



**IrelandWood & Horsforth**

MEDICAL PRACTICE

Ireland Wood Surgery & New Croft Surgery





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## THE PRACTICE

Welcome to the Ireland Wood and Horsforth Medical Practice. We operate under a Personal Medical Services (PMS) contract with NHS Leeds. We are a partnership (not a limited partnership) working from two sites caring for over 27,000 patients. The Partners, Salaried Doctors, Nurse Practitioner, Nurses, Nursing Associate, Healthcare Assistants and Phlebotomist make up the clinical team. The administrative team includes Surgery Managers, Receptionists, Secretaries, and Clinical Administrators who are the link between you and your doctor. The more information you can give them, the more help they will be able to give you.

## PRACTICE TEAM

### GP Partners - (Based at Ireland Wood Surgery)

Dr Paul Robinson, MB ChB, DRCOG, MRCGP, DFRSH (male)

Dr Andrew Brown, MB ChB, MRCGP, MRC Ophth, DRCOG, DFRSH (male)

Dr Joanna Walker, BSc (Hons.), MB ChB, DRCOG, MRCGP, DFFP, CIDC Diabetes (female)

Dr Armin Koester, MRCP, MRCGP, DRCOG (male)

Dr Keith Watson, BSc (Hons), MB ChB, MRCGP, Ophthal (male)

Dr Rosie Jones, MB ChB, MRCGP, DFRSH (female)

### GP Partners - (Based at New Croft Surgery)

Dr Sarah Hutchinson, MB ChB, DRCOG, MRCGP, DFFP (female)

Dr Simon Boyle, MB ChB, MRCGP, DRCOG, DFFP (male)

Dr Kirsten Hutchison, MRCGP, DFRSH, MB/BChir, BSc (female)

Dr Debbie Lee, BM BCh, MA, DRCOG, FSRH (female)

Dr James Worsfold, MBChB Hons, BSc Hons, MRCGP (male)

Dr Natasha Hulson, MRCGP, DFRSH (female)

### Salaried Doctors - (Based at Ireland Wood Surgery)

Dr Rebecca Williams, BA Hons, MBChB, DRCOG, MRCGP (female)

Dr Zahra Alani, MBBS, MRCGP, DFRSH (female)

Dr Tobias Johnson, MB ChB, MRCCP (male)

Dr Cyril Eyo, MBBS, MRCGP (male)

### **Salaried Doctors - (Based at New Croft Surgery)**

Dr Gurjit Bhambra, BSc, MBBS, MRCP, DFRS (female)

Dr Aysha Kemp, MB ChB, MRCP, DFRS (female)

Dr Joanne Prestwich, MBBS, DCH, MRCP (female)

Dr Helen Walker, MB ChB, DFRS (female)

Dr Victoria Knowles, Human Biology BSc Hons, MBBS, PGDip CH, PGDip Sexual Health (female)

### **Nursing Staff - (Based at Ireland Wood Surgery)**

Eleanor Sheridan, Practice Nurse (female)

Rebecca Archer, Practice Nurse (female)

Laura Elsworth, Practice Nurse (female)

Bryony Harrison, Healthcare Assistant (female)

Helen Robinson, Healthcare Assistant (female)

Tina Hey, Healthcare Assistant (female)

### **Nursing Staff - (Based at New Croft Surgery)**

Sister Lisa Green RGN, RCGP Asthma Diploma, Certificate Mental Health, ENB Family Planning and Women's Health (Female)

Sister Alison Booth, RGN, COPD & Asthma Diploma, Woman's Health Diploma, Chronic Vascular Disease Diploma, Diabetic

Diploma, Independent & Supplementary Nurse Prescriber (female)

Sister Karen McClellan, Diabetic Diploma, RGN (female)

Sophie Patrickson, Practice Nurse (female)

Kate Taplin, Nursing Associate (female)

Matilda Watkins, Healthcare Assistant (female)

### **Nursing Staff - (Cross site working)**

Shanice Bagshaw, Practice Nurse (female)

### **Nurse Practitioners**

Judith Martin, ANP - RGN, RHV, BNurs, MSc - Based at Ireland Wood Surgery (female)

### **What is a Nurse Practitioner?**

Advanced Nurse Practitioners are trained in dealing with minor illness, minor injury, the diagnosis and management of chronic illness and are able to investigate, refer and prescribe appropriately. They do not perform the same role as a GP or a Practice Nurse, but possess skills from both of these professions. The role of an advanced nurse practitioner is an interesting and varied one as it encompasses the underpinning philosophy of traditional nursing practice alongside a skillset usually considered to be that of a doctor.


### **Clinical Care Co-ordinators**

Heather Bennett – Based at Ireland Wood Surgery (female)

Katherine Moreland – Based at New Croft Surgery (female)

### **What is a Clinical Care Co-ordinator?**

The Clinical Care Coordinators at Ireland Wood and Horsforth Medical Practice work with patients aged over 75 and whom are living with a long term condition. Their role focuses on working with patients and their families to manage health conditions and reduce the risk of hospital admission.



