

- Nominate other System One Online users the ability to log in to your system online account



Information Booklet about Your Doctors Surgery.

Shaftesbury Medical Centre

1st floor

78 Osmondthorpe Lane

Leeds

LS9 9EF

Tel: 0113 2409500

Church View Surgery

2nd floor

Cross Gates Medical Centre

Station Road

Leeds

LS15 8BZ

Tel: 0113 2600021



<http://shaftesbury-churchview.co.uk/>

Welcome to the Practice

The practice has been long established, dating back to 1905. Both Surgery sites are now new purpose built premises. Shaftesbury Medical Centre opened in 2008 and Church View Surgery in 2015. The Shaftesbury Medical Centre mainly looks after patients in Leeds 9 and 14. Church View has patients in Leeds 15 and 14. The doctors and staff all work from both surgeries.

Limited Car Parking

Is available at both Shaftesbury and Church View surgeries.

Disabled Access

Is available at both surgeries. Church View Surgery reception and consulting rooms are on the 2nd floor accessible by stairs and lift. The main reception and consulting rooms at the Shaftesbury are on the first floor. There is a lift and stair access.

We are an approved **training practice** for fully qualified doctors to gain special experience in general practice. We also have medical students with us from time to time as part of their studies.

Both Surgeries are **no smoking** buildings.

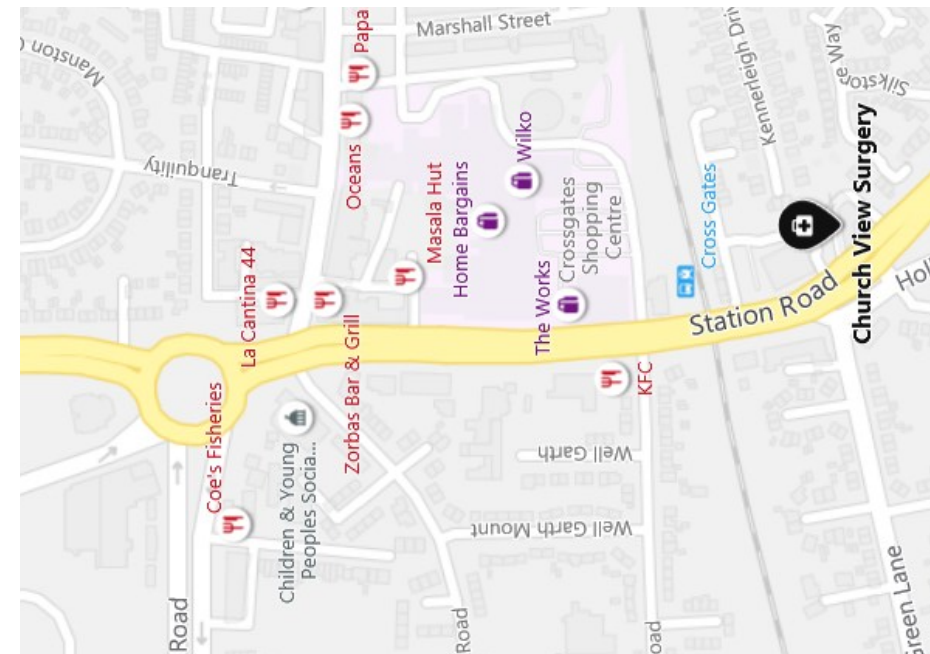
COMPLIMENTS AND COMPLAINTS

As a practice we welcome feedback relating to the care and services we provide. If you want to let us know about your experiences you can do so verbally, by email or in writing. Likewise if you have concerns and wish to complain the practice operates an in-house complaints procedure, a copy of this procedure can be obtained from our reception team.

