

# Practice Information



## **New Cross Surgery**

Rothwell Health Centre  
Stone Brig Lane, Rothwell LS26 0UE  
**Tel: 0113 467 7511**  
**Fax: 0113 282 9195**  
[www.grangemedicare.co.uk](http://www.grangemedicare.co.uk)

## **Middleton Park Surgery**

Middleton Community Health Centre  
Middleton Park Avenue  
Middleton, Leeds LS10 4HT  
**Tel: 0113 467 7522**  
**Fax: 0113 277 1747**  
[www.grangemedicare.co.uk](http://www.grangemedicare.co.uk)

## **Swillington Health Practice**

Swillington Clinic, Hill Crest Close  
Swillington, Leeds LS26 8DZ  
**Tel: 0113 287 1444**  
**Fax: 0113 287 7203**  
[www.grangemedicare.co.uk](http://www.grangemedicare.co.uk)

# Welcome To Our Practices

Each member of staff at Grange Medicare Limited is dedicated to delivering a service of the highest quality to our patients. We place a great deal of emphasis on good communication, effective treatments and continuous professional development to enable us to satisfy our patients' needs.

## New Cross Surgery

Rothwell Health Centre, Stone Brig Lane, Rothwell LS26 0UE  
 Tel: 0113 467 7511 Fax: 0113 282 9195  
[www.grangemedicare.co.uk](http://www.grangemedicare.co.uk)

## History of New Cross Surgery

New Cross Surgery is a combination of two previously well-established family practices. The surgery is located within Rothwell Health Centre, which is situated next to the historic Market Cross Monument. In 2008 Grange Medicare Limited was awarded the contract for New Cross Surgery, Middleton Park Surgery and Swillington Health Practice by Leeds Primary Care Trust. New Cross Surgery accepts patients who live in Rothwell, Oulton, Woodlesford, Carlton and Lofthouse.

## General Practitioners

Dr Iqbal Ahmed (male)	MBChB MRCGP (Sheffield 1989)
Dr Shamim Ahmed (male)	MBBS 2004 MRCGP 2013
Dr Sophie Bramley (female)	MBBS 2007 MRCGP 2012
Dr Ekaphum Chamnanrabiabkij (male)	MBBS 2008 MRCGP 2014

## Nurse Practitioner

Carol Cranston RGN	Nurse Independent/Supplementary Prescriber 2012
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## Practice Nurses

Angela Hainsworth Maxine Grimbley	RGN RGN	Gillian Fleming	RGN
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## Phlebotomist

Louise Edwards

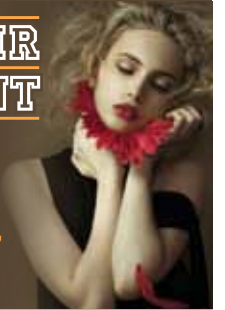
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T: 0113 270 8378 / 07957 205998  
 E: info@arlkreeshealthcare.com  
[www.arlkreeshealthcare.com](http://www.arlkreeshealthcare.com)  
 Suite 10 Phase 2, Brooklands Court, Tinscliff Road, Beeston, Leeds LS11 5HL

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The Old Oulton Primary School, Calverley Road, Oulton LS26 8JQ

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## Health Care Assistants

Donna Cocks

Other clinical staff employed by Grange Medicare Limited may at times work at New Cross Surgery.

## Practice Manager

Louise Nock

## District Nursing Team

The team is based at Hunslet Health Centre. The team will visit people who are unable to attend the surgery for their care.

## Health Visiting Team

The health visiting team is based at Rothwell Health Centre: they can be contacted on 0113 282 0520. A Well Baby Clinic is held on Tuesday am, Thursday pm and the first Saturday of the month.

## Appointments

Appointments can be booked either over the phone or in person. Routine appointments can be made in advance.

Non-urgent Saturday appointments are pre-bookable. Saturday appointments are normally for patients who have difficulty attending Monday to Friday. However, if you need to see a doctor urgently on a Saturday please contact the Out-Of-Hours Service on **111**.

Please remember that at all times one appointment is for one person.

If you are unable to keep your appointment please inform us as soon as possible.

Please note that if you miss three or more appointments we will write to you and suggest that you register with another practice. Failure to attend appointments means that other patients are unable to access our services.

We have a "touchscreen" arrival notification system, which helps to ease congestion at reception.

