A Guide to:
Your Doctors Surgery

The Grange Medical Centre
999 York Road
Seacroft
Leeds
LS14 6NX
Tel. (0113) 2951800 / 2951801

Colton Mill Medical Centre
Stile Hill Way
Colton
Leeds
LS15 9JH
Tel. (0113) 2951802 / 2951803

Web. www.coltonmill-thegrange.nhs.uk/

Last Updated October 2018
Welcome to The Grange and Colton Mill Medical Centers

Practice History:
The practice has been established in Leeds (LS14 and LS15) for over 20 years. We currently have two purpose built surgeries, the Grange Medical Centre in Seacroft and Colton Mill Medical Centre.

Opening Times:
The Grange Medical Centre
Monday Friday 8.00am - 6.00pm

Colton Mill Medical Centre
Monday 8.00am - 6.00pm
Tuesday 8.00am – 6.00pm
Wednesday 8.00am - 8.00pm
Thursday 8.00am – 8.30pm
Friday 8.00am - 6.00pm

PLEASE NOTE: The surgery will be closed one afternoon each month for staff training. The dates are advertised in the waiting room. If you need a doctor on these afternoons please ring (0113) 295 1800 or 295 1802 and your call will be redirected to NHS 111 service
The Practice Team:

The General Practitioners (GPs) Partnership
Dr Thomas Fox (M) MBChB (1982) MRCGP DCH  University of Leeds

Dr Gregor Donaldson (M) MBChB (1996) PG Dip ENT  University of Dundee

Dr Rachel Kay MRCGP (2003) MBChB (2003) DFSRH University of Manchester

Dr Thomas Backhouse (M) MB BS (2009) University of Hull

Dr R Wiper (F) MB ChB (2005) , DFSRH, DGM, MRCGP University of Leeds

Additional General Practitioners (GPs)

Dr A Sandhu (F) MRCGP MBBS 2010 University of East Anglia

Dr E Barrett (F) BMB CH (2007) MA Hons, MRCGP (2014) University of Oxford

Dr S Younge (F) MBChB (2012) MRCGP (2017) University of Leeds

Dr K Iqbal (M)

Dr Ellen Oakhill (F)

Pharmacy Team


Senior Practice Pharmacist Hannah Black – Mpharms (Hons) 2007, Pharmacist Independent Prescriber

Practice Managing Partner  -  Andrea Mann

Operational Manager  Lorraine Long
IT Clinical Manager  Karen Cullimore

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Administration Team

Senior Practice Administrator  Laura Cullimore
Laura is currently training to complete a Business Administration Level 3 NVQ.

Medical Administrator  Tracey Hemingway

Data Processor  Janet Linley

Reception Administrator | Drug Monitoring Administrator  Amy Kot
Business Administration Level 3 NVQ – 2016

Reception Team

Reception Supervisor - Joanne Scott
Beverley Colbeck  Liz Simpson
Alison Hilditch
Lynn Hargreaves  Jane Gidman
Kathy Thompson  Julie Rawlins
Vikki Hewitt  Debbie Ellis

Nursing Team:

Lead Practice Nurse - Julie Beer (F) RGN (1994) Dip Cytology, Dip Diabetes, Dip Asthma, Woman’s Health Level 6, Mentor, and COPD (Joined the practice 2006)

Senior Practice Nurse - Kate Moore (F) RGN (1993) Dip in General Practice, Dip Asthma, Dip COPD

Practice Nurse - Sarah Walker (F)
Joined the Practice in February 2018

Health Care Assistant

Natalie Falkingham - Level 4 Healthcare, HCA Primary Care Course 2014. Additional training to administer b12, flu, pneumonia and shingles vaccinations. Natalie joined the practice in 2014 working as a phlebotomist.
Sarah Hewitt – Phlebotomist training 2014, NVQ level 3 apprenticeship 2017. Sarah joined the practice in 2013, working as part of our reception team; she now runs the phlebotomy clinics across the two sites Monday to Friday.