Room 4

GP Registrar

### **Practice Management**

The Practice is managed by a team of Senior Managers. The Senior Management Team consists of GP Partners, the Practice Manager, Deputy Practice Manager and Human Resources Manager. Mrs Emma Seymour became Practice Manager in September 2013 and is responsible for the day to day management of the Practice, as well as financial management.

### **Attached Staff**

We have a number of other health workers within the practice who you may see from time to time. These include: District Nurses, Health Visitors, Midwives, Community Matron, Community Phlebotomists, Palliative Care Nurse (MacMillan Nurse), Healthy Living Advisors, Welfare Benefits Advisor and a Memory Support Worker that GPs can contact. We also have in-house Counselling, Physiotherapy Services, Social Prescribers and Pharmacists.

### **Locums**

Occasionally, we employ doctors from outside our practice to provide extra surgeries. All these doctors are fully qualified and have some years' experience working in General Practice. You will be informed at the time of making your appointment if the doctor you are seeing is a locum and whether they are male or female.

## **TEACHING**

### **Registrars**

At Ireland Wood and Horsforth Medical Practice we are an accredited GP training practice, this means we help to train and support fully qualified doctors who are undertaking extra training to specialise in General Practice. These doctors are supervised and supported by the GP trainers in the practice. We really value the hard work and enthusiasm these doctors bring to our practice and they receive excellent feedback from the patients who consult with them. Each Registrar will be with the practice for a specified term relevant to their training, this is usually between six to twelve months.

### **Medical Students**

We are a teaching practice and occasionally have medical students from the University of Leeds sitting in on surgeries and clinics. Medical students gain valuable insight to the working life of a GP by shadowing consultations. A sign on the reception desk will inform you when a doctor has a medical student sitting in with them. If you wish to see the doctor alone, please tell the receptionist or doctor.

## APPOINTMENTS AT IRELAND WOOD AND NEW CROFT SURGERY

### How do I make an Appointment?

Either ring for an appointment on 0113 230 3470 (Ireland Wood Surgery) or 0113 239 5550 (New Croft Surgery), attend the surgery in person, or access our on-line appointment services at [www.irelandwoodandnewcroft.co.uk](http://www.irelandwoodandnewcroft.co.uk). It is easy to register to use this service please ask at reception for details.

Please tell us if there is a particular doctor or nurse you would like to see. You may express a preference to see a practitioner of your choice; however, this may mean that you have to wait longer for your appointment.

### Routine appointments

Our routine appointments are 10 minutes long; if you think you may need longer, please tell the receptionist when you book.

Please ensure that you attend 10 minute appointments with only one problem to discuss as GPs cannot safely treat patients for more than a single ailment within the set appointment time.

### Early and late appointments

We have early morning appointment slots and early evening appointments which are ideal for patients who have work commitments but can be booked by any patient, when available.

### Telephone appointments

As an alternative, we offer booked telephone consultations where the doctor will ring you as near a specific time as possible. These are useful if you have a strict work schedule and find it difficult to get to the surgery in working hours. Telephone appointments are only for problems that do not require a face to face consultation or examination.

### Non Urgent telephone advice

Sometimes you may wish to speak to a doctor or nurse on the telephone for something which doesn't need an appointment e.g. test results. If the doctor is not able to take your call at that time, the receptionist will take a contact number for you and the doctor will ring you back when he or she is free.

## URGENT APPOINTMENTS

Both the Ireland Wood Surgery and the New Croft Surgery run the same facilities. If you need to see a doctor urgently, before the next available routine appointment, you can contact your surgery before 12.00p.m. You will be offered a telephone call back by the doctor on triage duty. They will assess your request and offer you an urgent appointment if necessary. Urgent appointments are shorter and only for singular problems.

### Can I get a Home Visit?

Home visits are strictly for people who are too ill to get to the Surgery. If you feel you might need a home visit, please ring your surgery as soon as possible in the day(ideally before midday). A doctor may phone you for more details to assess your problem.

### What can I do in an emergency if the Surgery is closed?

If you need to see a doctor when the surgery is closed, please telephone your surgery. The answer phone message explains the options available for the Out of Hours Service.

For health advise or none life threatening emergencies, please ring NHS 111 (by dialling 111) or visit [www.nhs.uk/111](http://www.nhs.uk/111) or consult your local Pharmacy.

### If you have a life threatening medical emergency, call 999.



→ Surgery Reception

↑ Exit

← Opticians

## GENERAL INFORMATION

### Named GP

All patients registered with a GP practice must be allocated a named and accountable GP. The purpose of named GPs is to provide an accountable doctor who is responsible

for the co-ordination of all appropriate services and ensure they are delivered to each of their patients where required (based on the clinical judgement of the named accountable GP).

Your named GP will not:

- take on responsibility for the work of other doctors or health professionals.
- take on 24-hour responsibility for patients, or have to change their working hours.
- be the only GP or clinician who will provide care to patients who have them as their named GP.

Patients are not obliged to see only their named GP and can still book appointments with any other doctor or nurse at the Practice.

To find out who your named GP is, simply ask next time you are in contact with the practice.

Please note: Our phone lines are extremely busy, so please do not call the surgery for the sole purpose of finding out the identity of your named GP as patients urgently requiring treatment may be waiting to speak to someone.

