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| **Patient Participation Meeting** | | | | **30th November 2017. Time; 10:30am – 12.00pm**  **Meeting Room.** | | | | | | | |
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|  | | |  | | | | | | | | |
| **Type of meeting:**  Formal Clinical Meeting | |  |  | | **Facilitator:**  Pauline Woodrow | | | | | | |
| **Note taker:**  Hajra Ansar | |  |  | |  | |  | | | | |
|  | | |  | | | | | | | | |
| Attendee’s; Hajra Ansar, Pauline Woodrow, Susan Gavin, Nazmeen Khan, Sonya Brooks, Dr A Azam,  Sadaqat Khan, Mohmmad Saddique, Faredeh Javid , Kalsoom Bibi. | | | | | | | | | | | |  |
| **Agenda** | | | | | | | | | | | |
|  | | | | | |  | | | |  | |  |
| Apologies  Introductions  Extended Access; speaker coming in appendix 1  Minutes and Actions from previous meeting  Significant Events  Complaints; appendix 2  Compliments; appendix3  Suggestions  Free child care to help families; appendix 4  New drug and alcohol service  Antibiotics; appendix 5  Active you; appendix 6  Healthy Heat: appendix 7  Active sign posting *appendix 8*  AOB *appendix 9*  Date and time of next meeting;  Date; 18th January 2017 Time; 10:30- 11:30 | | | |  | | HA  HA  SG  PW  PW  PW PW PW PW  PW PW PW PW PW  PW  HA HA HA | | |  |  | |  |
| Refreshments are available after the meeting if anybody would like to stay. | | | |  | |  | | |  |  | |
| **Patient Participation Meeting** | | | | **30th November 2017. Time; 10:30 – 11:30**  **Meeting Room** | | | | | | | |
|  | | | | | | | | | | | |
|  | | |  | | | | | | | | |
| **Type of meeting:**  Formal Clinical Meeting | |  |  | | **Facilitator:**  **Pauline Woodrow** | | | | | | |
| Note taker: Hajra Ansar | | |  | | | | | | | | |
| Attendees; Hajra Ansar, Pauline Woodrow, Susan Gavin, Nazmeen Khan, Sonya Brooks, Dr A Azam,  Sadaqat Khan, Mohmmad Saddique, Faredeh Javid , Kalsoom Bibi. | | | | | | | | | | | |
| **Agenda** | | | | | | | | | | | |
| **Apologies** | | | | **SN** | | | | | **5** | | |  |
|  | Discussion:  Apologies were given from 3 members who were not able to make it Dani Mistry and Renata Dziama and Iqra Hussain. Also apologies were given due to delay in meeting. Dani Mistry also left a message that if anyone had any queries in regards to information governance to contact her. | | | | | | | | | | |  |
|  | Conclusions: | | | | | | | | | | |  |
|  |  | | | | | | | | | | |
|  | Action items:  Meetings minutes to be sent to all members through email if not to be placed on practice website. Paper minutes required for two members (Kalsoom Bibi and Mohmmad Saddique as agreed). | | | | | | | Person responsible:  Hajra Ansar | | | Deadline:  ASAP |
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| **Introduction** | |  | | **5** | |
|  | Discussion: All the team introduced themselves including new patient engagement lead Hajra Ansar. | | | | |
|  | Conclusions: None | | | | |
|  | Action items: None | | Person responsible: | | Deadline: |

