



CHURCH FARM CLOSE MEDICAL PRACTICE

LOFTHOUSE SURGERY

2 CHURCH FARM CLOSE, LOFTHOUSE, WAKEFIELD WF3 3SA

Telephone: 01924 822273

www.lofthousesurgery.co.uk

THE MANSE SURGERY

4 MARSH STREET, ROTHWELL, LEEDS LS26 0AE

Telephone: 0113 282 3390

www.themansesurgery.co.uk

Welcome To Church Farm Close Medical Practice

This is a Partnership of six Doctors (not a limited company or partnership). We hope you will find the information in this booklet useful.

THE PREMISES

We have two surgeries:

The Lofthouse Surgery: 2 Church Farm Close, Lofthouse, Wakefield WF3 3SA

Telephone 01924 822273

Fax 01924 825168

Opening Hours: Monday, Tuesday & Friday 8.00am - 6.00pm
Wednesday & Thursday 7.00am - 6.00pm

Surgery Times: Monday, Tuesday & Friday 8.20am - 10.40am
and 4.00 - 5.50pm
Wednesday & Thursday 7.00 - 10.40am
and 4.00 - 5.50pm

The Manse Surgery: 4 Marsh Street, Rothwell
Leeds LS26 0AE

Telephone 0113 282 3390

Fax 0113 282 4023

Opening Hours: Monday, Wednesday & Friday 8.00am - 12 noon
Tuesday 7.00am - 12 noon
Thursday 8.00am - 12 noon

Surgery Times: Monday, Wednesday,
Thursday & Friday 8.20 - 10.40am
Monday, Tuesday,
Wednesday & Friday 4.00 - 5.55pm
Tuesday 7.00 - 10.40am

www.lofthousesurgery.co.uk or www.themansesurgery.co.uk

PRACTICE STAFF

DOCTORS

Dr. Ben Browning (Male) BMedSci BM BS
Dr. Ian Sanderson (Male) MB ChB MRCP (UK) MRCCGP
Dr. Catherine Lloyd-Dodd (Female) BMedSci MB BS
Dr. Samantha Browning (Female) BMedSci BM BS MRCCGP
Dr. Philippa Barnes (Female)

PRACTICE MANAGER

Karen Nicholson

PRACTICE NURSING TEAM

PRACTICE NURSES

Tina Riordan RGN
Catherine Hall RGN
Helen Hargreaves RGN

HEALTH CARE ASSISTANTS

Rebecca Parkin
Joanne Moon

PHLEBOTOMIST

Lisa Dowd

ADMINISTRATIVE TEAM

ADMINISTRATION SUPERVISOR

Christine Saunders

FINANCE ADMINISTRATOR

Victoria Stevens

ADMINISTRATORS

Nicola Bruce
Karen Eason
Erica Taggart

PRESCRIPTION CLERK

Lynn Chadwick

RECEPTION STAFF

Susan Taylor Reception Supervisor - Manse
Elizabeth Walton Reception Supervisor - Lofthouse
Lauren Jackson, Carolyn Johnson, Sharon Leadbeater, Martine Rees, Susan Townsley, Janine Welford, Sally Willoughby, Jacqueline Firth

www.lofthousesurgery.co.uk or www.themansesurgery.co.uk

SERVICES AVAILABLE

We provide the following services:

- Antenatal and postnatal care
- Contraception/coil fitting
- Cervical smears
- Children's immunisations and health assessments
- Medical travel services - we are a registered Yellow Fever Centre
- Cryotherapy
- Minor surgery
- Private medicals - employment, HGV

APPOINTMENTS

All patients are seen by appointment only. Please phone reception at the surgery where you are registered for an appointment.

The receptionists try to spread appointments out evenly from day to day so you may be offered an appointment in a few days' time. Please accept this if you can wait as it makes things much easier for us to evenly distribute our workload. If your problem is urgent please tell the receptionist this and you will be given an appointment as soon as possible but please be considerate to others as we are only able to see a small number of urgent cases each day. Very urgent cases will always be seen in the surgery on the same day, but again please be considerate and only request this in an emergency as you will be seen as an extra patient in an already fully booked surgery and may be making other patients with booked appointments wait longer.

Please remember appointments are for 5-10 minutes and are intended for one person only! If other members of the family need to be seen, please make a separate appointment for them. Please do not store up long lists of problems - it is very difficult for the Doctor to sort these out in one appointment.

