Guiseley and Yeadon Medical Practice

Yeadon Community Health Centre
17 South View Road
Yeadon
Leeds LS19 7PS
Tel: 0113 887 9742

Netherfield Road Surgery
10 Netherfield Road
Guiseley
Leeds LS20 9HE
Tel: 0113 887 9742

Information for Patients
WELCOME to
YEADON COMMUNITY HEALTH CENTRE
and NETHERFIELD ROAD SURGERY

We would like to welcome you to our long established group practice which covers the Yeadon, Rawdon, Guiseley and Menston areas. (See the map on the back cover.)
Our premises have been designed for ease of access for our disabled patients.
This booklet tells you about the practice and the services that we offer, therefore please read it carefully. We trust that you will find it helpful and informative and we suggest that you keep it in a safe place for future reference.

DOCTORS

There are three partners at the practice.

DR ANDREW WRIGHT (male)
BSc MB ChB Leeds 1981 DRCOG

DR LISA BECKWITH (female)
BM ChB Leeds 1989 MRCGP

DR ELLA RUSSELL (female)

DR H SWAPP (female)

This is not a limited partnership

The practice also employs GPs to work alongside the partners:

DR IAN MCDERMOTT (male)

DR DAWN HODGSON (female)

DR RACHEL BIRMINGHAM (female)

DR DANIEL HOPPER (male)

These practitioners are supported by our practice matron Sheena Thomas.

OFFICE STAFF

Our practice manager is Jane Turner and we have a large team of admin and reception staff.

Reception Team

Helen Quiney (Senior Receptionist)
Beverley Bearcroft Karen Evans Katie Hall Kym Evans
Yvonne Gillett Hayley Duckworth Vicky Seddon

Administration Team

Carol Hoyland, Debbie Archer and Donna Oldroyd are our administration and reception managers. If you have any queries regarding insurance or private medicals, please contact Debbie. They are supported by Diane Hinton and Sue Sutcliffe.

Secretaries

Nichola Anderson and Christina Jackson are our practice secretaries.

Health problems can be difficult to assess for both patients and medical staff. Our office staff have the difficult task of linking patients to the doctors or nurse as efficiently as possible. They will do their best to help and assist you with complete confidentiality, and your patience with them and us will be appreciated.

PRACTICE NURSES

We have a team of four practice nurses Sister Liz Emsley, Sister Amanda Robinson, Sister Sandra Wilkinson, Sister Rhiannon Cowley and Sister Kate Briscoe.
Our healthcare assistant is Maureen Montgomery and our phlebotomist is Alex Ing.
Our specially trained nurses are available by appointment most mornings and some afternoons. They can remove sutures, change dressings, perform blood tests, immunisations and other injections, ear syringing etc. They are also available for travel advice, cervical smears, advice on diet, perform ECGs and will undertake reviews of blood pressure, diabetes, asthma and COPD care along with your doctor. They can also advise you on family planning needs, the menopause and HRT.
They also assist the doctors in minor surgery and are available to offer professional advice.
Influenza immunisation is available every October for the elderly, those with a history of heart or chest disease or diabetes, or those who have been vaccinated in the past. If you wish to take up this offer please contact the surgery and ask for a flu clinic appointment. Please make sure when you are booking in that you book with the most appropriate person to deal with your problem.

REGISTERING AS A PATIENT
To register with the practice just come in to either reception and fill in a couple of forms. Please bring some form of ID with you.

HEALTH VISITORS
These are nurses specially trained to advise you on health care, particularly for mothers and children. They are involved in clinics on Wednesday afternoon for childhood immunisations and to check on general development in our under fives.

You will receive an appointment for this clinic.

CHILDHOOD IMMUNISATIONS

Two months  (First) Diphtheria/Tetanus/Whooping Cough/Polio/Haemophilus Influenzae B/Pneumococcal
Three months  (Second) Diphtheria/Tetanus/Whooping Cough/Polio/Haemophilus Influenzae B/Meningitis
Four months  (Third) Diphtheria/Tetanus/Whooping Cough/Polio/Haemophilus Influenzae B/Meningitis/Pneumococcal
12/13 months Measles/Mumps/Rubella (MMR) + Hib/Men C + Pneumococcal
Three and a half years Diphtheria/Tetanus/Polio/MMR 2 (pre-school)

Anyone who has not had two MMR jabs before the age of 21 should contact us.
Anyone who has missed school vaccinations for HPV/Diphtheria/Tetanus/Polio should contact us.

It is very important for children to be immunised. Many diseases have been eradicated due to wide-ranging immunisation programmes. Your child may have a mild reaction to an immunisation. This is often a sign that it is doing the right job - protecting your child. Remember severe reactions are very RARE! If you are in any doubt, consult your doctor, practice nurse or health visitor and tell them of any reactions.
DISTRICT NURSES

Our district nurses have a wide range of responsibilities and experience in providing general nursing care to the housebound in the community.

COMMUNITY MIDWIVES

Community midwives care for mothers during pregnancy and after the baby is born. When you are first pregnant make an appointment to see the midwife.