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| **Extended Access** **appendix 1;**  **Speaker Sandra Grice to attend** | |  | | | **5** | |
|  | Discussion: Speaker Sandra Grice arrived and came to discuss extended access and whether patients are aware of its purpose which is, “To ensure everyone has easier and more convenient access to GP services, including appointments at evenings and weekends”. Also it was to see how patients are finding this new service however it was found that many of the members have not used it and some have heard it but have not used it due the long distance. We found that many patients refuse to accept appointments if it is from Westbourne Green as it is quite far away therefore Sandra mentioned that in the near future there will be four hubs to be opened and available solely for extended access and from January onwards they will be available not only on weekdays but on weekends. In addition to this Sandra also highlighted that they do offer other services such as advice on weight management, nutrition and other health issues also there is Welfare Benefit Advice where Equality Together provide a face to face appointment with a welfare benefits advice worker giving independent confidential impartial advice direct to people about their welfare rights. They will provide basic level advice on issues that go beyond welfare benefits these take place on Monday, Tuesday, Wednesday, Thursday – 6:30pm to 9:30pm. Appointments last around 30 minutes.  In addition to this Sandra asked what other services they would like to be provided or if there was any other suggestions and members mentioned that maybe an alcohol and substance awareness evening for parents/guardians/carers as there are families who do not know the early signs of substance misuse and only become aware of how serious it is when the situation has become serious. In addition to this that food banks normally a member of the public would be referred through an advice centre who then can refer these individuals to local food banks however it was asked whether it would be possible if Clinicians would be able to refer individuals who they seem appropriate to this service we also discussed what is available for the elder and for pregnant ladies. | | | | | |
|  | Conclusions: The group agreed this was a positive service which would help them in many ways as many of them work/ know people who work. However we came to a conclusion that not many patients know about this and that they should be made aware. | | | | | |
|  | Action items:  Text patients to inform them in regards to this service and also include a message on our phone line where it mentions this service. | | | Person responsible:  Hajra | | Deadline:  ASAP |
|  | Place on the website and place leaflets in the practice.  Bring up in practice meeting that members of staff should offer these services on a daily basis.  Speak to health Visitors and see what they provide to patients (retrieve a list of items) | | | Hajra  Pauline Woodrow/Hajra Ansar  Pauline Woodrow | | ASAP  During next scheduled meeting  During next scheduled meeting |
| **Minutes and Actions from previous meetings** | | |  | | **5** | |
|  | Discussion: PM discussed the minutes from previous meeting went over highlights such as Extended access, ETP and together women, members where happy with these minutes. | | | | | |
|  | Conclusions: The previous minutes were discussed and agreed to be a true record. | | | | | |
|  | Action items:  To continue to provide leaflets, texts and website information whenever there is a new service available or an update to a service. | | | Person responsible:  Hajra Ansar | | Deadline:  Ongoing |
| **SEA’s** | | **PW** | | | **5** | |
|  | Discussion: A discussion took place about 2 significant events that occurred at our practice since April. One was in which an out of hours clinician had observed an abnormal ECG for a patient however there was an error with System One settings in which patients details were set to letter communication and no trace of any phone details therefore this clinician could not inform the patient of the result neither could he provide advice as there were no emergency contact details apart from an addresses. This was then dealt with in our practice first thing on the following morning and our patient had received the correct care and guidance he required, our practice had then alerted help desk of the following problem who had realised there was a default with system one which they dealt with it. It is important to acknowledge that this type of event could have occurred at other practices and if we had not reported when we did other practices would have been going through the same difficulties.  The second event occurred when a patient had fainted in one of the clinician’s room, as the staff member was in need of urgent assistance she pressed the panic button which alerted all staff member s on site that a certain staff member was in need of assistance. The outcome of this was positive as a total of four members appeared on scene and followed protocol correctly and deal with the matter at hand all in all it was a positive result and the matter was dealt with. | | | | | |
|  | Conclusions: Members of the meeting discussed these events and found that there was a positive reflection which represented that staff members are dealing with significant events in a correct manner. | | | | | |
|  | Action items:  For staff members to continuously check if patients details are up-to-date and are available on the system. | | | Person responsible:  Everyone | | Deadline:  ongoing |
|  |  | | |  | |  |
| **Complaints appendix 2** | | **PW** | | | **5** | |
| Discussion:  As a group we discussed complaints presented about the practice such as many new patients have a problem as once they register they want an appointment to see a GP as soon as possible however they require a new patient health check first, the solution to this was also given as staff members are required to mention to patients the procedure before any member of the public registers, they are also provided a hand book of our practice guidelines. Members of the group were happy with this however would like a notice to be put up in the practice.  Another concern which was raised was that many patients come for a single appointment however they require an extended/ another session as they have more than one issue. As a group we found came to the conclusion that due to many people having other commitments they would rather bring all their issues into a one 10 minute session rather than to take the time out of their routines to make extra appointments as they may have other commitments. We understood this and with the help of our ANP we raised a solution which was to try and provide the patient with double appointments if they have more than one issue and if that is not possible to open and pre-book an appointment for the next day this will only be done whenever the clinician deems appropriate.  Another issue brought forward was that if a patient planned to travel abroad for 3 months or longer, how would they receive their medication. In the discussion members were told that a GP would only be allowed to issue a maximum of three months medication, where only two months would be extra supply. In addition to this we highlighted that it is important that a patient mentions that they are going abroad at least a week beforehand so that the medication is managed correctly and that there is no problems. Patients mentioned that they did not know this and would like there to be some posters around the practice to raise awareness. | | | | | | | |
|  | | | | | | | |
|  | Conclusions: it was agreed that we should explain and make it clear to new patients the procedure when registering. In addition to raise awareness by placing posters around the practice in regards to matters concerning patients such as medication when travelling abroad. Overall members were happy with the method in which complaints were dealt with and would like a complaints procedure on website as many did not understand how patients can complain. | | | | | |
|  | Action items:  Notice for new patients to ensure they have health check when registering with the practice.  Notice to be placed around practice for how patients should manage medication when travelling abroad.  If clinicians can provide double appointment when they deem appropriate for a patient with multiple issues.(to be brought up in upcoming clinical meeting)  Complaints procedure to be placed on website | | | Person responsible:  Hajra Ansar  Hajra Ansar  Hajra to add to clinical meeting  Hajra Ansar/ George | | Deadline:  ASAP  ASAP  ASAP  ASAP |

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| **Compliments appendix 3** | |  | | |
|  | Discussion: Members of the group read over all the comments we had complied from June to now and were quite happy with the positive feedback staff members received in regards to the service we provide and our quality of care. In addition to this PPG members were informed that members of staff who go above and beyond their duty are praised and rewarded during practice meetings. Members thought this was a good idea and suggested if the public could also nominate staff members who they believe had gone above and beyond their duty. | | | | |
|  | Conclusions: To continue with the suggestion box and also for patients to be able to nominate staff they feel have helped them out | | | | |
|  |  | | | | |
|  | Action items:  Suggestion box for patients to nominate staff members who have gone above and beyond their duty.  A form to be placed at front desk and to inform all staff | | Person responsible:  Hajra Ansar  Hajra Ansar | Deadline:  ASAP  ASAP | |
|  |  | |  |  | |