## Telephones

Our reception team work hard to answer all incoming calls as quickly as possible. Please consider the reason for your call and if there are other means of obtaining the information you require:

- Is your call necessary?  
Could you use the internet to book an appointment or order a repeat prescription?
- Do we have your mobile number?  
You can receive results via text rather than calling the surgery. Just make sure we have your current mobile phone number next time you attend.
- Please keep calls as short as possible to avoid other patients being held up on the phone.
- Prescriptions will be ready in 2 working days from request - there is no need to call and check this over the phone.

## Registering for Online

### Services

You can register for a number of online services such as ordering repeat prescriptions and booking appointments at the practice over the internet. Registering for Patient Online Access is simple, you will be required to complete a registration form and bring along two forms of identification. You can also download the form from our Practice website. Simply bring the completed form and your ID to our reception team in order to complete the process. You will not be able to register for online access without ID.

### Would you like to give up smoking?

We offer a comprehensive service for patients wishing to give up smoking. This includes literature and counselling by our specialist smoking cessation advisor. Please ask at reception if you wish to make use of this service.

## Minor Injuries

Patients often present at the practice with minor injuries such as sprains, minor burns etc. however, unfortunately we are not equipped to treat such ailments. You can present at the Wharfedale Hospital Minor Injuries unit for all of the following minor injuries:

- Sprains /strains/fractures of shoulder to fingers and knee to toes
- Nail bed injuries
- Nose injuries
- Rib injuries
- Minor burns and scalds
- Removal of foreign bodies from ears and noses
- Splinter removal
- Wounds
- Cuts and abrasions-will glue/steristrip (Suturing is dependent on which Nurse Practitioner is working)
- Minor Head injuries but not under 2's or over 65's, those on warfarin/NOACS/ aspirin/clopidogrel, had loss of consciousness or recently drunk alcohol.
- Bites and stings

- Minor eye injuries –foreign bodies, chemicals in the eye
- Minor facial injuries
- Nurse Practitioners cannot x-ray femurs chests heads neck backs faces

The Minor Surgery Unit at Wharfedale Hospital specialise in treating all of the above minor injuries and ailments. Please be prepared for a GP to refer you to Minor Injuries should you attend the Surgery for any of the above. Please remember that our referral to the hospital is not because we do not want to treat you, but because Minor Injuries units can appropriately care for and treat the problems listed above.

Wharfedale Hospital, Newall Carr Road, Otley, LS21 2LY  
Tel: 01943 465522

**In an emergency or for more serious injuries, please present to Accident & Emergency (A&E) or call 999.**





## THE SURGERY - FREQUENTLY ASKED QUESTIONS

### How do I register as a patient?

Please register at Reception. You must reside within our practice boundary, and be able to provide us with two forms of personal identification. This should include one item of photographic identity (a passport or driving licence for

example) and proof of your address (utility bill or bank statement). You will receive a New Patient Registration pack containing the necessary forms to complete and information about the practice. Please return your completed forms and new patient questionnaires as soon as possible.

### What are the Practice Opening Hours?

#### IRELAND WOOD SURGERY

Monday: 7am – 6pm  
Tuesday: 7am – 6pm  
Wednesday: 8am – 6pm  
Thursday: 8am – 6pm  
Friday: 8am – 6pm

#### NEW CROFT SURGERY

Monday: 8am – 6pm  
Tuesday: 8am – 6pm  
Wednesday: 7am – 6pm  
Thursday: 8am – 6pm  
Friday: 7am – 6pm

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In addition to the above, we have extended opening hours provided through the Hub which operates at the Ireland Wood Surgery:

Saturday: 8am – 4pm  
Sunday: 9am – 1pm

The Hub also runs clinics on bank holidays.

Please check the surgery notice boards, social media or our website for specified opening hours.

### When the Practice is closed

The practice is closed for training once a month on a Thursday afternoon and bi-monthly during the lunch time period – look out for more details when you visit the surgery.

Any patient notifications are displayed in the surgery well in advance. You can find details of upcoming training days by visiting our Practice website or on our social media pages. For health advise or none life threatening emergencies, please ring NHS 111 (by dialling 111) or visit [www.nhs.uk/111](http://www.nhs.uk/111) or consult your local Pharmacy.

**If you have a life threatening medical emergency, call 999.**

### **What are the arrangements for Repeat Prescriptions?**

Please bring in, post (enclosing a stamped addressed envelope), fax or order your repeat prescription request online. They will be available for collection two full working days later.

**Please note, we do not take prescription requests by telephone. Some pharmacies offer a prescription collection and delivery service, please ask your pharmacy if they offer this service.**

The Ireland Wood and Horsforth Medical Practice are not a dispensing Practice.

### **How do I get my test results?**

Doctors will usually ask patients to ring for their test results. Alternatively, you can come to Reception; they will not be given to anyone else, other than the person they relate to. We ask that you do not ring or call in for test results during busy surgery times. A good time is between 11am-5pm. Please do not rely on the surgery telephoning you with your test results, as we do not routinely call patients with test results. You can use the NHS App to check your test results.