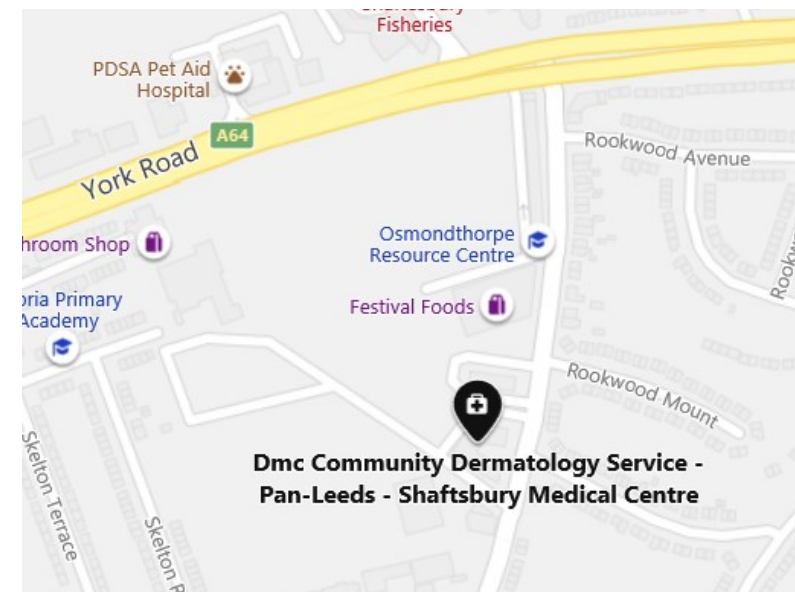
The practice operates a zero tolerance policy regarding physical or verbal abuse. Any patients being abusive to either staff or doctors will be removed from list.

HOW TO FIND US

CHURCH VIEW SURGERY



SHAFTESBURY MEDICAL CENTRE



The Practice covers Leeds 14, 15, 9 and part of Leeds 8 (up to Round hay road.) The practice does not accept registrations outside the practice boundary.

Patients who move outside the practice boundary will be asked to register with a GP in their new area.

NAMED ACCOUNTABLE GP

All patient have a named GP who is responsible for their care in the practice.

Your named GP will take lead responsibility for coordination of all services required. There is no need for you to see your named GP, you should continue to see the GP of your choice when attending surgery as you do at present. Your named GP's role in your care is purely to ensure that all your needs are met.

We allocate all patients to a GP by the first letter of their surname.

Named GP	Surname begins with letter
Dr Nicholas	SXYZ
Dr Haigh *	B
Dr Franks	DEF
Dr McWilliams	GIJKL
Dr Lewis	OW
Dr Vila	PQRTV
Dr Gibbs	AC
Dr Taylor	HMNU

Shaftesbury Medical Centre



Monday - 8.15 am — 6.00 pm

Tuesday - 8.15 am — 6.00 pm

Wednesday - 8.15 am — 6.00 pm

Thursday - 8.15 am — 6.00 pm

Friday - 8.15 am — 6.00 pm

Church View Surgery



Monday - 8.15 am — 6.00 pm

Tuesday - 8.15 am — 6.00 pm

Wednesday - 8.15 am — 6.00 pm

Thursday - 8.15 am — 6.00 pm

Friday - 8.15 am — 6.00 pm

The Practice team

DOCTORS

Dr Lydia **TAYLOR** (*F), Leeds (1994) MBChB DRCOG MRCGP

Dr Sally **FRANKS** (*F), Sheffield (1998) MBChB MRCGP

Dr Thomas **GIBBS** (*M), London (2002) BSc MSc MBBS MRCGP

Dr Joanna **VILA** (*F), Newcastle (2002) MBBS MRCGP DFFP

Dr Victor **NICHOLAS** (*M), London (1997) MBBS DRCOG

Dr Helen **MCWILLIAMS** (*F), Leeds (2002) BSc MBChB MRCS DOHNS
DRCOG MRCGP

Dr Emma **HAIGH** (*F), Newcastle (2008) MBBS DRCOG DFSRH MRCGP

Dr Sharon **LEWIS** (*F), Leeds (2008) MBChB MRCGP

SALARIED GPS

Dr Chidy **Ekpo** (*F),

Dr Omar **Pathan** (*M),

Dr Suzy **Lory** (*F),

Dr Raje **Murali** (*F)

*(M = Male F = Female)

SENIOR MANAGERS

Looks after all the day-to-day administration in the practice. Co-ordinates the work of other staff. She will try to sort out any problems that you may encounter in using our facilities.

