



Patient Involvement

We have a patient reference group who meet four times a year on an evening to look at areas of improvement. The group is made up of a GP, the Practice Manager and patients. If being a member of this appeals to you, please contact the Practice Manager.

Suggestions and Complaints

We try to give all our patients the best care and attention. If you have any suggestions to improve the service, kindly place these in the Suggestion Box in the Reception area.

If you should need to raise a complaint about the service received, please let us know as soon as possible ideally by writing to the Practice Manager, Helen Walker.

Our full complaints procedure is available on our website, or you can request a copy from Reception. We hope to resolve your complaint locally, however if we are unable to do so and you remain dissatisfied you have the right to contact The Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 54QP. Tel. 0345 0154 4033 or email phso.enquiries@ombudsman.org.uk

Alternative Medical Centres

Minor Injuries (inc X-rays)

St Georges One Stop Centre
St Georges Centre, St Georges Rd,
Leeds LS10 4UZ
Tel. 0330 311 5106

GP Appointments (no sick notes)

Shakespeare Medical Practice
Burmantofts Health Centre, Cromwell Mt,
Leeds LS9 7TA
Tel. 0113 295 1132

Additional Services

We offer several additional services commissioned by NHS Leeds, including:

- Physiotherapy
- Social prescribing
- Ultrasound
- Vasectomy
- Contraception Coil/implant clinics
- Midwife
- District Nurses
- Health Visitors



Welcome to our Practice

Priory View Medical Centre opened in 1996 and is owned and run by seven GP Partners. The Practice is contracted by NHS England to provide medical services to registered patients. We are a teaching practice and regularly support GP Registrars (qualified doctors in training to become General Practitioners).

Armley Hub work together to offer patient's access to appointments outside of our usual opening hours. The hub runs from Priory View and patients from the following practices can access services; Thornton Medical Centre, Armley Medical Centre and Priory View Medical Centre.

When the Surgery is Closed

Should you require urgent medical attention when the surgery is closed, please telephone NHS 111. In an Emergency only call 999.

Opening Times

Monday	0800 - 1800
Tuesday	0800 – 1800
Wednesday	0800 – 1800
Thursday	0800 – 1800
Friday	0800 - 1800

Armley Hub Opening Times

Saturday	0800 – 1700
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The team

Doctors

	Year Qualified
Dr A Burkill MBChB (m)	1986
Dr C Foster MBChB, MRCP, DipObs (m)	1985
Dr S Nelson MBChB, MRCP (f)	1991
Dr L Kapugama MBChB, MRCP, MRCP, DRCOG (f)	2001
Dr J Tonse MBBS, MRCP (m)	2002
Dr L Cheung MBChB, MRCP, BSc (f)	2012
Dr L Matthews MBBS, MRCP (f)	2013

Nursing Team

Fiona Hanson, RGN	1989
Kirsten Richardson, RGN, MSc, SCPHN	2014
Susan Rawson, RGN, BSc	1993
Lisa de Cadenet (Health Care Assistant)	
Gaynor Smith (Health Care Assistant)	

The Practice Team

Helen Walker is the Practice Manager responsible for the day to day organisation of the practice. She is supported by a team of Secretaries, Receptionists and Administration staff who will endeavour to deal your needs.

Online Services

The practice offers patient the opportunity, via a secure online portal, to book appointments, order medications and view health records at your convenience. For further information, please speak to reception staff.

How do I Register?

You can register online or come to reception and ask for details. You will be given a form and an appointment for a New Patient Health Check. Once completed, we can request your notes from the last practice you were registered with.

Appointments

We offer an appointment system and you may see the doctor of your choice when available. Please make your appointment in person or by telephone or using our Online Service. Please cancel your appointment if you cannot attend. Failure to do so usually leads to patients having to wait longer than would otherwise be necessary and also wastes valuable doctor's and nurses' time. It can also mean delayed treatment for a patient presenting with an urgent problem.

Repeat Prescriptions

Prescriptions for medicines taken regularly can be obtained without a doctor appointment. Requests can be made in person, by post or via our Online Service.

We no longer accept requests over the telephone to help minimise mistakes occurring. From time to time you will be asked to see the doctor so that your medication can be reviewed.

Blood and Test Results

Please telephone our reception staff to obtain the results of tests. To protect patient confidentiality, results will only be given to the person concerned or their parent/guardian. Please call after 10am or you can access our Online Service to obtain results.

Home Visits

Home visits are for patients who are bedbound and unable to attend surgery. Please request a home visit before 11am. House visits after 11am, unless they are emergencies may not be seen on the day. The receptionist may ask for some details of your condition to help the doctor assess the urgency of visits as they plan rounds.

Fit Notes

You do not need a Fit Note signed by your doctor for statutory sick pay unless you have been off work for more than seven days. You may provide your employer with a self-certification note for the first seven days after which time you will need to consult a doctor if you are unfit to work.

If your employer asks for a Fit Note signed by your doctor for the first seven days this is classed as a private fit note and therefore a fee is payable