### **What do I do if I cannot attend an appointment?**

We understand that there are circumstances that may mean you cannot attend your appointment. Please contact the surgery as soon as possible if you are unable to attend. Should you miss several appointments, we will write to you. Failure to attend has a knock on effect for patients and clinicians alike and must be kept to a minimum where possible. You can cancel your appointment using the NHS App.

### **Can I see a GP for Dental problems?**

It is more than likely that your doctor will recommended you to see a dentist if you attend a routine GP appointment with a dental complaint.

### **What services are provided at the Practice?**

As well as the usual range of GP services the Practice also provides:

- Contraceptive Advice
- Family Planning Services – fitting of IUCDs (coil) and contraceptive rods
- Minor surgery
- Dietary advice
- Cervical Smears – female patients are invited every three years
- NHS Health Checks
- Carers clinics
- Childhood Immunisation Clinics
- Maternity services – ante and postnatal care, by your doctor and the midwife.

- Child Development – we offer a comprehensive assessment of your child's development by your doctor and the Health Visitor
- Secondary Care Ophthalmology Clinic (by referral only)

### **Our nurses also run a number of disease management clinics**

- Asthma
- COPD – breathing difficulties
- Diabetes

### **The following specialists also work with the Practice:**

- Physiotherapist (in-house)
- Phlebotomist (in-house)
- Counsellor (in-house)
- Community Matron (for patients with long term ill-health)
- District Nurse
- Health Visitor
- Midwife (weekly clinic)
- Healthy Lifestyle Advisor
- Pharmacy Advisors

### **Is information I give to the Practice confidential?**

All information you give to anyone in this Practice is considered to be confidential. Where personal data is stored electronically, we comply with the Data Protection Act and latterly GDPR. In the course of everyday patient care and administration, your data may be shared (in confidence) with specific NHS organisations. All employees have access to patient data in relation to their role, have signed a confidentiality agreement and received annual data protection and security training.

### **What if I need to speak to someone privately?**

If you would like to speak to someone in private, rather than at reception, please let the receptionist know and we will provide a quiet room away from the front desk.

### **Are there any charges for treatment?**

Certain services are not included on the NHS, for example, private medical examinations,

employment examinations, overseas visitors, private sick notes and some vaccinations. When you make your request, please check if a fee is charged for this service. A list of current charges is available on pages 26 & 27 of this brochure. You will be asked to make payment for private services in advance. Please note that the Practice will only accept cash or cheques made payment to 'Ireland Wood and Horsforth Medical Practice'

### **What if I had a complaint or suggestion about the Practice?**

We hope we provide a good service to all of our patients. Inevitably sometimes you may feel it has fallen short of your expectations. If this is the case, we would like to deal with any complaints quickly and to your satisfaction. Details of how to make a complaint are available at reception and can also be found on our website.

Equally we would love to hear from you if you would like to tell us about the things we do well, visit our NHS Choices page and tell us how we are doing!

### **Need advice about a complaint or the service you have received?**

#### **NHS Complaints Advocacy Service**

Helpline: 0300 330 5454

Textphone: 0786 002 2939

Fax: 0330 088 3762

Website: <http://nhscomplaintsadvocacy.org>

#### **Patient Advice and Liaison Service (PALS)**

Patient Relations Department

Trust Head Quarters

St James's Hospital

Leeds

LS9 7TF

Email: [patient.relations@leedsth.nhs.uk](mailto:patient.relations@leedsth.nhs.uk)

Tel: 0113 206 7168

#### **Advonet Leeds**

Unity Business Centre

26 Roundhay Road

Leeds

LS7 1AB

Phone: 0113 244 0606

Fax: 0113 244 0178

Email: [advocacy@advonet.org.uk](mailto:advocacy@advonet.org.uk)

Website: [www.advonet.org.uk](http://www.advonet.org.uk)

#### **Where else can I get help and advice?**

NHS 111, call 111 or go online [www.nhs.uk/111](http://www.nhs.uk/111)

#### **In an emergency, call 999**



### Late night pharmacies:

Cohens – Ireland Wood Pharmacy  
Iveson Approach, Leeds, LS16 6FR  
Tel: 0113 285 7005

Alphega Pharmacy – Meanwood Pharmacy  
597 Meanwood Road, Leeds, LS6 4AY  
Tel: 0113 230 7519

### Other contacts:

Wharfedale Hospital, Otley                      Telephone 0113 392 1647  
St James's Hospital, Leeds                      Telephone 0113 243 3144

NHS West Yorkshire ICB, Scorex House West, 1 Bolton Road,  
Bradford, West Yorkshire, BD1 4AS  
Tel: 01924 317659  
Email: [westyorkshire.ics@nhs.net](mailto:westyorkshire.ics@nhs.net)

### Patient Participation Group (PPG)

If you would like to help us by providing specific feedback about our services please ask at reception for information about joining our PPG.

Visit the 'Patient Participation Group page' on our Practice Website to find out more!

## PATIENT CHARTER

### What are our responsibilities as a Practice?

We undertake to:

- Treat you with dignity, respect and compassion at all times.
- Provide the same core services irrespective of your gender, age, race, ethnicity, religion, sexuality or physical or learning disability.
- Provide you with advice and treatment in a timely manner.
- Help you to make decisions about your health by treating you as an equal.
- Discuss what treatment is available and with your permission refer you on to other experts where necessary.
- If you have undergone tests or X-rays ordered by the practice, follow up any abnormal results and treat as necessary.
- Act as your advocate and guide through health and social services.
- With your permission, involve your family carer(s) or advocates in services we provide for you.