The practice nurses and health care assistants are available for appointments throughout the day, providing the following services:

- Travel Vaccinations
- Stopping Smoking
- Health Screening
- Cervical Smears
- Spirometry
- Ear Syringing
- Minor Injuries
- Flu Vaccinations
- Advice on Diet, Exercise and Lifestyle
- Routine Blood Tests
- ECG (Electrocardiogram)
- Wound Dressing
- Cholesterol Testing

We also have nurse-led clinics for Coronary Heart Disease, Diabetes and Asthma.

Midwifes have bookable clinics at both our Sites.

**Appointments:**
DR T Fox and Partners offer a walk in service for patient’s every day. This service runs from The Grange Medical Centre on a Monday, Wednesday, and Friday and from Colton Mill Medical Centre on a Monday, Tuesday and Thursday. This is a doctor only service. This service starts at 08.30am until 9:30am. Appointments are also available 2 days in advance and up to 6 weeks in advance.

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All patients have the right to express a preference to see a particular practitioner. Whilst the practice will endeavor to comply it might not always be possible, if this were to be the case an explanation would be offered.

**Extended Services**
We have been providing an Extended Hours Patient Access and Healthy Lifestyle Service across 3 hubs in the locality for the past 2 years. The funding for these services has now come to an end and they will cease at the end of October.
Patients wanting to access Healthy Lifestyle services will need to speak to the GP or nurse who can direct you to services available in our locality. Extended Hours Access Service has now been transferred to Seacroft Hospital and St George's Centre where patients can see a GP between 6.30pm and 8.00pm Mon to Fri and at weekends.

**If you need urgent care out of hours please call:-**

For urgent medical attention call 111

Call 999 for immediate, life-threatening emergencies

NHS Choices

Visit [https://www.nhs.uk/](https://www.nhs.uk/) for further information on services locally for urgent care, pharmacies, Minor Injuries Units and A&E.

**Access to Records**
You have the right to request your full medical records. For further information on how to do this, please ask at reception. Your test results and any past medical history can also be accessed online. If you are already registered online you will need to request this service when you log on. If you are not registered for the online service please ask a member of the reception team for an online request form.

**Consultations**
All consultations by doctors, nurse practitioner, practice nurses, and health care assistants are by appointment only. You can also request a telephone consultation with a doctor, nurse practitioner or practice nurse. They can ring you back within the surgery time.
**Home Visits**
Please ring before 10.00am to request a home visit, before the doctors start surgery. Home visits are very time consuming and intended for people who cannot get to the surgery either because they are too ill or unable to do so (e.g. elderly or housebound).

**Weekend and Night Cover**
If you require a doctor when we are closed, please ring the West Yorkshire Urgent Care Services on (0113) 295 1800 or 295 1802. This is an organization contracted by the Clinical Commissioning Group to provide out of hour’s service. There is an NHS Walk in Centre located at Lincoln Green Leeds 9 (Shakespeare Centre)

**Repeat Prescriptions**
We require a minimum of two working days to process your request all requests go electronically to your chosen pharmacy, for collection. If you do not wish for you prescriptions to be sent electronically please request an opt out form from reception. Repeat medication can also be requested through the online service.
If you have severe mobility needs (unable to get to your surgery) you can ask for a doctor to sanction telephone requests. A receptionist cannot decide what is appropriate for a patient, or accept verbal requests; please ask a doctor if you need this service. Each site has a prescription clerk they process all prescriptions and deal with all prescription queries. For Grange patients please call the prescription clerk on 0113 2018882 and for Colton prescription queries please call 0113 2044965.

**Online Services**
Our online service allows you to book GP, Nurse and Pharmacist appointments, request repeat medication and view your coded medical record. If this service is something that you would be interested in please bring ID to the reception desk and a member of the team will issue you with a username and password. If you are newly registered to the practice you will automatically be set up for the online service. You will be posted out a username and password to the address you have provided.