## Surgery Times

	New Cross Surgery	Middleton Park Surgery	Swillington Health Practice
Monday	8.00am - 6.30pm	8.00am - 6.30pm	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm	8.00am - 8.00pm	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm	8.00am - 6.30pm	8.00am - 6.30pm
Thursday	8.00am - 8.00pm	8.00am - 6.30pm	8.00am - 6.30pm
Friday	8.00am - 6.30pm	8.00am - 6.30pm	8.00am - 6.30pm
Saturday	8.30am - 1.00pm**	8.30am - 1.00pm**	8.30am - 1.00pm**

\*\* We have recently changed the way we run our Saturday surgeries. Saturday surgeries are now rotated between each of our sites.

Please check our practice website for details of when and where the surgery will be held\*\*

## Disabled Access

The surgery is situated entirely on the ground floor and is therefore suitable for disabled access.

## Middleton Park Surgery

Middleton Community Health Centre,  
Middleton Park Avenue, Middleton, Leeds LS10 4HT  
Tel: 0113 467 7522 Fax: 0113 277 1747  
[www.grangemedicare.co.uk](http://www.grangemedicare.co.uk)

## History of Middleton Park Surgery

Middleton Park Surgery was opened as a new facility in 2002 taking over a single-handed practice. Middleton Park Surgery is located in new purpose-built premises, Middleton Community Health Centre, opposite Middleton Primary School.

The surgery accepts patients from Middleton, Belle Isle, East Ardsley and Thorpe.

## General Practitioners

Dr Claudio Schwab (male) MRCP 2003 MRCGP 2005 Diploma of Cardiology Bradford 2008

Dr Muhammad Khan (male) MBBS 2002

Dr Ammad Zafar (male) MBBS 2002 MRCGP 2015

## Nurse Practitioners

Carol Cranston Nurse Independent/Supplementary Prescriber 2012 RGN

## Practice Nurses

Angela Hainsworth RGN

Gemma Fox RGN

## Health Care Assistants

Keeley Greaves

## Phlebotomist

Louise Edwards

Other clinical staff employed by Grange Medicare Limited may at times work at Middleton Park Surgery.

## Practice Manager

Louise Nock

## District Nursing Team

The team is based at Middleton Community Health Centre. The team will visit people who are unable to attend the surgery for their care.

## Health Visiting Team

The health visiting team is based at Middleton Community Health Centre and they can be contacted on 0113 207 7000.

## Appointments

Appointments can be booked either over the phone or in person. Routine appointments can be made in advance.

Non-urgent Saturday appointments are pre-bookable. Saturday appointments are normally for patients who have difficulty attending Monday to Friday. However, if you need to see a doctor urgently on a Saturday please contact the Out-Of-Hours Service on **111**.

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Please check our practice website for details of when and where the surgery will be held\*\*

## Disabled Access

The surgery is situated on the first floor. Disabled access is via a lift.

## Swillington Health Practice

Swillington Clinic, Hill Crest Close, Swillington, Leeds LS26 8DZ

Tel: 0113 287 1444 Fax: 0113 287 7203

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

### History of Swillington Health Practice

Swillington Health Practice was opened as a brand new facility by East Leeds Primary Care Trust in September 2004. Swillington Health Practice is located within Swillington Clinic. The practice accepts patients from Swillington, Goody Cross and Little Preston.

### General Practitioners

Dr Suchana Pal (female)

MBBS 2004 MRCP 2009 MRCGP 2014

Dr Muhammed Khan (male)

MBBS 2002

### Nurse Practitioner

Carol Cranston

Nurse Independent/Supplementary Prescriber 2012 RGN

### Practice Nurses

Deborah Grimbley

RGN

Sarah Bowler

RGN

### Health Care Assistant

Donna Cocks

Keeley Greaves

### Phlebotomist

Louise Edwards

Other clinical staff employed by Grange Medicare Limited may at times work at Swillington Health Practice.

### Practice Manager

Louise Nock

### District Nursing Team

The team is based at Kippax Health Centre. The team will visit people who are unable to attend surgery for their care.

### Health Visiting Team

Susan Ritson is the health visitor and she can be contacted on 0113 287 4427.

### Appointments

Appointments can be booked either over the phone or in person. Routine appointments can be made in advance.

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Please check our practice website for details of when and where the surgery will be held\*\*

## Disabled Access

The surgery is situated entirely on the ground floor and is therefore suitable for disabled access.

