**THIS HEALTH CENTRE IS EQUIPPED FOR**

**DISABLED PERSONS ACCESS**

**PRACTICE TEAM**

**General**  Dr S D’Souza (Male) Dr C Abbott (Female)

**Practice Nurse:** Cheryl Conner RGN

**Practice Manager:** Karen Prince

**Office Manager:** Shelley Jones

**Secretary:** Jane Twitchett

**Reception Staff:** Michelle Sanderson ,Lorraine Hirst

 Christine Wood , Romona D’Souza

**Health Care Assistant** Julie Schofield , Gemma Allen

**Attached to the Practice:** Health Visitor ,Midwife,

 Community Matron and District Nursing team

**Website** gildersomehealthcentre.nhs.uk

**ROLES OF THE PRACTICE TEAM**

**General Practitioners:** The General Practitioners provide general medical services for all patients registered with the practice and will refer to secondary care as and where appropriate.

The General Practitioners also provide non NHS work as follows:

Private Medicals, reports for Insurance companies and Solicitors. Signing of documents for Holiday Cancellation and Private Insurance are also undertaken by the General Practitioners. As this work is not NHS the work will be subject to a fee. Details of any NHS work can be obtained by enquiring with Reception.

The Practice does not undertake the teaching or training of health care professionals or persons intending to become health care professionals.

**Practice Nurse:** The Practice Nurse provides general nursing services for all patients registered with the practice. She will also lead Asthma, Cardiac, Diabetic Hypertension Immunisation, Travel, Well Person/Family and assist with Child Surveillance, New Patient Medical, Post Natal, Ante Natal and Smoking Cessation clinics.

**Health Care Assistant:** The Health Care assistant is **NOT** qualified to provide medical information or advice.

The Health Care Assistant will provide a service to the practice caring for practice registered patients who have been referred for blood tests by the General Practitioner and also assist in taking blood pressure readings, measuring height and weight, recording smoking, dietary and exercise status.

**Reception Staff:** The Reception Staff will provide a courteous service to patients registered with the practice.

**Health Visitor:** The Health visiting service aims to promote the health of the whole community. You can contact the Health Visitor through ourselves, health centre and child health clinic. Health visitors are the most accessible professionals in the community and are accessible to any member of the public whatever their age.

**District Nurse:** The district nursing service is committed to continually improving the delivery of care to people in a community setting. The district nursing team will deliver a service that is flexible, integrated and patient centred, providing high quality, holistic nursing care to patients and their carers.

**Midwife:** The midwife provides ante-natal care and post natal care to patients registered with the practice.

**HEALTH CENTRE OPENING TIMES**

Monday - 8:00am – 6.15 pm.

Tuesday - 8:00am - 6:15 pm

Wednesday 7:00am  - 6:15pm

Thursday 8.00 am – 6.15 pm

Friday - 8:00am - 6:15pm

**SURGERY HOURS**

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| **Monday** | 08:30 - 11:30 | 15:30 – 17.50 |
| **Tuesday** | 08:30 - 11:30 |  15:30 - 17:50 |
| **Wednesday** | 07:00 - 11:30 | 15:30 - 17:50 |
| **Thursday** | 08:30 - 11:30 | 15:30 - 17:50 |
| **Friday** | 08:30 - 11:30 | 15:30 - 17:50 |
|  |  |  |

**TELEPHONE AVAILABILITY:**

Monday - 8:00am – 6.30 pm. Tuesday - 8:00am - 6:30 pm ,

Wednesday   7:00 am - 6.30pm

Thursday 7.00am – 6.30 pm

Friday - 8:00am - 6:30pm

**HEALTH CENTRE CLOSED**

Saturday and Sunday -- all day

Public Holidays & Training days will be displayed as appropriate.