Appointments can be made at either surgery for you to attend an antenatal session (Wednesday afternoon and Thursday morning at Yeadon Community Health Centre). If you have any concerns and wish to ask the advice of a midwife, please call 0113 206 6241 for the community midwifery office.

APPOINTMENTS

We have surgeries running each morning from 8.30am - 12 noon, some afternoon surgeries from 2.00 - 4.30pm and evening surgeries from 3.30 - 6.00pm. We also offer evening appointments until 8.00pm Monday to Friday and from 8.00am to 4.00pm Saturday and Sunday for patients who prefer to be seen outside normal hours.

Appointments may be made by calling at reception or by telephoning on 0113 887 9742. Your call may be placed in a queue but will be answered as soon as possible. You can also call a local number 0113 887 9742 if you wish but as this is a single line it may be engaged. We also have an internet booking facility. Please call at our Yeadon reception to ask about this.

We have two categories of appointment – Walk-in Access and Pre-bookable.

Every weekday we have a Walk-in Clinic at Yeadon between 8.00 and 10.00am. There is no phone booking for this, simply register at Yeadon reception before 10.00am and you will be seen. These clinics are for one problem only.

Pre-bookable appointments are available up to two weeks in advance. Staff will endeavour to give you an appointment with a doctor of your choice, but this is not always possible. You will therefore be offered an appointment with another member of our team. As all consultations and information is kept on the computer, patients can be seen at either Yeadon Community Health Centre or Netherfield Road Surgery. Please be patient with our receptionists as they endeavour to help you with your requests.

There are many issues that can be dealt with by a pharmacist such as diarrhoea, runny nose, painful coughs or headaches so please consider this option before calling us.

IF YOU CANNOT KEEP AN APPOINTMENT PLEASE LET US KNOW AS SOON AS POSSIBLE. WE CAN THEN USE THIS APPOINTMENT FOR OTHER PATIENTS AND NOT WASTE IT.

HOME VISITS

Home visits are for patients who are genuinely housebound and too ill to come to the surgery. Wherever possible, we ask you to try to come to the surgery, not only because home visits are time-consuming but also because we have better facilities for examining and treating you in the surgery. If appropriate, a doctor may telephone you to see if your problem can be dealt with over the telephone.

Please telephone before 10.30am in order to request a home visit if you are too ill to attend surgery. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. If you request a home visit you will not necessarily be seen by the doctor of your choice as different doctors are on call on different days.

EMERGENCIES TAKE PRIORITY AT ALL TIMES.

WHEN THE SURGERY IS CLOSED

In the event of a medical emergency please telephone 999.

Other urgent cases are dealt with by our out-of-hours provider and you can contact them on the 111 number.

Please use this service with discretion and wait until the surgery opens at 8.00am on the next working day, if at all possible.

Telephone advice may be offered for non-urgent queries.

REPEAT PRESCRIPTIONS

Some patients may be issued with a repeat prescription form for their medication, enabling them to continue treatment without seeing the doctor each time a prescription is required. Requests for prescriptions can be made by using the form. Allow 48 hours before collecting your prescriptions. Please note that the surgery does not accept prescriptions over the phone. If you do not have a repeat prescription request form, please write out your request and place in the box provided or hand in to reception. We are happy to post your prescription to you if you supply a stamped, addressed envelope and most of the local chemists are happy to collect prescriptions from the surgery and have them ready for you to collect.
Let our practice publications promote your business for you!

To place an eye-catching advertising feature in our vitally important Practice Booklets, indispensable Appointment Cards & Website simply phone Veronica Smith now on 0800 612 1516

Attract more business by placing your advert here. Simply call 0800 0234 196.
OTHER SERVICES AVAILABLE

PHYSIOTHERAPY
We have two in-house physiotherapists and NHS physiotherapy can be arranged by your doctor when appropriate at either of our surgeries.

MATERNITY AND CONTRACEPTIVE SERVICES
All partners provide maternity services during routine surgeries. We also offer a full range of contraceptive services including fitting and checking intra-uterine devices. All consultations are, of course, held in complete confidence regardless of age or marital status.

CHILD HEALTH SURVEILLANCE AND IMMUNISATIONS
Child health surveillance and childhood immunisations are offered at the regular Wednesday afternoon clinics at Guiseley and Yeadon.

MINOR SURGERY
Minor surgical services are available at the practice and can be discussed with any doctor.

WELL WOMAN
Well woman appointments include a cervical smear in addition to a blood pressure check and urine test. All women are recommended to have a cervical smear at least every five years until the age of 65.

NON-NHS SERVICES
We offer several non-NHS services, such as private medical certificates, medical reports/examinations for insurance purposes, HGV and PSV medicals and ratification of BUPA claim forms. Our fees for these services are in line with those recommended by the BMA and are published in the reception areas.

DENTAL EMERGENCIES
In a dental emergency, please contact your own dentist. If you have any problems contacting a dentist, please ring West Yorkshire Central Services Agency on 0113 295 2500.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

BACK PAIN
Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment or gentle exercise.

