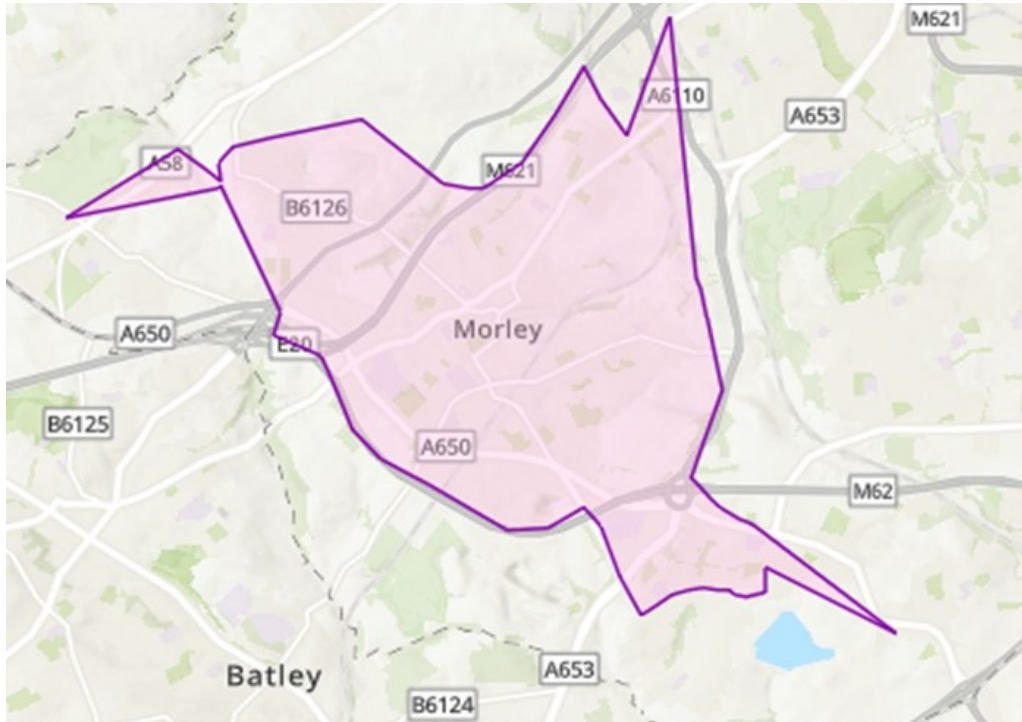


Practice Boundary Map



Details of the practice boundary can also be found on our website.

Zero Tolerance

We operate a zero tolerance policy. This means that any patient who is violent, aggressive or abusive to a member of staff will be sent a warning letter and then may be removed from the practice list.



There is full access at this health centre for disabled patients.

Fountain Medical Centre

Little Fountain Street, Morley, LS27 9EN

Tel: 0113 2951600

Web: www.fountainmedical.co.uk

The Surgery is open

Monday - Friday 8:00 am to 6:30 pm.

The Surgery is closed

6:30 pm—8:00 am, weekends, bank holidays,
one afternoon per month for clinical training. (times vary)

Appointments

We offer a variety of same day and pre-bookable appointments.

We also provide same day telephone consultations and have long term call and recall systems for review of patients with heart disease, high blood pressure, asthma, chronic lung disease, diabetes and stroke illness.

All clinics are by appointment only.

Weekend pre-bookable routine GP appointments available

Held at: Windsor House Surgery, 2 Corporation Street, Morley

Saturdays: 8am to 1pm Sundays: 8am to 12noon

If required please book with a member of our Care Navigation team.

