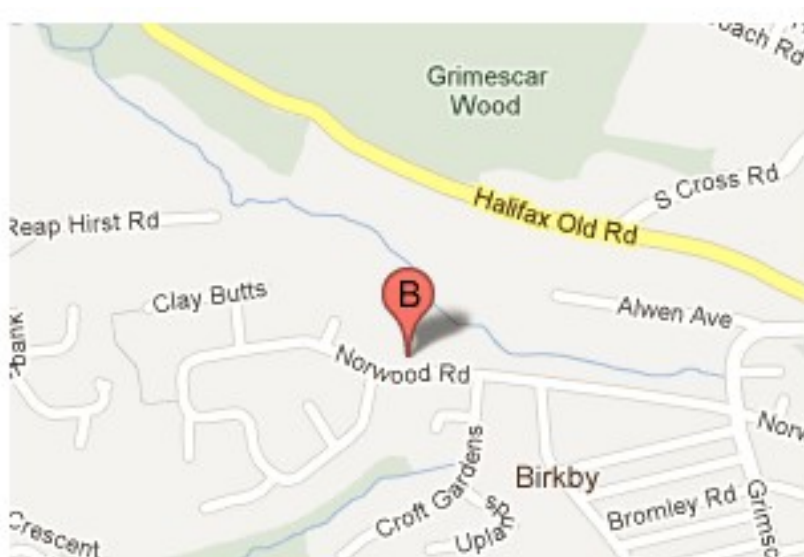


PRACTICE AREA BOUNDARY



This map is not to scale

This practice covers the Birkby area



MON- FRI 8:00AM UNTIL 6:30PM

BIRKBY HEALTH CENTRE
37 NORWOOD ROAD
BIRKBY
HUDDERSFIELD
HD2 2YD
TEL: 01484 519911
www.birkbymedical.co.uk

OUT OF HOURS
111
(WEEKDAYS 6.30pm UNTIL
8.00am, SAT, SUN AND
BANK HOLIDAYS, IN CASE
OF AN EMERGENCY DIAL
999 OR LOCAL
ACCIDENT AND
EMERGENCY)



**PATIENT
INFORMATION
LEAFLET
REVIEWED
SEP 2025**



PRACTICE STAFF



DOCTORS

Dr Sobia Khaliq (f)

Dr Mazhar Mohammed (m)

Dr Shoaib Iqbal (m)

**The practice is supported
by regular male and female
GPs and clinical
practitioners**

MANAGEMENT TEAM

**Practice Manager
Mrs Afeera Aleem (f)**

**Office Manager
Mr Zohaib Isa (m)**

**Office Manager
Miss Sana Hussain (f)**

ADVANCED CLINICAL PRACTITIONER

Mrs Afeera Aleem (f)

Use the right service



<p>Self care</p> <p>Visit www.nhs.uk Minor cuts and grazes bruises and minor sprains Coughs and colds Sore throat</p>	<p>Pharmacy</p> <p>Minor ailments Bites and stings Upset stomach Medication advice</p>	<p>NHS 111</p> <p>Feeling unwell? Need medical advice? Don't have a GP to call?</p>	<p>GP Advice Out of hours call 111</p> <p>Persistent symptoms Chronic pain Long term conditions</p>	<p>Urgent Care Centres</p> <p>Breaks and sprains X-Ray and ultrasound Cuts and grazes Fever and rashes</p>	<p>A&E or 999 Emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
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Birkby Health Centre

CQC overall rating

Good ●

2 May 2018



Click Here to Contact Your GP Online

Answer a few simple questions and we'll tell you how you can get help quickly
health advice, appointment booking, fit notes, medication and more...

Your GP Practice

What certain media sees **What the public see**

Face to Face appointments **Busy phone lines**
Remote GP Contact

<ul style="list-style-type: none"> Meetings Prescriptions Extended hours Coroner reports Patient signposting Medication reviews Managing complaints Coding & data sharing Chronic disease reviews HR & Staff management Medical student training Keeping patients updated Dealing with health briefs Learning disability reviews Arranging patient transport Managing national & local targets Reviewing patient & hospital letters Supervising & supporting Community teams 	<ul style="list-style-type: none"> Flu jabs Home visits Safeguarding Non-NHS letters Pharmacy liaison Reviewing results Mandatory training COVID Vaccinations Processing referrals 90% of NHS contracts Antibiotic stewardship CQC & PCN monitoring Care home ward rounds Appraisals & revalidation End of life/ palliative care Childhood immunisations Tackling medical fake news Population health management
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Work actually being carried out by GPs and their team...