Julie Sutcliffe - Practice Manager based at Shaftesbury Medical Centre.

Richard Evans - Business Manager

Jenna Andrews—Assistant Practice Manager

Aimee Simmonds—Nurse Manger

SUPPORT FOR YOUR CARERS

A carer is someone who looks after a friend or family member who could not cope without your support.

Carers Leeds provide support and practical help with applying for benefits, getting a break, knowing your rights and much more. Please ask your receptionist for further details.

WALK-IN CENTRE

The nearest walk-in centre is Shakespeare Medical Practice, Burmantofts Health Centre, Cromwell Mount, Leeds LS9 7TA TEL: 0113 295 11 32

ACCESS TO YOUR HEALTH RECORDS

You have a legal right to apply for access to health information held about you.

A health record contains information about your mental and physical health recorded by a healthcare professional as part of your care.

If you would like to view your health records, please request a Subject Access Request (SAR) form from our reception team. You can submit your request in writing to any member of the reception team. If a written request is not possible, a verbal request will be accepted. Please note: You will need to provide two forms of identification — one proof of address and one photo ID.

Your GP will decide whether your request can be approved. We can refuse your request if, for example, we believe that releasing the information may cause serious harm to your physical or mental health or that of another person.

ONLINE ACCESS (SYSTEM ONE)

Patients can now access the following online,

- Book and cancel appointments
- View/request repeat prescriptions
- Add/change contact details
- View summary care record
- Receive an automatic email when their system online account has been accessed.
- See detailed medical information such as drug allergies, immunisations, results, diagnosis and letters

CHANGE OF PATIENT DETAILS

Please inform the practice immediately if you have changed your name, address or telephone number.

COMMUNICATION NEEDS

Please let our receptionists know if you have communication needs. E.g. need large print, prefer text messaged, email ,verbal communication only.

USEFUL TELEPHONE NUMBERS

Shaftesbury Medical Centre - 0113 2409500

Church View Surgery—0113 2600021

District nurses - 0300 300 2999

Health visitors (East Leeds clinic) - 0113 843 5683

Community midwifery (St James's Hospital) - 0113 2066241

Leeds stop smoking services—0800 169 4219

St James's Hospital—0113 2433 144

Samaritans—08457 90 90 90

NHS 111

Details of medical services in the area can be obtained from NHS Choices website www.nhs.uk/

NEED ADVICE OR MEDICATION FOR A MINOR AILMENT

If you have a mild illness your pharmacy may be able to provide self care advice. If they are unable to help they will direct you back to your GP.

MINOR INJURIES?

Minor injuries units can see patients with sprains, cuts, bites, stings, muscle or joint injuries, they also have facilities to x-ray. The nearest unit is St. George's Centre, St. George's Road, Middleton LS10 4UZ. 0330 311 5106

RECEPTIONISTS

Your first point of contact with our practice . They are trained care navigators who are able to direct you to the most appropriate help. Please note that any advice/information they give out is in strict accordance with guidelines approved and agreed by the doctors.

Jo Walker — Reception manager, Shaftesbury /Church View

Jenna Rose — Reception Manager, Shaftesbury/Church View

PRACTICE NURSES

Available by appointment Monday to Friday between the hours 8.30-11.30 am and 1.30—5.30 pm. They attend to and advice on a variety of problems/ concerns outlined in the services section. The team includes:

Aimee Simmonds

Aimee Sidebottom

Rachel Brumby

Rowena B

Jo Bolam

Hannah Sayner-Clarke

Louise Lendhil

HEALTHCARE ASSISTANTS

Help the nurses providing: ECGs, Blood Pressures, health checks, injections, dressings and other services.

