

BURTON CROFT SURGERY
... in the heart of Headingley



BURTON CROFT
PRACTICE LEAFLET
2022-2023

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Practice Information

Dr. Gibson & Partners - Burton Croft Surgery

Practice Partners: Dr Carole Gibson, Dr Jonathan Smith, Dr Fiona Peckham.

Address

Burton Croft Surgery,
Headingley Medical Centre
St Michaels Court, 1 Shire Oak St,
Headingley, Leeds
LS6 2AF

Contact information

Tel: 01132744777

Fax: 01132304219

Website: Burtondocs.co.uk

Practice Area

Our Practice boundary can be seen to the right. We cannot take any new patients that reside outside of the practice boundary.



Training

The practice is committed to the further training of health professionals. These include medical students, **nurses**, and GP trainees. Staff receiving training are fully supervised but if you prefer not to receive care from someone in training please say and we will honour your preference.

Chaperones

If you require a chaperone for any procedure, please ask at reception or your clinician. The clinician you are seeing will ask if you would like a chaperone.

Accessibility

The surgery has an onsite carpark and there is also good access to public transport links.

There are 4 disabled parking spaces at the surgery for disabled badge users which are located next to the entrance to the building. There are two lifts accessible from the lobby area serving all floors of the building.

Within the building there is access to patient toilet facilities, including disabled toilets and baby changing facilities.

Burton Croft has an induction loop system and has access to telephone & in person translation services.

Opening Hours and Appointments

Burton Croft Surgery is open between 0800 – 1830 Monday to Friday.

Appointments can be made by telephone, in person or online. A proportion of appointments can be booked through online access. More information on online booked can be found on our website.

For a same-day appointment, the best time to ring is as early as possible from 8am.

Urgent and emergency appointments will be triaged by the duty GPs in the afternoon- this will initially be a telephone consultation and if needed the GP will invite you down to assess.

Non urgent queries (medical and admin) can be made through the practice's E-consultation service [here](#).

A GP check-up appointment can be made available to patients of the practice who have not been seen by a GP for over 3 years (for patients ages 16-74 years) or 12 months (patients 75 and over). Please speak to reception to enquire about this.

Home Visits

If you are very ill and unable to travel to the surgery, or you are housebound, a home visit can be arranged with a doctor. Home visits are not available to patients who live outside of the practice boundary. **Home visits are only for those patients who need them and only when absolutely necessary.** It is essential that you come to the surgery for your appointment where you can do so.

How to book

To request a home visit, you need to call the surgery on 0113 274 4777 and speak to the receptionist. It helps us to judge the urgency of the call if you describe the symptoms and leave a telephone number where possible as your doctor may wish to speak to you.

For an urgent home visit, please call the surgery by 10:00 at the latest. If you call the surgery after 10:00, we cannot guarantee a home visit and you may be directed to the on-call doctor so that your request for a home visit can be assessed.

Repeat prescriptions

Burton Croft offers repeat prescriptions and repeat dispensing where possible.

Appointments can be made with our PCN Pharmacist, Jodi New, or a GP who will review medication and put on repeat or repeat dispensing (where appropriate).

You can order your repeat prescriptions in the following ways:

Online

The easiest way to order a repeat prescription is to use the NHS App or other online services such as Patient Access.

In person

Request slips are available to fill in at reception. Please put this repeat prescription request in the box on the reception desk.

By post

You can post your prescription slip or written request to us at the practice. You can include a stamped addressed envelope for return by post if you wish to have a paper prescription posted back to your address.

Phone

We accept requests via telephone; however, we politely ask that patients who can use other means to request their medication do so due to high call volumes. This ensures the patients who need to request via telephone such as the elderly will be able to get through in a timely manner to order.

