



5 Moor Road, Hunslet, Leeds, LS10 2JJ

NHS England

NHS England is responsible for our Practice and you can contact them on:

NHS England
7 & 8 Wellington Place
Leeds
West Yorkshire
LS1 4AP
0300 303 5678

NHS Direct

NHS Direct offers advice to patients 24 hours a day and 7 days per week. This service can be accessed on line (www.nhsdirect.nhs.uk)

Telephone Number: 111

PRACTICE HISTORY

The practice was originally located at Arthington House, Leeds 10. In September 1990 the practice moved to the present address at Moor Road.

The catchment area for the practice is LS10 as our inner boundary and LS11 as our outer boundary.

If you would like to register with us, please ask at reception to check if your address is within our catchment area.

Website: www.arthingtonmedicalcentreleeds.co.uk

Reviewed April 2024

0113 3852180

Email: arthington.medical@nhs.net

PRACTICE LEAFLET

Dr Pearline Punnoose (Female) MBBS, DRCOG, Dip in Psychiatry

Dr Jonathan Craig Skeet (Male) MBChB, BSc Pathology

Dr Andrew Friend (Male) MB CHB, BSc medicine & surgery, MRCP

Dr Arshana Junais (Female) MBBS,

Tracey Kent (Female) Advanced Nurse Practitioner

Ranjani Mathangaweera Advanced Nurse Practitioner

Reena Sharma & Sophia Rashid Clinical Pharmacists

The Practice is not a Limited Partnership

Useful Information

Local minor injuries unit

Your local Accident Department for minor injuries is at the **St George's Centre, St George's Road, Middleton, Leeds, LS10 4UZ. Tel: 0330 311 5106**. They will see anyone who has had a recent injury. They can bandage and stitch wounds, x-ray limbs. They can supply some medication for infections, pain, and allergic type reactions. They can refer to specialists, GP's, and Hospitals. They can also give advice about treatments and further care. They are open Monday – Friday 8am to 4pm.

NHS Direct

Telephone advice from NHS Direct on **111** is available 24 hours a day. NHS Direct can also be accessed online at www.nhsdirect.nhs.uk.

Access to Information

All manual and computerised patients' health records are accessible under the Data Protection Act 1998.

The Practice conforms to the Data Protection Act and all staff members who have access to patient's medical and computerised records must sign a confidentiality declaration.

Competent patients may apply for access to their own records, or may authorise a third party, e.g., their lawyer, to do so on their behalf.

Parents may have access to their child's records if this is in the child's best interest and not contrary to a competent child's wishes. Requests to access Health Records should be made in writing to the Practice.

OTHER SERVICES

Please ask at Reception if you require further details about any of the following:

District Nurses

District Nurses are available to visit patients who are housebound and require nursing care in their own homes.

Health Visiting Service

We have Health Visitors and Nursery Nurses attached to the practice. The Health Visiting service aims to promote the health of the whole community. Every family with a child under 5 years old has a named health visitor who can advise on matters such as feeding, sleeping, teething, talking, toilet training and immunisations. They also manage Well Baby Clinics; Meet a Mum groups, Baby Massage and Baby Yoga classes.

You will meet your Health Visitor shortly after the birth of your baby. During the next few years, the team will offer regular contact to give advice and support for you and your family.

Midwives

All pregnancies now are registered through www.mypregnancynotes.com. You can now go online and enter your personal details and a midwife will be in contact with you to arrange an appointment.

THE STAFF

Practice Nurses – Stella Ugoji/Eunice Damisa are available to help with assessing minor illnesses, minor injuries, dressings, injections, removal of sutures, ear syringing, advice on travel immunisations, health promotion advice, blood pressure checks, smears etc.

Health Care Assistant – Debbie Thomas is available to help with health promotion advice, blood pressure checks, stopping smoking advice, phlebotomy, some vaccinations.

Practice Manager's – Jasvir Kissi & Mena Suri

Reception Manager – Lynn Christie

Secretary – Sylvia deals with all referrals for further care

Reception – Kelly & Joanne

Clinical Coder/Administrator – Lesley Torbett

OPENING & SURGERY TIMES

MONDAY: Opening Hours 8am to 6pm

TUESDAY: Opening Hours 7.30am to 7pm

WEDNESDAY: Opening Hours 8am to 6pm

THURSDAY: Opening Hours 7.30am to 6pm

FRIDAY: Opening Hours 8am to 6pm

Appointments

The practice operates on the day appointment system. For an urgent appointment, or to be seen please ring the surgery at **8am**. Alternatively, you can visit the practice website and register with PATCHS where you can request appointments, medication etc and we will aim to respond within 48 hours. We also have weekend appointments with nurses & doctors which are based at Lingwell Croft Surgery. Please ask at reception if you require further details about extended access hub.

