

March 2025

# Patient Newsletter



# Hollyns

HEALTH & WELLBEING

Welcome to the latest issue of Hollyns Health & Wellbeing Newsletter! In this quarter we discuss: Changes to how you can order prescriptions, Healthy Minds, local services and community groups, cervical screening and help with weight loss and the latest Practice News.

**We are based across two sites, one in Clayton and one in Allerton.  
As we are a training practice, we may have registrar doctors in post and we also teach medical students throughout the year.**

**Allerton opening hours: 8.00-6.00 Monday to Thursday and 8.00-1.00 Friday  
Clayton opening hours: 8.00-6.00 Monday to Friday**



4 Glenholme Park  
Clayton  
Bradford  
BD14 6NF



Allerton Health Centre  
Bell Dean Road  
Allerton  
Bradford  
BD15 7WA

Phone: 01274 880650  
E-mail: B83045.hollynshealth@nhs.net

## **GP/ANP/ACP Clinic Availability**

*Dr. A Raw (female) works: Monday and Thursday all day*  
*Dr A Suleman (male) works: Tuesday all day, Wednesday morning and Friday morning*  
*Dr S Marris (female) works: Wednesday all day, Thursday morning and Friday all day*  
*Louise Lewis (female) works: Wednesday morning and Thursday all day*  
*Dr R Hussain (female) works: Tuesday all day, Thursday morning and Friday morning*  
*Dr C Okoye (male) works: Monday and Tuesday all day*  
*Dr M Mahmood (male) works: Monday and Tuesday all day*  
*Dr T Malik, (female) works: Wednesday, Thursday and Friday all day*  
*Dr B Mehar (female) works: Monday and Thursday all day*  
*Dr A Master (male) works: Tuesday all day, Wednesday and Thursday morning and Friday all day*  
*Dr W Naeem (male) works: Monday and Tuesday all day*  
*Dr J Wright (male) works: Monday morning, Wednesday and Friday all day*  
*Dr Q Ali (male) works: Monday, Thursday and Friday all day*  
*Dr A Khan (male) works: Monday and Wednesday all day, Thursday morning and Friday all day*  
*Jayne Hunneybell (Advanced Clinical Practitioner) works: Wednesday Thursday and Friday all day*  
*Helen Clarke (Advanced Clinical Practitioner) works: Tuesday, Wednesday & Thursday all day*  
*Jessica (Advanced Clinical Practitioner) works: Tuesday, Wednesday, Thursday and Friday all day*  
*We have a Practice Nurse team who are available Monday to Friday.*

# CHANGES TO ORDERING PRESCRIPTIONS

In Autumn 2024 a review of the practice prescribing system was undertaken, and it was found to be outdated and that Hollyns Health & Wellbeing was in the minority of practices locally who continued to issue medication this way. During this review it was also noted that there was a high risk of medications being missed and not issued, leaving patients without their medications. It also highlighted that there were instances where the medications continued to be issued and never collected by patients. To improve things for everyone it was agreed to change to the new system whereby patients order their own prescriptions unless they were moved over to repeat dispensing.



## HOW TO ORDER YOUR MEDICATION

### We accept prescription requests:-

- By visiting the practice to complete a prescription request slip or letterbox at Allerton.
- Via the NHS app (which can be downloaded onto your phone/laptop/ipad).
- Via SystmOnline / AIRMID app – for more information how to register for this please bring with you 2 forms of identification and ask at reception for the consent form.

### We do not routinely accept requests:-

- Verbally at reception.
- Over the telephone (except in certain circumstances e.g. The housebound or Gold line patients).
- From the chemist (except in certain circumstances).

If you would prefer to have your regular medications issued automatically, providing you meet the criteria you may be moved to 'Repeat Dispensing'. This means you do not need to contact the Practice and ask for it to be re-prescribed.

Regular medication is anything that you have been asked to take a set amount of each day.

This includes items such as cholesterol medication.

**You will need to request medication** that does not have a set amount to take each day.

### These may include:

Pain relief  
Inhalers  
Nasal sprays  
Eye drops  
Creams and ointments  
Insulin and other diabetic equipment  
Liquid medication

### Remember to tell us if:-

- Your medications have changed and you are still receiving additional items
- If you no longer wish to continue taking a medication
- If you are going on holiday and require your medication earlier than its due date – please note the maximum issue we can prescribe for a holiday is 3 months

If your medication needs to be reviewed, we will contact you.

