



Patient Information

Premises

Our premises are purpose built, spacious and fully accessible to the disabled. We aim to provide a high standard of general practice, keeping up to date with modern technology yet preserving the traditional values of family medicine.



Reception Opening Times

- Mon Thurs 8.30am – 5.00pm .
- Fri 8.30am –12.30pm

Appointments

If you need an appointments for the same day you should ring (or come into reception) between 8.00am and 9.00am. A number of pre-book appointments are available each week.

We will always try to accommodate patients with the clinician of their choice and we will try to arrange appointments to suit patient requests but I am sure you will appreciate that with 6000 patients this cannot be guaranteed. When surgeries are full you will be offered an appointment with another doctor or nurse.

It is your responsibility to keep your appointments. Doctor's appointments are missed each and every day by people who either forget to show up or choose not to call and cancel their appointment. The cost of not attending n Doctor's time and NHS money is great so please cancel your appointment so another person can be seen.

Emergencies

Will be seen on the same day but not necessarily with your own doctor. Sick children will always been dealt with on the same day at the surgery.

Extended Hours

The practice operate extending surgery opening hours each Tuesday 6.30pm—7.15pm. This service is aimed specifically at working persons who are unable to attend the surgery during the normal working week. These appointments are for non-emergency treatment only and appointments can be booked in advance.

Our telephone service will continue to operate on the answering machine, which will provide information on how to contact emergency services if required. Please confirm surgery hours by phone.

Telephone Lines open from 8.00am 5.00pm

You can order your repeat prescriptions online

SURGERY TIMES	Dr Bhojani	Dr Ahmed	Health Consultants	Practice Nurse	Health Care Assistant
	AM PM	AM PM	AM PM	AM PM	AM PM
Monday	09.00 11.30 Pre-book Appointments 13.00 16.00	08.30 11.30 13.00 15.30	08.30 11.30 14.00 17.00	Chronic Disease Management 12.30 17.30	09.30 11.30
Tuesday	09.00 11.30 Pre-book Appointments 13.00 16.00	08.30 11.30 17.00 18.20 Extended Hours 18.30 19.15	08.30 11.30 14.00 17.00	Cytology 8.30 12.45	09.30 11.30
Wednesday	No Surgeries	08.30 09.30 Minor Surgery Circumcisions 09.30 12.00 Pre-book Appointments 13.30 15.30	08.30 11.30 14.00 17.00	Chronic Disease Management 13.00 17.15	09.30 11.30
Thursday	11.00 13.00 16.00 18.00	08.30 11.30 Pre-book Appointments 13.30 15.30	08.30 11.30 14.00 17.00	Baby Clinic 09.00 12.45 Chronic Disease Management 14.00 16.45	09.30 11.30
Friday	09.00 11.30 Travel Clinic 11.30 12.15	09.00 11.30	08.30 11.00		

Violent and/or Abusive Behaviour

We operate a zero tolerance policy. Physical/verbal behaviour that is perceived as threatening, abusive, intimidating or violent towards staff or other patients is unacceptable and such behaviour may result in a patient's removal from the practice register.

Complaints

We take complaints very seriously. If you would like to make a complaint, please write to the Practice Manager. We will acknowledge your complaint within 2 working days. A full investigation will be carried out and you will be given a full written response upon completion of the investigation.

Change of Address

If you change name, address or telephone number, please let reception know by calling or writing to us. If you move outside the practice area you may need to find a doctor in your new area. There are instructions on what to do when you move to a new area on the back of your NHS medical card.

Access to Medical Records

The practice is registered and complies with the Data Protection Act 1998. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. You have the right to know what information we hold about you. If you would like to see your records please contact the surgery.

Chaperone Policy

All patients are entitled to have a chaperone present for any consultation or examination. You may request a formal chaperone, such as a nurse or other trained member of staff, or an informal chaperone chosen from your family or friends.

Participation Group (PPG)

Shifa Surgery are keen to establish a Patient Participation Group. The group will be made up of 'patient volunteers' with a range of experience which we can draw upon to help improve services and patient experience so that you as patients get the most from our Surgery. Group meetings will be held quarterly, and they will be open and informal and may be attended by a GP, The Practice Manager, The Practice Nurse, Staff and patient members. If you would like to join the PPG please ask for an application form at reception



If you cannot attend your appointment please call to cancel

Practice Staff

Health Consultant	Susan Maden
Health Consultant	Jackie Whiteside
Practice Nurse	Suzanne Roberts
Practice Manager	Lorna Metcalfe
Office Manager	Sakir Saiyad
Finance Manager	Anwar Sumra
Office Administrator	Sumayya Mayat
Medicine Manager	Mohammed Iqbal Panchbhaya
Health Care Assistant	Shehnaz Karolia,
Senior Receptionist	Aneesa Omarji,
Receptionists	Ismail Sumra - Hayley Metcalfe - Athaul Goni

Patients Rights - Patients Responsibilities

At Shifa Surgery we are keen to offer you the very best care possible.

