

# ALWOODLEY MEDICAL CENTRE

Saxon Mount, Moortown, Leeds LS17 5DT

Branch Site:

Adel Surgery, 141 Long Causeway, Adel, Leeds LS16 8EX

Tel: 0113 393 0119

Fax: 0113 467 0259

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



## Patient Information

Contracted by NHS England to provide Medical Services for patients within the local community.

**NHS** 2017

# Alwoodley Medical Centre

<b>Dr Raj Sathiyaseelan</b>	MBChB (1998 Leeds) BSc (Hons) MRCGP
<b>Dr Geoff Hall</b>	MBChB (1983 Leeds) DRCOG FP
<b>Dr Alison Lewis</b>	MBChB (1989 Birmingham) MRCP DRCOG MRCGP
<b>Dr Angela F. Rickards</b>	MBChB (1990 Leeds) MRCGP DRCOG DFFP
<b>Dr S. Giles Manchester</b>	MBBS (1993 London) BSc
<b>Dr Ruth A. Murray</b>	MBChB (1994 Glasgow) MRCGP DRCOG DFFP
<b>Dr Hannah Watson</b>	MBChB (2002 Leeds) MRCGP DFFP DRCOG
<b>Dr Andrew Higgins</b>	MBChB (2004 Leeds ) MRCGP MFDSRCPs
<b>Dr Jorge Alegria Valencia</b>	MD MRCGP (1999)
<b>Dr Pooja Mishra</b>	MBChB (2004 Leeds) BSc MRCGP DRCOG DFFP
<b>Dr Martin Sutcliffe</b>	MBChB (2004 Aberdeen) FRCA (2011) MRCGP PGCertMedEd MAcad MEd

**Dr Kate Matheson** (Salaried GP) MBChB (2000 Sheffield) MRCGP DRCOG DFFP  
(We are a non-limited partnership)

## Practice Managers

**Jayne Tait** (BA) Business Manager  
**Vicky Taylor** (DipHE and Assoc CIPD) Deputy Practice Manager

## The Team

Our clinical team consists of 12 doctors, 6 nurses, and 3 healthcare assistants who are supported by a secretarial and admin team and a team of receptionists.

## Practice Nurses

<b>Karen Gornall</b>	RGN
<b>Teresa Divan</b>	RGN
<b>Sarah Atkinson</b>	RGN
<b>Kate Baker</b>	RGN
<b>Fiona Steele</b>	RGN
<b>Alison Tate</b>	Healthcare Assistant
<b>Tracey Pickford</b>	Healthcare Assistant
<b>Kim Wilson</b>	Healthcare Assistant
<b>Francine Shaffner</b>	Phlebotomist

Practice nurses are available at both surgeries for minor injuries, dressings, blood pressure checks, post-operative care, blood and urine tests, ear syringing, injections, immunisations and general health promotion advice.

The nurses are involved in the care of patients with chronic diseases such as asthma, diabetes and heart disease. They are also able to offer family planning advice, cervical screening and help with smoking cessation.

Appointments are required at all times.

## Teaching Medical Students

The practice is involved in the teaching of undergraduate medical students and postgraduate nursing staff. If a student is in attendance we will publicise this at reception and if you do not wish to have a student in your consultation, please make a receptionist aware.

## Surgery Times

	ALWOODLEY MEDICAL CENTRE SAXON MOUNT	ADEL SURGERY 141 LONG CAUSEWAY, ADEL Monday and Tuesday Closed 12.30 - 2.00pm Friday Closed 12.30 - 2.00pm
MONDAY	7.00am – 8.00pm	8.00am - 5.30pm
TUESDAY	8.00am – 6.00pm	8.00am - 5.30pm
WEDNESDAY	8.00am – 6.00pm	8.00am - 12.30pm
THURSDAY	8.00am – 6.00pm	8.00am - 12.30pm
FRIDAY	8.00am – 6.00pm	8.00am - 5.30pm
SATURDAY & SUNDAY	SURGERY CLOSED - PLEASE PHONE 111 FOR EMERGENCY COVER	SURGERY CLOSED - PLEASE PHONE 111 FOR EMERGENCY COVER

TELEPHONE: ENQUIRIES / VISITS: 0113 393 0119 APPOINTMENTS: 0113 393 0119  
PLEASE NOTE THESE TIMES ARE SUBJECT TO CHANGE.

## How to Register

Anyone residing within our practice boundary is welcome to register as a patient with us. If you would like to register please come to reception and ask for a new patient pack. If you need help completing the forms please ask for help. When you have completed the forms, please return them to reception. Once you have registered with the surgery we will then request your medical records from your previous GP.