**\*\*\* Please allow 4 working days before collecting your medication from the surgery or from your nominated pharmacy \*\*\***

## PRACTICE NEWS

We would like to welcome new Patient Service Administrators to the Admin Team— Victoria Collins, Shabana Bi, Emily Aldred and Anne Marie-Robinson. We have also welcomed Dr Mehar and Dr Master as Salaried GPs and Dr Wright, Dr Ali and Dr Khan as GP Registrars.



We are sad to announce that Sharon Barraclough, Business Development Enterprise and Finance Manager is retiring in May this year. We wish Sharon all the best for her retirement.

With Sharon leaving, there has been a change to the structure going forward. Sabiha Khaliq will be joining us in April as Practice Manager and Nicola Farrar, Operations Manager, has moved into the position of Assistant Practice Manager. We look forward to fully introducing Sabiha in our next newsletter.

## CHANGES TO OUR PHONE SYSTEM

Due to the current demand patients who are not able to get through on the phones are receiving an engaged tone or message advising all lines are busy try again later. We have now increased our number of calls that can enter the queuing system from 30 to 50. We have also implemented a call back service to save patients waiting in the queue. If you choose this option, you will receive a call back once you get to position 1 in the queue.

You will hear the following message:

**Our lines are extremely busy. If you would like a call back when you reach position 1 in the queue, please press option 0 and await further instructions.**

**If you miss the call back or your line is engaged, you will lose your place in the queue and will need to call back.**

**Once you select option 0 you will be given the number you are calling from and asked to press option 1 if this is the number you would like to receive that call back or option 2 if you would like to enter a different number.**

## TREACLE ME

**Connecting People**—[treacle.me](http://treacle.me) is here for anyone who needs **help** and **support** for themselves or someone they care for. We help people who need support with lots of different problems, from debt and homelessness, to mental health, bereavement and domestic abuse. We also cover family problems as there are many different organisations in both Bradford, West Yorkshire and Bolsover, Derbyshire who exist to **help** families through difficult times. It may be that you are **lonely** or **isolated**, or are struggling with problems in relation **LGBTQ** issues or because you are a veteran.

At the moment we cover **Bradford** in **West Yorkshire**, plus **Bolsover** in **Derbyshire**. If you need more personal support then you can see a **Social Prescriber** by simply calling your GP surgery and asking for an appointment. **Social Prescribers** can help you with social, emotional or practical problems. Treacle.me can help even if you do not live in **Bradford** or **Bolsover** as we are the largest directory of national **support** organisations. These organisations can help with problems

## PATIENT GROUP

Both the Allerton and Clayton sites at Hollyns Health and Wellbeing have a combined Patient Group which consist of patients, Doctors and members of the practice management team and we meet frequently through the year. Our aim is to contribute to the continuous improvement of services and to provide feedback about patient's concerns. Details for the next Patient Group meeting is yet to be confirmed, please check for updates on the Practice's website.

If you are interested in becoming a member of the Group or would like to attend the meetings, then please leave your name and contact details with a member of the Patient Administration team.

A copy of all of the Group's minutes are available on the Practice's website.

## PROTECTIVE LEARNING TIME

Please note that both our Allerton & Clayton sites will be closed for the afternoon from 12pm for **Protective Learning Time** on the following dates for the year of 2025:

Thursday 03.04.2025	Thursday 01.05.2025	Thursday 05.06.2025
Thursday 03.07.2025	Thursday 08.08.2025	Thursday 04.09.2025
Thursday 02.10.2025	Thursday 06.11.2025	Thursday 04.12.2025

These dedicated training sessions allow GP practice staff the opportunity to close for the afternoon to

## PHARMACY FIRST

**GP Community Pharmacy Consultation Service** –. This service ensures that patients receive the right support by offering expert clinical advice, direct you to an over the counter medicine, or where indicated refer you back to your GP.

**Pharmacy First** – Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

*What are the seven common conditions?*

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women.

## FIRST CONTACT PHYSIOTHERAPY

The role of First Contact Practitioners is to assess patients with muscle and joint pain and decide the most appropriate management pathway. They are physiotherapists with expertise in assessment and management of MSK conditions.