We believe that you have the right to:

- Receive treatment from a clinician
- Have your treatment explained to you.
- Refuse to be treated in front of students or to be involved in medical trials.
- Have a relative or friend with you.
- Have a chaperone, for example when you are having an intimate examination, we will try to arrange this for you
- Have access to an interpreter or signer.
- Confidentiality.
- Have access to emergency medical care.
- Complain without discrimination.
- Receive treatment regardless of your race, gender, age, social class, religion, sexual orientation, appearance, disability or medical condition.
- Have access to your medical records under the Access to Medical Records Act of 1990 but if you want this then the law states that you must apply in writing to the practice manager.

With these rights come the following responsibilities on you as a patient of the practice. We expect that you will:

- Be on time for appointments.
- Inform the surgery if you cannot keep an appointment.
- Tell your GP or any hospital you are attending if you move home or change your telephone number.
- Use emergency services responsibly.
- Treat healthcare staff politely.
- Pass on your comments to healthcare staff.

Medical Investigations

When blood or urine tests have been requested the results are returned to the practice within 7-10 days. X-ray reports can take up to 3 weeks to arrive. We will inform you if there is anything you need to do following your results. If you wish to telephone for results please do so after 2.00pm.

Sick Certificates

You only need a doctor's note if you are unable to work and are ill for longer than seven calendar days. Your employer will provide you with an SC2 self-certificate form for shorter periods of illness.

Confidentiality—Data Protection

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. This information may be used for management and audit purposes. We will always adhere to our data protection and confidentiality policies.

Health Word-Search

- BEHAVIOR
- RESPONSIBILITY
- WELLNESS
- HABITS
- DIET
- EXERCISE
- DISEASE
- DISCIPLINE
- AWARENESS
- CRITICAL
- LEARNING
- RISKS
- HEALTH
- MENTAL
- EMOTIONAL
- FAMILY
- LIFESKILLS
- PHYSICAL
- LITERACY
- FRIENDS
- ADJUST



General Health Advice

- Don't smoke
- Take regular exercise
- Do not get overweight
- Eat a healthy diet
- Do not ignore lumps, unexplained bleeding or weight loss.

Circumcisions

Dr Ahmed carries out Circumcisions on a private health care basis. Parents who are considering having their son circumcised should be fully aware of the issues and risks involved. The child's medical, social and cultural circumstances should be considered when deciding whether or not he should be circumcised. Please contact the surgery for further advice.

Travel vaccinations

If you are planning to travel abroad, you should check which vaccinations are recommended for the areas you will be visiting. You can find this information on these two websites:

- <http://www.fitfortravel.nhs.uk/destinations.aspx>
- http://www.nathnac.org/ds/map_world.aspx

Free Text Message Reminder Service

Missed appointments increase waiting times for all our patients. To help improve our patient services, we will send you a FREE reminder via text before your appointment. Simply provide your details by filling out the form overleaf and hand it in to reception. A day or so before your next appointment you will receive a reminder detailing the date and time direct to your mobile phone.

Step 1: Fill in your details below

Step 2: Hand in this slip at reception.

Step 3: A day or so before your appointment you will receive your free appointment reminder

Full Name	
Date of Birth	
Mobile Tel:	
Home Tel	
Email Address	
Signature	

Details provided will be used solely for general contact purposes and will not be passed onto third parties. Please do not forget to inform us when your details change

Dr I Bhojani

BSc (Hons), MBChB, DFFP, DRCOG, DCCH, MRCP, PhD.

Dr. T Ahmed

MBBS, DCCH, MRCP.

Bangor Street Health Centre

Blackburn, BB1 6DY

Tel: 01254 674277

Fax: 01254 681091



Additional Services

Family Planning
Cervical Smears
Smoking Cessation
Travel Vaccinations & Advice
Medical Examinations
Diabetes Management
Healthy Heart

Asthma Clinic
Well Women
Child Vaccinations.
Maternity Services
Baby Clinics
Circumcision
Minor Operations