

Ashfield

Monday 08:00 – 18:00
Tuesday 08:00 – 18:00
Wednesday 08:00 – 18:00
Thursday 08:00 – 18:00
Friday 08:00 – 18:00

Weekend Closed

Grange

Monday 08:00 – 18:00
Tuesday 08:00 – 18:00
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Weekend Closed



WHEN WE ARE CLOSED

For immediate life-threatening medical emergencies call 999
When you need medical advice quickly, but it is not an emergency call 111

When this surgery is closed, Local Care Direct has a team of GPs and nurses who are able to respond to your needs. For the out of hours service when the surgery is closed, ring the surgery and your call will be re-routed through to Local Care Direct or you will be given an alternative number to call.

Please use this service rather than the A&E department for problems you would normally consult the practice about.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens. Alternatively there is a Minor Injuries Unit at the St Georges Centre, St George's Centre, Middleton 0330 311 5106

There is a walk-in centre at Shakespeare Medical Centre which is open 365 days a year from 8:00 – 20:00 Tel: 0113 295 1132

Ashfield Medical Centre



The Grange Medical Centre



www.amedicalcentre.co.uk

An established practice since the 1930's covering areas of Leeds LS14 and LS15.

*We are a professional team led by two GP partners.
We provide excellent clinical care with a friendly approach*

Ashfield:
Tel: 01132951828
Email:
reception.ashfield@nhs.net

The Grange
Tel: 01132951838
Email:
reception.ashfield@nhs.net

**NEW
PATIENTS
WELCOME**

Disabled parking and
access available at
both surgeries



When you registered with our practice you can express a preference to see a particular practitioner, please state your preferences when booking an appointment and staff will try and accommodate your choice. However, if you have an urgent need to see a GP you will be allocated the next available practitioner.

OUR TEAM

GP Partners:

Dr Alistair J Walling- MB ChB, MRCP (dist.) BSc, DFRH (M)

Dr Sarah J Nathan- MB ChB, MRCP, BSc, DFRH (F)

This is a non-limited Partnership

Salaried GPs:

Dr Beth Carmichael (F)

Dr Claire Burnell-Hornby (F)

Dr Claire Page (F)

Dr Amrit Riat (F)

ACP:

Edie Morgan (F)

Nurses:

Natalie Longley

Briony Docherty

Healthcare Assistants:

Joanne Potter

Louise Hague

Samantha Slater

OTHER PRACTICE POLICIES

Confidentiality and Medical Records

The practice complies with GDPR and access to medical records legislation.

Reception and administration staff require access to your medical records in order to support your care and treatment. Staff are bound by the same rules of confidentiality as clinical staff.

Freedom of Information

Information about the doctors and staff required for disclosure under this act can be made available to the public. All requests for such information should be made available to the practice manager.

Access to records

In accordance with GDPR and access to Health Records Act, patients may request to see their medical records. Such requests should be made using our subject access request for or in writing to the Practice. No information will be released without a patient's consent unless we are legally obliged to do so (for example if there are child protection concerns).

NHS England

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

How to contact NHS England

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

Post: NHS England, PO Box 16738, Redditch, B97 9PT

COMMENTS OR COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice. Please feel free to make suggestions or comments to help improve our service. You can make suggestions verbally to any of our staff or put them in writing to the Management Team.

We understand that things can go wrong resulting in a patient feeling they have cause for complaint. If this is the case, we are happy to investigate the matter and resolve as quickly as possible. We seek to learn lessons when things go wrong and look at how we can prevent a similar situation in the future.

Please request a complaint form from reception or the form can be downloaded from our website. Our Practice Reception Team Leader will then look into your concerns.

VIOLENCE POLICY

The NHS operates a zero-tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the practice list with immediate effect in order to safeguard staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a patient's safety. In this situation we will notify the patient in writing of their removal from the list and record in patient's medical records that the patient has been removed and the reason for removal.