## Additional Information

### Emergencies And Out of Hours

If you have a serious medical problem for example acute chest pain, severe bleeding, loss of consciousness, or difficulty breathing, please dial 999 before calling the surgery.

If you require urgent medical attention outside our normal surgery hours please ring 111 (free dial number) and you will be connected to NHS 111 who will manage your call. However we do ask that you only use this service when you are unable to wait until the practice reopens. Alternatively NHS Direct is available 24 hours a day to give health care advice on 0845 4647 or at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### Walk-in Centres

Wakefield NHS Walk-in Centre is at 47 King Street, Wakefield, WF1 2SY. Opening times are Monday to Sunday 8.00am to 8.00pm and they can be contacted on 0845 121 1023. St George's Centre Minor Injuries Unit is at St George's Road, Middleton, Leeds LS10 4UZ. Opening times are Monday to Sunday 8.00am to 10.30pm and they can be contacted on 0113 3929801.

Shakespeare Medical Practice is at Burmantofts Health Centre, Cromwell Mount, Leeds, LS9 7TA. Opening times are Monday to Sunday 8.00am to 8.00pm and they can be contacted on 0113 2951132.

### Home Visits

Home visits can be made by contacting the practice before 10.00am. All requests for a home visit will be assessed by the nurse practitioner or general practitioner. Please remember that several patients can be seen at the practice in the time it takes for one home visit. We would ask you to only request a home visit when you are unable to attend the practice.

## Registering As A New Patient

New patients should initially obtain an application form from the practice with which they wish to register. All new patients are then asked to attend a new patient health check.

## Repeat Prescriptions Service

The practices operate a repeat prescription service for all patients who are on repeat medication(s). Repeat prescription request forms can be left at reception or dropped into the repeat prescription box. Please allow 48 hours before your prescription will be ready for collection.

We do not accept requests for medication over the telephone.

Local chemists sometimes offer a collection and delivery service. Please let the practice know if you are using this service. Please allow extra time before you can collect your medication from the pharmacy.

## Change of Address and Other Details

In order to ensure that we provide an efficient, effective service, we need to keep your personal details up to date, so do please keep us informed of any changes of name, address or telephone numbers. These details will be kept on the practice computer, but will not be accessible to anyone unauthorised by the practice.

## Test Results

Tests results are available from the practice over the telephone between 11.00am - 2.00pm. We are unable to give results to anyone other than the patient.

## Chaperone Guidelines

Grange Medicare is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or a friend.

On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment.

## SMS Texting Service

We offer an SMS Texting Service where the practice will text you a reminder of your appointment the day before. If you would like to take advantage of this service, please inform the practice of your current mobile telephone number.

## SystemOne Online

The practice is currently operating SystemOne Online. SystemOne is the clinical database which the practices use. SystemOne Online gives patients the opportunity to order repeat prescriptions online, book and cancel appointments, complete online questionnaires and message the practice.

If you would like to take advantage of this system, please speak to the reception team. Please bring a copy of photographic ID and proof of your current address and you will be provided with a username and password to begin taking advantage of SystemOne Online.

## Clinical Services Offered By The Practices

### Cervical Cytology

Women aged 25 to 50 will be called on a three-yearly basis. Women aged 50 - 64 will be called on a five-yearly basis.

### Child Health Surveillance

Child development checks are performed by a doctor or health visitor in accordance with national guidelines.

### Chronic Disease Management

Patients with chronic disease will be asked to attend for an annual review. Reviews are carried out by the practice nurse or nurse practitioner, who have completed specialist training.

### Contraception

Intrauterine coils and contraceptive implants can be fitted at New Cross Surgery (Tuesday pm). Please book an initial appointment with Dr Bramley to discuss these in detail and to arrange fitting. Nurses also offer contraceptive advice and monitoring.

### Maternity Care

Antenatal clinics are held at all three practices as follows:

New Cross Surgery - Debra Mortimer (Midwife) holds a clinic every Tuesday and alternate Thursdays.

Middleton Park Surgery - Jade Dunlop (Midwife) holds a clinic every Tuesday and Friday morning.

Swillington Health Practice - Debra Mortimer (Midwife) holds a clinic every fortnight on a Thursday morning.

All midwives can be contacted on 0113 206 6241.

### Stop Smoking

The practices all provide help and advice for smokers. Referrals can be made to Leeds NHS Stop Smoking Service on 0800 169 4219 or text SMOKEFREE to 60066.