IT TEAM

We have a dedicated IT team.

IT Manager - Jane Carlisle

SECRETARIES

Available Monday - Friday. We ask if your concern/query is related to a hospital or community appointment you contact the service provider directly as you are in better position to resolve the issue quickly.

ATTACHED STAFF

COMMUNITY MATRONS

Provide care and support to people with long term or complicated health conditions aiming to keep patients as healthy as possible and living independently.

DISTRICT (COMMUNITY) NURSES

Patients who are housebound but need nursing assistance may arrange with the practice for a district nurse call.

HEALTH VISITORS

Are available to give advice and monitor health and development of children and families. To contact a health visitor call **0113 843 5683**

GP PHARMACY TEAM

Deal with any matters relating to your medication; answer questions about your medications; check how you're getting on with your medication;

IN-HOUSE PHYSIOTHERAPY

Available for all our patients aged 16+ at Shaftesbury & Churchview Medical Centre. To request an appointment contact reception.

SOCIAL PRESCRIBERS

This service is for anyone aged 16+ . Our social prescribers offer a mixture of telephone and face-face appointments to link you with services and activities within your community to improve and maintain your health and wellbeing. They can help with financial, housing, emotional and wellbeing issues.

LEEDS MENTAL WELLBEING SERVICE

We have advisors based at our surgery. To review their services on line:

<https://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/leeds-mental-wellbeing-service/home/>

Or contact our reception team.

REGISTERING

We ask all patients, where possible, to bring photographic proof of identity (passport, driving licence etc.) and proof of residency (utility bill less than three months old). This ensures we have the correct patient details to match to our computer system. Patients are also asked to complete a registration form and new patient questionnaire (this provides basic medical information until full medical records are received). Once we have received the registration forms we can add you to our computer system. You are only registered when the completed registration forms have been returned to the practice. Once registered you can see any doctor of your choice, though this will be limited by the doctors working on that day.

RESULTS

Please telephone after 2pm (most results take at least a week to process) patients should appreciate due to confidentiality results will only be given to the person concerned.

CONFIDENTIALITY

All patients can expect that their personal information, whether held in their medical records or on the practice computer system will not be disclosed without their permission except in the most exceptional circumstances e.g. if somebody were at grave risk of self harm.

Patients should be aware that their records may, nevertheless, be inspected by outside agencies in order to monitor the performances of the practice, However, these agencies are bound by the same rules of confidentiality as the practice

NON-NHS SERVICES

Some medical examinations or forms fall outside the scope of the NHS and will therefore attract a fee recommended by the BMA. Please ask reception for details of fees.

HOME VISITS DURING SURGERY HOURS

WHERE POSSIBLE PLEASE REQUEST A HOME VISIT BEFORE 11.00 AM.

Visits are reserved for patients who are genuinely housebound, including those in nursing and residential homes, and terminally ill patients. A GP may conduct a home visit if they believe the patient's condition:

- Prevents them from travelling to the practice, or
- The condition may deteriorate as a result of travelling to the practice

Home visits will not be authorised as a result of:

- A lack of transport
- The patient's financial situation
- Childcare issues
- Poor weather conditions
- Any other situation deemed inappropriate by the clinician

Home visits are at the discretion of the GP who will determine if the visit is clinically necessary.

CANCELLATIONS

Please note that each missed appointment is a waste of the doctors' valuable time. ALWAYS notify the practice if you cannot attend your appointment so it may be released to another patient. You can now leave a message on our phone system to cancel your appointment.

PUNCTUALITY

If you are late for an appointment the doctor or nurse may not be able to see you. If you miss a call from a clinician they will try to call a second time. If there is no response they will send a text asking you to make another appointment.