BURNS
Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Colds
Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

MENINGITIS
Meningitis is very rare. The illness develops very quickly. Specific signs of meningitis include one or more of the following:

- Vomiting, high temperature or fever
- Severe headache
- Stiff neck
- Dislike of bright lights (photophobia)
- Appearing drowsy
- Having fits (convulsion)
- A rash (which does not fade if a glass/tumbler is pressed on it)

The rash usually starts as many small red or purple pin pricks which then join to form red and purple blotches.

If you think you or your child has meningitis you should contact your doctor immediately or call 999 for an ambulance.
GASTROENTERITIS
Gastroenteritis gives symptoms such as diarrhoea, sickness and stomachache. The cause is usually a viral infection and so cannot be treated directly as medicines are often immediately vomited up.

Drink plenty of clear fluids ie water, fruit cordial, flat lemonade or cola to prevent dehydration. Also use rehydration sachets obtainable from your pharmacist. As the diarrhoea settles try a little amount of solid food. Consult your doctor if symptoms persist for more than a few days. Sudden bouts of unusually watery diarrhoea in very young children and babies should be treated by taking them off solids and milk and giving them Dioralyte or similar.

Contact the doctor immediately if:
- There is any blood with the diarrhoea.
- A baby or child with diarrhoea is drowsy or refuses to drink for a few hours.

To avoid spreading infection always wash your hands carefully after going to the toilet or changing a baby’s nappy. If you are taking the contraceptive pill you may need to take extra contraceptive precautions.

STOMACHACHE
Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

SPRAINS
Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling.

Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided.

Further strain will inevitably lead to further swelling and a longer recovery period.

NOSEBLEEDS
Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped.

Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

MINOR CUTS AND GRAZES
Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

SUNBURN
Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help.

Children are particularly susceptible to sunburn and great care should be taken to avoid over-exposure to the harmful effects of the sun.

INSECT BITES AND STINGS
Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than ‘plucked’ in order to avoid squeezing the contents of the venom sac into the wound.

HEAD LICE
These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of poor personal hygiene. It is a parent’s responsibility to check their children’s hair regularly using a head lice detector comb, obtainable from the chemist. More detailed advice can be obtained from the health visitor.

CHICKENPOX
On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn ‘crusty’ and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last ‘crusts’ have dropped off.

COMPLAINTS PROCEDURE
We always try to provide the best services possible, but there may be times when you feel this has not happened. Please ask at reception for a patient information leaflet; this will explain our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope that you will use it to allow us to look into and, if necessary, correct any problems that you have identified or mistakes that have been made.

PRACTICE CHARTER
At this surgery we aim to provide our patients with the best quality care available. Our charter is a statement of what you can expect from the practice and what we feel we can expect in return from you.

1. You can expect to be greeted in a friendly and welcoming manner and treated with courtesy by everyone working at the practice.
2. You can expect clean, comfortable premises, with good access for disabled people and with facilities for children to have supervised play.
3. You can expect confidentiality to be maintained at all times.
4. If you are a new patient, you will be offered a health check when you register with the practice.
5. The doctors aim to see patients within 20 minutes of their appointment time but where there is a delay you can expect to be told the reason by the receptionist.
6. You have a right to information and are encouraged to ask questions about your health.
7. You have a right to see your medical records subject to the limitations of the law.

For 24 hour information click to: www.netherfield-yhcdoctors.co.uk
8. You can expect to be given an urgent appointment with an unspecified doctor within 24 hours of a request and a routine appointment with an unspecified doctor within five working days.

9. You can expect to see a copy of the practice booklet which contains information about the services which we provide.

10. You are entitled to complain to the practice manager, who will see you as soon as possible or respond to written complaints within 10 days.

WITH THESE RIGHTS COME RESPONSIBILITIES

1. Please ensure that you attend for your appointment on time and if you need to cancel you give adequate notice.

2. You have a responsibility to make more than one appointment if more than one patient needs to be seen when you come to the surgery.

3. You have a responsibility to be courteous and friendly to the staff.

4. Home visits should only be requested by, or on behalf of, the seriously ill and as far as is reasonably possible should be requested before 10.30am. Patients should realise that home visits are at the doctors’ discretion.

5. Requests for out of hours and night visits should only be made when they are absolutely necessary.

6. Requests for help or advice for non-urgent matters should be made during surgery hours.

7. You should work with the practice to keep yourself as healthy as possible by following advice from the doctors and practice staff.

8. You should not expect a prescription at every consultation.

PATIENT REPRESENTATIVE GROUP

The practice has a Patient Representative Group that meets 4 times a year to discuss all matters relating to the practice. If you are interested in joining us then please contact the practice manager.

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.

HEALTH CARE PROFESSIONAL TRAINING

The practice does not currently carry out the training of healthcare professionals.

For the latest information click to: www.netherfield-yhcdoctors.co.uk

ZERO TOLERANCE

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.

CLINICAL COMMISSIONING GROUP

We are part of Leeds West CCG. They can be contacted at:
Unit 2-4, WIRA House, Business Park, West Park Ring Road, Leeds LS16 6EB.
Tel: 0113 843 5470
Practice Booklets are published by Neighbourhood Direct Ltd. 01253 608014