### INCLUSION CRITERIA

- All sprains, pains, strains, twists or sports injuries
- Possible problems with muscles, ligaments, tendons or bones spinal related pain in arms or legs, including nerve symptoms e.g. pins and needles or numbness Spinal pain including lower back pain, mid-back pain and neck pain
- Osteoarthritis of any joint
- Post Orthopaedic surgery but not currently under consultant care

### EXCLUSION CRITERIA

- Acutely unwell and acute mental health crises
- Children Under 16 and house-bound patients
- Medication reviews
- Headaches, Neurological / brain or respiratory / breathing conditions
- Medical management of rheumatoid conditions, fibromyalgia or hypermobility
- "Pain all over the body" or multiple problems
- Pregnant ladies with low back or pelvic pain

# BRADFORD ENHANCED ACCESS INFORMATION FOR PATIENTS

Hollyns Health and Wellbeing are part of the enhanced access service which provides GP, ANP, blood tests, asthma reviews, grief and loss counselling, mental health triage and support for 11 years plus, physiotherapy, smear and young people counselling 16-25 years at location hubs across Bradford. Our Care Navigators may offer you an appointment within our Bradford Enhanced Access service. These appointments are outside of usual surgery opening hours (evenings and weekends).

## More information about appointments with the extended access service

The service is run by Bradford Care Alliance, which represents all GP practices in the Bradford area. Medical appointments are with GPs and other healthcare staff who work in the area; so your appointment may not be with a clinician from this practice.

To use the service we will ask for your consent to share your medical record and

## PATCHS

Answer a few simple questions and PATCHS will get you help quickly



**Health advice, fit notes and more...** PATCHS online consultations are available to patients (age 16 and over ONLY).

You may submit a clinical request Monday to Friday from 07.00am to 08.00am and 1.00pm to 2.00pm and a non-clinical requests Monday to Friday from 07.00am to 2.00pm. Please allow up to 72 hours for a response.

## HOLLYNS HEALTH & WELLBEING WEBSITE

Following feedback from our patients, we have recently updated the website to make it more user friendly. For further information please visit [www.hollynshealth.co.uk](http://www.hollynshealth.co.uk)



## LOCAL SERVICES AND COMMUNITY GROUPS

# Clayton Village Hall

Coffee Shop - Events - Private Functions



Website: [www.claytonvillagehall.org.uk](http://www.claytonvillagehall.org.uk)

**Clayton Village Hall** is located on the outskirts of Bradford 3 miles from the city centre, with easy public transport access on the First Bus number 637.

The village hall is a registered charity, a non profit making organisation run by a volunteer committee of residents from Clayton. The building belongs to the residents of Clayton.

The hall is a Grade 2 listed building and is an ideal venue for:

- Christening and children's parties
- Meetings/conferences
- Plays and performances
- **The Victoria Suite** is available for private functions and regular hirers. Refreshments for all types of events are provided from their own kitchens.

### Regular groups

Clayton Village Hall host a number of regular groups at the Hall, check out the list below, click on the links on the website for more details on an activity.

#### Monday

9.00-11.00am	Toddlers Group for 0-4 year old in term time
10.00-11.00am	Tai Chai
5.30-7.30pm	Youth Club for 11-19 year old in term time
6.00-8.00pm	Karate

#### Tuesday

9.45am-2.00pm	Baby Sensory 4 classes, birth to 13 months
6.00-8.30pm	Craft class, fortnightly
6.30-7.30pm	Yoga Pilates for adults

#### Wednesday

9.30-12.00pm	Café open for a range of hot breakfast and drinks
9.30-10.30am	Exercise class—gentle seated and standing exercises
11.00-12.00pm	Exercise class—gentle seated and standing exercises
10.00am-2.00pm	Baby sensory 3 classes, birth to 13 months
1.30-3.30pm	Bingo
4.00-6.30pm	Applause Theatre School drama classes in term time
7.30-9.00pm	Clayton Village WI First Wednesday in the month

#### Thursday

1.30-3.30pm	Clayton Crafters, all ages welcome
4.15-7.00pm	Applause Theatre School drama classes in term time

#### Friday

9.30-12.00pm	Café open for a range of hot breakfast and drinks
1.30-3.30pm	Men's Group

#### Saturday

8.00-10.30am	Slimming World
9.00-11.30am	Baby Ballet

#### Sunday

9.00-11.30am	Baby Ballet
5.00pm	Community Cinema 3rd Sunday of the month



Cafe West is a vibrant Healthy Living Centre situated in the heart of Allerton and Lower Grange. It focuses on promoting health and wellbeing in a warm and friendly environment. Classes, activities and services are reviewed & revised to meet the changing needs & interests of the community in an effort to continually improve standards of health & wellbeing.

**Vision** – Heart of the community

**Mission** – Empowering people to enhance their quality of life

**Values** – Respect and diversity, integrity, advocates for positive change, connected

**Statement of Purpose** - An all-inclusive service for the local community, here to provide support to maintain independence and enhance the quality of life.