The Doctors always try as hard as they can to keep to the appointment times. However, occasionally, they may have several complex problems to deal with in one surgery or may be called out of surgery on an emergency. If these circumstances arise the surgery may run late and we ask for your understanding if this happens. If you think you have been kept waiting too long, please enquire at reception for an explanation. You will always be seen if you wait but if you prefer you will be able to re-book your appointment.

If you have made an appointment and then find that either it is inconvenient or that the problem has got better **PLEASE TELEPHONE TO CANCEL IT.**

www.lofthousesurgery.co.uk or www.themansesurgery.co.uk

You may have a preference as to which Doctor you wish to see, if so make the receptionist aware of this but please be prepared to wait for the Doctor of your choice. When requesting a home visit we cannot guarantee the Doctor of your choice will visit as each Doctor visits only one area in order to utilise their time to the best advantage.

HOME VISITS

Home visits are done at the Doctor's discretion for patients that are too ill to attend the surgery. Lack of transport is not a valid reason to request a home visit. To request a home visit please phone the surgery **BEFORE 10.00AM** as the Doctors start their visiting rounds soon after this. You will be asked to give the receptionist some indication of the patient's symptoms and degree of urgency as this helps us to plan visits. Please be considerate and remember that the Doctor can see up to 10 patients in surgery in the time it takes to do one home visit. Patients with infectious illnesses can be seated separately at the surgery whilst waiting - please ask at reception.

HEALTH CHECKS

If you are aged 40-75 you may be entitled to a free health check every three years. Please make an appropriate appointment with our Practice Nurse or Health Care Assistant.

EMERGENCIES

If a medical emergency arises when the surgery is closed, above all, please use common sense:

1. If the patient's condition appears very serious you should call **999** immediately and ask for an emergency ambulance. An emergency ambulance should be with you within minutes and this prompt action on your part may help save the patient's life.
2. If the patient otherwise clearly requires hospital treatment you should attend the nearest Accident & Emergency (Casualty) Department. A & E Departments are never closed and are always available for self-referral.

In other genuine medical emergencies you should call **01924 822273** (the Lofthouse Surgery) and listen carefully to the answer message which will tell you how to contact the Doctor on call. The Doctor on call may be one of the practice Doctors or may be a deputising Doctor. You may request advice or ask for the patient to be seen. Home visits are done at the Doctor's discretion for patients that are too ill to leave the house. Alternatively you may be asked to attend an emergency clinic.

NHS DIRECT

Advice is available via the telephone 24 hours a day, seven days a week. The telephones are staffed by qualified nurses.

Telephone 0845 46 47

NHS Direct Online is available via the Internet at www.nhsdirect.nhs.uk This is an expansion of the telephone service and gives self-help guidance together with information on 'hot topics'.

www.lofthousesurgery.co.uk or www.themansesurgery.co.uk

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FBS

Furniture That Lasts

SHACKLETONS furniture shop on Bradford Road has become, in the words of Bill Marshall, "synonymous with quality, comfort and value".

They supply furniture built in Yorkshire at their purpose-built factory and have been known as specialists in seating for over 50 years.

Shackletons offer a wide range of comfortable and attractive chairs, suites, riser-recliners, rockers and beds to clients throughout the country at affordable and realistic prices.

"Because we're an independent company we take pride in getting to know each of our customers, and in making sure we sell them the right product for their individual circumstance," said Bill.

"Our experienced team give honest, practical advice on which type of chair or bed is most appropriate for different medical conditions, for example, and are always happy to let people try items from the fabulous range stocked in store."

All of the furniture Shackletons sell is built by their own craftsmen and professional upholsterers.

"We are dedicated to producing the most desirable and comfortable items in a wide range of top quality fabrics, from traditional styles to the most modern," added Bill, who says the service is offered to both domestic and commercial clients.

"Many major nursing home groups nationwide entrust us to provide furniture that looks good and is robust enough to last."

And if the name sounds familiar, it may be because Shackletons are the designers of the first high seat chair, as seen in the famous TV advert including the line: "My niece bought me this chair from Shackletons, you know".

