



# The Boulevard Medical Practice

## Patient Information

Savile Park Road, Halifax, HX1 2ES  
Horne St, Halifax, HX1 5UA

Tel: (01422) 365533

Contracted by Calderdale CCG to provide Medical  
Services for patients within the local community Training

## Practice Numbers:

General Enquiries & Appointments	01422 365533
Out of Hours (call is free of charge)	111
E-mail	boulevardadmin@nhs.net
Health Visitors (LOCALA)	030 0304 5076
District Nursing Team	01422 361374

## Other Useful Numbers:

NHS 24-hour advice (call is free of charge)	111
NHS advice online (call is free of charge)	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>
Calderdale Royal Hospital	01422 357171
Calderdale Royal Appointments Office	01422 222100
Age Concern	01422 252040
Alcoholics Anonymous	01904 644026
Ambulance (Routine)	01422 222209
Halifax Central Initiative	01422 320643
Broad Street Plaza	01422 361300
Calderdale Bereavement Service	01422 372293
Calderdale Carers	01422 369101
Contraception & Sexual Health Clinic (Broad Street Plaza)	01422 261370

Environmental Health (For home burn bin collection)	01422 288001 (opt 3)
Gateway to Care	01422 393000 gatewaytocare@calderdale.gov.uk
Registrar (Births, Deaths & Marriages)	01422 288080
Social Services	01422 288000
Women's Centre	01422 386500

## Local Pharmacies

ASDA – 01422 331318	Meds Express – 01422 248069
Boots Halifax – 01422 352009	Ovenden – 01422 647242
Boots Ovenden – 01422 365062	Queens Road – 01422 348758
Brooks – 01422 369070	Rowlands – 01422 244560
Boulevard – 01422 352540	Ryans – 01422 253510
Heath – 01422 354375	Ryburn – 01422 372450
King Cross – 01422 384123	Siddal – 01422 345808
Lloyds Sainsburys – 01422 357330	Swires – 01422 361134
Sowerby Bridge – 01422 833300	Tesco – 0191 6933090

## Partners

Dr Nagheena Haq (f)	MUDr, DRGOG, MRCGP. Graduated Prague 1999
Dr P Rajeswari (f)	MBBS, MRCGP, DFFP, DPD, MRCOG. Graduated Madras 1994
Dr Raheem Mukhtar (m)	MBChB, MRCGP Graduated Aberdeen 2005
Dr Asif Yaseen (m)	MBChB, MRCGP. Graduated Dundee 2000
Dr Muhammad Suhail Khan Niazi (m)	MBBS (Pakistan) DPD (UK 2011). Date of Full Registration (2003)
Special Interests	Child health surveillance, Maternity services, Minor Surgery, special interest Dermatology.
Languages spoken	English, Urdu, Punjabi, Hindi

## Locum GP's

Dr Javed Ishaq (m)

Dr Aisha Fayaz (f)

## Registrars

Dr Zain Sarfraz (m)

Dr Nour Turki (f)

Dr Yasmin Williams (f)

Dr Aqib Mahmood (m)

Dr Aleena Sarfraz (f)

## Practice Nursing Team

Andrea Beaver (f)	Advanced Nurse Practitioner
Fran Lloyd (f)	Advanced Nurse Practitioner
Elisabete Ribeiro (f)	Advanced Nurse Practitioner
Usman Akram (m)	Locum Advanced Pharmacy Practitioner
Mozammal Mahmood (m)	Locum Advanced Pharmacy Practitioner
Samantha Mortimer (f)	Locum Advanced Nurse Practitioner
Catherine Bhatoy (f)	RGN Nurse
Colette Stout (f)	RGN Nurse
Lisa Fallows (f)	RGN Nurse
Sarah Ellis (f)	Health Care Assistant
Vijaya Deverapalli (f)	Phlebotomist
Tracy Brennan (f)	Phlebotomist

## Non-Clinical Management Team

Lucy Mason (f)	Practice Manager
Carly Hegarty (f)	Operations Manager
Carole Thornton (f)	Reception Manager

## Aim of the Practice: -

*"The purpose of The Boulevard Medical Practice is to offer care, support and advice to all patients to enable them to maximise their quality of life."*

## Introduction

Welcome to The Boulevard Medical Practice, previously Heath House Surgery. The practice opened on 15th August 2011. Since the early 20th century this Grade 2 listed building had always been a school and prior to that was Savile Hall, home of local gentry, dating back to the mid 1700's.