## Appointments

Appointments may be made online at [www.alwoodleyhealthcentre.co.uk](http://www.alwoodleyhealthcentre.co.uk), by telephoning 0113 393 0119 or by calling at the surgery. Routine appointments may be made well in advance (maximum one month), which will enable us to offer you an appointment at a time more suitable to your requirements. Patients may choose which clinician they wish to see; however, this may result in a longer waiting time. If you require a chaperone for your appointment, please let the receptionist know. If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations.

## Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (tel: 999) before calling the surgery.

## Home Visits: Always Telephone 0113 393 0119

Visits are for those who are housebound or are too ill to attend the surgery. All requests for visits must be received before 10.00am, unless in case of an emergency. Please explain the reason as clearly as possible to assist the doctors in planning their rounds.

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at Fieldhouse Lodge also available.**

Moorfield House, Fieldhouse Walk, Leeds, Yorkshire LS17 6HW

**0113 266 9991**

[www.moorfieldhousecarehome.com](http://www.moorfieldhousecarehome.com)

## Moorfield House - testimonials:

"Just wanted to say a big thank you for all the care you have given to mum..... knowing she was safe and cared for helped the family through a difficult time"

**W's Family  
- received 23rd January 2012**

"...thank you with all my heart for the compassion and care you gave to my father...."

All the staff were so helpful and kind, nothing was too much trouble, if only every care home was like Moorfield.

Thank you once again from the bottom of our hearts."

**K, M & Family  
- received 30th March 2012**

"I cannot thank you and all your staff enough for the kindness & care you showed...."

staff at every level kept popping in to see if we wanted for anything & offering support & sympathy. The care....received over the three years of his stay in Moorfield House has been second to none & I congratulate you.

I only hope if the time comes when I shall need care, I shall be as lucky as he in my choice of care home"

**P H & Family  
- received 10th January 2012**

## Out-of-Hours Emergency Cover

When the surgeries are closed the practice is covered by the NHS 111 Service.

The nearest walk-in centres are Wharfedale Minor Injuries Unit, Wharfedale General Hospital, Otley LS21 2LY, tel: 0113 392 1647 or St George's Centre, St George's Road, Middleton, Leeds LS10 5UZ, tel: 0113 392 9800. Medical advice can also be obtained from NHS Direct, a nurse-led helpline, online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## Repeat Prescriptions

If you are on regular medication you will be given a computer generated request slip. Repeat medication can be ordered in one of the following ways:

1. Online at [www.alwoodleymedicalcentre.co.uk](http://www.alwoodleymedicalcentre.co.uk)
2. Tick the items you require on the slip attached to your prescription and post to the surgery, enclosing a stamped addressed envelope and we will post the prescription back to you, or fax the slip to the surgery.
3. Deliver the slip, indicating your requirements, by hand to the surgery. Your prescription will be ready for collection 48 hours later.

**PLEASE NOTE: WE DO NOT ACCEPT TELEPHONE REQUESTS FOR PRESCRIPTIONS.**

## Clinics

### Antenatal Clinic

Midwives run clinics at both surgeries and appointments are made by contacting us on 0113 393 0119. If you would like further information please speak to one of our receptionists. Please note that postnatal checks are offered by the doctors and are performed at the same appointment as the eight-week baby clinic.

### Baby Clinic

Please make an appointment with one of the practice nurses.

The baby clinics are run by a doctor and nurses for child development checks and immunisations.

### Family Planning

Contraceptive care is provided by all the doctors during surgery hours. Coil and implant fittings are available by appointment.

### Minor Surgery

We operate an in-house minor surgery service which your doctor will refer you to, if necessary.

### Non-NHS Services

We may charge for some services. These include authentication and validation of private health insurance claims and holiday cancellation forms, plus other certificates, reports and examinations. We will arrange private medicals such as insurance, pre-employment, driving etc, by appointment. The current scale of charges is displayed in the surgery waiting rooms. The medical care of our patients is our priority, but we will aim to complete all reports as quickly as possible.



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### ***Patients Over 75 Years***

If you are 75 years or over, you should be seen annually, either by your doctor, the practice nurse, district nurse or health visitor. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged.

### ***Foreign Travel***

Please discuss this with the practice nurse, at least six weeks before leaving, for immunisations and advice.

### ***Flu Vaccination***

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes, as well as patients over the age of 65 years. Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

### ***Comments And Suggestions***

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception.

### ***Disabled Access***

Both surgeries have private car parks and wheelchair access.