### Travel Immunisations

If you are planning to travel abroad please contact the practice. You will be asked to complete a travel questionnaire and, if you need immunisations you will be asked to book an appointment with the practice nurse. Not all immunisations are available at the practices; you may have to attend a travel clinic.

### Vaccinations

The practices offer all vaccinations, including those for children, and flu and pneumonia. All vaccinations are carried out in accordance with current guidelines. Please make an appointment with the practice nurse.

### Well Baby Clinic

Drop-in Well Baby Clinics are held at the following times:

#### New Cross Surgery

Every Thursday afternoon. Please contact the community centre on 0113 2820520 to book an appointment.

#### Middleton Park Surgery

Every Thursday 1.30 - 3.30pm.

#### Swillington Health Practice

The second Thursday in the month at Swillington Church Hall 9.30 - 10.30am.

## Additional Services Offered By The Practices

### Community Dietician

There is a community dietician available at all three sites on a monthly basis. Advice is offered for the following: difficulties with eating and drinking that might result in under nutrition, Type 2 Diabetes, Cardiovascular Disease, Gut and Bowel conditions e.g. IBS, Coeliac disease, food intolerances and allergies. Please see a member of the clinical team to be referred.

### Leeds Let's Change

Leeds Let's Change is a program that has been developed to offer lifestyle advice for patients. This includes smoking and alcohol advice, healthy living and exercise. You can either access the website at <http://www.leedsletschange.co.uk/> for useful information or you can be referred to the services following a discussion with a clinician.

To access this service please make an appointment with a nurse or GP.

### Minor Injuries Unit

This service is available at St George's Centre, St George's Road, Middleton.

### Non-NHS Examinations

The doctors are happy to carry out medical examinations, e.g. insurance and driving licence, by appointment outside of surgery hours. Please contact the practices for an appointment. The fees charged for these services are in line with the British Medical Association recommendations.

Please note the waiting time for this service is 3-4 weeks.

### Patient Involvement

We want to involve all of our patients in the development of our services. We therefore welcome feedback. You may periodically be asked to complete questionnaires (provided by the practices or NHS), the results of which help us to improve the quality of our services. All of our three practices have a patient forum, which gives patients the opportunity to be involved in the development of the practices. If you would like to join the patient forum please contact your practice.

## Are You A Carer?

If you look after someone with an illness or disability, you are a carer. If you would like more information please contact your practice. Carers Leeds is the official website designed to help you get the help and support you need as a carer. They offer all the information you should need to get the financial help you are entitled to, as well as advice on getting a break from caring, going to work and much more. They can be contact on 0113 3804 300 or visit the website at <http://www.carersleeds.org.uk/>

## Comments, Suggestions And Complaints

We want all of our patients to be happy with the service and treatment they receive at our practices.

We are happy to receive any comments or suggestions about the practices, either verbally or in writing.

Occasionally problems can arise; we can only put things right if they are brought to our notice. If at any time you are unhappy with any aspect of the service, you can initially discuss this with any member of staff who will try to put things right at the time. If they cannot resolve the problem at the time they will help you with the process for making a complaint - please collect a copy of our complaint/comment leaflets from reception. Alternatively you could either speak to or write to the Practice Manager, Louise Nock (0113 467 7511 or email [L.Nock@nhs.net](mailto:L.Nock@nhs.net)). We will fully investigate any complaint and will advise you of the outcome.

If you have a problem, we hope that you will liaise with the practice in the first instance. We believe that this will give us the best chance of putting right whatever has gone wrong. However, this does not affect your right to approach either the PALS (Patient Advice and Liaison Service) on 0113 2066261.

## Confidentiality and Data Protection

The practices comply with Data Protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances;

- To provide further medical treatment for you for example from hospital or to access district nursing services
- To help you to access other services for example from the social work department, this does require your consent.
- When we have a duty to others for example in child protection cases.

The information we hold may be accessed by health care professionals at the practices as part of patient management.

Non-identifiable information may be shared with NHS Leeds, Yorkshire and Humber Regional Health Authority for management of services and audit purposes. If you do not wish anonymous information about you to be used in such a way, please let us know.

We do not share information with any third party outside the Health Service (eg insurance companies, employers, solicitors) without your explicit written consent.

The reception and administration teams require access to your medical records in order for them to carry out their jobs. These staff members are bound by the same rules of confidentiality as all the medical staff.

When visiting the practices we please ask that patients do stand back from the reception desk to allow the person in front to speak confidently to the reception staff. Please respect the privacy of the person standing in front of you.