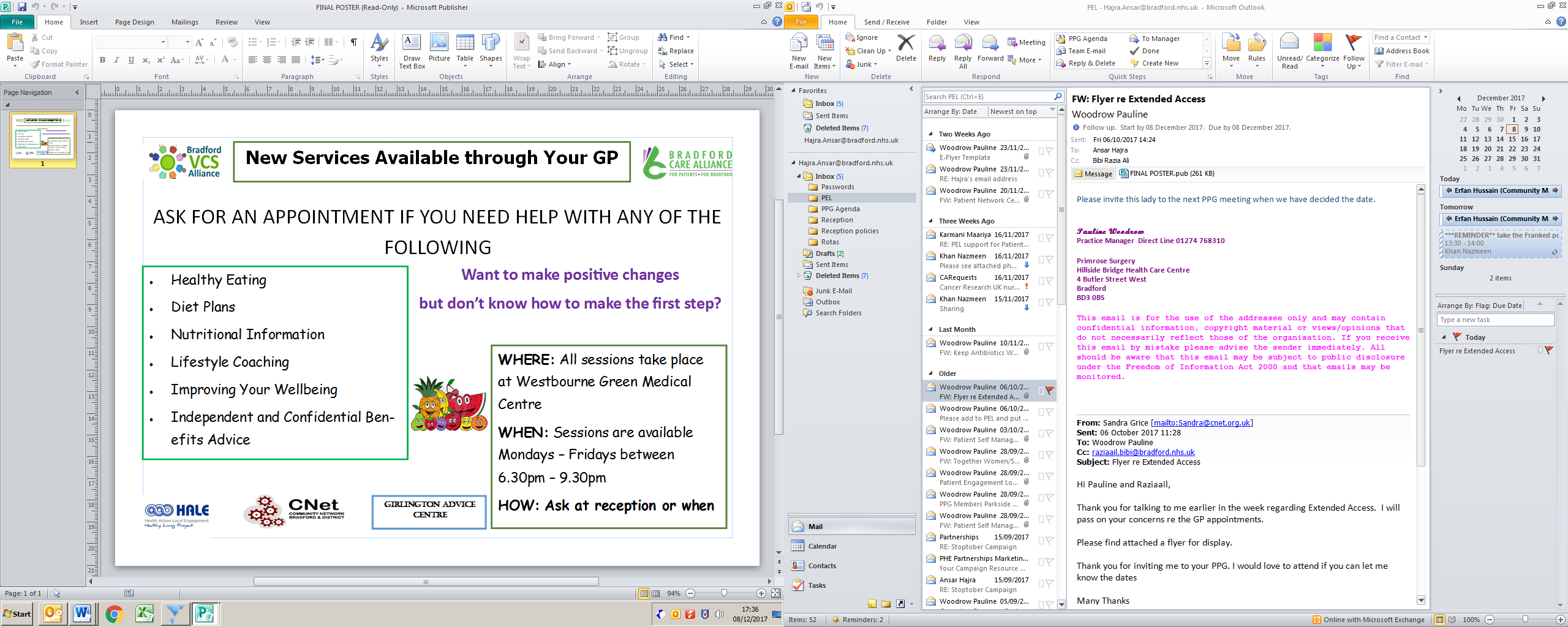
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| **Suggestions** | | | **5** | |
|  | Discussion: There were no suggestions made/brought forward members were happy with this. | | | |
|  | Conclusions: Members were informed if patients have any suggestions there is a box placed at the front where they can put forward their suggestions. | | | |
|  |  | | | |
|  | Action items:  Ensure suggestion slips are passed and recorded every month Hajra to discuss with Reception Supervisor and Senior Receptionist. | Person responsible:  Hajra Ansar | | Deadline:  Ongoing |

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| **Free child care to help families** **appendix 4** | |  | | **5** | |
|  | Discussion: This scheme was discussed in the practice where families are provided with free childcare when they require. We discussed what criteria is eligible for this service which was; low income, child has a health care plan, or is a looked after child. This service is to provide childcare to suit every family’s needs. These take place in pre-schools, nurseries and some schools. | | | | |
|  | Conclusions: Members to take this information on board and to spread it their local community. | | | | |
|  |  | | | | |
|  | Action items:  Add to practice Notice board. | | Person responsible:  Hajra Ansar | | Deadline:  ASAP |
| **New drug and alcohol service** | | **ALL** | | **5** | |
|  | Discussion: Will send this service information to patients via email as it was not available for the meeting. | | | | |
|  | Conclusions: | | | | |
|  |  | | | | |
|  | Action items:  To send an email to patients regarding this service to all patients above 18 and to provide leaflets on front desk. | | Person responsible:  Hajra Ansar to request from PW | | Deadline:  2 weeks. |
| **Antibiotics appendix 5** | |  | | **5** | |
|  | Discussion: These leaflets are designed to be shared with patients during the consultation. They aim to improve: Patients confidence to self-care and healthcare professional’s communication with the parents. Also it was discussed that clinicians should continuously encourage patients to self-care and to take advice from pharmacists for minor ailments. | | | | |
|  | Conclusions: Clinicians should continuously encourage patients to accept advice from other members of staff when they are offering advice on using other services or even visiting the pharmacy instead of booking an appointment for issues such as minor ailments. | | | | |
|  | Action items:  Clinicians to continue to advice patients on self-care and to continue to provide the leaflets, this to be brought up in upcoming practice meeting. | | Person responsible:  Clinicians | | Deadline:  Ongoing. |