## IRELAND WOOD SURGERY – WEEKLY TIMETABLE OF GP SURGERIES

- Maintain confidentiality in what we discuss and the records we keep on your behalf.
- Tell you how to make a complaint or compliment, without affecting any services we provide for you.
- Provide opportunities for you to feedback your views on the services we provide.
- Keep up to date with development in healthcare by continuing to learn.
- Be honest, open and act with integrity.
- Support our staff and encourage training and personal development.
- Maintain our premises and equipment to a high standard with health, safety and security being paramount.

### What are your responsibilities as a patient?

In return we ask you to:

- Keep your appointments, or let us know as soon as possible if you are unable to.
- Behave in a socially acceptable manner at all times.
- Tell us if you have any special requirements.
- Let us know if you change your name, address or telephone number.
- Let us know if you have any suggestions or cause for complaint as soon as possible. Let us know when we have done well.
- Take personal responsibility for maintaining your own good health.

Patients who are abusive or violent will be removed from our list and NHS England, will make arrangements for their healthcare

	MORNING	AFTERNOON	EVENING UNTIL 6PM
MONDAY	Dr A Brown - GP Dr J Walker Dr A Koester Dr K Watson – GP Dr R Jones Dr C Eyo Judith Martin	Dr A Brown – GP – 4pm Dr J Walker – 4pm Dr A Koester – 4:30pm Dr K Watson – Eye – 11 – 3pm Dr R Jones Dr C Eyo Judith Martin	Dr A Brown (occasional) Dr C Eyo Judith Martin
TUESDAY	Dr P Robinson Dr J Walker Dr A Koester Dr K Watson – Eye – 8:30 – 12:30 Dr Z Alani Dr R Williams Judith Martin	Dr P Robinson – 4:30pm Dr J Walker – 4:30pm Dr A Koester Dr K Watson – GP Dr Z Alani Dr R Williams - 4:30pm Dr C Eyo Judith Martin	Dr P Robinson (occasional) Dr A Koester Dr K Watson Dr Z Alani Dr C Eyo Judith Martin
WEDNESDAY	Dr A Brown – 12:30 GP Dr A Koester Dr K Watson – Eye - 12:30 Dr R Jones Dr R Williams Dr C Eyo Judith Martin	Dr A Brown – eye clinic 3 – 4pm Dr A Koester Dr R Jones Dr R Williams Dr C Eyo Judith Martin	Dr A Koester Dr R Williams Dr C Eyo Judith Martin
THURSDAY	Dr P Robinson Dr A Brown - GP- 10:30am Dr K Watson – Eye – 8:30 – 10:30 Dr R Jones Dr Z Alani Dr R Williams Judith Martin	Dr P Robinson – 12:30m Dr Aa Brown – eye clinic 11 – 3:30 Dr K Watson – GP 11 – 12:30 Dr R Jones Dr Z Alani Dr R Williams Dr T Johnson Judith Martin	Dr R Jones Dr Z Alani Dr R Williams Dr T Johnson Judith Martin
FRIDAY	Dr P Robinson Dr A Brown – Eye clinic – 8:30 -12:30 Dr J Walker Dr A Koester Dr K Watson – Eye clinic– 8:30 – 10:30 Dr R Jones Dr Z Alani Dr R Williams Dr T Johnson	Dr P Robinson – 4pm Dr A Brown – Eye clinic 8:30 – 12:30 Dr J Walker Dr A Koester – 4pm Dr K Watson - GP 11- 4:30pm Dr R Jones – 12:30 Dr Z Alani – 5pm Dr R Williams – 12:30pm Dr T Johnson	Dr J Walker Dr T Johnson

The surgery is open from 7am to 6pm Monday and Tuesday and 8am to 6pm Wednesday to Friday. In addition to the hours above, a Hub service is run from the Ireland Wood Surgery. Hub clinics are run on Saturdays, Sundays and Bank Holidays

