind

For more information please contact reception

# CATCHMENT AREA



## Getting to Springfield Surgery

**Car** - We are located just off the A650 bypass at the bottom of Ferncliffe Road. Facing up Ferncliffe Road, turn right at the traffic lights onto Kingsway and turn right again into Canalside Health Care Centre car park.

**Bus** - Buses 622 & 623 serving Bingley and Eldwick.

**Train** - We are a 5 to 10 minute walk from Bingley train station. Turn left outside the main exit, walk past Midland car park onto Ferncliffe Road, follow the road crossing the bypass, Canalside building can be seen on the right.