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| **Active you appendix 6** | |  | | **5** | |
|  | Discussion: We also brought up a new campaign that our practice is currently supporting which is active you. The campaign aims to highlight the health and wellbeing benefits of members of the public doing ten continuous minutes of brisk walking every day. A regular brisk ten minute walk every day can make you feel better in so many ways. It can boost your energy, clear your head and lift your mood. It also raises your heart rate and can go some way towards lowering your risk of serious illnesses, such as heart disease and Type 2 diabetes. Members were informed there are leaflets available at the practice and in each clinician in order to encourage self-care. | | | | |
|  | Conclusions: To continue to encourage self-care around the practice and for members to continuously encourage members of the public in regards to self-care. | | | | |
|  | Action items:  Add to Notice Board | | Person responsible:  HA | | Deadline:  ASAP |
| **Healthy Heat appendix 7** | | **ALL** | | **5** | |
|  | Discussion: This was a service in which clinicians can refer patients who they believe fall under the criteria of a long term health condition etc. Patients with these types of conditions are eligible for assistance from the Bradford Healthy Heat Programme. This programme is offered for members of the public to stay warmer for less through installation of complete first-time central heating systems. In order for families to stay health and warm during winter. We also mentioned that there are other services available that carry out the same service however it targeted at elder people- who are cold winter payment. | | | | |
|  | Conclusions: Members of the public believed this was a good service which needs to be available as soon as. | | | | |
|  | Action items:  For this service to be brought up in practice meetings as patients will need to start being referred.  To text all patients and place leaflets around the practice about this service and to add to the website. | | Person responsible:  Pauline Woodrow  Hajra Ansar | | Deadline:  4 weeks  5 weeks |
| **Active sign posting appendix 8** | | **ALL** | | **5** | |
|  | Discussion: Four members of staff attended an active sign posting course in which we had learnt that there are many services available across the district for patients to attend. The main aim of this course was for front-line staff such as health care assistants, reception/ admin staff to encourage self-care and to assess whether a patient would be better off in going to a local pharmacy to receive some advice for minor ailments which would result in less GP time being used for common colds/ headaches. Also to encourage people to use other services such as walking groups, care hubs, talking groups for elderly patients. | | | | |
|  | Conclusions: Members said they would like a compilation of websites/ services available to the public. | | | | |
|  | Action items:  To be sent out to patients and available as leaflets in the practice. | | Person responsible:  Hajra Ansar | | Deadline:  ASAP |

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| **AOB** | | **ALL** | |  | |
|  | Discussion: As a group we discussed that there will be an increase of safety measures to be added to the practice in the near future such as keypad locks on reception doors, increasing height of the front desk as a group we decided that this would be an effective method on keeping members of staff and the public safe. In addition to this it was suggested whether we could have a screen in the patient waiting area in order for patients to be called in for appointments and also to promote any services available to patients on this device.  In addition to this Fire safety in houses was discussed - in which West Yorkshire Fire and Rescue Service would like to offer members of the public free service. , This is carried out to ensure a fire is not likely to spread, so the consequence is low, therefore the risk can be significantly reduced. *Please see appendix 9*  A member also highlighted that clinicians when seeing patients who are feeling low they should first carry out a blood test to see whether they are deficient in any vitamins instead of prescribing antidepressants Dr A Azam responded and said once a review is carried out they request for a number of tests to be completed and then assess what a patient needs. In addition to this members requested that clinicians should highlight the importance of sleep and discuss sleep patterns with patients, to be brought up in next clinical meeting. Members where quite happy that this is already in place at the surgery. | | | | |
|  | Conclusions: Members of the PPG to spread the word to the public in regards to free home fire safety advice. Services such as My well-being college were discussed and First Response members of the public would like for there to be leaflets around the surgery and for members of staff to encourage the use of these services. | | | | |
|  | Action items:  Clinicians should highlight the importance of sleep and discuss sleep patterns with patients, to be brought up in next practice meeting.  Text messages to be sent to all patients in regards to fire safety service.  PM to discuss with doctors in regards to monitor to be placed in reception, keypads on doors and | | Person responsible:  Pauline Woodrow/ Susan Gavin  Hajra Ansar  Pauline Woodrow | | Deadline:  Ongoing  ASAP  Ongoing |
|  |  | |  | |  |
| **Date & time of next meeting** | |  | |  | |
|  | Discussion:  Date: 18th January 2017 Time: 10:30- 12.00 | | | | |

Appendix 1



Did you know...

We can now offer GP appointments on evenings from 6:30pm at Picton Medical Centre Westbourne Green Bradford 8. This service is run by GP’s from across the area on our behalf. These clinics are for acute issues only, and not for ongoing issues. We are also pleased to announce that effective from Saturday 2nd December 2017, GP appointments will be available at the weekend from 10.00 to 13.00 with the last appointment being at 12.45. Please telephone 01274 521111 or ask at the Reception for further details.

**Appendix 2**

**Complaints we have received this term;**

|  |  |
| --- | --- |
| Date | Comment |
| 03/08/2017 | Waiting time is too long 40mins waiting to be seen is too long.  Plus the doctor arrived late took 30 min to see just one person  Not enough female doctors available |
| 21/09/2017 | Female doctors should be available on Thursday evening for working patients  Doctors’ appointments sometimes wait in waiting area is too long (over 45 mins)  We understand a wait for 5-10 mins over appointment time but not this long. Sing says if patient 10min late won’t get seen –so what happens when doctor 45 mins late? |
| 09/10/2017 | More permanent GPs needed – not locums. It is better to see same doctors  Please bring in permeant – full time equal mix of male and female doctors  And doctors who can arrive and see patients on time |
| 19/10/2017 | Waiting time for the Doctor is too long it is difficult for so long |
| 08/11/2017 | I think getting the appointment is not that hard as the waiting is for the doctor is in waiting room this has happened a couple of times with me. |