## NEW CROFT SURGERY – WEEKLY TIMETABLE GP SURGERIES

	MORNING	AFTERNOON	EVENING UNTIL 6PM
<b>MONDAY</b>	Dr G Bhambra Dr S Hutchinson Dr S Boyle Dr K Hutchison Dr J Worsfold Dr N Hulson Dr V Knowles Dr H Walker	Dr G Bhambra Dr S Hutchinson Dr S Boyle Dr J Worsfold Dr N Hulson Dr V Knowles Dr H Walker	Dr S Hutchinson Dr J Worsfold Dr N Hulson Dr V Knowles Dr H Walker
<b>TUESDAY</b>	Dr S Hutchinson Dr S Boyles Dr J Worsfold Dr D Lee Dr A Kemp Dr N Hulson Dr V Knowles Dr H Walker	Dr S Hutchinson Dr J Worsfold Dr D Lee Dr A Kemp Dr N Hulson Dr V Knowles Dr H Walker	Dr J Worsfold Dr D Lee Dr A Kemp Dr V Knowles Dr H Walker
<b>WEDNESDAY</b>	Dr S Hutchinson Dr K Hutchison Dr J Worsfold Dr V Knowles Dr J Prestwich Dr T Johnson	Dr S Hutchinson Dr K Hutchison Dr J Worsfold Dr V Knowles Dr J Prestwich Dr T Johnson	Dr J Worsfold Dr J Prestwich Dr T Johnson
<b>THURSDAY</b>	Dr N Hulson Dr S Boyle Dr K Hutchison Dr D Lee Dr G Bhambra Dr A Kemp Dr T Johnson	Dr S Boyle Dr K Hutchison Dr D Lee Dr G Bhambra Dr A Kemp	Dr S Boyle Dr D Lee
<b>FRIDAY</b>	Dr S Hutchinson Dr S Boyle Dr K Hutchison Dr D Lee Dr G Bhambra Dr H Walker Dr A Kemp	Dr S Hutchinson Dr S Boyle Dr D Lee Dr G Bhambra Dr H Walker Dr A Kemp	Dr S Hutchinson Dr H Walker Dr A Kemp

The surgery is open from 8am – 6pm Monday, Tuesday and Thursday.  
We also open at the earlier time of 7am to 6pm on Wednesday and Friday.

## PRIVATE FEES

If the service you require does not form part of an NHS funded scheme, the surgery can offer private services which are not covered under the NHS, however fees are applicable.

Fees outlined below for private services are payable in advance and each request for a service will be charged individually.

Please ensure that all cheques are made payable to 'Ireland Wood and Horsforth Medical Practice'.

	£
<b>Access to Records - Please apply with writing</b>	
<b>CATEGORY 1 - Medical Reports with Examination</b>	
Accident and Sickness Insurance Medicals- Employers (comprehensive examination includes, report, certificate or form)	180.00
Medicals for Individuals, all categories, including Drivers – (examination, including report)	130.00
Lasting Power or Attorney, no examination	100.00
Report on a pro forma, no examination (eg 20 minutes)	89.00
Extract from medical record	67.00
<b>CATEGORY 2 - Insurance Reports</b>	
Insurance Report (no examination)	89.00
Insurance Report (additional questionnaire)	25.00
Or as stated by insurance company	

	£
<b>CATEGORY 3 - Short Medical Report (medico-legal or requires GP opinion)</b>	
Certificate to Entertain	40.00
Fitness to travel (GP letter/opinion)	40.00
Health Club – brief report/certificate	40.00
<b>CATEGORY 4 - Simple Certificate, GP signature, Statement of Fact</b>	
Insurance Certificate (Simple form)	20.00
Private Prescription	20.00
Holiday Cancellation	20.00
Certificate of Incapacity (sick note)	20.00
<b>CATEGORY 5I - Overseas Visitors/Private Patient</b>	
Consultation with GP	60.00
Consultation with a nurse (including taking bloods or giving an immunisation)	40.00
Cost of private blood test (obtain price from Nurse Manager)	Actual
Cost of private vaccine (obtain price from finance office)	Actual
<b>CATEGORY 3 - Short Medical Report (medico-legal or requires GP opinion) includes the cost of the vaccine + an administration fee</b>	
HepB	25.00
HepB – course of 3	70.00
Meningitis ACWY	30.00
<b>CATEGORY 6 - DWP</b>	
DWP Appeal Letter	50.00

## ONLINE SERVICES

### Online Consultations

You can now use our website to submit non urgent medical and administrative queries without the need to contact the surgery by telephone.

From our practice website, click on **Online Consultations** and from here you will be redirected to complete an electronic consultation.

You can use this to contact the practice about:

General medical queries that are non-urgent  
 Doctor's letters  
 Fit notes  
 Test Results  
 And more!

### Use of the NHS App

Using the NHS App is quick and easy, you can download it to your smartphone and it can be used to book appointments, view test results and order repeat prescriptions.

By using the NHS App you will help us to reduce waiting times on the telephones as a lot of admin queries can be resolved by signing up for the app.

Download the NHS App from the app store on your smart phone or tablet

For more information visit [www.nhsapp.service.nhs.uk](http://www.nhsapp.service.nhs.uk)



## IRELAND WOOD EYE CLINIC

After its launch in 1994, the Ireland Wood Eye Clinic has proved a resounding success. Due to the expanding service, an all-new purpose built eye clinic opened at the Ireland

Wood Surgery on 3rd October 2016. Patients attending the clinic will now be seen in the new facilities situated on the top floor of the building.

