

## REGISTERING AT GIBSON LANE PRACTICE

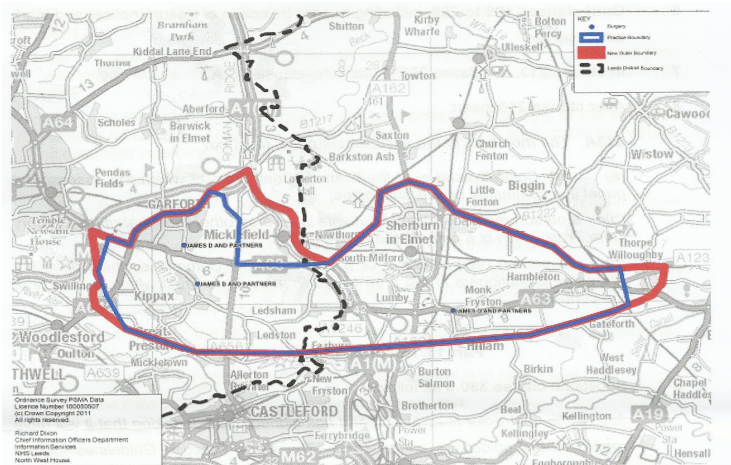
In order to register as a patient with Gibson Lane Practice please complete forms available from reception at any of our sites. Please return completed forms along with **TWO** of the following:

Proof of ID (passport or driving license)

Proof of address (utility bill, bank statement)

You will also be required to attend a new patient check with a healthcare assistant or to use the Health Station at Kippax Health Centre, This will be booked at reception upon registering.

### PRACTICE AREA



Please note that no new patients are being registered within the practice outer boundary limits. Current patients who move into the practice outer boundary area may remain on the practice list



We are a 7 Partner practice, operating as a non-limited partnership from three surgeries.

Kippax Health Centre  
Gibson Lane  
Kippax  
LEEDS  
LS25 7JN

3/5 Hazelwood Avenue  
Garforth  
LEEDS  
LS25 2AW

37 Main Street  
Monk Fryston  
LEEDS  
LS25 5DU

## GENERAL PRACTITIONERS

Dr Clare Hirst MB ChB MRCP DRCOG Edinburgh, registered 1997 (Female)  
Usual working days: Monday, Wednesday, Friday

Dr Clare Smith B med Sci BM BS (Notts) MRCP MRCPG, registered 1994  
(Female) Usual working days: Tuesday, Thursday, Friday

Dr Rachel Grainger Liverpool 1994 MBChB, DRCOG, DCH, DFFP, MRCPG  
(Female) Usual working days: Tuesday, Thursday, Friday

Dr Rebecca Skipp MBChB MRCPG (2010) DFRSH MRCPG (female)  
Leeds Medical School 1999 □ 2004: MBChB, MRCPG CSA 2016, MRCPG AKT  
2015 Usual working days: Monday, Tuesday, Thursday

Dr Henry Luff MB ChB MRCPG NW Liverpool (Male) Usual working days: Tuesday,  
Thursday, Friday

Dr Ffion Wells MBChB (Hons) University of Leeds 2005, International Health BSc  
University of Leeds 2003, MRCPG CSA 2016, MRCPG AKT 2015  
MCEM Part 1 2010 (Female) Usual working days: Monday, Tuesday, Wednesday

Dr Samantha Robinson MBChB, BSc (Hons), MRCPG, DRCOG, DFRSH,  
Manchester, (female) Usual working days: Monday, Tuesday, Wednesday

Dr Jennifer Calvert MBChB Sheffield 2002 MRCPG 2008 DRCOG 2008 (Female)  
Usual working days: Wednesday, Friday

Dr Fiona Thake-Smith Medicine MB ChB The University of Leeds 2004-09  
BSc (Hons) Radiotherapy. The University of Leeds 1999-02 (Female)

### First Contact Practitioner

Mark Wood

Bhini Semwal

### Physician Associate

Amina Osman

## MINOR INJURIES UNITS

St George's Centre - Leeds

St George's Centre, St George's Road, Middleton, Leeds, West Yorkshire,  
LS10 4UZ Tel: 0330 311 5106

Selby and District War Memorial Hospital, Doncaster Road, Sel-  
by, North Yorkshire, YO8 9BX Tel: 01904 724300

## HOSPICES

St Gemma's 0113 2185500

Wheatfield's 0113 8555000

## CLINICAL COMMISSIONING GROUP

- Gibson Lane Practice functions under Address: Leeds South and East  
Clinical Commissioning Group, 3200 Century Way, Thorpe Park,  
Leeds, LS15 8ZB
- Telephone: 0113 843 1600  
Email: [leedssouthandeastccg@nhs.net](mailto:leedssouthandeastccg@nhs.net)

## The Freedom of Information Act 2000

The Freedom of Information Act 2000 obliges the practice to pro-  
duce 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.