**Appendix 3**

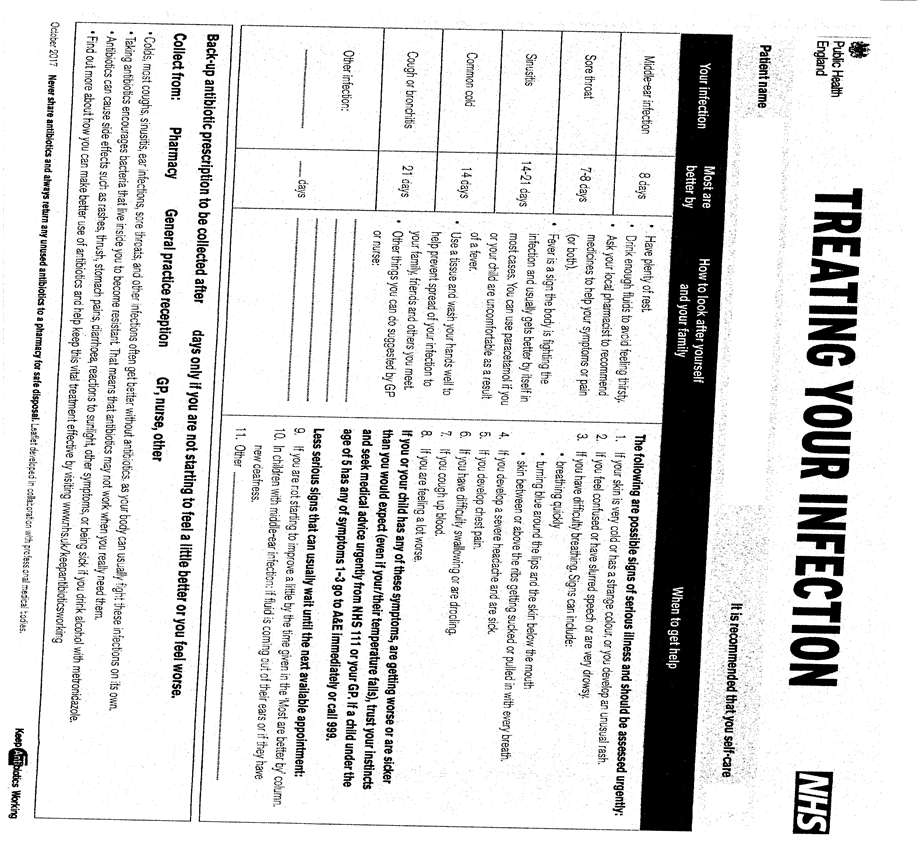
**Compliments we have received this term:-**

|  |  |
| --- | --- |
| 1/6/17 | Quick service |
| 2/6/17 | We feel comfortable talking with a female practitioner for sensitive matters |
| 5/6/17 | Good, because they treat people nice and respect |
| 6/6/17 | Kind and professional  Good Service  Dealt with in a caring manner and fulfilled my needs  Reception was very helpful above and beyond my needs |
| 7/6/17 | Waiting time is ridiculous |
| 8/6/17 | Good doctors and very friendly staff |
| 9/6/17 | Consistent knowledge health care Always!!  Always great care given |
| 12/6/17 | Very difficult to get appointments when reqd. Having to ring 8am and no one answers!!!  I have never had any problems and always listened to by the practitioners  All needs are met. |
| 13/6/17 | Good staff / Good service |
| 14/6/17 | When I’m here I always get help and advice |
| 15/6/17 | Always treated well  I only came to see Sue Gavin because she listens to me. |
| 16/6/17 | Because doctors always listen our problems and tries their best to solve them  All my family with this practitioner |
| 21/6/17 | Getting difficult to get an appointment  Good service and ease of making an appointment , friendly staff |
| 30/6/17 | Always get to see the doctor when I need him. |
| 04/07/17 | I am happy with everything |
| 04/07/17 | Happy with service |
| 06/07/17 | Can’t always get important appointment |
| 07/07/17 | Waiting times at practice to see doctor is shocking |
| 07/07/17 | I don’t visit the GP often I don’t tend to see the same clinician |
| 10/07/17 | Get appointment & help |
| 24/7/17 | They asked questions directed to me not to whoever was accompanying me  Always get an appointment when needed  You are friendly |
| 26/07/17 | Good Service  The service is good depending on who you get |
| 31/7/17 | Always get appointments on the day when I need it |
| 1/8/17 | Good  Because of the good response and care from you all.  Thank you for sorting me out DR Azam & Mrs Doctor Azam Thank you  Thanks sorting me out  Always been very friendly and helpful  A very helpful doctor, who did his very best. Referred to different health departments to rule out any further medical issues  No problem  Very good  Because they explain the situation good |
| 02/08/17  02/08/17 | Helpfulness of all staff  They explained every think  Very good team here excellent receptionist Always welcome and polite |
| 03/08/17  03/8/17  03/08/17 | Helpful staff and always accommodate and sympathetic  All good  Doctor is very helpful |
| 07/08/17 | No problem  Satisfied  Happy |
| 16/08/17 | Dr Jahan was fantastic during my post-natal check. Very informative and humorous. I would see her again Thank you Dr Jahan  Very Satisfied  Very happy  Good consultation  Satisfied |
| 17/08/17  18/8/17  22/8/17  23/8/17 | Happy  The Dr explained what should do to improve my health and asked questions to make sure she gave us the right medication  Sue is brilliant, Elaine is very nice to all patients who come to the surgery, she is patient and kind especially when busy takes her time to help. Best receptionist ever. Always goes one step further to help us keep it up.  Elaine is very helpful always looks after all the patients no matter what they need or even if they are rude and shout at her. She always has good eye contact. I think she is the best receptionist ever thank you Elaine.  Very happy  Because they all really friendly  No problem  Good care ease of apt  No problem  good |
| 05/09/2017 | Sue has always been fantastic  Sue the best, missed her when she left, glad to have her back  Good service |
| 13/09/2017 | Elaine was very patient and polite to difficult patients on the phone. I would like to recommend her for her patience in difficult time |
| 21/09/2017 | Sue and Sofina liked all staff good  All the staff are fantastic especially sue  Good service nice Sue  Always good service especially Sue. |
| 22/09/2017 | Sue gives good advice and listens  Good |
| 28/09/2017 | The staff are nice and Helpful  Excellent staff and Sue |
| 05/10/2017 | Good service  Elaine is the best , should be promoted 100/100 |
| 11/10/2017 | Sue best nurse ever  Very good advice Sue  Great staff, friendly ,helpful |
| 18/10/2017 | Sue nurse goes that extra mile for you  Sue is very good at her job, Excellent!  Excellent  All doctors/sue /reception happy with staff  Excellent and care as always |
| 20/10/2017 | Would only visit sue the nurse  Good surgery  Great friendly staff  Absolutely brilliant (Sue) |
| 26/10/2017 | Getting an appointment is very easy  Staff doctors patient and very helpful  The best experience |
| 02/11/2017 | Excellent service |
| 07/11/2017 | Mr Sharma was fantastic, he sorted everything out (phone call) |
| 09/11/2017 | All staff at Parkside medical practice are excellent they are caring and friendly 100/100 all staff |
| 16/11/2017 | Sue is the best nurse ever.  Excellent service and care as always.  Excellent staff and Sue.  Good service. |
| 20/11/2017 | Brilliant staff and very friendly receptionist  Very good |
| 22/11/2017 | Excellent members of staff very pleasant experience at the medical centre  Best service received all round |