With thanks to e-GP Learning

OUT OF HOURS

NHS 111 is a 24 hour free advice service available 24 hours a day, 7 days a week. It is for non-life threatening conditions. They will assess you, provide advice and direct you straight away to the local service that can help you

In cases of a medical emergency or major injury go to:

HUDDERSFIELD ROYAL INFIRMARY
ACRE STREET
LINDLEY
HUDDERSFIELD
01484 342000

IF AN AMBULANCE IS NEEDED DIAL 999



Kirklees Walk-in Centre
Dewsbury & District
Hospital, Halifax Rd,
Dewsbury
WF13 4HS



NURSING TEAM

Practice Nurse
Mrs Jennifer Auty (f)

Phlebotomist
Mr Zohaib Isa (m)

RECEPTION TEAM

Receptionist
Mr Ateeq Hussain (m)

Receptionist
Miss Deya Hiwa (f)

PRIMARY CARE NETWORK TEAM

Primary Care Network
Clinical Pharmacist
Mr Qasim Sadiq (m)

Primary Care Network GPs
and Clinicians

Foundation Year
Pharmacists

OPENING HOURS

Dr Khaliq's Surgery Times:

Monday - 09:00-11:30

Tuesday – 09:00 – 11:30

Wednesday – 09:00 – 11:30

Alternate GP:

Monday - 09:30-12:00

Wednesday – 09:30 – 12:00

Thursday – 09:30 – 12:00

Friday – 16:30 – 18:30

Practice Nurse Surgery Times:

Monday - 09:00-17:30

Tuesday – 09:00 – 15:00

Wednesday – 09:30 – 13:00

Clinical Pharmacist Surgery Times:

Monday - 14:00-18:00

Thursday – 09:30 – 14:30

Friday – 13:00 – 18:00

Advanced Clinical Practitioner Surgery Times:

Monday - 09:30-11:30

Tuesday – 09:30 – 11:30

Wednesday – 09:30 – 11:30

Thursday – 09:30 – 11:30

COMPLAINTS PROCEDURE

Any form of complaint can be put in writing to the practice manager and will be acknowledged within .. working days. It will then undergo investigation procedure. The findings will be discussed, and a response letter will be sent out to you as per practice policy. We also have a suggestion box in the waiting room, if you have any suggestions or comments, please put them in the box. You may also speak to the office manager directly. We have a zero-tolerance policy and violent patients are reported to the police immediately. You may also seek advice from Patient Advice and Liaison Service (PALS) on 0800 013 0018 or write to them at:

PALS
Patient Advice & Complaints
Service,
Calderdale & Huddersfield NHS
Foundation Trust,
Calderdale Royal Hospital
The Old Chapel,
Salterhebble, Halifax
HX3 0PW
patientadvice@cht.nhs.uk

The practice supports the Governments NHS zero tolerance zone campaign. The GPs and staff have the right to care for others without the fear of being attacked or abused. Violent patients will be reported to the police and struck off our GP list. We ask that you treat the Doctor and staff without violence or abuse.

Further escalation
If you are not content with the complaints manager's reply, the next step is to escalate your complaint to the PHSO.

The Parliamentary
and Health Service
Ombudsman

City Gate, Mosley
Street
Manchester
M2 3HQ 0345 015
4033

Email: phso.enquiries@ombudsman.org.uk

SAFEGUARDING

The practice has a code of conduct for safeguarding adults and children policies. Each member of staff is trained on an annual basis on Adult and Child safeguarding as part of our commitment. The practice has adopted NHS England policy on safeguarding, details of which are available on request from reception.

PHARMACY-FIRST

Pharmacy-First Scheme-

Patients that contact the practice with certain conditions or ailments that can be treated by community pharmacy will be referred to a community pharmacy of their choice by a member of the administrative team.

This is to help support patients in managing their conditions with the most appropriate healthcare professional at the time. Examples Conjunctivitis, hay fever, coughs and colds, temperature, diarrhoea, sore throat, headache, athletes' foot, dandruff, earache, dry eyes, threadworms, oral thrush, vaginal thrush, atopic dermatitis and insect bites of conditions.



APPOINTMENTS

Consultations are by appointment and can be made in person at the surgery or over the telephone or you can book your appointment online. Contact reception for further information about online services

We offer consultations via telephone & video calls every day with either the doctor or Advanced Clinical Practitioner. Please contact reception to book and the clinician will then call you to discuss your problem. Please confirm your current contact details with the receptionist in order to make sure one of our clinicians can reach you.