This booklet has been updated on 18th April 2023

All information correct at time

## GENERAL

NHS 111	111
NHS Emergency (Ambulance, Police, Fire Brigade)	999
Police Non Emergencies	101
Garforth Police	0113 232 2015
NHS Online	www.nhs.uk
St George's Minor Injuries Unit	0330 311 5106
NHS Wakefield Walk-in Centre	0345 121 1023
NHS Shakespeare (LS9) Walk-in Centre	0113 295 1132
PALS—Leeds (Patient Advice Liaison Service)	0113 2066261
ChildLine	0800 1111
Blood Donors	0300 123 23 23
Samaritans	0113 245 6789
Citizens Advice Bureau (Leeds City Centre)	0113 223 4400
RELATE (Marriage Guidance)	01302 347 444

## HOSPITALS

Chapel Allerton	0113 262 3404
Killingbeck/ Seacroft	0113 264 8164
St James's	0113 243 3144
Leeds General Infirmary Hospital	0113 2432799
Pontefract General	0844 811 8110
Pinderfields, Wakefield	0844 811 8110
York District Hospital	01904 631313
Selby War Memorial	01904 724300

## THE PRACTICE TEAM

We have a team of 5 Practice Nurses, 2 Healthcare Assistants 1 phlebotomist and 1 Pharmacist who support our GPs by dealing with dressings, vaccinations, annual reviews etc. Please make an appointment with the nurse reception staff if you wish to see a member of our Nursing Team.

Our nursing team comprises of

Lead Practice Nurse Lisa Tindall

Practice Nurses

Annemarie Shackleton

Bernadette Almond

Samantha Mwayera

Healthcare Assistants Patricia Foster, Leigh-Anne Thompson

Phlebotomist Nicola Regan

Pharmacist Tiklesh Raman

## LEEDS COMMUNITY HEALTHCARE

In addition to our practice nurses, NHS Leeds Community Healthcare employs District Nurses, Health Visitors and other therapists who are based at Kippax Health Centre.

For information on these services please ring 0113 8431300

## PRACTICE MANAGEMENT

The Management of the practice is handled by our Practice Management Team who are all based at Gibson Lane Practice.

## ADMINISTRATION STAFF

We have a team of Administrators, Secretaries, Data Inputters, and Dispensers who make appointments and give general advice on the services we offer.

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## SURGERY HOURS OF OPENING

### Gibson Lane Practice (Kippax Health Centre)

The practice is staffed by receptionists

Monday to Friday 8am to 6pm

#### Extended Access

Tues, Wed and Thurs Wks 1,3 and 5 open 7AM

LS25/26 PCN Extended Access

Saturday 8am– 2pm and Sunday 9am-12pm

Extended access GP appointment Nurse led clinics

(Appointments for patients that cannot attend during the week.)

Times subject to change with no prior notice

(please collect leaflet from reception)

For appointments, general enquiries, results, emergencies and out of hours

Call **0113 287 0870**.

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## THE PRACTICE

Out of Hours Emergency Number	0113 287 0870
Gibson Lane Practice (telephone)	0113 287 0870
(Website)	<a href="http://www.gibsonlaneppractice.co.uk">www.gibsonlaneppractice.co.uk</a>

Hazelwood Avenue, Garforth	0113 2872563
(Diverted to Kippax when closed)	

Monk Fryston Surgery	01977 683452
(Diverted to Kippax when closed)	

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## CAR PARKING

There are car parks at Gibson Lane Practice and Monk Fryston Surgery. There is no car park at Hazelwood Avenue Surgery and we therefore request patients attending there to be considerate to our neighbours by allowing them access to their own properties when parking in surrounding roads.

## Training Practice

Gibson Lane practice is a training practice. We teach medical students and GP registrars and FY2 clinicians . For more information please visit our practice website.