The surgery's sister site is located at Horne St, Halifax, this was formally an independent surgery until the two surgeries merged in January 2020.

Both practices have access for the disabled with all consulting and treatment rooms on two floors along with a patient lift and disabled toilets.

The partners are independent contractors who have formed an equal partnership (Limited) under the name The Boulevard Medical Practice. Calderdale Primary Care Trust has contracted the partnership to deliver primary care medical services to the local community in line with the NHS national standards.

All patients' notes are computerised, and details of any consultations are recorded directly into this system.

## A Training Practice

The Boulevard Medical Practice is a training practice and is involved in the training of qualified doctors who wish to become General Practitioners (GP's).

A GP Registrar will normally be assigned to the practice for 6 or 12 months and will be running surgeries alongside the partners.

At times the trainees will be observing other doctors in clinic. If you prefer not to have an observer present during your consultation, please feel free to advise reception or the doctor you are seeing.

## Confidentiality

All staff appreciate the nature of their work and the type of sensitive information that they have access to daily. They are all trained in this aspect of their work.

You can be assured that discretion is always used, and patient information is divulged on a need-to-know basis only within the practice.

Great care is taken to ensure that all patient details, including patients under the age of 16's are kept confidential.

Consent must be given from any patient who wishes a friend or relative to act on their behalf.

### PLEASE NOTE:

- Smoking is not permitted on the premises or grounds

- Dogs are not permitted in the building except for guide dogs
- Mobile phones must be turned off or put on silent whilst in the building

## Appointments

The doctors, nurse practitioner and nursing team run surgeries and clinics at various times between 8am and 6pm Monday to Friday. Consultations are by appointment only. We strive to maintain 48-hour access to our medical team for all acute patients, so we need to limit the number of appointments we make available for advance booking, therefore the majority of appointments for GPs are “book on the day”. The surgery also offers “ring-backs” for patients who may require urgent medical assistance, but no appointment is routinely available or requires urgent service. This service involves either one of the GP’s or the Nurse Practitioner calling the patient on the phone within a few hours. Messages cannot be left on answer machines therefore it is vital that you can give a telephone number where you can be contacted.

**Note Same day appointments either by telephone or F2F must be booked before 9.30am.**

Nurse’s appointments are mainly bookable in advance. Telephone appointments with a GP are also available to book in advance.

Each appointment is for one person only. Please be aware the allocated time for a standard appointment is 10 minutes. If you have a

number of concerns that you need to discuss, please advise when you book as extra appointment time will be necessary. The Patient Services team are responsible for managing the allocation of appointments and to do this effectively they will ask for details. The advisor needs only the briefest detail to be able to direct patients to the most suitable clinician (Doctor, Nurse Practitioner, Practice Nurse or Health Care Assistant).

**Note:** Patients will NOT be seen without an appointment unless it is a medical emergency. If you arrive late for an appointment, we cannot guarantee that you will be seen, you may need to make another appointment or maybe asked to wait until the end of the end of the surgery.

If you cannot keep a booked appointment, please telephone the surgery as soon as possible so that the appointment time can be allocated to another patient.

## Out of hours

From 6.30pm through to 8am and all day on Saturday and Sunday, the out of hours service provides cover for patients. Call 111 for the out of hours service. Calls are free from mobiles and landlines. You should phone 111 if the surgery is closed and you require medical help unless it is an emergency call 999.

# Surgery Times

**Opening Times** 8am – 6.30pm Monday – Friday

**\*\*Surgery closed from 12.30-1.30pm for staff training on Fridays\*\***

Although the surgery is contactable during this training by calling the emergency number which is given out on the surgery answer phone or the staff intercom button near the staff entrance at Boulevard.