Reception:

Elaine
Bailey
Shelley
Nicola
Leanne
Nicola
Kim
Cara

Practice Support

Assistant:
Chantelle

Admin:

Mandy - Secretary/Reception Team Leader
Susan - Admin
Andie - Admin
Katie - Admin

Management:

Michaella Guilfoyle –
Practice Manager
Adele Milnes – Office Manager



NEW PATIENTS:

The Practice welcomes new patients who live within our practice area. If you wish to register with the practice, this can be done in person at reception.

If desired you may print off a registration form from our website, fill it out and bring it in with you on your first visit to the practice.

When you register you will also be asked to fill out a medical questionnaire for each individual being registered. This is because it takes time for us to receive your medical records. Please bring a copy of your repeat prescriptions if you have these from your previous GP so we can ensure continuity of your drug treatment.

We require proof of address (i.e. utility bill, bank statement) and a photo ID (i.e. passport, driver's license) when you register.

This is to ensure that you are eligible for NHS treatment and to help us combat fraud in the NHS. We will not keep copies of the identification you show us.

Accountable GP

Every patient is allocated a named GP. This GP is responsible for the coordination of services and will ensure services are delivered where required. Reception can inform you of your GP. Patients or their representatives may express a preference of practitioner at any time by informing a receptionist.

APPOINTMENTS:

Booking an appointment

Appointments are requested through our online consultation portal named Patchs which can be accessed through our website www.amedicalcentre.co.uk, for those patients who require support you can still ring through to our reception team who will complete the form on your behalf. This ensures that we offer a fair and efficient service for patients.

Nurse appointments can be pre-booked in advanced and are booked by either calling into the practice or ringing our reception team.

Please cancel any appointments if you are unable to attend to free up the appointment for another patient who may need to be seen. We offer a text messaging service for patients who provide a mobile phone number and appointments can be cancelled by text.

Contact us

The Grange Medical Centre:

999 York Road
Leeds
LS14 6NX

Ashfield Medical Centre:

15 Austhorpe Road
Leeds
LS15 8BA

Appointments and general enquiries:

0113 295 1838

0113 295 1828

www.amedicalcentre.co.uk

FIT NOTES

You also do not need a fit note if you are off sick for seven calendar days or less, because you can self-certify your leave for this time. Your employer may require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website.

Evidence that you are sick

If you are sick for more than 7 days your employer can ask you to give some form of medical evidence to support payment of statutory sick pay (SSP).

It is up to your employer to decide whether you are incapable to work. A Statement of Fitness to Work provides evidence of your illness to help your employer assess your capacity to work.

TRAINING PRACTICE

We have foundation year 2 (FY2) doctors working on 4-month rotation in our practice. These are fully qualified and registered doctors who are furthering their training by working in general practice.

We also have GP Registrars working at the Practice who stay up to one year. We are training the doctors to be independent GPs.

Both these doctors always have a supervising GP who they may need to seek advice from, and their progress is closely monitored and reviewed.

We have received very good feedback from patients regarding these doctors and from the doctors themselves about their training in the practice.

We also have student nurses working at the practice.

PRIVATE SERVICES

Insurance reports

We undertake private reports as requested for our patient's once appropriate written consent has been demonstrated.

Miscellaneous forms

We will undertake various other forms as appropriate including holiday insurance, fitness to travel and private sick notes. Please note our fees are payable in advance.

Private examinations and reports

We endeavour to undertake our private work in a timely and efficient manner, and we do understand the importance of many of the reports we do.

Repeat prescriptions

You can request repeat prescriptions by indicating the items required on the tear off slip of your prescription and posting it to us or handing in at reception. You can also arrange for your prescription to be sent electronically (EPS) to a pharmacy of your choice.

We accept prescription requests through our online Patient Access service but not over the phone or via our online portal.

Please allow at least 48 hours between requesting and collecting your prescription or up to 72 hours if your request is for new medications.