## Research Practice

Gibson Lane Practice is an accredited research practice

## DATA PROTECTION

We would also like you to be aware that:

- If you wish your relatives or carers to be kept up to date with the progress of your medical care please discuss this with the GP or nurse delivering your care.
- The NHS Central Register for England and Wales contains basic personal details of all patients registered with a GP.
- Everyone working for the NHS has a legal duty to keep information about you confidential; anyone who receives information from us is also under a legal duty to keep it confidential.
- You have a right of access to your health records.
- If at any time you would like to know more about how we use information about you please ask to speak to the Practice Manager.

## THE PROTECTION AND USE OF INFORMATION WE HOLD ABOUT YOU

The practice computer is registered under the Data Protection Act and strict confidentiality is maintained. All staff are bound by stringent rules in this regard.

When we ask you for information it is to enable us to give you the best health care and treatment. We then keep this information, together with details of your care, because it may be needed if we see you again, and some of it we will need to pass on to others concerned with your care.

There are times when we may use some of this information, in an anonymised form (i.e. no patient names), for other reasons. These are, for example:

- To help us protect the health of the public
- The efficient running of the NHS, i.e. planning for the future
- Training staff
- Carrying out medical and other health research approved by the local Research Ethics Committee
- Sometimes the law requires us to pass on information, for example to notify a birth or death

## Practice LGBT Confidentiality Statement

We hold your patient records in the strictest confidence, regardless of whether they are electronic or on paper. We take all reasonable precautions to prevent unauthorised access to your records, however they are stored. Any information that may identify you is only shared with the practice team, or, if you are referred to hospital, to the clinician who will be treating you. We will only share information about you with anyone else if you give your permission in writing.

## Hazelwood Avenue, Garforth

The surgery is staffed by receptionists from:

Monday and Tuesday, Thursday 8am - 12 noon Wednesday,  
Saturday and Sunday CLOSED

For routine appointments, general enquiries and results at  
Garforth Surgery call **0113 287 2563**.

For emergencies and out of hours call **0113 2870870**

## Main Street, Monk Fryston

The surgery is staffed by receptionists four days a week at certain times:

Monday	2pm - 6pm
Tuesday	8am - 12noon
Wednesday	CLOSED
Thursday	8am—12noon
Friday	8am - 12noon
Saturday and Sunday	CLOSED

Appointments can be made by phoning the Monk Fryston  
Surgery on **01977 683452** during normal surgery hours.

For an appointment when Monk Fryston Surgery is closed  
and in an emergency outside these hours telephone Gibson  
Lane Practice on **0113 287 0870**.

## PRACTICE ONLINE SERVICES

Patients can now book an appointment to see a GP, order repeat prescriptions and access their medical records online.

- Details of how to access this service are available at reception at all sites.
- See practice website for more information  
**[www.gibsonlaneppractice.co.uk](http://www.gibsonlaneppractice.co.uk)**

## NEW PATIENTS

If you would like to register with the practice it will be necessary to complete an application form and a simple medical questionnaire, both of which are available from reception. You will be asked for photo ID and proof of address. You will also be asked to undergo a short medical examination by one of our practice health care assistants prior to joining our list.

As a practice we support those who care for others and invite carers to register as such when joining the practice. On doing so our reception team will provide you with details of the support we offer.

We have a practice protocol which outlines the way in which we meet our patients' right of access to their medical information and the way we deal with requests for disclosure of such information. A copy of this protocol is available on request.

If you have a disability which may cause communication barriers with the practice, please inform reception, so that we can work with you to overcome these issues.

## Do you have any compliments, comments, concerns or complaints?

### We would like to hear about them

We aim to provide patients with the best possible care and service that we can.

If you have any compliments, comments, concerns about our service, we want to hear about them.

We would encourage you to speak to whoever you feel most comfortable with – your doctor, nurse a receptionist or manager – but if you would prefer to give your feedback in writing please fill in a compliment slip and place in the box at reception or write to Catherine Fox, Office Manager.

You can also leave feedback via NHS choices and Friends and Family test. Surveys in reception If you have a complaint, we welcome your feedback to help us improve our standards and services.

Please ask at reception for a copy of the Practice Complaints Procedure or visit our website [www.gibsonlaneppractice.co.uk](http://www.gibsonlaneppractice.co.uk)

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.