Call in today, telephone (01924) 422943 or visit www.shackletonsltd.co.uk

ADVERTISING FEATURE

REPEAT PRESCRIPTIONS

If you have regular medication you can ask to be given a repeat prescription. This is printed by the computer and should usually be for two months' supply of medication. It includes a certificate for you to keep which entitles you to your next prescription without being seen. To obtain your repeat prescription, either hand in your repeat certificate to reception or post it to the surgery. Please allow 48 hours for your prescription to be prepared before collection. If you need your prescription posting to you please include a stamped, addressed envelope.

Your repeat certificate includes a review date after which it is not valid. If this has expired your prescription will be reviewed again. The review date ensures that you are reviewed at regular intervals by your Doctor or Nurse whilst using long-term medication.

We consider it unsafe to issue prescriptions without production of a repeat certificate.

Alternatively, you can contact the surgery and register for online requests via our website.

We do not take repeat prescription requests over the telephone.

RINGING FOR RESULTS

Please ring the surgery after 1.00pm for results of blood tests, X-rays etc. This leaves the line free during the morning for patients booking appointments and requesting home visits.

CLINICS

Antenatal Clinics

These are run by Frances Hannan, our Midwife. Patients are seen by the Midwife at the surgery by appointment only.

Baby Clinics

These are run by our Practice Nurses for childhood immunisations.

At Lofthouse Surgery the clinic is held weekly on a Wednesday afternoon from 1.30 - 3.15pm. At The Manse Surgery, Rothwell, we do not have dedicated clinics. Simply ring reception and make a convenient appointment with the Practice Nurse.

Cryotherapy (Wart Clinics)

These are done in surgery. Phone our reception to make an appointment in a normal doctor clinic.

Minor Surgery

Minor surgical procedures are carried out by appointment and the Doctors will be happy to advise you on this.

Travel Immunisation and Vaccination

Our Practice Nurses give advice on travel vaccines and travel health and in order to assist them we ask that you complete our 'Travel Questionnaire' as soon as your holiday is booked. The Practice Nurse will then carry out a risk assessment for the areas to be visited. You will be asked to ring the surgery three to four days after completing the questionnaire and advised when to commence any necessary treatment.

Yellow Fever

We are a registered Yellow Fever Centre for both registered and non-registered patients. There is a charge for this service. Please ask reception staff for details.

Flu Vaccination

An annual flu vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing homes.

Please contact the reception staff from August onwards for details of the vaccination and to make an appointment.

If you are housebound a home visit can be arranged; please ring reception and they will be happy to help.

Non-NHS Examinations

The Doctors are happy to carry out medicals, eg insurance and driving licence, by appointment. Please telephone the surgery to book an appointment, and ask reception for the charges for these services.

CARERS

If you look after a relative, friend or child who, because of illness, disability or the effects of old age, is unable to manage without your help, you are a Carer. This surgery is in close contact with Carers Leeds. By completing a yellow card obtained at reception, your status as a carer will be added to your clinical details and upon request we can refer you to Carers Leeds services.

ACCESS FOR THE DISABLED

The Lofthouse Surgery is approached by a series of shallow steps with hand rails, suitable for prams, pushchairs and those with walking difficulties.

Patients who use a wheelchair can gain access directly from the car park at the rear of the building where there is a ramp with a handrail. Press the button and speak to reception who will unlock the door for you. The Manse Surgery is approached by four or five steps from the main road, Marsh Street. Alternatively, it can be approached from the larger shoppers' car park at the rear and the path around the side of the building, without the need for any steps to be negotiated.

SUGGESTIONS/COMPLAINTS

We are always interested to receive constructive criticism and suggestions as to how we can improve our services to our patients.

If you wish to make a comment about any feature of our service, in the first instance please write or ask to see our Practice Manager, Mrs Karen Nicolson.

If you wish to make a complaint, we have an in-house complaints procedure. Please ask for further details from the Practice Manager.

Alternatively you can write to NHS England to make a compliment or complaint about the practice. NHS England. Write to NHS England, Yorkshire and Humber, 3 Leeds City Office Park, Meadow Lane, Leeds LS11 5BD.

We also have suggestion boxes in the waiting rooms which are opened regularly. If you would like a reply, please indicate this and, of course, remember to note down your name and address.

You can also access our page on the national NHS website, NHS Choices at www.nhs.uk. On this site you can leave feedback about our services.

FRIENDS AND FAMILY

We would welcome your opinions on our service. Pick up a form in reception and post in the box provided.

