

# ●●● The Garden Surgery

2<sup>nd</sup> Floor, East Leeds Health Centre, 78 Osmondthorpe Lane  
Leeds, LS9 9EF  
Telephone: 0113 2009190  
Website:

## The GP Partners:

- **Dr Jason Procter** (Male) DRCOG MB ChB BSc MRCGP Leeds 1998
  - **Dr Rob Flint** (Male) MB ChB DRCOG MRCGP Leeds 1997

## Salaried GP

- **Dr Masuma Uddin** (Female) Mb ChB MRCGP Manchester 2014
  - **Dr Katie Houldershaw (f)** BBBS MRCGP Leeds 2017
    - **Dr Sharon Foley (f)**

**Practice Manager: Mrs Sarah Cave (MAMS)**

## Appointments

**The Garden Surgery is open from 8am Monday-Friday**

**The appointment line is open from 8.30 to 12pm then 1pm to 5pm.**

**All on the day requests for appointment with a doctor will be triaged. Doctors will assess the clinical need to be seen on the day.**

**Triage is available:**

**Monday AM & PM**

**Tuesday AM (except after a bank holiday AM & PM)**

**Wednesday AM**

**Thursday AM**

**Friday AM**

**There is also a selection of pre bookable appointments available for a period of up to a week ahead with a doctor and up to 4 weeks ahead with a Nurse/HCA**

**Extended access appointment are also available Monday to Saturday**

**Please refer to website for all other available services.**

**The Surgery will be closed on a Tuesday afternoon once a month for staff training. Dates are available on the website.**

**Surgeries are held as follows:**

**On call GP available until 6pm**

**Monday** 8:30am – 11:00am and 2:30pm to 5.30pm

**Tuesday** 8:30am to 11:00am, and 2:30pm to 5.30pm

**Wednesday** 8:30am – 11:00am, and 2:30pm to 5.30pm

**Thursday** 8.30am – 11:00am, and 2:30pm to 5.30pm

**Friday** 8:30am – 11:00am, and 2:50pm to 5.30pm

**Saturday and Sunday** CLOSED

**Calls from 18:00-18:30 will be diverted to Local Care Direct**

**The reception desk is open all day from 8am to 6pm**

**All patients are welcome to register (doing so indicates their acceptance of all practice policies)**

**Welcome to the Garden Surgery**

The Practice has been established since 1947. The Doctors aim to provide a range of healthcare services via a co-ordinated team of multi-disciplinary professionals.

We are a single site Practice with disabled access throughout the building. Accessible car parking is available and patients are asked to use this facility with consideration for others.

The Surgery has a no smoking policy and there are no animals (only support animals), food or drink allowed in the waiting room or the building.

**Please note only parents and legal guardians of children under 16 can consent to medical intervention ie immunisations.**

This Surgery has a policy of supporting carers, please see the notice boards in the waiting room for further information.

You can see any Doctor, please say so if you have a preference. We will endeavour to accommodate your request.

Any patients arriving late for an appointment may not be seen but occasionally Surgeries run over so you may have a delay. Non attendances are monitored on a regular basis and patients are politely requested to let the Surgery know if they are unable to keep appointments

All patients are asked to advise the Surgery if any of their personal details have changed. We often have to contact patients at short notice so it is important that we have up to date contact telephone numbers.

It is Practice policy to deduct Patients who move out of our boundary and ask them to register with a Surgery nearer to their new home. We will not register new Patients who live outside the defined boundary

Patients are required to respect the premises and to supervise children at all times. Patients are responsible for their own Health and Safety and for their personal actions whilst on these premises.

The Garden Surgery performs Personal Medical Services and is part of the South and East Leeds confederation and the York Road PCN

We have a Practice Participation Group (PPG) and if you would like to be involved, please ask at Reception.

### **New patient registration**

To register as a new Patient, you will need to complete registration forms available from Reception or via the website. Patients must provide all information regarding medical & medication history, to ensure the appropriate care is put into place.

### **Complaints and Suggestions**

The Practice Manager deals with formal complaints which have been submitted in writing, however informal verbal suggestions for improvements are welcomed. If you need to submit a complaint, a copy of the procedure and a complaints leaflet is available from Reception.

### **Confidentiality**

All patients can expect their personal information, whether held on computer or paper, not to be disclosed without their consent.

### **Emergencies out of normal Surgery hours:**

If urgent medical attention is required, Patients should ring the usual Surgery number: 01132009190, you will be transferred to the out of hours service.

### **Non NHS Services**

Some patient services fall outside the scope of the NHS and will therefore attract a fee recommended by the BMA. Please ask at Reception for details. Some medical reports can take up to five weeks to be completed.

### **Home visits**

Home visits are for patients that cannot attend Surgery due to extreme illness . Visit requests should be requested before 10 am. The Receptionist will ask for details to

pass to the Doctor for an assessment of how urgent the visit should be. You may be telephoned back by a clinician, to ascertain further information for this reason. You should always ring back if the Doctor has not been in touch within 3 hours of your request.

### **Medical Advice**

Medical advice can be sought from NHS 111, 24 hours a day and 7 days a week .

### **Repeat prescriptions.**

This Practice does not accept verbal requests for repeat prescriptions. Repeat prescriptions can be made on the NHS app or written request can be posted in the box located on the ground floor of the East Leeds health centre.

### **Nonattendances**

**The Practice has a policy of writing to non- attendees who do so three times in any three months. Regular non attendees may be asked to re-register elsewhere.**

**The Practice Team consists of:**

- 2 GP Partners
- 3 Salaried GPs
- 1 Advance nurse practitioner
  - 1 Practice nurse
- 3 Healthcare assistants
- 2 practice administrators
  - 2 secretaries
- 6 care navigators

**Our care navigators are the first point of contact for patients to help gather information and signpost to the most appropriate service.**

**PATIENTS CAN CONTACT LEEDS PATIENT ADVICE AND LIAISON SERVICES (PALS) FOR ADVICE, INFORMATION AND GUIDANCE ABOUT NHS SERVICES.**

**Tel : 0800 052 5790**

**Email: [pals.lypft@nhs.net](mailto:pals.lypft@nhs.net)**

**Patients are asked to help us, help them by communicating with us, and letting us know their views. We do aim to provide the best service we can but are always willing to accept suggestions for improvement. If you need further information, please ask at Reception and we will be happy to help.**