The Practice is committed to providing patients with an integrated, comprehensive and high quality primary care service

We actively support and are compliant with the principles of the NHS Constitution

1 Doctors	
General Partners	
Dr Nick Hall	- MBChB MRCGP
Dr Suzie Henstock	- MBChB MRCGP
Dr Mike Pointon	- MBChB MRCGP
Dr Jill Gogna	- MBBS.MRCGP
Dr Paula Alba	- LMS (alcala de henares)
Associates	
Dr Sulaiman Musa	- MBChB MRCGP
Dr Claudio Schwab	- MRCP MRCGP Dip Cardiology
Dr Aman Saleem	- MBBS FRCS EDIN
Dr Imran Choudhary	- MBBS MRCGP
Dr Shahana Quadri	- MBBS MRCGP
Dr Asad Waheed	- MBBS MRCGP
Dr Raquel Oeo	- LMS (Valladolid)
Nurses	
Becky Batty	Advanced Nurse Practitioner
Jo Evans	Lead Practice Nurse
Safia Ola	Practice Nurse
Libby Ellis	Practice Nurse
Kelly Bell	Practice Nurse
Christine Midgley	Lead Clinical Support Worker
Gaynor Boot	Clinical Support Worker
Amy Keyworth	Clinical Support Worker
Kelly Flynn	Clinical Support Worker
Joanne Graton	Trainee Nurse Associate
Emma Solomon	Lead Clinical Pharmacist
Lisa Bray	Pharmacy Technician
Deion Robinson	Prescription Clerk
Muhammad Ravat	Pharmacist
Managers	
Managing Director:	Tracie Hutchinson
Business Support Manager:	Laura Humphreys
Office Manager:	Kristina Rakovic

6 Patient Advice & Liaison Service (PALS)
Leeds PALS provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS. They may be contacted on Tel: 0113 2066261
Local NHS 'Walk In' Centres
The NHS runs various local centres where anyone may 'walk in' and be seen without having an appointment: Dewsbury and District Hospital , Halifax Road, Dewsbury. Tel: 01924 541000 St George's Centre (Minor Injuries Unit), St George's Road, Middleton, Leeds. Tel: 03303115106 Shakespeare Medical Centre , Burmantofts Health Centre, Cromwell Mount. Tel: 0113 295 1132 Wharfedale General Hospital (Minor Injuries Unit), Newall Carr Road, Otley. Tel: 01943 465522
Choose Well
There are many different 'Choose Well' ways that you can help yourself get the right treatment: Self care - look after yourself at home with a well-stocked medicine cabinet. Pharmacist (chemist) - for expert advice on common illnesses and the best medicines to treat them. GP (doctor) - for illnesses that just won't go away, arrange to see your doctor. Call 111 - if you need urgent healthcare, contact NHS 111 who will help you access the local service that can help you best. A&E or 999 - only if you need very urgent medical attention. Visit www.nhs.uk for advice on your health and your choices with your health care. Visit www.fountainmedical.co.uk for more information on our services.

5	Confidentiality
	All employees have access to patient information held by the practice. This information is confidential and will not be divulged to anyone unconnected with your treatment without your consent.
	Suggestions / Compliments / Complaints
	If you have any suggestions or compliments about our practice please let us know. <i>Forms and a post box are available in the reception area.</i> We hope you never have major difficulties with the quality of our service provision. If however, you feel you have grounds for complaint please contact the practice. We will make every effort to resolve the problem by discussion whenever possible. <i>Further details are available in our 'If you have a complaint' leaflet.</i>
	Patient responsibilities
	In registering as a patient you agree to: • Keep appointments when booked, or let us know as soon as possible if you are unable to (giving adequate notice of at least 2 hours). • Behave in a socially acceptable manner at all times. Repeat non-attendance at appointments or verbal/physical aggression will almost always result in your removal from the practice list. We have a <i>Patient Charter</i> on display in the waiting area and on our website which sets out what we undertake to do for our patients and in return what we ask of them.
	Patient Participation Group (PPG)
	We have an active PPG at the practice and are always looking for patients from all age groups, social and cultural backgrounds to join us. Involvement can be by attending meetings at the practice or by receiving emails or letters during the year asking for your opinions. If you are interested in joining the group please ask at reception for an invitation form. Information and meeting minutes are on display in the main waiting area and on our website. We also keep patients updated on PPG activities in our quarterly newsletter <i>FMC News</i> .