PATIENT FORUM

We would like to know how we can improve our services to you and how you perceive our surgery and staff, so we have established a patient forum. This is a group of patients who meet with the practice staff up to 4 times a year. The practice value this input from patients on how to develop our services. If you wish to join the patient forum, please ask at reception.

NEW PATIENTS

All new patients are asked to complete a registration form and, except those under five, to make an appointment with the Health Care Assistant to complete the registration process. Please ask at reception for the necessary form and appointment.

ACCESS TO NOTES

Doctors and Nurses have access to your medical records.

Practice staff handle medical records: they do, however, sign a confidentiality form when joining the practice.

Unless we have your written consent nobody else has access to your medical records.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

RIGHTS AND RESPONSIBILITIES

With rights come responsibilities and for the patient this means:

1. Where an appointment has been made, you should attend on time or give adequate notice to the practice if you wish to cancel.

- You should remember that an appointment is for one person only and that an additional appointment should be booked if a second person needs to be seen
- You should help to make the best use of the Doctors' time, eg by **REQUESTING VISITS BEFORE 10.00am** whenever possible and by attending the surgery rather than requesting a visit wherever possible
- You should take appropriate steps to prevent ill health eg not smoking, attending for immunisations and cervical smears etc, if necessary with guidance from the Doctors and Practice Nurses.

VIOLENT/ABUSIVE PATIENTS

We strongly support the NHS policy on Zero Tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

NHS

We are part of NHS Leeds which is based at 3 Leeds City Office Park, Meadow Lane, Leeds LS11 5BD. **Telephone 0113 82 52700.**

NHS NUMBER

Your NHS number is your unique identifying number, which means there is no confusion regarding names and dates of birth when presenting or contacting any NHS provider organisation.

WALK-IN CENTRE

King Street, Wakefield or Burmantofts Health Centre Leeds. They provide a range of services including minor illness advice and prescriptions, blood pressure monitoring, dressings and blood tests.

Opening hours: 8.00am – 8.00pm seven days a week including Christmas Day.

St George's Minor Injuries Unit is open 8.00 – 10.30am, seven days a week.

They will: see anyone who has had a recent injury
bandage, x ray and carry out other treatments
supply some medication for infection, pain and allergic type reactions.

TRAVEL CLINIC

In this age of global travel when more and more people have the opportunity to visit far-off shores, it is very important to protect yourself against diseases liable to be contracted abroad. As a preventative measure, we can offer our patients all the relevant vaccines. Our practice nurses are very experienced in the field of travel vaccinations and anti-malaria medication. However, for anti-malarials a private prescription will be issued as these are not available on the NHS.

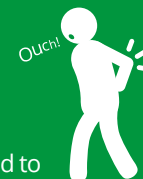
We are also a registered Yellow Fever Centre. This is not an NHS service so please enquire about cost before booking your appointment. We are also able to offer this service to non-patients.

For more information, call 01924 822273.

www.lofthousesurgery.co.uk or www.themansesurgery.co.uk

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 Tuesday: 9am - 6pm
 Wednesday: 9am - 6pm
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 Friday: 9am - 6pm
 Saturday: 9am - 1pm
 Sunday: CLOSED
 (Closed 1 - 2pm for lunch break)
Tel/Fax: 01924 871593
 1 Oakley Street, Thorpe, Wakefield WF3 3DX
thorpepharmacy@gmail.com
www.thorpepharmacy.org

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 Read the latest ISI report, check the league tables, and talk to other parents.
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E: info@peersupportyorks.co.uk
http://peersupportyorks.co.uk

NHS
It's not a 999 emergency, but you need medical help fast?
 Call 111 for medical advice, assessment and direction to the best medical treatment for you
CALL 111
www.nhs.uk/111

USEFUL TELEPHONE NUMBERS

ROTHWELL HEALTH CENTRE 0113 282 0520

CHEMISTS:

Carlton Lane Pharmacy, Lofthouse.....01924 823137
Garners Pharmacy, Rothwell.....0113 282 3189
Rothwell Health Centre Pharmacy.....0113 282 1155
Naseems, Rothwell.....0113 282 2686
Boots The Chemist, Rothwell0113 282 2269

HOSPITALS:

Pinderfields0844 8118110
St James'0113 243 3144
Seacroft0113 264 8164
L.G.I.0113 243 2799

HEALTH AUTHORITY:

Both Leeds and Wakefield.....0113 2952 500

PRACTICE AREA