### ***Practice Complaints Procedure***

Our complaints procedure is displayed in the reception area at both sites. We do take complaints seriously and comments and suggestions made by patients are referred to when considering any changes in our service. If you would like to make a complaint or comment to our practice manager, please feel free to use our in-house procedure. The West Yorkshire Patient Advice and Liaison Service, can be contacted on 0800 0525270 for independent advice.

### ***Confidentiality***

We ask for your personal information so that you can receive care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

### ***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.



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## Freedom Of Information

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.

## Practice Area

Maps outlining the area covered are available in both surgeries and at the back of this booklet. This practice is a member of Leeds North CCG, Leaffield House, 107-109 King Lane, Leeds, LS17 5BP. Tel: 0113 8432916.

## Practice Charter Standards

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

### Our Responsibility To You:

We are committed to giving you the best possible service.

**Names:** People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery doors.

**Waiting Time:** We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 20 minutes in the waiting room without receiving an explanation for the delay.

**Access:** You will have access to a doctor rapidly in case of emergency or same day in cases of urgency. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

**Telephone:** We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone if necessary.\*

**Respect:** Patients will be treated as individuals and partners in their healthcare irrespective of their ethnic origin or religious and cultural beliefs.

**Information:** We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

**Health Promotion:** The practice will offer patients advice and information on: steps they can take to promote good health and avoid illness, and self-help which can be undertaken without reference to a doctor in the case of minor ailments.

**Health Records:** You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

## Your Responsibility To Us

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot, otherwise patients may have to wait longer.

If you repeatedly fail to attend appointments, you may be removed from the practice list and have to find an alternative GP practice.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you get the best out of the services we offer. It is important that you understand the information given to you. Please ask us any questions if you are unsure of anything.

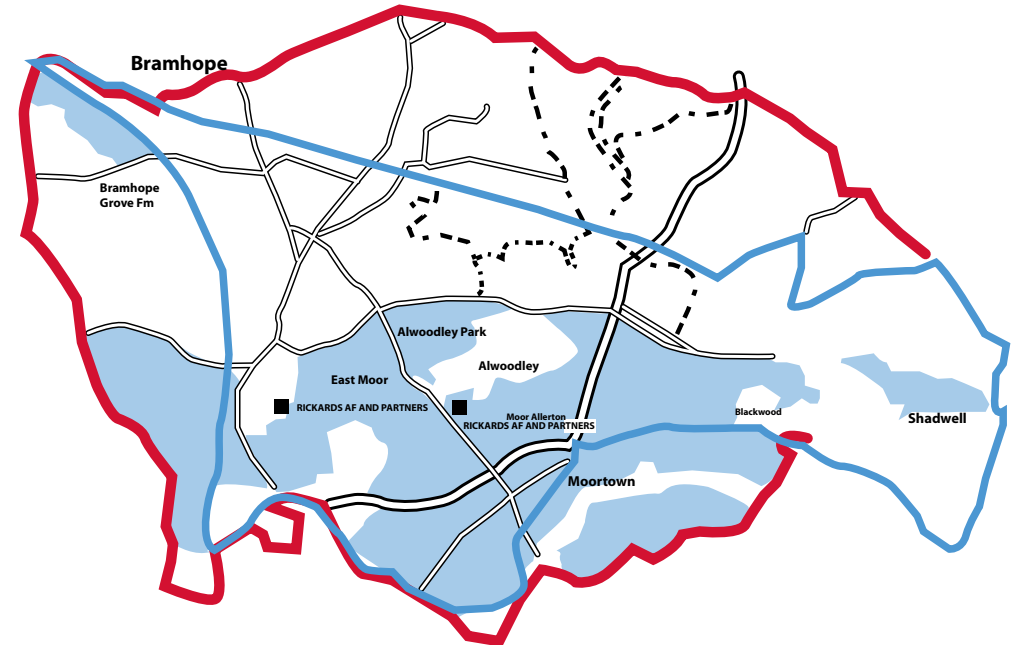
Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.



## Patient Participation Group

Alwoodley Medical Centre is committed to having close involvement with its patients, and to this end a Patient Participation Group (PPG) has been set up with a small core of patient members. We are looking to recruit more patients to ensure we represent the wide range of patients and their needs. If you are interested in getting more involved with the PPG, or have comments you would like to raise with us, please contact us via email at:

[ppg.alwoodleymedicalcentre@outlook.com](mailto:ppg.alwoodleymedicalcentre@outlook.com)

## Practice Area Map



-  Practice Boundary
-  New Outer Boundary

## PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd

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