### **Opening Hours**

Mon - Thurs: 0830 - 1630 (Cafe Open till 1430)

Fri: 0830 - 1300 (Cafe Open till 1300)

Sat: Closed (Apart from booked events/activities)

Sun: Closed (Apart from booked events/activities)

Times do not include evening or weekend classes

**Emergency Bags** – Working with Bradford Foodbank, we hold several “Emergency food bags” distributed to those in real need

**Library** - Fully open and operational library service – staffed Mon, Tues, and Thurs 1000 -1300 but accessible whilst centre open

**Public Access ICT suite** – The public can access the PCs in the library and IT suite at any time for reasonable activities

**Printing-Scanning Services** - Service – 10p Black and white 20p Colour printing services, scanning free of charge

**Community Garden** - Space for all community members to plant, grow and enjoy.

**Document Completion support** – in lieu of a dedicated advice worker, volunteers support individuals forms and documents

**My wellbeing College** – Mental Health Support self-referral

**Job Seeking support** – Via various providers

**Dedicated ICT Support** – Need some help with computers, tablets, or phones, we can help

**Outside seating area** – Free for the community to use at anytime

**Training** – Education – Referral point to TQUK provider “skills network” who provide learner access to 50+ fully funded courses

**Minibus** - Minibus accessible for all members of the community, must use our Driver and hold 16 additional people

**Hate Crime reporting** – A victim of hate Crime can come to café west and we will raise it from our location

**Safe Space** – Victims of Domestic abuse can report concerns here and we will provide support until authorities are involved.

**Public Toilets** – Toilets are available when Café West is open

**Free Water Refill** – Water bottles can be refilled for free at Café West at any time

**Home Safe Referral** – Complete online registration for Fire brigade to check properties for fire safety equipment & personal alarms

**On behalf of support** –With you permission and with your presence, we can speak on their behalf to third parties such as bank, housing, benefits etc when there is translation, hearing, accessibility, or potential confusion, we do not provide advice just support.

**Police reporting** – Anonymous Police and PCSO reporting Available  
**Police Surgeries** – Bi-monthly sessions were local PCSO, or PO come to talk to community  
**Housing association** – Housing Officers – every fortnight, in communities/accent housing  
**User forums** – Tell us what you think  
**Card Payment** – All activities can be paid with a Card, Cash or Bank transfer  
**Social Media** – Find out what going on daily a daily basis  
**Virtual GP** –Struggle with technology? have a virtual GP appointment? Café West know can set you up in a private back room  
**Hall Room** - Room rental – Space hire available 7 days a week until 2300 (Parties, Meetings, Events)  
**Room use** – quiet space – Available on request  
**Children visit** - Having built strong relationships with schools –children come up on a regular basis and engage with our service users and services  
**Access Shower** – Those Disable, have a broken shower or have no Gas – electricity can get showered at Café West in our Wet room, fully accessible to the public via the booking  
**Washing Facilities** – Those with broken Washers and Driers, Struggling with Gas and Electric, may use are facilities to wash – dry your clothing  
**Food distribution** – Distributed 200,000 in the last 18 months  
**Tabletop Sales** – Sell unwanted items and gifts at our tabletop sale  
**Community Feeding** - Periodic events where we feed the community  
**Complex needs Hub** – Multiple providers attend to support a one stop service to allow for people to get help with ANY issues they may have.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Ability Art and Craft - Disability session – £2 0930 – 1130	Standing Exercise - £4 1000-1100	English Class – Free 0930 - 1030	Detangled -Free Afro-hair Class 1000-1200	Art Group - £3 1000- 1300	Jujitsu – 0900-1100 Private – Contact for booking	Hope Church Group 0800-1430
Ability Cooking – £5 1200 - 1400		Advice Services – Manningham Project -Free 0930-1230				
Dance - £2 4–7-Year-olds 1700-1745 8–12-Year-Olds 1800-1845	Seated exercise- £4 1100-1200	Craft Group - £3 1030-1430	Stroke Survivors Group - 1030-1430 £5.50 Including Lunch and Bingo Subs £2.50	Computer Training Class- Free 1000 - 1200	Party-Event Booking 1300-2300	
Cubs Scouting – Free 1845-2030		Social Supermarket - £6 1130 - 1300				
	Intergenerational Group and Bingo -£7 1100 -1430	Intercultural cooking 1300-1430	Ability Community Feeding All welcome - Free 1630-1730	Jujitsu Martial Arts 1800-1930		
	Home Educated Parents Group 1400-1530 - Free	Bradford Youth Services – Free 1800-2030	Ability Clubercise 1700-1830			

## HEALTHY MINDS

The Healthy Minds website is designed to help you find mental health information, advice and support in Bradford, Airedale, Wharfedale and Craven.