**Clinics:**
In addition to general medical consultations we are pleased to be able to provide specialist clinics and services covering the following areas:
- Asthma

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• COPD
• Coronary heart disease
• Diabetes
• Cardiovascular Health Checks

Annual checkups for any of the above can be made with one of our practice nurses if you have not already received an invitation for your routine tests.

Other services include
• **Cervical screening** – Women aged 25 -49 require a routine smear test every 3 years. Women aged 50 -64 require a routine smear every 5 years. We are unable to perform smear tests outside these years.

• **Breast Screening** – All women between 50 -70 years are invited by breast screening services every 3 years. You should have received your invitation before your 53rd birthday.

• **Contraceptive Services** – advice is available from all doctors, nurse practitioner and practice nurses. We offer the full range of contraceptive services including IUD fitting and Implanon. All patients requesting a contraceptive device fitting must have consulted with a GP first to collect your prescription to bring the device to the appointment. At busy periods, you may be placed on a waiting list.

• **Child Health Surveillance** – We no longer hold baby clinics at the surgery on a set day each week. Parents/Guardians are welcome to book with any practice nurse Monday – Friday for your convenience. The first 8 week immunization appointment will be booked with a GP and then practice nurse. Please book in advance to avoid delay in the immunization schedule, and bring your Childs red book to the appointment. Health Visitors are based at Seacroft Clinic and Halton Clinic. If you require a relative or friend to bring your child for any vaccinations, you are required to provide written consent with details of the immunization to be administered and the person you are authorizing to bring your child. No immunisations will be given without consent.
• **Maternity Services** – regular antenatal clinics are held at both surgeries.

• **Minor Surgery** – removal of moles, cysts, lesions and ingrowing toenails can be performed at the surgery. We also offer cortisone injections for certain musculoskeletal problems.

• **Vaccinations and immunizations** – Travel and other vaccinations are by appointment with the practice nurse only. For travel vaccinations you are required to complete a travel assessment form (8 weeks before travel) and your assessment will be completed within 2 weeks. Please allow time for the assessment at busy periods. Some vaccinations are not available on the NHS and you may be referred to a private travel clinic for these.

• **Addiction services** – for drug and alcohol misuse.

• **Blood pressure monitoring** – We now have 24hr BP monitoring after referral from a Nurse or GP

• **Wound dressing** – Wound care is provided by the practice nurses, some basic dressings, stitches and clip removal maybe carried out by trained health care assistants.

• **Leg Ulcer Management** – Some practice nurses are specially trained to manage leg ulcers and perform Doppler assessments.

• **Blood testing** – We have bookable blood clinics available throughout the week. Please contact the surgery for the latest clinic times.

• **Smoking cessation advice** – We offer basic smoking cessation advice and make referrals for patients wishing to give smoking.

• **Sexual health advice** – All GP’s and Nurses are trained to provide sexual health advice. We offer routine sexual health screening. You may be advised to attend the sexual health clinic in Leeds.

• **Electrocardiography (ECG)** – All practice nurses and healthcare assistants are trained to perform ECG’s on request from a GP or Nurse.

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• **Spirometry Test** – Most of the nurses are trained to perform a spirometry test after referral from a GP or Nurse.

**Our responsibility to you:**

**Practice Charter Standards:**
These are the local standards set within this practice for the benefit of our patients. It is our job to give you the best treatment and advice. Following a discussion, you will receive the most appropriate care given by suitably qualified people. No care or treatment will be given without your consent. In the interest of your health it is important for you to understand all the information given to you. Please ask questions if you are unsure of anything.

**Names**
People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well sign posted with doctors’ or nurses’ names indicated on their surgery doors.

**Waiting Time**
We run an appointment system in this practice. You will be given a time at which the doctor or nurse aims to see you. You should not wait more than 20 minutes in the waiting room without receiving an explanation for the delay.