Practice Staff

Partners:

Dr Carole Gibson (*MBChB, DRCOG, DFFP, MRCGP, DiPTher*),

Dr Jonathan Smith (*PhD Molecular Biology, BSc (Hons) Biochemistry, MBChB (Leeds), MRCGP, PGCert Palliative Care, PGCert Primary Care Education*)

Dr Fiona Peckham (*MBBs, DFFP, DCH*)

Practice Managers:

Julie Gulliver

Laura Dilnot

Des McEvoy (Remote business manager)

Salaried GPs:

Dr Jennifer Nelson *MBChB (Hons), BSc (Hons) Maternal and Fetal Physiology, DRCOG, MRCGP*

Dr Daniel Butler *MBChB (Hons) BSc Psychology (Hons), MRCGP*

Dr Holly Maxwell *MBChB, MRCGP, PGCert Medical Education*

Dr Kathryn Doyle

Dr Kate Johnson *MBChB (Hons), MRCGP, DRCOG, DFSRH, PGDipClinDerm (Distinction)*,

Dr Cherith Newell *MBChB, MRCGP*

GP Registrars:

Dr Shaun Wong *MBChB*

Dr Hugh Goodfield

Dr Kiran Tony *Mbbs*

Practice Matron:

Liz Davies (ANP)

Nurses:

Kate Baker *Bsc (Hons) Nursing Sciences, Registered Nurse – Adult*

Jacqui Cryer RGN

Emma Walker

Julie Hartis

Theresa Divan

Leanne Wheatley (Care home)

HCA's:

Richard Noble *Dip Primary Health Care*

Carlie Martin

Midwife: Aimee Jeremiah (from Leeds Midwifery Service, midwives are on a rotational basis)

PCN HCAs: Charlotte Fowler, Nabeehah Akhtar.

PCN Pharmacist team: Jodi New, Amy Brough (pharmacy technician)

Physiotherapist: Rob Gumbley *Physiotherapy Bsc (hons)*

Social Prescribers: Ben Doyle and Alan Kilroe

Reception: Karen Weston, Gillian Caine, Christopher Marshall, Amy Murphy, Stefano Manca, Henry Fleming-Smith, Elizabeth Instrell, Moumita Ghosh, Alison Harrison, Amanda Hartley, Stephanie Weston

Secretaries: Tracey O'Connell, Gabrielle Dunwell, Amanda Hartley, June Menzer

Registration team: Annette Slater, Jack Kennedy.

Workflow: Manjit Singh, Lorraine Day, Jack Leonard.

Services

CERVICAL SCREENING

MATERNITY SERVICES

TRAVEL VACCINATIONS

Patients must fill in a travel vaccination questionnaire (digital or physical copies available) for the nurse team to review and advise. A patient will then need to book in for their vaccinations, ideally 6-8 weeks before travel.

LONG TERM CONDITION REVIEWS

Annual reviews for patients with chronic and long-term conditions. Patients are now sent invitations for this in line with their birth month.

NHS HEALTH CHECKS

Available for those ages 40-74 without pre-existing conditions.

JOINT INJECTIONS

Dr Butler runs a monthly joint injection clinic

FAMILY PLANNING

Dr Carole Gibson fits Coils.

Our Extended Access hub at Ireland Wood Surgery now has a Long-Acting Reversible Contraception (LARC) clinic running every Saturday. They can fit, replace, and remove both Coils and Implants.

Initial appointments for both Burton Croft and Ireland Wood will be a telephone consultation.

Our Nurse team have pill checks and coil checks available to book in to.

PHYSIOTHERAPY

Our physiotherapist Rob works Tuesday all day and Friday mornings at Burton Croft. Rob also works Thursdays, currently providing telephone assessments.

Out of Hours Services

WEEKDAYS OUT OF HOURS

After 6pm our phone lines transfer over to out of hours at 111.

EXTENDED ACCESS

Our extended access hub is located at Ireland Wood Surgery. These appointments can be made by calling Burton Croft during the weekdays. During the weekend between 8:00 and 4:00, our telephone line bypasses to Ireland Wood Surgery where they can book a small proportion of same day appointments.

- Mon-Fri: 18:00-20:00
Pharmacist available for Medication Reviews and queries
- Saturday: 08:00 -16:00
GP, ANP, HCA, Nurse, LARC Clinic, Pharmacist, Physio appointments
- Sunday: 09:00 - 13:00
GP, HCA and Nurse appointments

TARGET

On TARGET afternoons (every 3rd Thursday of the month) the surgery's phone lines go over to 111 who triage and assess from there.