2	Our practice team
	The doctors, nurses, district nurses, health visitors, midwives and other support workers are dedicated to providing you with an integrated, comprehensive and high quality primary care service. Vital to the provision of this service are also the managers, care navigators, medical secretaries and administrative staff who work hard to ensure the smooth running of the practice.
	West Yorkshire Integrated Care Board (ICB)
	The practice is part of the West Yorkshire Integrated Care Board who are committed to working with patients and local people to deliver high-quality services. Find out more about them and the ways in which you can get involved by contacting: Address: Suites 2-4, Wira House, Wira Business Park, Leeds LS16 6EB Tel: 0113 221 7777 Email: leedsccg.comms@nhs.net Website: www.leedsccg.nhs.uk
	Services
	The practice provides a full range of general medical services which include: Maternity Care / Child Health Clinics / Family Planning Services / childhood & adult Immunisations / Advice on Foreign Travel / Minor Surgery / Counselling / Chronic Illness Clinics (asthma, chronic airways disease, heart disease, diabetes, hypertension). A range of additional and specialist services are also available in the building: Dental and Pharmacy Physiotherapy A purpose built theatre allows for the provision of diagnostic Endoscopy, Cystoscopy & Sigmoidoscopy services to be carried out on site. This service is carried out by Living Care. We also host out patient clinics in some specialities. Other clinics include Ultrasound, Social Prescribing, First Contact Physio first and Healthy minds.

3 To register as a patient

You can complete a registration form at reception or visit our website and complete the online forms.

Please see the boundary map on the back page.

Appointment information

The surgery offers telephone, face to face and Patches online appointments.

Doctors - 10 minutes are allocated for each appointment. This may need to vary due to the nature of a patient's problem but our doctors have the difficult task of keeping their surgeries running as efficiently as they can. If a doctor has to deal with an emergency case this would obviously need to take priority.

Nurses - the length of appointments are dependant on a patient's condition. If it is a long term condition and monitoring is needed our appointments vary from 15 to 30 minutes.

We aim to ensure that you are always able to see the most appropriate health professional for the problem presented. When telephoning for an appointment, the care navigators may ask some questions designed to ensure you have a consultation with the person best able to help you.

A practice as large as ours has to have some guidelines in place regarding patients who arrive late for their appointment.

If a patient is up to 10 minutes late to see a doctor/nurse they will still be seen. However it is the doctors/nurses decision regarding whether they are still able to see a patient who is 10 - 14 minutes late. A patient who is 15 minutes late or more will need to rebook a new appointment.

Communication Support Needs

We are improving how we communicate with patients. Please tell us if you need information in a different format or communication support. This will then be recorded into your medical record.

4 Home Visits

Are for seriously ill or housebound patients. If you feel you require a home visit, please try to telephone before 11am. A GP / ANP may telephone you prior to visiting.

Out of Hours

Out of hours commissioned by Leeds ICB and are for urgent medical problems only. Please telephone 0113 2951600 if you require medical services when the surgery is closed. **For life threatening emergencies call 999!**

NHS Direct can provide medical advice 24 hours per day either on telephone 111 or on-line www.nhsdirect.nhs.uk

Repeat Prescriptions

Repeat prescriptions can be requested either online, via the NHS app, by posting your request slip in the box (at reception or outside the building), or sending it to us in the post (if you require your prescription returning to you in the post please include a stamped addressed envelope).

Some local pharmacies run collection services. Please ask them for further details.

We require 48 hours from time of receipt to prepare your request.

We are unable to deal with telephone requests for repeat prescriptions but for any other queries please call 0113 2213754 (available 10:00—16:00 daily)

Pharmacy First

The Pharmacy First service gives you the option of visiting your local pharmacist for self-care advice for common health conditions such as coughs, colds or earache. Pharmacy First encourages patients to self-care following advice from their pharmacist. Patients will only be recommended or provided with medication if absolute necessary. Ask at reception or our website for more information.

Test results

Results of tests can be obtained by telephoning the practice after 1pm Monday to Friday or viewed online. *Information will only be given out to the patient.*

Online Patient Access and SMS Text Messaging

Patients can register to use our online service / PATCHS to check their personal details, , book appointments with our Nurses / GPs, request repeat prescriptions and view their health records. We also provide SMS text message reminders for patients who have a mobile telephone. See reception or our website for more information. If you are struggling to log in Online contact the surgery and one of our digital champions will help you.