## PRACTICE MANAGEMENT

The administrative management of the practice is handled by our Management Team:

Gill Collins Strategic Planning Manager

Business Manager Rachel Matthews

Operations Manger Annemarie Shackleton

Patients Services Manager Catherine Fox

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## REPEAT PRESCRIPTIONS

Repeat prescriptions, in most cases, may be obtained without seeing the GP.

Requests may be made by returning the computer slip attached to your previous prescription, either by calling in at the surgery or sending it by post (remember to enclose an SAE if you require the prescription to be posted to you).

Repeat prescriptions can also be requested via System One Online. Please inquire at reception for this service. We require two working days' notice to deal with your prescriptions.

The GPs will see those patients receiving repeat prescriptions on a regular basis for review.

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## TEST RESULTS

Test results will be available between 10.00am and 12.00pm, 2pm and 4.00pm.

Please leave 5 working days before contacting us for your results .

X-ray results usually take approximately 10 days but can take up to 4 weeks.

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## FACEBOOK PAGE

The practice now has a Facebook page. Search for Gibson Lane Practice.

The page is updated regularly with news from the Practice; information on how to cope with illnesses that the GPs are seeing in the Practice; public health information affecting our areas, services being offered by ourselves or partners such as Healthy Lifestyle Services, Connect4Health, good news and feedback.

## APPOINTMENT INFORMATION

- Consultations are by appointment only. It is our policy to meet the Government's targets on access to both GPs and other healthcare professionals.
  - Should you need to be seen we will ensure that you can see a GP within 48 hours of your request and a healthcare professional within 24 hours. However, if you are not sure that a visit to the GP is necessary you can access NHS Direct by phone or online (see Useful Telephone Numbers) or ask our receptionist to arrange for one of our GPs or nurses to advise you over the phone.
  - If you do need to see a GP, we respect your right to see the GP of your choice and will always endeavour to facilitate this. However, this may not always be possible as it will depend on the availability of that GP at the time you wish to be seen. When booking an appointment the receptionist will ask for your name, address and date of birth and a brief description of the problem to point your call in the right direction. This is necessary in order to access your records. Please let us know of any change of address or telephone number without delay; failure to do so may mean that we are unable to provide you with the most appropriate access to healthcare.
  - Please let the receptionist know if you are unable to keep an appointment, as this time can then be used for someone else. Please be prompt when attending for appointments.
  - If more than one member of your family requires a consultation please inform the receptionist so that sufficient time is allocated and records are made available.
  - The practice has an established patient group forum who meet regularly who always welcome new members. If you would like to know more about this or to become a member, please speak to reception.
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## APPOINTMENT SYSTEM

The practice operates an appointment system where you can book to be seen by the GPs/practice nurses or have telephone advice between 8am and 11am and 2pm and 6pm.

Extended hours appointments are also offered on a Saturday and Sunday mornings. (Some of the appointments maybe at other Surgeries in the area.)

We do offer pre bookable appointments which are released 2 weeks in advance.

## CHAPERONE

If you would feel more comfortable with another person present when attending surgery for an examination, you may either bring someone with you, or ask a member of staff to be present.

## MEDICAL STUDENTS

From time to time our GPs and nurses assist in the training of medical students and student nurses. You may be asked by our receptionist if you would be willing to have a student present at your consultation. If you would prefer not to have a student present simply tell the receptionist who will arrange for your consultation to be unaccompanied.

## HEALTH STATION

The Practice has a Health Station at Kippax Health Centre. This Station can allow you to take your blood pressure, new patient checks, pill review, height, weight, smoking, alcohol, lifestyle questions and much more.

The Health Station can be used at your convenience without the need for an appointment and at any time that the surgery is open. There is also a blood pressure machine at Hazelwood Avenue that can be used without an appointment during opening hours.

## MEDICAL EXAMINATIONS

Medical examinations for special purposes are undertaken by appointment only.

Please let the receptionist know the reason for the appointment so that adequate time can be allocated. These are special appointments and a fee will be payable. Fees will also be payable for insurance forms, holiday cancellation forms etc. Details of fees are available at reception

## DISPENSING

Monk Fryston is a dispensing surgery, but there are certain restrictions as to who we can dispense to.

Please contact Monk Fryston Surgery on 01977 683452 for further details.