From time-to-time the doctors/nurses do run over, if you have been in the waiting room for over 20 minutes after your appointment time please inform the receptionist.

EMERGENCIES

If you need URGENT MEDICAL ATTENTION WHEN THE SURGERY IS CLOSED, please telephone the normal surgery number 01132409500 or 01113 2600021. Your call will be transferred automatically or you may be asked to call 111. (This is free from landlines and mobiles.) You may be asked to attend the out of hours treatment centre.

OUT OF HOURS TREATMENT CENTRE LEXICON HOUSE—WILMINGTON GROVE (off Meanwood road) LEEDS LS7 2BQ. The centre is run by the local care Direct. There is parking at the side and front of the building.

SERVICES PROVIDED

MATERNITY CARE

MIDWIVES

Provide care and advice during pregnancy and after childbirth. There are dedicated antenatal clinics at both surgeries

The Midwives are available to give support and advice at other times.
Community midwifery—St James' Hospital 0113 206 6241

WELL BABY CLINCS — FOR UNDER 5s

(APPOINTMENT ONLY)

Shaftesbury Medical Centre—Tuesday morning:

GP available 9.00 to 10:30 am

Nurse 9.00 to 11am

Church view surgery—Wednesday morning:

GP available 9.00 to 10:30 am

Nurse 9.00 to 11am

These are doctor and nurse run clinics only. A doctor is available to complete your child's first routine assessment and the practice nurse will provide immunisations. Please note we require consent from the child's legal guardian before any immunisations can be given.

The clinic is for WELL BABIES ONLY and not an extension of normal surgery.

IMMUNISATIONS/VACCINATIONS

The practice STRONGLY recommends all children under 5 to be fully immunised. Vaccinating your child protects them from serious illnesses during a vulnerable stage of their life. If you have any concerns regarding your child's immunisation status please discuss these with your health visitor or doctor.

POSTNATAL CHECK UP

After delivery of your baby you will be invited for a postnatal check-up which is carried out by a member of our nursing team.

FAMILY PLANNING

We have doctors and practice nurses who can provide advice on all forms of contraception (including fitting of coils and contraceptive implant) .

DIABETIC CLINICS

Nurses trained in diabetes run clinics at both surgery sites. It is important patients respond to invites as all diabetics should receive an annual review. Invites are sent via text message or letter on the month of your birthday.

MINOR SURGERY

Dr McWilliams & Dr Pathan perform minor surgery at the Shaftesbury Medical Centre. Any patients requesting such procedures should request a telephone consultation with Dr McWilliams or Dr Pathan to discuss first.

ASTHMA/ COPD REVIEWS

All Patients are encouraged to have their asthma/COPD review at least annually to detect any deterioration and to discuss new inhalers. The nurses who run these clinics are all trained in asthma/COPD. Invites are sent via text message or letter around the month of your birthday.

HEART FAILURE/STROKE/CARDIAC REVIEWS

Regular clinics are held for these patients. Cardiac trained nurses run these clinics. Invites are sent via text message or letter around the month of your birthday

NEW PATIENT HEALTH CHECKS

All newly registered patients over the age of five can use our kiosk. The check involves height, weight, blood pressure, urine sample and brief medical history. Contact reception for more info.

LONG TERM CONDITIONS CLINIC

For patients who have more than one long term condition e.g. COPD/ diabetes/heart problems. This is a review of all conditions. Invites are sent via text message or letter around the month of your birthday.

WANT TO STOP SMOKING OR NEED ADVICE ON WEIGHT MANAGEMENT

One You Leeds provide a range of services to help. Contact them on 0800 1694219 or go to their website

<https://oneyouleeds.co.uk/>

RECEPTION AND APPOINTMENTS

Our receptionists are trained care navigators and will direct you to the appropriate person or service to deal with your problem. Please note the guidelines they follow have been agreed by the doctors at the practice.

Surgeries are available Monday to Friday between the hours of 8.30am and 5.30pm.