We may also close one afternoon per month - please check notices at the surgery or on the website.

## Preference of Doctor

Although patients are registered with the “Practice” and assigned an allocated doctor, patients can see any of the doctors at the practice. If you have a preference to see a Male or Female doctor or a specific doctor we will always try and accommodate your preference but this may not always be possible

## Chaperone

When you are seeing the Doctor, Nurse Practitioner or Nurse you may be offered a chaperone for certain examinations.

You also have the right to ask for a Chaperone for ANY examination – please feel free to do so at any time. All staff who undertake the role

of “Chaperone” have been fully trained. If you would like to discuss the role of the Chaperone, please ask

## Home Visits

Home visits are for serious illness and those that are medically housebound. If a home visit is requested a doctor will normally telephone to assess prior to attending. Doctors have better facilities to treat patients at the surgery and this is always preferred where possible. Any requests for home visits should be made as early in the day as possible.

The Boulevard welcomes everyone who moves into or lives in the practice area who wishes to register with us.

## New patients

To register please call into Reception. You will be required to complete a registration form. New patients are welcome to book a new patient medical with one of the nursing staff.

**Note** Please bring ID where possible (but you can register without), please provide your NHS where possible.

## Out of Area Registration

Patients who live outside the area may apply to register as long as they

do not have a medical condition that is likely to require home visits and they don't have young children under five. This are approved by the doctor and it is down to their depression. Out of Area registrations are not entitled to home visits from the practice – if a home visit was needed this would need to be arranged with NHS 111.

## Test Results

Results tend to be sent electronically back to the practice. They are then reviewed by a doctor and placed on the patient's medical record. If the doctor needs to discuss the results you should receive a text asking to make a non-urgent appointment to discuss the results. If after 2 weeks after having tests, you have not received a text, you can all the surgery to check that the result has been received. Please call after 11am when the phone lines are a bit quieter.

## e-referrals

Here at The Boulevard Medical Practice, we operate an electronic appointment booking system for hospital appointments called "e-referrals". Most, but NOT all appointments may be booked in this way.

This means, if you need to be referred to hospital for any reason, YOU are able to:

Choose which hospital you wish to be seen at within the immediate

are (Calderdale/Huddersfield/Bradford/Dewsbury etc.) - some areas may have slightly shorter waiting times than others.

Book an appointment over the telephone for a time and date that are convenient to you.

You will be given an information sheet with TWO IDENTIFIERS – a BOOKING NUMBER and a PASSWORD both unique to you. This information will be needed when you telephone the outpatients appointments telephone number to book an appointment. We shall highlight these important identifiers for you.

This system will help you arrange an appointment time to suit YOU best and you will have the reassurance of a definite booking much sooner.

Should you have any difficulties when trying to make trying to make a hospital appointment do not hesitate to contact the surgery and the staff here will be happy to help you.

If you have private medical insurance and wish to be referred privately, please ensure the GP is aware of this.

## Freedom of Information – Publication Scheme

The practice has a policy on the supply and provision of information in line with the Freedom of Information Act 2000 which is a guide to classes of information that are available.

## Change of Name, Address or Telephone Number

It is important that our records are kept up to date. Please notify us in writing, via our website or call into the practice as soon as possible if you change your name, address, or telephone number. If your new address is not within the Practice Area (see map on back of leaflet) you may be required to register with another practice that covers the area that you have moved to.

## Staff Training

The surgery is closed every Friday between 12.30pm and 1.30pm for staff training. Occasionally further training times are planned, up to a maximum of one afternoon per month - please refer to the surgery website or notice boards at the Surgery for times and dates or contact Reception for details.

## Text Messaging

The surgery sends text messages to remind patients of booked appointments, to confirm appointments, to invite patients for review and to update patients with relevant news. Please ensure we have your up-to-date mobile number. You may OPT OUT of the text service at any time by advising the practice. Patients are all assumed to have opted into this service.