**You can return any unused or unwanted medicines to  
Monk Fryston surgery for safe disposal  
if you have had the medication dispensed from there.**



## WELL BABY CLINICS

These clinics are run by the Health Visiting Team and are held regularly as follows:

**Garforth Children's Centre:** (Garforth Academy, Lidgett Lane)  
Monday 9.30am - 11.00am  
*Appointment Only*

**Kippax Children's Centre:** (Kippax North Primary School, Brexdale Ave) 1st & 3rd week only. Wednesday 1.00pm - 2.30pm . *Appointment Only.*

**Villages East Children's Centre :** (Great Preston C of E Primary School) 1st & 3rd week only. Thursday 1.30pm - 3.00pm.  
*Appointment Only.*

*Where appointment only please contact SPA on 0113 8435683 to book an appointment.*

*You can also contact the Early Start Team on this number*

The Child Health Clinic is run by health visitors for babies and young children under five years. No appointment is necessary.

If your baby is unwell, please do not bring them to the clinic; make an appointment for your baby to be seen during regular surgery times.

A GP will carry out six week development screening assessments by appointment. Our practice nurses are responsible for administering baby vaccines.

The health visitors carry out routine assessments.

## BREASTFEEDING PEER SUPPORT GROUPS

**Garforth Children's Centre:** (Garforth Academy, Lidgett Lane)  
Wednesday 10.00am-11.30am. Contact 0113 3367456

## HOME VISITS

If you are too ill to attend surgery please ring to request a home visit between 8.00 - 10.00am.

Home visits are made at the discretion of the GP. Please do not request a home visit unless the patient is genuinely too ill to come to the surgery.

The GP who visits you may not be the GP of your choice.

If the patient has a rash or raised temperature, attending the surgery will not harm or endanger others, but please inform the receptionist on arrival.

When requesting a home visit the receptionist will need to know your name, address and telephone number and basic details about your illness.

Please remember home visits are time-consuming and a GP can see several patients at the surgery during the time a home visit takes. The GP has staff and equipment in the surgery to give you better attention and more effective patient care.

## OUT OF HOURS

We provide a 24-hour emergency cover.

Please ring 0113 287 0870 between 6.00pm - 8.00am Monday to Friday and after 11.00pm on Saturday and all day Sunday.

Your call will automatically be diverted to the out-of-hours service.

You can also call 111 for medical advice

### The following health clinics/services are available:-

Coronary Heart Disease. Asthma. Diabetes. Smear Test  
Hypertension . Spirometry. Smoking Cessation. Child Immunisations  
Minor Surgery. Flu Vaccination. Contraceptive Advice  
NHS Health Check. Maternity Care

### DIABETES/ ASTHMA/ CORONARY HEART DISEASE

We encourage patients with these conditions to be actively involved in their own care. Our GPs and nursing team offer advice and monitoring of the disease and access to specialist services where appropriate.

### SMEAR TESTS

We recommend that all women between the ages of 25 and 64 have smear tests at recommended intervals unless advised otherwise by the doctor. Please check with the practice nurse for recommended intervals. The procedure involves an examination of the cervix (neck of the womb) to check for changes which can occasionally occur in some women BEFORE a cancer might develop. These changes can be treated effectively and quickly and cancer of the cervix thus prevented. Please make an appointment at reception. Patients are notified of results and a reminder letter is sent when the next smear is due.

### CONTRACEPTIVE ADVICE

Contraceptive advice is available at all surgery sites, by appointment, during routine surgeries.  
Dr Grainger, Dr Skipp undertake coil and implant procedures.

### FLU VACCINATION

Our nursing team hold flu vaccination clinics for our over 65s and those in other 'at risk' groups which generally include patients suffering from chronic respiratory disease, chronic heart disease, immunosuppression and residents of residential and nursing homes. We maintain registers of our 'at risk' patients and contact them, usually in September each year, to arrange for their annual 'flu jab'.

### SMOKING CESSATION

Patients who wish to give up smoking, please contact Leeds smoking clinic on phone 0800 169 4219, text SMOKEFREE to 60066 or email [stopsmokingleeds@nhs.net](mailto:stopsmokingleeds@nhs.net). who will be able to offer this service also

### MINOR SURGERY

Minor surgery procedures are carried out at Kippax by appointment, following a consultation with a GP.

### NHS HEALTH CHECK

All well patients between the ages of 40 and 74 are invited to attend for an appointment with the practice nurse.

### MATERNITY CARE

Antenatal clinics are held by the midwife, weekly at Gibson Lane Practice. Monk Fryston patients are seen by the midwife at Selby War Memorial Hospital. The GP will carry out a full postnatal check six weeks after the birth.