Patients on repeat medication may be asked to see the doctor, nurse or clinical Pharmacist once a year to review these regular medications.

GP APPOINTMENTS

Book on the day

Appointments can be requested via Patches Monday – Friday from 8.00am. These requests are released throughout the day once we have reached capacity the portal will inform you when the next available requests can be made. Some Patients can receive advice and treatment without the need to come to the practice.

Telephone appointments

We offer telephone appointments for things that can be dealt with over the phone such as fit notes and medication queries.

Extended access

We offer a variety of appointments for evenings/weekends:

- City wide same day response at Bellbrook and St Georges 4.00-8.00pm (subject to availability)
- Healthy Minds (mental health practitioner) 8.30am – 3.30pm
- PCN Pharmacist 6.00pm – 8.00pm (virtual)
- GP appointments 8.00am – 2.00pm Colton Mill Medical (Saturday & Sunday) -01134267469
- HCA 8.00am – 10.00am (Saturday & Sunday)
- Nurse 8.00am – 1.30pm (Saturday & Sunday)
- Contraception Clinics (Saturday & Sunday)

Home Visits

Home visits are only available for patients who are housebound because of illness or disability not because patients having difficulty getting to the surgery. If possible, please try to telephone reception before 10.00am if you require a home visit. A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice or that it would be more appropriate to send a nurse, or indeed arrange hospital attendance. Remember several patients can be seen in the surgery in the time it takes to make one home visit

CLINICS AND SERVICES

Contraceptive services

We offer a range contraceptive service including implants and removals to patients registered elsewhere. All GPs are able to support you in choosing the method which best suits you.

Currently we provide our LARC clinic on a weekend in collaboration with our PCN, the clinics are based at Colton Mill Medical Centre.

Joint injections

Corticosteroid injections are offered for patients in the surgery for appropriate conditions including osteoarthritis, tennis elbow, and carpal tunnel syndrome. Alternative options for management will always be discussed along with the risks and benefits.

Injections are carried out by **Dr Walling** and **Dr Nathan** at the Grange Medical Centre. Patients should see a doctor in a routine appointment before these are undertaken,

NHS Health Check

In line with a national programme we offer a free health check for all adults aged 40 – 75. This involves a lifestyle assessment with simple blood tests which in part helps us to calculate a vascular risk score. We can subsequently offer advice and if appropriate treatment to help reduce the risk of you becoming unwell in the future. Please ask at reception to book an NHS health check. All eligible will be invited in time, but you are welcome to request one sooner if you meet the criteria. Note if you already have a chronic disease and have annual reviews at the surgery this is unnecessary as we already calculate this for you

Online Consultations

We offer online consultations via a secure platform on our website www.amedicalcentre.co.uk where patients can consult with a GP based here at the practice, access self-care advice and obtain information about local self-referral services.

Chronic Disease Management

We offer our patients with chronic diseases annual health checks with some being reviewed 6 monthly. You will automatically be invited at appropriate times.

The chronic disease register includes patients with:

Chronic Kidney Disease	Diabetes	Epilepsy
COPD	Hypertension	Hypothyroidism
Asthma	Stroke	Mental health
Heart failure		

Learning Disabilities

We offer all our patients with moderate or severe learning disabilities an annual health check to ensure all their health needs are being met to the highest standard possible.

Health Promotion

We offer services to keep you healthy and reduce the risk of developing health problems. These include dietary advice, weight management, exercise advice, smoking and alcohol support.

Stopping smoking

This is one of the single biggest changes you make to improve your well-being and maintain your health. If you would like help with stopping smoking you can call free One You Leeds Stop Smoking service directly to receive support, motivation and medication to help in your attempt to quit.

One You Leeds: 0800 169 4219

Cervical Screening

We offer cervical screening for those eligible women invited by the national screening programme. Once you have received an invite simply book an appointment with one of our practice nurses.

We also work closely with the community nurses, health visitors and midwives