## Repeat Prescriptions

Repeat prescriptions can be ordered at Reception, Online via our website, [www.boulevardpractice.co.uk](http://www.boulevardpractice.co.uk) (please ask for a password if you are not already using SYS1 Online) through engage consult, or via the email address [boulevardadmin@nhs.net](mailto:boulevardadmin@nhs.net) and will normally be available after 48 hours, after 2pm (not counting Saturday or Sunday or Bank Holidays). Re-order slips can be provided for your use to minimise error. Prescriptions can be returned by post if a stamped addressed envelope is enclosed with your request. Some Pharmacy's provide a delivery service, which is free of charge.

If you do use a regular Pharmacy, we ask that you authorise one to receive your prescriptions electronically, this is so much safer, quicker, and easier than processing paper prescriptions.

Please plan ahead for your prescriptions, taking account of holidays as

48 hours' notice is required for ALL requests. If you request medication that is not on your repeat list, a reason must be given.

**Note we do NOT accept telephone requests for repeat prescriptions to avoid the risk of error.**

Repeat medications must be reviewed regularly and you may be asked to attend the surgery for this to be done before further medication is prescribed. Medication reviews will be carried out in line with your birthday month. Blood tests may need to be carried out as part of your medication review.

## Nurse Practitioner

Nurse Practitioners are highly qualified and experienced nurses who have received several years additional training to enable them to see and recognise many of the conditions that a general practitioner (GP) would usually diagnose.

Qualified Nurse Practitioners working within GP practices covered by Calderdale Primary Care Trust (PCT) have received their training at university during which they have also worked alongside and received training from a GP.

What does a Nurse Practitioner Do?

Nurse practitioners provide healthcare advice and treatment for adults and children. Nurse Practitioners can:

- Diagnose and treat various conditions seen in general practice
- Diagnose and treat long-term conditions including diabetes, high blood pressure and asthma
- Obtain medical histories and make a physical examination
- Make referrals on to other services if necessary
- Prescribe some forms of medication

## Patient Participation Group/ Volunteering

The Patient Participation Group is a group of people coming together on a regular basis to look at how they can positively influence the development of local health services for patients within their own Medical Practice, and progression and growth of the Practice as a whole.

The Practice meets with the PPG a few times a year. All patients are welcome to join the group and attend these meetings. Meetings are advertised on the Practice website and in the waiting room

We have some patients who do voluntary work for us in the waiting room. If you are interested in getting involved, please leave your name at reception.

## District Nurses

A district nurse is registered nurse who has undertaken further training in nursing care in the community.

The district nursing team consists of District Nurses, Community Staff Nurses and Health Care Assistants.

It provides planned care to patients over 16 years of age in their own homes and to gives support to carers, in order to maintain care at home whenever possible.

Services they provide include holistic assessment of nursing needs, wound management, continence care, injections, blood tests, symptoms control in palliative care and end of life nursing.

The team works closely with the GP's, other health workers and agencies. They are able to prescribe certain medications.

The service is available 24 hours a day, every day of the year.

## Are you a carer? Do you have a carer?

If you are a carer for someone else or you have a carer. Whether they are a patient with us or not please let us know so that we can update our records and offer you support in your role.

Calderdale Carers offer support and advice locally. To contact them call 01422 369101.

## Midwife

The midwife is a specially trained nurse who looks after ladies during pregnancy (ante-natal) and for the short time following the baby's birth (post-natal). A midwife also takes care of mum and baby during delivery at the hospital or occasionally at home.

The Midwife holds a clinic at the Horne St every Monday & Wednesday morning.

As soon as you find out you are pregnant it is important to get in touch with

your midwife. You can contact a midwife direct on 01422 261364.

The first 12 weeks of your pregnancy is the most important time

in your baby's development. Early contact with a midwife will help you to make the right choices for you and your baby.

The midwife will carry out routine checks to ensure mother and baby are well and will work closely with GP's and the hospital to ensure that the best care is given to each patient.

