SURGERY STAFF

DOCTORS
Dr. Sania Rafaquat (female)
MBBS (Karachi 1990) DRCOG (London 2001)
Dr. Fouzia Abbas (female)
MBBS (Karachi 1996) MRCGP (UK 2013)
MPhil (Pathology) (2001 Karachi)

ADVANCED NURSE PRACTITIONER:
Shivawn Hinchliffe

PRACTICE NURSE:
Dawn McGregor

HEALTH CARE ASSISTANTS:
Anne Thornton
Rukhsana Khan

ADMINISTRATION STAFF
Julie Haley (Practice Manager)
Lynn Clay (Administrator)
Fayaz Ali (Receptionist)
Farhana Younis (Receptionist/Patient Engagement Lead)
Fakhra Nisar (Receptionist)
Rosalin Fontaine (Receptionist)
Geraldine McCabe (Receptionist)
Sara Townend (Admin/Receptionist)
Karen Whitham (Receptionist)
Margaret Jennings (Receptionist)
Bethany Feather (Receptionist)
Amy Newell (Receptionist)

NHS BRADFORD CITY CCG

DR S RAFAQUAT
& DR F ABBAS
(not a limited partnership)
(not a training practice)

VALLEY VIEW SURGERY
UNDERCLIFFE HEALTH CARE CENTRE
17 LOWTHER STREET
BRADFORD
BD2 4RA

Telephone: 01274 299143
Fax: 01274 028039

SURGERY OPENING HOURS
Monday 8:30am - 6:00pm
Tuesday 8:30am - 8:15pm
Wednesday 8:30am - 6:00pm
Thursday 8:30am - 6:00pm
Friday 8:30am - 6:00pm

NHS 111 or
www.nhs.uk/111
PRESCRIPTIONS
Prescriptions are issued by the Dr. Repeat prescriptions can be requested by completing and returning the prescription copy. You can also order your repeat prescription via our website. Please allow 2 working days for the issue of your prescriptions. Your prescription can be sent to you by post, please provide a stamped addressed envelope. All repeat prescriptions are reviewed in consultation with the GP. We are now signed up to the Electronic Prescribing Service.

CONSULTATIONS
To receive medical attention you can:
- Make a routine appointment with the Doctor or Nurse. You may request an appointment with any of our health care professionals but please be aware that they may not all be available on the day you call. Please be aware, that on doctors instructions, the receptionist will ask the reason for your appointment.
- Appointments are also available to book via our website www.valleyviewsurgery.nhs.uk.
- If you need to see a Doctor urgently, please contact the surgery as early as possible and ask for appointment or attend the Open Surgery which is held Monday, Wednesday and Friday morning between 8.30 am and 9.30 am.
- If you require a Home Visit, please ring before 10:00am.
- If you require medical attention out of normal surgery hours patients should ring the surgery number at all times and they will be transferred to the out of hours service provider.
- Contact NHS 111

SERVICES WE OFFER
- Repeat Prescription Service
- Maternity Care
- Contraceptive Services
- Child Health Surveillance
Specialised clinics for:-
- Asthma
- Coronary Heart Disease
- Diabetes
- Smoking cessation
- Travel
- Weight Management
- Well women/Man

PATIENT FEEDBACK
We welcome all forms of feedback from our patients either verbally or in writing. In the unlikely event of a complaint, please bring your concern to the attention of the Practice Manager who will deal with it in accordance to the Practice Complaints Procedure.

YOU CAN EXPECT
- All patients are treated equally, regardless of age, sex, race or sexual orientation.
- All consultations are strictly confidential. The practice complies with the Data Protection and Access to Medical Records Legislation. The practice adheres to the guidance in the NHS confidentiality code of practice.

WE EXPECT
- All patients to notify us to cancel appointments if they are unable to attend.
- To be notified when patients change address and/ or telephone numbers, in case we need to contact them urgently.
- All patients to be polite and courteous to all members of staff.

The practice has a zero tolerance policy to aggressive or abusive behaviour and patients will be removed from the list for such behaviour and the police may be called.

Disabled access is via the front entrance. All consultation rooms are situated on the ground floor with access throughout.

NEW PATIENTS
Patients wishing to register must complete a registration form. Identification will be required when registering with the practice- i.e. Passport, Birth Certificate or Driving Licence. Visa if born outside an EU country. When you register with the practice you will be given the name of the GP with overall responsibility for your care but you can see any member of the team. We are only able to offer Home Visits to certain patients who must live within our Practice Boundary of BD2, BD3 and some areas of BD10.

Further details regarding the practice are available on our website:- www.valleyviewsurgery.nhs.uk
We have a Patient Representative Group which meets with the practice to discuss issues which affect our services. Please check our website for further details or ask at reception.
For more information about Primary Care Services in your area contact NHS England.

NHS England
West Yorkshire Area Team
Ground Floor
3 Leeds City Office Park
Leeds LS11 5BD
Telephone 01274 208499