### Our Staff

Mr Paul Brogden – Consultant Lead and Consultant with special interest in Glaucoma at Bradford Royal

Dr Andy Brown – GPwER Ophthalmology (started the clinic in 1994)

Dr Keith Watson – GPwER Ophthalmology

Mr Simon Dewsbury – Consultant Ophthalmologist with special interest in glaucoma

Mr André Ruigrok – Associated Specialist in Ophthalmology

Anupa Patel – Advanced Specialist Optometrist

Ruth Wint – Specialist Optometrist

Kirsten Ross – Optometrist

### What do we treat?

- Glaucoma (for diagnosis & continued treatment & management)
- External eye disease
- Watery eyes
- Dry eyes
- Blepharitis
- Non-acute (for example) 2 weeks floaters & flashes
- Fundal problems
- Pigmented lesions
- Retinal problems
- Suspected dry ARMD (not wet AMD)
- Blurred vision (non neurological)
- Ophthalmic opinion from optometrists
- Any vague visual or eye related problems
- Minor (non-cosmetic) eyelid lesions requiring removal (benign) by minor surgery or ingrowing eyelashes
- CVI registration but not LVA assessment - refer St James University hospital

### Exemptions

- Children under 16 years of age
- Sudden loss of vision
- Acute flashes and floaters
- Neuro-ophthalmological problems including squint and diplopia
- Suspected eyelid cancers – refer to Oculoplastic St James University hospital
- Uncomplicated cataract – use direct optometry referral pathway
- Posterior capsular thickening requiring YAG capsulotomy
- Suspected or diagnosed keratoconus – stabilisation treatment for early keratoconus is now available at Leeds Teaching Hospital Trust
- Please direct any keratoconus referrals to the Corneal Specialist Team at St James University hospital



## SHARING HEALTHCARE RECORDS

### What do we mean by sharing healthcare records and why do we do it?

Healthcare organisations across Leeds are working together to further improve health and social care across the city. If they are involved in providing you care, health and care professionals have a duty to share relevant information between themselves (For example, in Leeds you have your own Leeds Care Record)

### Data Collection Information for Patients

Since January 2016, the Health and Social Care Information Centre (HSCIC) collect anonymous data from the general practice clinical system on patients who have been issued with a fit note. This information is required by the HSCIC under section 259(1) of the Health and Social Care Act 2012. In line with section

259(5) of the Act, all general practices in England must comply with this requirement and provide information to the HSCIC in the form, manner and period specified in this Data Provision Notice. This Notice is issued in accordance with the procedure published as part of the HSCIC duty under Section 259(8).

Anonymised data on the use of fit notes is being provided to the HSCIC on behalf of the Department of Health, and the Department for Work and Pensions.

The data collected includes the type and duration of the fit note, recommendations for adjustments to enable return to work, diagnostic codes, geographical area and gender. You may want to prevent confidential information about you from being shared or used

for any purpose other than providing your care. If you do not want information that identifies you to be shared outside your GP practice, please inform the practice and we will make a note of this in your medical record. This will prevent your confidential information from being used other than in special circumstances required by law, such as a public health emergency. This is known as a type 1 objection. The HSCIC also makes national collections of information from other places where you receive care, such as hospitals and community services. They only release this information in identifiable

form where there is legal approval to do so. You can opt out of this identifiable information leaving the HSCIC for purposes beyond your direct care. This is known as a type 2 objection. The only exceptions to this are very rare circumstances, such as a civil emergency or a public health emergency.

### Summary Care Record

NHS England requires practices to enable successful automated uploads of any changes to patients' summary information, at least on a daily basis, to the Summary Care Record (SCR). Having your SCR available will help anyone treating



you without your full medical record. They will have access to information about any medication you may be taking and any drugs to which you have a recorded allergy or sensitivity.

Of course, if you do not want your medical records to be available in this way then you will need to let us know so that we can update your record. Your Summary Care Record will be automatically updated on at least a daily basis to ensure that your information is as up to date as it can be.

### **Detailed Coded Record Access**

NHS England required practices to enable patients to have online access to a more detailed version of their medical record (rather than the Summary Care Record). This access will not include free text, letters, attachments and administrative items.

There are circumstances where a GP may believe it is not in the best interests of the patient to share all information in the

record, for example, where it could cause harm to their physical or mental health. GPs will be provided with the tools to withhold coded information where they judge it to be in the patient's interests or where there is reference to a third party.

Ireland Wood and Horsforth Medical Practice are committed to implementing this system but we do stress that your medical record is designed to be used by clinical professionals to ensure you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood.

### **Proxy Access**

It is possible for relatives and/or carers to access online records on a patient's behalf – this is called Proxy Access. Where Proxy Access is given the practice will make sure that access is only given to what is necessary and reasonable. Whether to grant access or not will always be at

the discretion of the GP.

Up until a child is aged 12, parental or guardian Proxy Access will be given upon completion of the Proxy Access Registration Process.

As the child approaches their 12th birthday the parent or guardian will receive notification to remind them that online access could potentially stop and what options are available at that time.

A child aged between 12 and 16 and deemed competent may have their own access to their online record or authorise a parent or guardian to have Proxy Access. If the parent or guardian wishes to retain Proxy Access after this point, they will need to re-apply using the Proxy Access Registration Process. A Gillick competency assessment will be carried out with the child to ascertain competency to make decisions regarding access to records.

A child aged between 16 and 18 is able to make a decision regarding Proxy Access without necessarily

undertaking a Gillick competency assessment.


### **Approval of Access**

The practice will not approve online access to detailed coded information if it is felt that access may cause physical and/or mental harm to the patient. Some information may be redacted (removed) when granting access to view records online.

The GP will decide whether to grant or deny access. Consideration will be given and the GP will check to see if patients are on certain registers for example, learning difficulties, child protection, mental health or domestic abuse to assess the access level required.