The midwife will also advise of local classes that expectant parents can attend to prepare themselves for the birth and for looking after a new baby.

## Health Visitors

A health visitor is a registered nurse who has undertaken further specialist training. The Health Visitors work with families, individuals, and groups in the local community to promote health and well-being.

They provide family support around: parenting, behaviour problems in childhood, sleep problems, child health, development, and diet, managing minor illnesses, child protection, accident prevention, sexual health and contraception, domestic violence and relationships, post-natal depression, special needs children, loss, and bereavement.

## Pharmacist

A pharmacist not only dispenses medicines, but they can offer a Minor Ailment Service where they can help patients deal with such things as diarrhea, hay fever, headaches, head lice, colds, and fevers etc. They may also offer you a Medicines Use Review to check that you are getting the best from the medication you are taking (prescribed and over the counter) this gives you the opportunity to ask questions you may have. Most local pharmacies also offer a collection and delivery service for prescriptions. Please ask your pharmacist about the services they offer.

# Services Available

## Family Planning

A full range of family planning services including contraceptive pills, coils, implants, and injectable methods are available at the surgery. Emergency contraception is also available within 72 hours of intercourse, although it is advisable to see a Doctor As Soon As Possible.

## Immunisations

We offer all baby and childhood immunisations, we also offer other types of vaccination, please speak to the reception or nursing team.

## Female Health

Cervical smears are performed by the nurses. Cervical smears are carried out in line with nationally agreed timescales, and it is recommended that you make an appointment when you are called.

## Asthma / Diabetes / Happy Heart

The nursing team run special clinics specifically to meet the needs of patients who have been diagnosed with Diabetes / Asthma or Heart Conditions.

## Blood Tests

We have two qualified phlebotomists. Blood tests are available at the surgery. If you are unable to attend the appointments available, you can use the walk-in service at the hospital taking the form with you. (Open 7.30am-5pm Mon-Fri). We can also schedule appointments at other local surgeries (service provided by Calderdale and Huddersfield Foundation Trust)

## PCN Bookings

Please note we are part of Central Halifax Primary Care network, we have collaborated with other local surgeries to offer and extended services both in the surgery and through the other local surgeries, these services included extended and out of hours GP, blood, and nurse appointments, first contact physio appointments, mental health services and podiatry services.

## Fitness to Work Notes

Fitness to work notes are only required following a period of self-certification (5 working days) and you will normally require to be seen by a clinician to authorise your 1<sup>st</sup> fit not (following self-certification). If you require a further fit note, please request this via reception (this will be processed within 2 working days) If you require a further review, we will contact you to arrange

## Travel Vaccines

The nurses offer a range of travel vaccines, although there may be a charge. Please contact the surgery at least 8 weeks before you intend to travel for advice.

## Health Checks / Promotion

NHS health checks are offered to patients 40 and over. You will receive and invite around your 40<sup>th</sup> birthday. Please speak with reception to find out about other health promotion services e.g., Yorkshire smoke free, weight management services.

## Flu Vaccinations

The flu vaccination is for all patients over 50 and those of any age with certain medical conditions such as asthma, emphysema, diabetes, bronchitis, COPD, and heart disease. Flu vaccines are available from October each year. They are also recommended for ladies who are pregnant. We hold a **flu clinic on Saturday in October**. Patients are encouraged to book into this as it works really well. Invites will be sent to eligible patients when our first deliver is confirmed.

## Minor Surgery

We have facilities to perform minor surgery at the practice e.g., the removal of lumps, tags, cysts, etc.