Registering as a new patient

To register with us patients can either visit the surgery in person and complete a registration or they can download the form via our [website](#) and email it back to us at burtoncroft.reception@nhs.net.

For both options, you will need 2 forms of identification for each person, one of which should be photo ID and one proof of address (e.g. utility bill).

ALLOCATED NAMED ACCOUNTABLE GP

Every patient at the practice is allocated a named, accountable GP. This ensures you have a 'usual' GP as a point of contact and to assist with continuity of care.

You should always try and see your usual GP, especially for ongoing problems, however we understand this is not always possible which is why there are no restrictions on seeing other doctors.

Newly registered patients will be informed of their named, accountable GP upon registration.

PATIENT PREFERENCE OF PRACTITIONER

Patients have the right to express a preference receive services from a particular performer or class of performer either generally or in relation to any condition.

We will endeavour to comply with any reasonable request to change practitioner but need not do so if the preferred performer has reasonable grounds for refusing to provide services to the patient or does not routinely perform the service in question within the practice.

Practice Policies and Procedures

Confidentiality

All patients' records on file or computer are completely confidential. The practice complies with the Access to Medical Records Act, the Data Protection Act and the Freedom of Information Act.

Access to patient records is limited to health professionals and administration staff who are bound by a code of confidentiality. To maintain confidentiality, test results will only be given to the patients themselves or parents of minors.

Complaints Procedure

Everyone at Burton Croft Surgery endeavours to provide the best service and care possible. Unfortunately, we understand that there may be times when you feel this has not happened.

If you have a complaint about the practice, please feel free to talk to one of the Doctor or our Practice Manager. You can do this in person, or by phoning the practice or by writing to us at the above address.

For further information, please look at our [practice complaints leaflet](#) or Complaints Procedure which can be found [here](#).

Zero tolerance Policy

A zero-tolerance policy towards violent, threatening, and abusive behaviour is now in place throughout the NHS.

A zero-tolerance policy towards violent, threatening, and abusive behaviour is now in place throughout the NHS. The doctors, nurses and staff in this practice have the right to do their work in an environment free from violent, threatening, or abusive behaviour and everything will be done to protect that right.

At no time will any such behaviour be tolerated in this practice. If you do not respect the rights of our staff and patients, we may choose to inform the police and you may be removed from our medical list.

Abuse will not be tolerated, and you will receive a letter from the practice regarding your behaviour and our zero-tolerance policy. If this continues to happen, you may be removed from the practice.

Patient Charter (Rights and Responsibilities)

Rights

- All patients registered at the practice have a named, accountable GP responsible for their overall care, but any patient can see any doctor or nurse they choose. Please see below about the allocation of a named accountable GP.
- Patients have the right to say if they would prefer to see a particular doctor or nurse and we will try to arrange this (providing they are available). We understand that 'continuity of care' is important. Seeing the same nurse or doctor for a particular condition can make it easier to get the right diagnosis and plan your treatment/management better.
- Registered patients are invited to have a health check from time to time. We hope you will take up this service. We also offer all patients over 40 an NHS Health Check every 5 years.
- Patients have the right to see their own health records, subject to the terms of the Data Protection Act.

Responsibilities

- Please arrive on time for your appointment. We give 10 minutes grace period- if a patient later than 10 minutes, it is up to the clinician's discretion on whether they will be seen
- Please inform the practice if you can't make an appointment or if the appointment is no longer necessary, so the slot can be offered to another patient.
- Please try and attend the surgery and do not make a request for a home visit unless absolutely necessary. Home visits are for housebound or seriously ill patients. In the time it takes to conduct 1 home visit we can typically see at least 4 patients at the surgery.
- Please make requests for repeat prescriptions in good time. We suggest at least 72 hours before you need more medication.
- Please co-operate with all practice staff and treat them courteously. They are trying to help you.