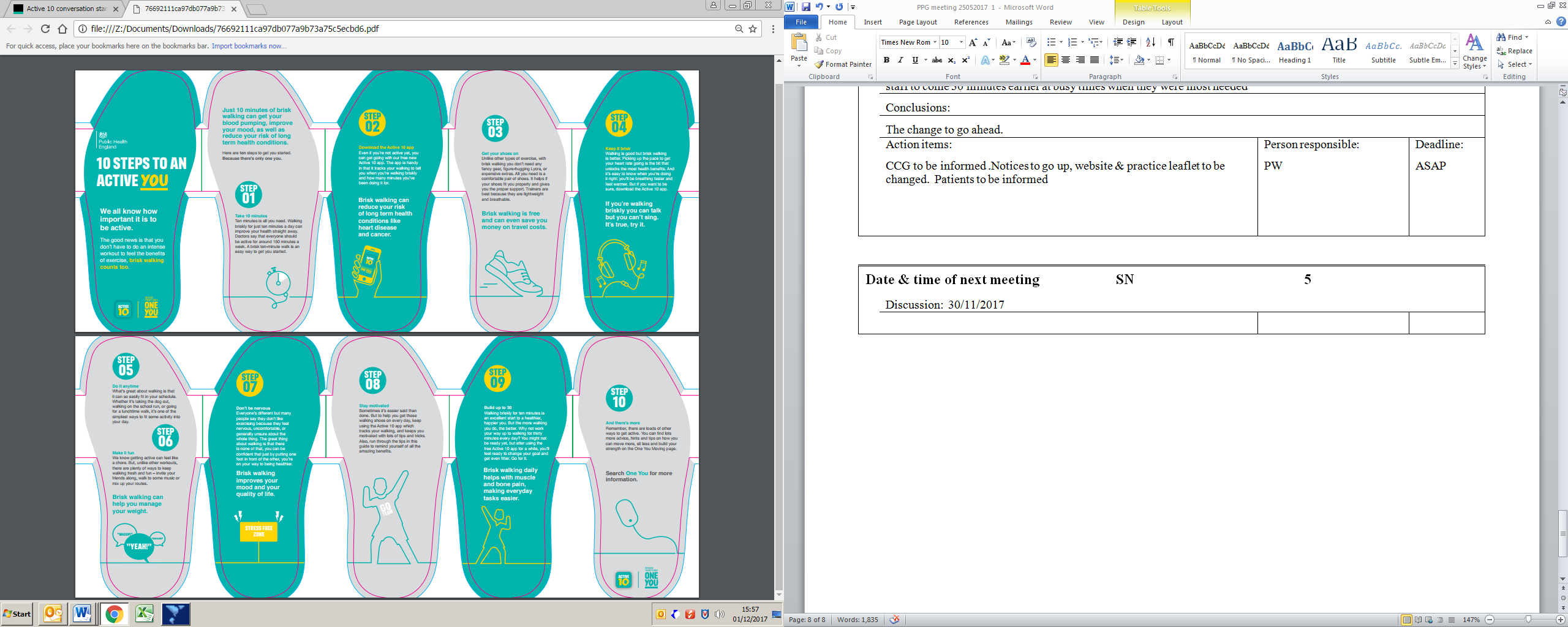
**Appendix 4**

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**Appendix 5**

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**Appendix 6**



**Appendix 7**

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**Appendix 8**

**Local Directory**

**ALCOHOL AND SUBSTANCE MISUSE**

Community Alcohol Support Team (CAST)

**Telephone:** 01274 320 782

**Region:** Local

**Sector:** Voluntary

**Website:**

[www.hortonhousing.co.uk/](http://www.hortonhousing.co.uk/)

**Opening times:**

Monday – Friday 9am-5pm

**Description:**

: A community based support service to individuals with alcohol misuse problems and all related issues

Horton Addiction Recovery Programme (HARP)

**Telephone:** 01274 739 926 / 07584 015 782

**Region:** Local

**Sector:** Voluntary

**Address:**

14 Edmund Street, Bradford, West Yorkshire, BD5 0BH

**Email:**

[harp@hortonhousing.co.uk](mailto:harp@hortonhousing.co.uk)

