

NHS England

NHS England (the NHS Commissioning Board) is empowered to decide for the provision of Primary Medical Services.

How to contact NHS England

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

NHS Direct

NHS Direct 111 offers advice to patients 24 hours a day and 7 days per week. This service can be accessed online at (www.nhs.uk)

PRACTICE HISTORY

The practice was originally based at Arthington House, Leeds 10. In September 1990, we relocated to our current premises on Moor Road. The designated catchment area for registration includes LS10 as the inner boundary and LS11 as the outer boundary.

If you wish to register with the practice, please visit reception or consult our website to confirm whether your address falls within our catchment area.

Arthington Medical Centre



5 Moor Road, Hunslet, Leeds, LS10 2JJ

0113 3852180

Email: arthington.medical@nhs.net

Practice website: www.arthingtonmedicalcentreleeds.co.uk

PRACTICE LEAFLET

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

Dr Jonathan Craig Skeet (Male) MBChB, BSc Pathology

Dr Arshana Junais (Female) MBBS,

Catherine Crichton (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.

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 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

Secretary – Sylvia deals with all referrals for further care

Reception – Kelly & Joanne

Clinical Coder/Administrator – Lesley

OPENING & SURGERY TIMES

MONDAY: Opening Hours 8am to 6.30pm

TUESDAY: Opening Hours 8am to 6.30pm

WEDNESDAY: Opening Hours 8am to 6.30pm

THURSDAY: Opening Hours 8am to 6.30pm

FRIDAY: Opening Hours 8am to 6.30pm

Appointments

Our practice operates an on-the-day appointment system. For urgent appointments, please call the surgery at 8:00 AM. Alternatively, visit our practice website and register with PATCHS, where you can request appointments, medication, and more. We aim to respond within 48 hours. You can also book online or via telephone. We offer appointments on Saturday with nurses and doctors at Lingwell Croft Surgery. For more information about the Extended Access Hub, please ask at reception.

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 language translation service which is provided by Dals. This should be booked with Reception when requesting an appointment.

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 treated as strictly confidential. We will only provide details about appointments, test results, or any other personal information directly to you and not to a relative or representative. If you wish to discuss something privately but feel unable to do so at the reception desk, please inform the reception staff. They will arrange a suitable space to ensure your conversation remains confidential.

Complaints and Compliments Procedure

Our team strives to resolve all complaints promptly at the first instance wherever possible.

If you are unhappy with the service you are receiving, please ask to speak with the Reception Manager.

If your concerns remain unresolved, you may escalate your complaint to the Practice Manager, Mena Suri.

Further options for making a complaint are detailed in our Complaints Leaflet, available in the reception area or upon request from any member of the 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

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

Home visits should be considered only when necessary. The following criteria apply:

- Terminally ill patients
- Patients who are severely ill and cannot be mobilised
- Housebound due to severity of illness
- Patients with severe frailty

The need for a home visit must be carefully assessed. It should only be arranged if:

- A telephone or video consultation is not possible, and
- A physical examination is essential, and
- The patient is unable to attend the practice.
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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 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**.

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, or you can self-register on the practice website. 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.

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 someone is staying with you for a short period and becomes unwell, they can access medical care at our practice. They will need to complete a Temporary Resident Form.

If you are on holiday within the United Kingdom and become ill while away from home, you can register as a temporary resident at a GP practice near your holiday location.

Students living away from home while attending college or university should register with a GP in the area where they spend most of their time.

Change of Name/Address/Telephone numbers

If you change your name, address, or contact details, please inform the practice as soon as possible. Keeping your information up to date helps us provide you with the best possible care and ensures we can contact you when needed.

Practice Expectations from Patients

Please keep your appointment and inform the surgery as soon as possible if you cannot attend. We ask all patients to respect the premises and always supervise children.

Patients are responsible for their own health and safety while on practice premises.

Remember: Our staff are here to help you—please treat them with respect.

Help us to help you.

Zero Tolerance - Violent and Abusive Patients

The practice has a zero-tolerance policy towards any form of violence or abuse directed at our staff.

- Violent behaviour: Any patient found to be violent will be removed from our patient list immediately.
- Verbal abuse: Patients who are verbally abusive will receive a written warning letter. If this behaviour occurs again, they will also be removed from our patient list.

We appreciate your cooperation in helping us maintain a safe and respectful environment for everyone.