



# SPRINGFIELD surgery



## Springfield Surgery

Canalside Healthcare Centre  
2 Kingsway  
BINGLEY  
BD16 4RP

Tel: 01274 567991

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

Practice information leaflet  
July 2021 Edition

## **Welcome to Springfield Surgery**

Springfield Surgery is a small practice of family doctors working within 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 staff 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.

## **The Doctors**

### **Dr Simon Gazeley MBBS, MRCGP, 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, MRCGP, 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, MRCGP**

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, MRCGP, PGcertEd.**

Dr Abi qualified in 2003 from Southampton University. 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, MRCGP, 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, MRCGP, DRCOG, D T M&H**

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

### **Dr Awes Siddique MB ChB.**

Qualified 2007 from Liverpool Medicine School. Interests: Child Health and Musculoskeletal medicine.

## **The Nurses**

### **Amanda Royston RGN**

Amanda is our senior practice nurse she performs a full range of practice nurse services including respiratory & diabetes.

### **Beverley Molineaux RGN**

Beverley performs a full range of practice nurse services including respiratory and chronic disease management.

### **Helen Henry RGN**

Helen performs a full range of practice nurse services including respiratory.

### **Gemma Mazey, Health Care Support Worker**

Qualified to perform a variety of procedures including blood tests, ECGs, blood pressures and ear syringing.

## **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.

## Opening Times

Reception	Monday – Friday	08:00 – 18:30
Telephone Lines	Monday – Friday	08:00 – 18:00

## 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 with photo identification.

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.

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

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.

## **Extended Access Service**

This practice is part of the extended access service which provides GP, Physiotherapy, Nurse, and Health care assistant appointments from the following locations (hubs) across Bradford:

North hubs: Shipley Medical Practice, Alexandra Road, Shipley, Bradford BD18 3EG

Central hub: Picton Medical Centre, Westbourne Green Community Health Care Centre, Manningham, Bradford, BD8 8RA

South hub: The Ridge Medical Practice, Cousen Road, Bradford, BD7 3JX

As a patient registered with this practice, you have access to the following:

Weekday appointments

Evening appointments (6.30pm – 9.30pm) at any of the three hubs to see one of the following, subject to availability:

GP

Physiotherapist

Nurse

Health care assistant

Voluntary sector services

Weekend appointments

Weekend appointments are available with a GP from 10.00am - 1.00pm on Saturdays and Sundays from the central hub, subject to availability.

**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	✓		✓						✓	✓
Dr Siddique					✓	✓	✓	✓		

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

If you are acutely unwell overnight or at the weekend and you need urgent advice, which will not wait until we are open please call 111. Your needs will be assessed and advice offered or arrangements made for you to see a doctor.

## Clinics

- **Ante-natal clinic.** We offer a full antenatal and post-natal service. Ante-natal clinics by the midwives.
- **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.
- **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.** Springfield Surgery, Keighley Health Centre and Airedale Hospital all run clinics by appointment only.
- **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-** This service is currently suspended due to Covid restrictions.

## **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.
- 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.
- 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.
- You will be able to reorder medications for a certain period without being seen by a Dr or nurse. Usually this is 12 months; this may be less according to your medical problems. A 'review date' is printed on your repeat prescription and is also viewable online. You will not receive a reminder from the practice so please make a note in your diary and allow a few weeks' notice to arrange an appointment.

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

## Useful Telephone numbers

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

District Nurses	01274 256131
Health Visitor	01274 221223
Midwives	01535 292411

Urgent , non-emergency advice	111
Citizens Advice Bureau	03442 451282
Carers Resource Shipley	01274 449660
Relate Counselling. Keighley	01535 605047
Project 6	01535 610180
Bradford GUM Clinic at BRI	01274 200024
Family Planning & Sexual Health.	030 33309500
Social Services( under 65)	01274 438700
Social Services ( over 65)	01535 618400

### **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

## **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.

### ***'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.

## ***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

## ***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. Our privacy notice is displayed in the surgery and is available on our website [www.springfieldsurgery.nhs.uk](http://www.springfieldsurgery.nhs.uk)

## ***None NHS Services - 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.

## ***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.

## ***Patients, who Do Not Attend (DNA) pre booked appointments***

We 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.

## **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;

NHS England  
PO Box 16738  
Redditch  
B97 9PT

Email [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

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).