**Website:**

[www.hortonhousing.co.uk/service%20detail.asp](http://www.hortonhousing.co.uk/service%20detail.asp?Service=79&L=0&S=0&C=0)

**Opening times:**

Monday – Friday 9am-5pm

**Description:**

HARP provides recovery programmes to clients wanting to address their substance misuse issues

NHS Choices

**Region:** Local

**Sector:** Public

**Website:**

[www.nhs.uk/pages/home.aspx](http://www.nhs.uk/pages/home.aspx)

**Description:**

A vast resource offering information and advice on physical and mental health

Project 6

**Telephone:** 01535 610 180

**Region:** Local

**Sector:** Voluntary

**Address:**

Appts 11 - 19 Temple Street, Bradford, West Yorkshire, BD21 2AD

**Email:**

[admin@project6.org.uk](mailto:admin@project6.org.uk)

**Website:**

[www.project6.org.uk/](http://www.project6.org.uk/)

**Opening times:**

Monday 10am-5pm, Tuesday 10am-6pm, Wednesday 1pm-8pm, Thursday 10am-5pm, Friday 10am-5pm

**Description:**

## Project 6 works to reduce the harm caused by substance misuse and reach out to those who have decided to make a positive change in their lifestyles

## The Bridge Project

**Telephone:** 01274 723 863

**Region:** Local

**Sector:** Voluntary

**Address:**

35 Salem Street, Bradford, West Yorkshire, BD1 4QH

**Email:**

[bridgeprojectadmin@bradford.nhs.uk](mailto:bridgeprojectadmin@bradford.nhs.uk)

**Website:**

[thebridgeproject.org.uk/](http://thebridgeproject.org.uk/)

**Opening times:**

Monday 9:30am-5:30pm, Tuesday 2pm-8pm, Wednesday 9:30am-5:30pm, Thursday 9:30am-4pm, Friday 9:30am-5:30pm

**Description:**

The Bridge Project offers a range of services to help individuals and families recover from addictions

Mental Health

Cellar Trust

**Telephone:** 01274 586 474

**Region:** Local

**Sector:** Voluntary

**Address:**

Farfield Road, Bradford, West Yorkshire, BD18 4QP

**Email:**

[mail@thecellartrust.org](mailto:mail@thecellartrust.org)

**Website:**

[www.thecellartrust.org/client-services/employment-programme](http://www.thecellartrust.org/client-services/employment-programme)

**Description:**

Offers support and advice to people with mental health problems who want to enter or retain employment

Guide-Line (Mind in Bradford)

**Telephone:** 01274 594 594

**Region:** Local

**Sector:** Voluntary

**Email:**

[alex@mindinbradford.org.uk (this email address isn't monitored 24/7](mailto:alex@mindinbradford.org.uk%20(this%20email%20address%20isn't%20monitored%2024/7)

**Website:**

[www.mindinbradford.org.uk/](http://www.mindinbradford.org.uk/)

**Opening times:**

Monday – Sunday 12pm-9pm

**Description:**

A confidential telephone helpline and email service offering support and advice to anyone experiencing mental or emotional distress, and their carer’s, family members, friends and professionals

Haven (Cellar Trust)

**Telephone:** 01274 586 474 (for general enquiries). First Response Referral Number: 01274 221 181

**Region:** Local

**Sector:** Voluntary

**Address:**

Farfield Road, Bradford, West Yorkshire, BD18 4QP

**Email:**

[mail@thecellartrust.org (for general enquiries)](mailto:mail@thecellartrust.org%20(for%20general%20enquiries))

**Website:**

[www.thecellartrust.org/client-services/haven](http://www.thecellartrust.org/client-services/haven)

**Opening times:**

Monday – Sunday 10am-6pm

**Description:**

A crisis service for anyone experiencing mental distress or a mental health crisis. Referrals for this service are made through ‘First Response’

**Peer Support Groups for Mental Health:**

Bradford – Tuesdays at Kala Sangam, contact for further details 01274 303340

Keighley – Thursdays 11am Central Hall 01535 612500

**Physical Health**

BEEP (Bradford Encouraging Exercise in People)

**Region:** Local

**Sector:** Public

**Website:**

[www.activebradford.com/beep-exercise-referral/](http://www.activebradford.com/beep-exercise-referral/)

**Description:**

An exercise referral programme that includes a 52 week follow-up support service. BEEP offer a range of heavily discounted exercise options. GP referral required

Fibromyalgia Support & Carers Group (West Yorkshire) Kirkgate

**Telephone:** 0844 8872458

**Region:** Local

**Sector:** Voluntary

**Address:** Community Centre, Kirkgate, Shipley BD18 3EH

**Email** :

denisefibro@live.co.uk

**Description** Provides local support for people with fibromyalgia and other chronic pain conditions. It also provides support for carers and holds regular monthly meetings. Newsletters and information regarding treatments, self-help strategies and awareness raising are also sent regularly.