**TELEPHONE INFORMATION**

Appointments/Enquiries - 0113 2535134

 Fax - 0113 2534899

**TELEPHONE CALLS**

**HOME VISITS**

Home visits are for people who are seriously ill and unable to come to surgery. If you need a home visit please ring 0113 2535134 before 10am. On most occasions one of the doctors will be available for advice.

**APPOINTMENTS**

Call in or telephone 0113 2535134 during opening hours. Or register for the on-line service. A 10 minute appointment will be allocated for each consultation. With the exception of Friday evenings all appointments are pre-bookable.

Urgent appointments will be met the same day by the doctor on call.

If a patient has a GP preference then an appointment will be allocated at the next available appointment slot to which the request is made. A request of this nature may lead to a delay in an appointment allocation.

**TELEPHONE APPOINTMENTS**

We know how busy Patients are juggling work and family commitments. To try and ease the strain of “ fitting in” doctors appointments we have Pre-bookable telephone consultations.

If you feel that your problem / matter can be dealt with over the telephone rather than attending surgery please inform the receptionist, who will be happy to offer you a telephone consultation with the doctor or alternatively register for our on-line service.

Telephone consultations are available for results, medical advice, ongoing medical certificates etc. If the doctor dealing with your telephone consultation feels you need to be seen in person then a face to face appointment will be arranged.

**HEALTH CHECKS**

Three yearly Health Checks are offered to patients between 16 and 75 who are registered with the practice.

Annual Health Checks are offered to patients over 75 who are registered with the practice.

If you would like to take advantage of this service please contact surgery to arrange an appointment.

**TEST RESULTS**

Please ring 0113 2535134 after 10.30am for test results or register for the on-line service. If the General Practitioner has indicated an appointment to see him is indicated then an appointment will be allocated to the patient with the appropriate General Practitioner.

**GENERAL ENQUIRIES**

For all general enquires please ring 0113 2535134. We would respectfully request that non urgent telephone calls are made after 11am. By adopting this method it will alleviate non urgent calls to be taken where possible when surgery is a little less busy and also free the telephone line for urgent visits. We would like to thank patients for adhering to this request.

**Patient Group**

If you would be interested in either joining or becoming a “virtual” member of our patient group please leave your contact details with reception, including an email address.

**OUT OF HOURS**

Dr D’Souza is not responsible for out of hour’s medical service. This service is the responsibility of NHS Leeds.

If you require urgent medical attention when the surgery is closed, please ring **111**. The calls from landlines and mobiles are free. On a target training afternoon please ring 0113 2535134. Your call will be transferred at no extra cost to you to the Out of Hours Service provided by NHS Leeds.

**REPEAT PRESCRIPTIONS**

Requests for repeat medication are to be submitted on the repeat medication slip. 48 hours notice is required for a repeat prescription request. Requests ordered on a Friday will not be ready for collection until after 12 O’clock the following Tuesday

Our practice is not a dispensing practice.

**SIGNING OF DOCUMENTATION**

Non NHS documentation which requires completion by the practice will be subject to a fee. The reception staff will advise accordingly.

**COMPLAINTS PROCECURE**

Our Practice follows a procedure for dealing with complaints. A copy of the policy can be made available to yourself. This can be obtained by asking any member of the practice team who will provide you with a copy. The leaflet explains how to make a complaint and the time scale in which a complaint is to be dealt. This leaflet is easily accessible by asking any member of the practice team.

If you have any reason whatsoever for dissatisfaction with our services, our Practice Manager and/or Doctor would be only too willing to discuss your query with yourself without delay.

Alternatively you may prefer to write to either of us and your enquiry will be dealt with promptly.

You can also contact the Patient Advice Line 08000525270.

**RIGHTS AND RESPONSIBILITIES OF PATIENTS**

Our Practice operates a code of conduct for both practice and patient responsibilities. These codes are clearly displayed in the waiting area.