### **Accessible Information Standard**

Ireland Wood and Horsforth Medical Practice will always try to provide information and correspondence in formats patients will find easy to understand. If you have any



communication requirements (e.g. if you are blind, deaf or have difficulty reading or if you require an interpreter etc) please let us know.

**Please let us know if you have any of the following communication requirements:**

- Interpreter needed - British Sign Language
- Interpreter needed - Makaton Sign Language
- Preferred method of communication: British Sign Language
- Uses sign language
- Uses hearing loop
- Difficulty reading or writing
- Registered partially sighted
- Registered blind

- Provision of support as Braille user
- Requires information in uncontracted (Grade 1) Braille
- Requires information in contracted (Grade 2) Braille
- Phone contact only
- Problems with communication (including speech)
- Medicine labelling large print required

If you have any requirements that are not listed above please let us know at your next appointment so that we can add this information to your record.

## USE OF PRACTICE FACILITIES

### Parking

We are able to offer car parking spaces, including those designated for disabled patients and parent and children. Please do not park in the doctors and staff car park. If you use the on-street parking immediately adjacent to the surgery please park responsibly. Under no circumstances use car parking spaces designated for disabled or parent and child use unless you are entitled to do so.

### Mobile Phones

Please turn off your mobile phones whilst in the surgery.

### Children and Babies

It is our aim to offer a safe and comfortable environment for young children. However,

we ask that you supervise your children at all times. We provide nappy changing facilities, within the patient (male/female) toilet facilities. Please help us by ALWAYS using the correct receptacles to dispose of soiled nappies.

### Carers

If you are looking after a relative, friend or child who because of illness, disability or the effects of old age is unable to manage without your help, you are a carer. This surgery is in close contact with Carers Leeds. By completing a “yellow card” obtained at reception, your status as a carer will be added to your clinical details and upon request we can refer you to Carers Leeds services.



Lift

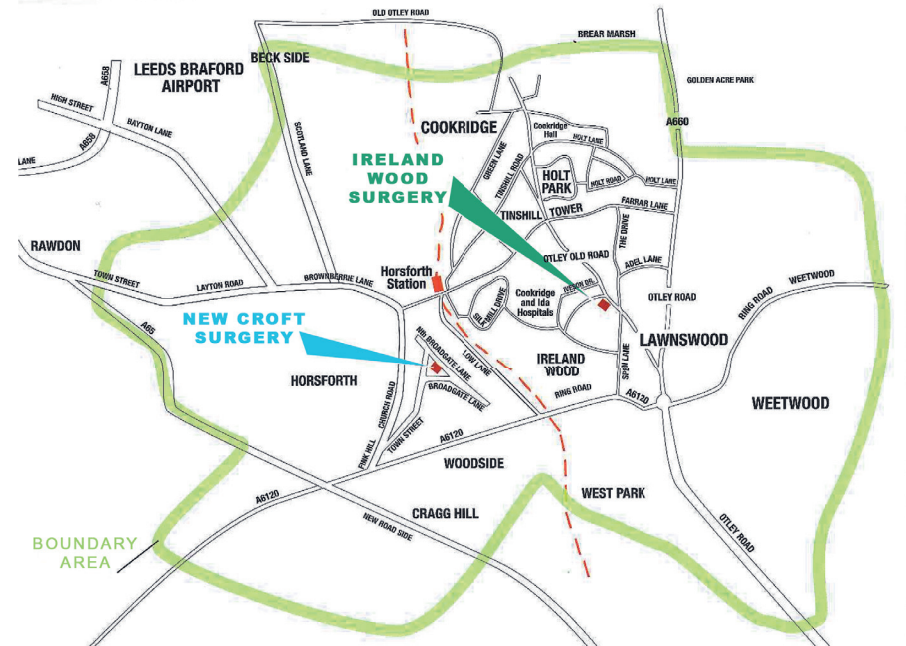
### Patients with Disabilities

We have wheelchair access to all rooms, and suitable toilet facilities in our waiting areas along with a patient lift at both sites. If you have any special requirements please let us know and we will do our best to make suitable arrangements. Guide dogs accompanying seeing or hearing impaired patients are welcome. A hearing loop is available at both surgeries; please ask at reception for details.

### Chaperone

We are committed to providing a safe, comfortable environment where the safety of patients and staff 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. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. Please speak to your doctor or nurse, or ask at reception for more details.

## PRACTICE BOUNDARY



**NEW CROFT SURGERY**  
Golden Bank House  
Broadgate Lane  
Horsforth  
Leeds  
LS18 4SE

**IRELAND WOOD SURGERY**  
Iveson Approach  
Ireland Wood  
Leeds  
LS16 6FR

Telephone: 0113 295 5550

Telephone: 0113 230 3470



**IrelandWood & Horsforth**

MEDICAL PRACTICE

Ireland Wood Surgery & New Croft Surgery



**IRELANDWOODANDNEWCROFT.CO.UK**

**Follow us on Facebook by following  
the link on our website.**

**FOR HEALTH ADVICE PLEASE RING 111  
OR VISIT WWW.NHS.UK/111**

**IN AN EMERGENCY, RING 999**