If you do need to speak to a receptionist in private then please ask.

## Access to Records

Under the Data Protection Act you have the right to access the information held by the practices. If you would like to access your information, your request must be in writing.

## Freedom of Information Publication Scheme

We are required by the Freedom of Information Act 2000 to provide a publication scheme. This is a guide to information routinely made available to the public.

## Consent

Before we begin examination or treatment we need your consent, or your parents' consent if you are under 16.

This can be given in a number of ways. It may be given by a signature on a document if some sort of invasive procedure is to be carried out for example, a minor surgery procedure. It may be verbal, for example if a GP or nurse asks if they can look at your leg injury. However, it may also be implied. This means that you do not specifically give your consent, but your actions, for example by rolling up your sleeve for a blood test states that you are happy to have the GP or nurse carry out their work.

It is your right to not give consent, particularly if you are unhappy about any part of the procedure. Please let a GP or nurse know if you are unhappy and do not consent to being examined or treated, or if you require further clarification first. Your consent must be informed. That means you must understand clearly what the procedure entails and how it will affect you.

If you are in any doubt please ask.

## TARGET Sessions

The practice is closed for one afternoon each month on a Tuesday (excluding August and December), to allow protected time for staff training. Details of dates are displayed at each surgery site and on the practice website. Should you require urgent medical attention during this time, please telephone the practice and your call will be diverted to West Yorkshire Urgent Care Services.

## Infection Prevention and Control

The practice has robust policies in place for infection prevention and control. This includes policies on hand washing and correct disposal of waste in line with current guidelines.

It is essential to maintain a high standard of hygiene on the premises and your assistance with this would be appreciated.

## Breast Feeding Facilities

If you require breast feeding facilities whilst visiting any of our surgery sites, please ask at reception.

## Parking

Parking is available at all three surgery sites with designated spaces for disabled parking.

## No Smoking Policy

The practice operates a no smoking policy and we kindly ask patient to refrain from smoking in the practice buildings and within the grounds.

## Patients' Responsibilities to the Practice

We ask that patients:

Attend their appointments on time, and inform us if they are going to be late or unable to attend.

Remember that one appointment is for one person only.

Treat all the staff with courtesy and respect.

Inform us of any changes in name, address or telephone number.

Only request a home visit if you are too ill to come to surgery.  
Only use the Out of Hours service for problems that cannot wait until the surgery next opens.  
Request repeat prescriptions in good time – don't wait until you run out.  
Attend surgery for review of repeat prescriptions or chronic conditions when requested to do so by clinical staff.  
Ask if you don't understand advice given to you.  
Tell us if you are unsure about treatments you are offered.

## Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone who verbally or physically abuses, or threatens in any way, any member of staff, doctor or nurse will be removed from the practice list. In extreme cases we will involve the police.

## Leeds South & East Clinical Commissioning Group

Our three practices are members of the Leeds South & East Clinical Commissioning Group. For more information please see their website <http://www.leedssouthandeastccg.nhs.uk>

## Directors of Grange Medicare Limited

Executive Chairman: Dr L R M Kamal  
Director: Mrs A Ikin

## Notes



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## Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

ADVERTISING FEATURE Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 40 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!





## USEFUL TELEPHONE NUMBERS

Leeds General Infirmary.....	0113 2432799
St James' University Hospital .....	0113 2433144
Chapel Allerton Hospital.....	0113 2623404
Pinderfields General Hospital .....	0844 8118110
Leeds Dental Institute .....	0113 2440111
NHS Direct .....	0845 4647
Out of Hours Service .....	111
Wakefield NHS Walk in Centre – King Street .....	0845 1211023
St George's Minor Injuries Unit .....	0113 3929801
Shakespeare Medical Practice – Walk In .....	0113 2951132
St Gemma's Hospice .....	0113 2185500
Wakefield Hospice.....	01924 213900
Carers Leeds .....	0113 2468338
Patient Advice and Liaison Service (PALS).....	0800 0525270
Boots Pharmacy (Rothwell Health Centre) .....	0113 2821155
Boots Pharmacy (Commercial Street) .....	0113 2822269
Garners Pharmacy .....	0113 2823189
Naseem's Chemist.....	0113 2822686
Swillington Pharmacy .....	0113 2862795
The Co-Operative Pharmacy (Middleton).....	0113 2705548
West Yorkshire Central Services Agency .....	0113 2952500