**WALK IN MINOR INJURIES CENTRE**

St George’s Centre

St George’s Road

Middleton

Leeds

LS10 4UZ

Telephone No 0113 3929800

**HOW TO REGISTER**

Any person living within the boundary of our practice will be eligible to register with our Practice. Each newly registered patient will be asked to complete a Health Care Questionnaire and be invited to attend a Health Check with the Practice Nurse. Practice Policy is to register a family as a unit

 **Communication Support Needs**

* We want to get better at communicating with our patients .
* We want to make sure you can read and understand the information we send you .
* If you find it hard to read our letters or if you need someone to support you at appointments , please let us know.
* We want to know if you need information in braille, large print or easy read.
* We want to know if we can support you to lipread or use a hearing aid or communication tool
* Please tell the receptionist or call the main surgery number .

**SERVICES AVAILABLE**

The Practice provides essential, additional and some enhanced services. The following clinics are offered by our practice:

Asthma Immunisation Cardiac

Ante Natal Post Natal Child Surveillance

Post Natal Diabetic Travel

Hypertension Well Person/Family Smoking Cessation

 Contraceptive implant

 If you wish to attend any of the clinics please contact reception who will allocate an appointment for you.

Our practice does not provide I.U.D. or Coil Fitting.

Services not provided by our practice will be covered by NHS England.

**FAILURE TO ATTEND APPOINTMENTS**

A patient, who misses 5 appointments within six months, will be sent a letter offering an appointment for an interview with the Practice Manager or the General Practitioner to discuss the practices concerns. The result of such an interview may result in removal from the practice list.

**VIOLENT OR ABUSIVE BEHAVIOUR**

This practice operates a zero tolerance policy towards abusive behaviour. It is the aim of this practice to offer a high quality of service to all patients.

Abuse of any description, physical, verbal, mental, bullying or threatening behaviour will not be tolerated towards any member of staff.

Violent or abusive behaviour will not be tolerated under any circumstance by our practice. In the first instance the police will be notified. Any such behaviour will result in an interview with the Practice Manager and a General practitioner of the practice.

As a result of any such incident removal from the practice will be effective.

**REMOVAL OF PATIENT FROM PRACTICE**

The following would result in removal of a patient from the practice list.

Break down of communication, abusive or threatening behaviour, failure to keep an appointment without prior notice on a regular basis, i.e. 5 missed appointments within six months, change of address out of the practice catchment area.

Practice policy is to register a family as a unit. In the event of a patient being removed from the practice list this would include the family unit.

Exception would be if one member of a family changed address out of the catchment area.

If the practice intends to remove a patient then the patient would be informed in writing of the practices concerns. The exception to this procedure would be if a patient has moved out of the area and the address is unknown.

If during a consultation the General Practitioner has concerns that he cannot offer you the best possible service which you deserve or your request cannot be met by the practice, the General Practitioner may suggest during a consultation that it is in your best interest to register with another practice. Any consultation of this nature would be confirmed in writing.

 **NHS 111**

Telephone No: - free phone 111

**GENERAL PRACTITIONERS SPECIAL INTERESTS**

**Dr D’Souza – Implanon fitting**

**ACCESS TO PATIENT INFORMATION**

If you require access to your Medical Records, you must request this in writing. Please ask reception for an Application for access to medical records form, (data protection act 1998 Subject Access Request ). Please note a fee may apply.

All members of the practice have access to patient information.

To protect patients against leakage of personal information measures have been

included in staff contractual rights and disciplines.

Any breech of this rule would result in instant dismissal.

**NHS ENGLAND**

A party to the Contract from whom details of Primary Medical Services in the area may be obtained is as follows:

West Yorkshire Area Team

Building 3, Ground Floor, Leeds City Office Park,

Meadow Lane,

Leeds, LS11 5BD.

 **PRACTICE BOUNDARY**

Our Practice Boundary consists of an inner boundary and outer boundary. New patients may register if they fall in to the inner boundary. For patients already registered who move into the outer boundary they will still be eligible to remain registered with our practice. At the moment this stands at 3 miles away from Gildersome Health Centre and is reviewed periodically.