**Telephone**
Telephone consultations are available every day for those patients needing urgent care who are unable to attend the surgery. You may also request a telephone call appointment with a specific GP but these appointments are for non-urgent matters.

**Complaints Procedure**
We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. We aim to resolve all complaints within 10 working days.

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In the first instance the reception coordinator will deal with your complaint. If the reception coordinator is unable to resolve the matter, the complaint will be forwarded to the practice manager.

**Test Results**
If you have undergone tests or X-rays ordered by the practice, we will contact you to inform you of the next action needed to be taken. If no further action needs to be taken and your results have filed by the GP or nurse the practice will not contact you. Please allow up to 14 days for results to be received.

**Respect**
Patients will be treated as individuals and partners in their health care, irrespective of their ethnic origin or religious and cultural beliefs.

**Information**
We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

**Health Promotion**
The practice will offer patients advice and information on:
• Steps they can take to promote good health and avoid illness
• Self-help for minor illnesses which can be undertaken without doctors

**Health Records**
You have the right to see your health records at any time, subject to limitations in the law. These will be kept confidential at all times.

**Your Responsibility to us:**

**Help us to help you**
Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot make it. Otherwise, other patients may have to wait longer.

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We need help too. Please ask for a home visit by the doctor only if you’re too ill to visit the surgery.

Please keep your phone calls brief and avoid calling during peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so.

Enquires about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and the practice staff with courtesy and respect.

Please read this guide. This will help you to get the best out of the service we offer. It is important that you understand the information given to you.

Ask questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give our professional help and advice. Please act upon it.

Please ask if you wish to see your doctor.

Freedom Of Information – Publication Scheme
The freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A publication Scheme is a guide to the ‘classes’ of information the practice intends to routinely make available.

Zero Tolerance
We strongly support the NHS policy on zero tolerance. Anyone attending the surgery that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list.

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In extreme cases we may summon the police to remove offenders from the practice premises.

**Privacy Notice Information – How we will contact you**

If you have given us permission to contact you by phone, SMS or email we will use your details to remind you of appointments you have booked or to remind you to book a review or follow-up test. We may also send information about health campaigns such as Flu, NHS Health Checks or other patient education events we feel might be important to you. We may also contact you via this method to let you know of any significant practice changes.

You can withdraw your consent for us to contact you via these methods at any time by contacting the practice. This could mean we are unable to offer the same level of service with regards to appointment reminders. You may wish to consider online access to your patient record as an alternative way to check what you have booked.

Further information on our Privacy Statements / Fair Processing can be found on our practice website.
Our Locations:

**The Grange Medical Centre**  
999 York Road, Seacroft, Leeds, LS14 6NX  
Tel. (0113) 2951800 / (0113) 2951801  
You can register here if you have a LS14 postal address and live within the Seacroft / Whinmoor areas.

**Colton Mill Medical Centre**  
Stile Hill Way, Colton, Leeds, LS15 9JH  
Tel. (0113) 2951802 / (0113) 2951803  
You can register here if you have a LS15 address (Crossgates, Colton, Whitkirk areas) or Swillington.
Useful Telephone Numbers:

Your Doctors:

The Grange Medical Centre (0113) 295 1800
(0113) 295 1801

Colton Mill Medical Centre (0113) 295 1802
(0113) 295 1803

Hospitals

St James Hospital (0113) 243 3144
Seacroft Hospital (0113) 2648164
Leeds Infirmary (0113) 243 2799
Chapel Allerton Hospital (0113) 262 3404
St Gemma’s Hospice (0113) 218 5500
Wheatfields Hospice (0113) 278 7249

Other

NHS 111 service 111
Police (Garforth) (0113) 286 8618
Child Line (0113) 0800 1111
Blood Donors (0113) 264 5091
Samaritans (0113) 245 6789
Citizen Advice Bureau (0113) 245 7679
RELATE (Marriage Guidance) (0113) 245 2595