## Private Reports / Medicals

The Doctors are happy to provide insurance claim reports and private medical examinations for patients. The Doctors do this work at times that will not impact on routine surgery time. Please contact the surgery for details of charges. Note that the **Doctors WILL NOT sign passport applications.**

**Note:** Turnaround time for private work requested is 4-6 weeks.

## Patient Responsibilities

- To arrive on time for appointments
  - To advise the surgery if for any reason you are unable to keep an appointment as soon as possible
  - To notify the surgery of any change in name, address, or telephone number
  - To treat all staff with courtesy and respect
  - To request repeat prescriptions in plenty of time – allowing a minimum of 2 working days' notice
  - To raise any concerns regarding the running of the surgery with a member of staff
  - To request home visits only when seriously ill or medically housebound
  - To respond to any correspondence or message received from the practice and any other NHS organisations promptly. If you fail to respond it may be assumed you're no longer live in the area
- Please note by joining the practice you are signing up to the above responsibilities

## Practice Responsibilities:

- To treat every patient with courtesy and respect, ensuring no patient is discriminated against in any way
- To ensure patient confidentiality at all times
- To ensure that all patients are given suitable appointments with priority being given to urgent cases
- Doctors and Nurses must attend medical emergencies should they occur regardless of pre-booked appointments
- To keep patients informed and advise them if surgeries are running late
- To give patients access to their records as required by law
- To provide repeat prescriptions within 2 working days
- To provide patients with feedback following any investigations carried out
- To invite patients for routine checks and provide ongoing treatments deemed appropriate for their health care
- To inform patients of their allocated GP, however the patient can see any GP

If you require any further information, please do not hesitate to ask any member of staff

# Save A Life - Give Blood

Please call 0300 123 23 23 to find out if, how and where you can donate or go online at: [www.blood.co.uk](http://www.blood.co.uk) for full details

## Accident & Emergency (A&E)

A&E departments assess and treat patients with serious injuries or illnesses.

Generally, you should visit A&E or call 999 for emergencies, such as:

- someone has stopped breathing or their heart has stopped
- the person is experiencing severe chest pains or having trouble breathing
- there is severe bleeding from any part of the body
- the person is, or has been unconscious
- the person has a severe burn/scald
- the person has had a severe allergic reaction
- the person has numbness or weakness down one side and/or has problems understanding what you are saying
- there is a suspected broken bone or dislocation
- the person is experiencing severe stomachache that cannot be treated by over-the-counter remedies
- someone has overdosed or poisoned themselves

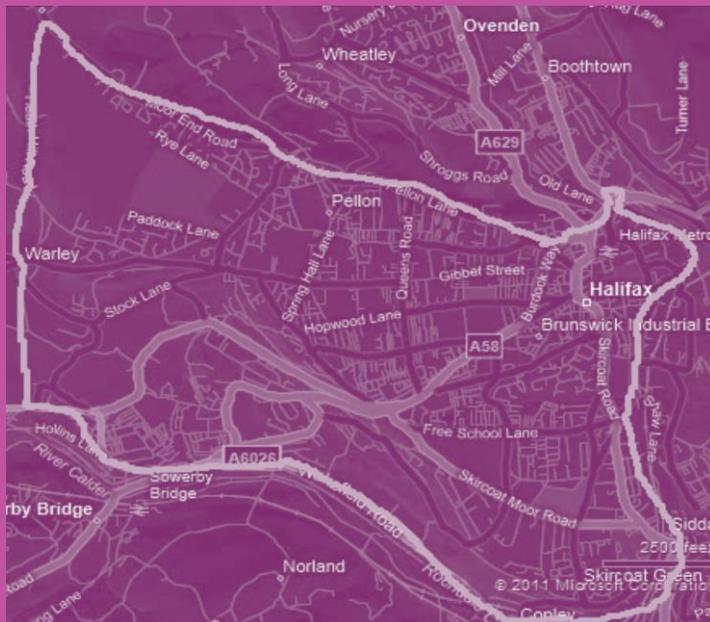
If you are unsure then please feel free to ring the practice for advice at any time, or call NHS on 111

WHEN THE SURGERY IS CLOSED AND YOU  
NEED A GP OR SOME MEDICAL ADVICE





# Practice Area



A more detailed map is available in the practice, or you may telephone reception to check if your home falls within the practice area.

Note that the area is reviewed on an ongoing basis depending on the numbers of patients registered to ensure that the Doctors can maintain the full range of medical services for all patients. Such reviews are carried out in conjunction with Calderdale CCG.