Bradford Heart Support Group

**Telephone:** 01274 960232

**Region:** Local

**Sector:** Voluntary

**Address:** Abbey Court, Stallabrass Street, Bradford, BD8 8EF

**Website:**

www.bradfordheartsupportgroup.co.uk

**Opening Times:** First Tuesday of every month

**Description:** Offers help and support to people with heart problems and their families.

The Obesity Team (Adults) – NHS Bradford

**Tel:** 01274 202801

**Sector:** Public

**Region:** Local

**Address:** Central Hall, Alice Street, Keighley, BD21 3JD

Email: activebradford@bradford.nhs.uk

Website: www.acivebradford.org.uk

Description:

Abuse

## Bradford Cyrenians

**Telephone:** 01274 481 039

**Region:** Local

**Sector:** Voluntary

**Address:**

255 - 257 Manningham Lane, Bradford, West Yorkshire, BD8 7EP

**Email:**

[reception@bradfordcyrenians.org.uk](mailto:reception@bradfordcyrenians.org.uk)

**Website:**

[www.bradfordcyrenians.org.uk/men-standing-up/](http://www.bradfordcyrenians.org.uk/men-standing-up/)

**Description:**

## Housing and support for men who have been victims of domestic abuse

**Bradford Rape Crisis & Sexual Abuse Service (BRC & SASS)**

**Telephone:** 01274 308270

**Helpline:** 01274 308271

**Region: Local**

**Sector: Voluntary**

**Address: 19 Sunbridge Rd, Bradford, BD1 2AY**

**Email:**

[contactus@brcg.org.uk](mailto:contactus@brcg.org.uk)

**Description**: Offers women and girls face-to-face counselling, a help line, independent sexual violence advocacy service, outreach counselling and support.

## Bradford Women's Aid

## **Telephone:** 01274 660 052 (Bradford, other numbers are available on the website)

**Region:** Local

**Sector:** Voluntary

**Address:**

P.O. BOX 124, Bradford, West Yorkshire, BD1 2XA

**Website:**

[www.bradfordwomensaid.org/](http://www.bradfordwomensaid.org/)

**Description:**

Bradford Women's Aid provides support, assistance and accommodation to women and children experiencing domestic abuse

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BRAVE

**Telephone:** 01274 729 689

**Region:** Local

**Sector:** Voluntary

**Address:**

146A Sunbridge Road, Bradford, West Yorkshire, BD1 2HA

**Website:**

[www.brave-project.org/](https://www.brave-project.org/)

**Description:**

BRAVE stands for Bradford Reducing Anger and Violent Emotions. BRAVE is a non-profit organisation offering a confidential service comprising of group work, one to one counselling and telephone support

**Breaking the Silence**

**Telephone** 0751 277 1944

**Region: National**

**Sector: Voluntary**

**Email:**

[info@breaking-the-silence.org.uk](mailto:info@breaking-the-silence.org.uk)

**Website**:

[www.breaking-the-silence.ork.uk](http://www.breaking-the-silence.ork.uk/)

**Description:**

Breaking the silence is a counselling service for male victims and survivors of sexual abuse

Family Action – Canterbury Advice Centre

**Telephone:** 01274 577 571

**Region:** Local

**Sector:** Voluntary

**Address:**

1-3 Ringwood Road, Canterbury Estate, Bradford, West Yorkshire, BD5 9LB

**Website:**

[www.family-action.org.uk/](https://www.family-action.org.uk/)

**Opening times:**

Monday 10am-12pm and 2pm-4pm, Tuesday 10am-12pm (women only), Wednesday 2pm-4pm, Thursday appointments only

**Description:**

Provides general advice in areas including housing, domestic violence, employment, consumer issues, immigration, debt

Oasis BME Domestic Abuse Services

**Telephone:** 01274 634 850

**Region:** Local

**Sector:** Voluntary

**Address:**

PO Box 617, Bradford, BD2 4YN

**Email:**

[Info@oasis-project.co.uk](mailto:Info@oasis-project.co.uk)

**Website:**

[www.manninghamhousing.co.uk/oasis\_about.asp](http://www.manninghamhousing.co.uk/oasis_about.asp)

**Opening times:**

Monday – Friday 9am-5pm

**Description:**

Domestic abuse service for women and children

Staying Put

**Telephone:** 01274 667 104

**Region:** Local

**Sector:** Public

**Address:**

PO Box 449, Bradford, West Yorkshire, BD1 2XB

**Email:**

[enquiries@stayingput.uk.net](mailto:enquiries@stayingput.uk.net)

**Website:**

[www.stayingput.uk.net/](http://www.stayingput.uk.net/)

**Description:**

Staying Put offers gender sensitive services with a primary aim to increase the safety of all people who experience domestic violence/abuse by providing a range of services challenging perpetrators, supporting people, working in partnership, influencing policy and campaigning for change

Dementia

United Sikh Association

**Tel**: 01274 740225

**Alternate Tel:** 07891 862003

**Region: Local**

**Sector: Voluntary**

**Address:** 4 Ventnor Street, Bradford BD3 9JZ

**Opening Times**: first Wednesday of month 2:00 – 6:00.

**Email**: [bahadurjavandadaycentre@hotmail.co.uk](mailto:bahadurjavandadaycentre@hotmail.co.uk)

**Description:** Wellbeing café for people with dementia and their carers

Resources Online:

<https://www.getselfhelp.co.uk/>

<http://www.health-partnership.org.uk/files/info_sheets/Manningham/Backup_23.01.13/Info_Sheet_Long_Term_Conditions.pdf>

<http://divabradford.org.uk/directory/filter/#searchResults>

<https://bradford.connecttosupport.org/s4s/WhereILive/Council?pageId=392&lockLA=True>

<http://www.nhs.uk/pages/home.aspx>

<https://www.bradford.gov.uk/sport-and-activities/swimming-and-fitness-class-timetables/swimming-and-fitness-timetables/>

<https://www.bradford.gov.uk/health/health-advice-and-support/about-the-department-of-public-health/>

<http://www.healthmaps.org.uk/>

<https://www.bradford.gov.uk/adult-social-care/finding-support-for-yourself/self-care-packs/>

(Self Care packs are available for Asthma, COPD, Dementia, Heart Failure and Strokes. For the patient or carer)

**Appendix 9**