You can learn information about mental health problems and how they may affect you or someone you know. There are also tips on how to keep well. The directory lists more than 250 support services and activities, ranging from helplines and one-to-one counselling to peer support and walking groups.

You can also find details of the organisations that provide them, and use our support finder to discover which ones suit you.

These organisations include the NHS, Bradford Council, mental health charities such as Mind in Bradford and the Cellar Trust, and community groups across the district that can help you meet new people and try different activities. All of these organisations are working together to help you lead a happier, healthy life.

For further information please visit the website [www.healthyminds.services](http://www.healthyminds.services) or you can take a quiz to find the right mental health services for you

## WELL TOGETHER SERVICE

Well Together provides a range of interesting, sociable, health-led activities delivered by dedicated activity volunteers. Our activities are free and run across Bradford, Airedale, Wharfedale and Craven, in wheelchair-accessible venues. There are many groups available, including crafting, peer support and walking, and there is no limit to how many of these you can join. Well Together is for adults aged 18 years or over and we welcome service users with long term health conditions. We do ask that people must be independent enough to leave their home un-aided and be well enough to access an activity in the local community run by a **volunteers**.



### How you can access the service

You can self-refer to this service by either calling 01274 259190 or by completing the self-referral form. GPs and other health professionals wanting to make a referral on behalf of a patient can do this using the professionals' referral form. Once you have been referred to Well Together, one of our team will contact you to find out what your interests are and match you to one of our many activities.

### What we offer

Currently we are hosting some groups that meet in person and some that run virtually on-line. Our walking groups are based across the district and are led by our trained volunteer walk leaders.

If you're on social media, follow us on twitter and facebook, to keep up to date with the latest events.



@bdcft\_wts



@WellTogetherBDCFT

## CERVICAL SCREENING

Are you up to date with your cervical screening? Women and people with a cervix aged 25-64 are eligible. Did you know two women die every day from cervical cancer, yet it is one of the most preventable cancers. Around 2,700 women in England are diagnosed with cervical cancer each year and it is the second most common cancer amongst women under the age of 35.

### What is screening?

- Cervical screening (a smear test) checks the health of your cervix. The cervix is the opening to your womb from your vagina.
- It's not a test for cancer, it's a test to help prevent cancer.
- All women and people with a cervix aged 25 to 64 should be invited by letter.
- During the screening appointment, a small sample of cells will be taken from your cervix.
- The sample is checked for certain types of human papillomavirus (HPV) that can cause changes to the cells of your cervix. These are called "high risk" types of HPV.
- If these types of HPV are not found, you do not need any further tests.
- If these types of HPV are found, the sample is then checked for any changes in the cells of your cervix. These can then be treated before they get a chance to turn into cervical cancer.

You'll get your results by letter, usually in about 2 weeks. It will explain what happens next.

If you have received your invite, please telephone the surgery to arrange your appointment with a Practice nurse.



**Book your cervical screening appointment**

Trans men and non-binary people aged 25-64 are eligible for cervical screening if they have a cervix.

Screening saves lives  
Help us help you



**Don't ignore your cervical screening invite**

Screening saves lives  
Help us help you

## DO YOU NEED HELP WITH WEIGHTLOSS ?

My Living Well has teamed up with four weight loss providers to offer all adults living in Bradford district (with a BMI of 25+) the option to choose what works best for them, with 12 weeks completely free access to the provider of their choice!



We know that losing weight isn't easy so we want to make sure that anyone who would like to, can do so in a safe, healthy way. There are lots of options available but sometimes the costs can put people off, which is why we are launching this fabulous free offer. All of these providers offer practical advice, support, recipes, tools, workouts and bespoke meal plans. Some of them are accessed online via App only, and others with a combination of digital options and face to face meetings. People can also

access dedicated men's sections and culturally diverse meal solutions from some of our chosen providers.

Everyone's needs are different so we want to make sure that people can choose what works for them. Living with a healthy body weight can benefit people's mental and physical health, so whether it's a few stubborn pounds or a larger amount that needs to be tackled, joining a weight management programme can be really helpful and make all the difference.



## Choose what works for you



You can self refer to this service by going to the [Mylivingwell.co.uk](https://www.mylivingwell.co.uk) website Manage your weight