Access for Disabled Patients

There is a ramp available for wheelchair users, a low section on the Reception desk and toilet facilities in the waiting area.

We offer a foreign language translation service, provided by Language Line, and also sign language translators. These should be booked with Reception 2 weeks in advance of any appointments.

Family Planning

The Doctors and Nurses in the Practice offer general advice on family planning. Emergency Contraception is available following a consultation with a GP or you can now visit your Pharmacy. Sexual Health can be discussed with any Nurse or GP and is a confidential service no matter what the patient's age. Alternatively, you can access the Leeds sexual health Service.

Antenatal Care

If you think you may be pregnant or would like advice, please make an appointment with the midwife. www.mypregnancynotes.com

Confidentiality

All matters relating to individual patients are always treated as strictly confidential. We will only give details about appointments, test results etc. to you personally and not to a relative or representative. If you wish to discuss something in private, but feel you cannot do so at the desk,

please make this clear to the reception staff and they will arrange for some privacy.

Complaints and Compliments Procedure

The team is happy to see you with regards to any Concerns, Complaints or Compliments. We endeavour to resolve all complaints at first instance if possible. If you are unhappy about the service you are receiving, please ask to speak to the Reception Manager Lynn Christie. If you are not happy with the resolution offered, you may raise your complaint to the Practice Manager Mena Suri. Other complaint options are available on our complaints leaflet, which can be found in reception area or by asking one of our Reception Team.

Private Work

The scale of fees is set by the partnership for all private work. Details can be obtained from reception. NHS responsibilities are given priority – Please be aware that your request may take some time.

Cervical Cytology

Ladies over 25 will receive an invitation for a cervical smear test, subject to the Department of Health recommended recall and follow-up guidelines.

Out of Hours

The Out of Hours service is provided by the Primary Care Trust. If you require a doctor please telephone the surgery for the correct contact number or ring 111.

Home Visits

Criteria produced by Arthington Medical Centre Partners, General Practitioners and Management to ensure all patients are treated fairly and with a holistic approach.

- Terminally ill
- Patients who are severely ill and cannot be mobilised.
- Housebound due to severity of illness
- Severe frailty

The need for a home visit should be carefully assessed and should only be done if a telephone or video consulting cannot be done, or a physical examination is considered essential, and the patient is unable to attend the practice.

Useful Telephone Numbers

Leeds General Infirmary.....0113 243 2799
Pinderfields General Hospital0844 811 8110
Dewsbury District Hospital0844 811 8110
St James's Hospital0113 243 3144

When the Surgery is closed, and you need a Doctor out of normal surgery hours, please telephone the surgery on 0113 3852180 where you will be given the out of hours service contact number or call 111. In an emergency, please telephone 999

Test results

Results are received from the laboratory daily and need to be checked by the doctor prior to being given to the patient. Please telephone the surgery **after 10am & between 2pm** for your results. Results will only be given to the patient concerned and not to relatives or friends. Most test results take 1 week to come back.

Repeat prescriptions

Please give 48 hours' notice. Prescriptions should be ordered by returning the tear-off slip on the right-hand side of your prescription, either in person, by post or via online repeat services. It will normally be ready for collection at the surgery after **48 hours**.

If you need it urgently, please ask at reception.

Please take responsibility for your own health and do not let your medication run out. WE DO NOT TAKE PRESCRIPTION REQUESTS OVER THE PHONE.

To Register

To register as a new patient, you will need to complete a registration form which can be obtained from the receptionist. You then need an appointment with the practice nurse for a new patient check. This is to enquire about your family history, any medication you take and any other problems we should be aware of. **Please note without this appointment you will not be accepted onto our list.**

Online Access to records

We can give online access to our patients, so they can book appointments and request repeat prescriptions online, please register with Reception for a login and password.

Staying for a short time in the area

If a person is staying with you for a short time and becomes ill, they can obtain medical care from the practice. They will be asked to complete a temporary resident form. If you go on holiday in the United Kingdom and become ill whilst away from home, you can also register as a temporary resident at a GP Practice near your holiday venue. Students living away from home whilst attending college/University should register with a doctor in the area where they spend the most time.

Change of Name/Address/Telephone numbers

If you change your name, or address or change telephone numbers, please let us have your correct details in writing as soon as possible.

Practice Expectations from Patients

The practice expects patients to keep their appointment and to always inform the surgery if they cannot attend. We would like all patients to respect the premises and to always supervise your children. It is also the patient's responsibility for their own health & safety while on practice premises.

Remember that staff are here to help you so please **RESPECT** them.

Help us to help you.

Zero Tolerance - Violent and Abusive Patients

The practice will **NOT** tolerate patients who are violent or abusive to any member of staff. Any patient found to be violent will be removed from our list immediately. Patients who are verbally abusive will firstly receive a written warning and if it occurs again, they will be removed from our list.