Cancellations

If you cannot attend an appointment for any reason, please inform us as soon as possible so the appointment can be given to another patient. If you are late for your appointment for any reason, you may have to wait to see the clinician. *We monitor attendance and we may contact you to discuss non attendance*

PATCHs

PATCHs is an online consultation service that allows you to quickly and easily access GP services online. All you have to do is answer a few simple questions and PATCHs will get you the help you need quickly. You can avoid calling the practice as our phone lines may be busy. To register with PATCHs simply visit our [website www.birkbymedical.co.uk](http://www.birkbymedical.co.uk) for further information

The receptionist may ask you the reason for your call; this is to sign post you to the most suitable healthcare provider such as A+E department, opticians, dentists and the pharmacy.

HOME VISITS

Home visits for housebound patients can be requested via the telephone before 10:00am as this is to manage practice workload. The receptionist will ask you about your illness to help the doctor plan the priority and urgency of the visit. The doctor may phone you before the visit to assess the need of the visit as you may be referred to the urgent care response team. We understand there are circumstances that require a home visit; it is of great help if you make every effort to attend the surgery.

PRESCRIPTIONS

We will process repeat prescriptions within 48 hours (Excluding weekends and bank holidays). You can now order repeat prescriptions online, to use SystmOnline you will need a practice ID number and access ID number which is obtained from the practice and, in conjunction with a password will be unique to you. Please contact reception for further information.

If you do not have online access, complete the tear off attached to your last prescription and hand it or post it to the surgery. If you have not been prescribed a medication for some time, you will be asked to attend for a medication review with one of the practice pharmacists. This may be a face to face or remote consultation. We advise patients to order their medication in a timely manner.

To comply with the GDPR, the practice understands that it will be accountable for the processing, management and regulation, and storage and retention, of all personal data held in the form of manual records and on computers, tablets, etc.

Training
New staff must read and understand the policies on data protection and confidentiality as part of their induction. All staff receives training covering basic information about confidentiality, data protection and access to records. Training in the correct method for entering information in service users' records is given to all staff.

SUMMARY CARE RECORD

There is a new Central NHS Computer System called the Summary Care Record (SCR). It is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had. For more information visit, www.nhs.uk for your health records



ACCESS TO MEDICAL RECORDS

Confidentiality & Medical Records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

To provide further medical treatment for you e.g. from district nurses and hospital services.

To help you get other services e.g. from the social work department. This requires your consent.

When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

GDPR

This primary care service recognises it must keep all records required for the protection and wellbeing of patients, and those for the effective and efficient running of the practice such as staff records to comply with the General Data Protection Regulation (GDPR), which comes into force on 25 May 2018 (and which is expected to continue to apply post-Brexit).

TEST RESULTS

Patients are reminded that hospital reports and results of tests can take up to two weeks to reach the practice. Some results can take longer and the doctor or nurse will usually have advised you of this at the time the test was undertaken

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate to unless that person has given prior permission for the release of the results or they are not capable of understanding the results

REGISTRATION/ NEW PATIENTS

If you live within our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure. Eligibility can be quickly confirmed from your address so it would help if you could provide photo ID and proof of address i.e. a utility bill

Patients are required to fill in a GMS1 Registration form which can be found on our website, or you may collect a form from the practice. Once registered, you will be invited to a new patient medical. In exceptional circumstances, we may ask for copies of birth certificates.

CLINICS & SERVICES

Diabetes Reviews
Regular review and management for diabetic patients

Smoking Cessation
Advice, support and help for overcoming the need to smoke

Weight Loss
A structured approach to weight loss, healthier eating and better lifestyle.

Over 75 Health Checks
A routine health check including blood pressure, urine, weight, diet etc

Child Immunisations
Children will receive notification from child health dept when routine immunisations are due

Travel Advice & Imms
Immunisations and advice for travellers

Asthma & COPD
Regular monitoring

Well Woman Checks
Routine health check carried out by a female GP or practice nurse including smear tests

Family Planning/Contraception
Advice and treatment

NHS Health Check
If you are 40 or over & do not have a long term condition. You are entitled to a free NHS health check

Minor Surgery
Minor procedures are carried out at the practice

General Health Check
Routine health checks are available to all newly registered patients

Other Clinics & Services offered at the practice include:
Hypertension reviews, Chronic disease management, Dressings, Blood tests, Influenza and Vitamin b12 injections, Learning disabilities' review, carer health checks, Severely mental illness reviews

NON-NHS SERVICES

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

Medicals for driving requirements (HGV, PSV & taxi etc)

Private letters

Insurance claim forms

The fees charged are based on the British Medical Association (BMA) suggested sales. Our reception staff will be happy to advise you about them along with appointment availability

PATIENT PARTICIPATION GROUP

Birkby Health Centre has a Patient Participation Group (PPG) in collaboration with the Greenwood PCN that meets 4 times per year to discuss the needs of the patients and the service we provide. This is a small informal group headed by the patient representative.

The PPG is open to any suggestions you may have. If you are interested in joining this group please contact the practice manager.