APPOINTMENTS

Please note we are **NOT** an emergency service if you need **urgent** medical advice please call 111. If you require life saving help call 999.

System Connect:

Our practice is now using a new online consultation tool called System Connect. If you need a routine or non-routine GP appointment, we ask that you complete an online form via the link below. You can submit a form between 7:30 am and 4pm.

Link: <https://systmonline.tpp-uk.com/2/OnlineConsultation?OrgId=B86016>

If you require assistance you can give our reception team a call.

E-CONSULTATIONS

E-consult is an online service available 8 am to 6.30 pm Monday to Friday to enable patients to contact the practice for **non-urgent and routine enquires**. We would normally reply to you by text, email, or telephone with a resolution to your enquiry. You can access our e-consult service via our website.

NON-ROUTINE APPOINTMENTS

We have a doctor oncall every day at both surgeries to deal with patients requiring NON-routine appointments. If we have reached capacity for the day and your request is urgent our reception team may ask you to contact 111.

WEEKEND APPOINTMENTS

From September 21 the practice will be offering weekend appointments at the Shaftesbury Medical Centre hub. These can be booked after completing a system connect form.

DENTAL PROBLEMS

Unfortunately, we are unable to help if you have a dental problem and so we will ask you to see your dentist. If you are looking for dental care the NHS Choices website can help you find an NHS dentist. For urgent Dental Care

SURGERY INFORMATION

REPEAT PRESCRIPTIONS

We ask you order your prescriptions directly through your GP and NOT community pharmacy or online pharmacy.

Repeat prescriptions can be ordered in the following way;

1. Online using the NHS App—**we recommend this option.**
2. Email,
3. In person (we have a secure post box in the foyer at both sites)
4. Post (you would need to provide a stamped addressed envelope)

If not ordering online we ask you to provide following details; name, date of birth, address; telephone number with the name of your required medication with the strength and dosage.

- ♦ To sign up for the NHS app go to www.nhs.uk/nhsapp. You will then be able to order prescriptions at any time of the day. The app also provides access to your covid vaccination information.
- Most prescriptions are sent electronically to a pharmacy of your choice. If you do not have a nominated pharmacy please let us know.

Please remember our lovely receptionists are available to help and advise.

THE PRESCRIPTION WILL BE SENT ELECTRONICALLY TO YOUR CHOSEN PHARMACY AND BE READY FOR COLLECTION 48 HOURS LATER

Please note some prescriptions cannot be sent electronically.

If you have arranged for a local chemist to deliver your prescription, please allow at least an extra day when you order.

WE REQUIRE 48 HOURS NOTICE TO PROCESS YOUR REQUEST.

You are able to order your repeat prescription 7 days in advance of your due date, any prescription requests ordered before the 7 days will be declined.

CERVICAL CYTOLOGY

SMEAR tests SAVE lives..... The greatest risk factor for cervical cancer is NOT having your smear test.

The Practice STRONGLY encourages all women between the ages of 25-64 to have a smear test every three to five years. This is a quick, simple test performed by our experienced practice nurses. Call the surgery to make an appointment with the nurses.

PRACTICE NURSES CLINIC

Monday to Friday 8.30—5.30 pm

They attend to a variety of problems including

- Blood pressure reviews
- Diabetic reviews
- Asthma/COPD reviews
- Heart Disease reviews
- Dressings
- Smears
- Vaccinations
- Removal of stitches
- General lifestyle advice
- Healthy eating programme
- Contraceptive advice
- Travel advice

EDUCATION

We are a training practice and doctors, known as registrars, complete their final stages of GP training with us. We also participate in training for 2nd year foundation doctors .

As a practice we are continuously training and updating our skills in line with national guidance. We have whole practice training on Tuesday afternoons on a monthly basis. The list of dates can be found on our website www.shaftesbury-churchview.co.uk

We believe involvement in training enhances the quality of medical care we provide at our practice.