

MENSTON AND GUISELEY PRACTICE

Dr R Kenneth Dr I Syed Dr N Hulson



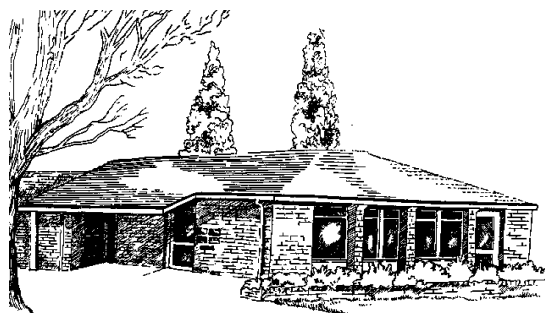
Park Road Medical Centre

44 Park Road, Guiseley, Leeds, LS20 8AR

Tel: 01943 873332 / 874151

Mon – Thu: 8.00am - 8.00pm

Fri: 7.00am - 7.00pm



Menston Medical Centre

119 Main Street, Menston, LS29 6HT

Tel: 01943 872113

Mon – Thu: 8.15am - 6.30pm

Fri: 8.15am - 6pm

www.menstonguiseleypractice.co.uk

Introduction

The Menston and Guiseley Practice is a seven doctor teaching Practice, which has purpose built modern premises at both Menston and Guiseley.

Menston Medical Centre is situated beside the Community Centre on Main Street. Park Road Medical Centre is situated in Morrisons car park in the centre of Guiseley, and has rooms on two floors. Both Medical Centres have car parking available including spaces for Blue Badge holders. Wheel chair access is available at both sites and at our Guiseley location a stair lift is available to gain access to the first floor. If you have any special requirements, please contact us and we will do our best to make suitable arrangements.

The Practice has provided for the primary healthcare needs of its patients in Menston since the 1920s and in Guiseley since the 1950s. We have an expanding list size of 10,600 patients and currently we are accepting new patient's resident within the Menston or the Guiseley areas. The practice boundary can be found on our website.

Our aim is to promote, restore and maintain health.

The Doctors

Dr Robert Kenneth <i>MB ChB</i>	(Leeds 2000)
Dr Ibraheem Syed <i>MB ChB MRCP DFFP</i>	(Leeds 2002)
Dr Natasha Hulson <i>MB ChB DFSRH MRCP</i>	(Leeds 2008)
Dr Jennifer Edwards <i>MB ChB MRCP DRCOG DFSRH</i>	(Edinburgh 2003)
Dr Victoria Barr <i>MB ChB FRCS MRCS DRCOG</i>	(Wales 1997)
Dr Roba Al-bazi <i>MB ChB MRCP</i>	(Leeds 2007)
Gillian Wittmann <i>Advanced Practitioner</i>	

Practice Manager Rachel L Metcalfe

Practice Addresses

Guiseley

Park Road Medical Centre
44 Park Road
Guiseley
LS20 8AR
Tel: 01943 873332 / 874151

Menston

119 Main Street
Menston
Ilkley
LS29 6HT
Tel: 01943 872113

The Practice Website

www.menstonguiseleypractice.co.uk

This website can be used to book appointments, order repeat prescriptions, update your contact details and to keep up-to-date with information about the Practice. It also has links to approved sources of medical information.

If you wish to register to use Online Services, please ask at reception.

NHS - Leeds West CCG

The Menston and Guiseley Practice is under contract to Leeds West Clinical Commissioning Group. The contact information is:

Suite 2-4
Wira House
Wira Business Park
Leeds
LS16 6EB

Telephone: 0113 843 5470

Email: commsleedswestccg@nhs.net

Website: www.leedswestccg.nhs.uk

Patient Behaviour

The Practice considers aggressive behaviour to be:

Abusive or aggressive comments, bad language or unwanted physical contact towards any person in the medical/clerical team or general public; or damage against the Practice property.

The Practice reserves the right to remove any patient who has been aggressive or abusive towards any other person, staff or visitor from the Practice list. All instances of actual physical abuse towards any person will be reported to the Police as an assault.

Data Protection and Confidentiality

Doctors and staff in the practice have access to your medical record. From time to time information may be shared with others involved in your care if necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private. All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You have a right to see your records if you wish. Please ask at reception if you would like further details. In some circumstances a fee may be payable.

Private Fees

Fees are charged for procedures outside the NHS. These fees are in line with the recommendations of the British Medical Association and are displayed at each Medical Centre.

Medical Centre Opening Times

Park Road Medical Centre is open from 8.00am to 8.00pm on Monday to Thursday and 7.00am to 7.00pm on Friday. Telephone lines will be open during these hours. Please note that 'Open Surgery' does not begin until 8.30am on Monday to Friday.

Menston Medical Centre is open 8.15am to 6.30pm on Monday to Thursday and 8.15am to 6pm on Friday.

Usually, on the third Thursday of each month, the surgery will close at 12pm to conduct essential training for all staff members. During this time an Out of Hours Service is provided for emergency care by telephoning 111. Park Road Medical Centre will re-open at 6.00pm until 8.00pm for booked appointments only. Menston Medical Centre will remain closed until the following morning.

Surgeries

By Appointment: Monday to Friday

Appointments are available to book either online or by speaking with a Receptionist. Surgery sessions are held in the morning, the afternoon, and evening. The surgery offers a text message reminder service for appointments. Please provide the receptionist with your up to date mobile phone number.

Non-Appointments: Monday to Friday

The doctors offer a walk-in clinic called 'Open Surgery' held daily between 8.30am and 10.15am. You will be seen in order of arrival, by the duty doctor. This walk-in surgery is intended to deal with urgent problems or illness, rather than for the review of ongoing stable conditions and routine issues.

Aire Valley Medical Group

The practice works with 3 other local practices (Guiseley and Yeadon Medical Practice, Yeadon Tarn Medical Practice and Rawdon Surgery) to deliver further appointments on a Saturday and Sunday between 8.00am and 4pm; the service is held at **Yeadon Health Centre**. The service is currently run with GP's, 1 nurse and a Phlebotomist.

This is not a walk in service, and is by pre-bookable appointments only. To book a weekend appointment, please contact Reception at The Menston and Guiseley Practice.

How to Register at the Menston and Guiseley Practice

To register with the Practice patients are required to complete a patient registration form, available at the Reception desk. Only patients whose permanent residence falls within the Practice boundary can register. At the time of registration you will be asked to provide proof of residence and/or formal photo-identification. You will also be asked to complete a New Patient Health Questionnaire. This will be reviewed by a doctor and you may be called for an appointment if they feel it is necessary.

Home Visits

Doctors carry out home visits to those patients who are too ill or frail to attend the surgery. All requests for home visits should be made by telephoning the Reception team before 10am. During this telephone call, you may be asked to provide certain information so that the doctor can assess the urgency of the visit.

Medical emergencies at any time will be dealt with promptly

Out of Hours Services

Outside of the Practice opening hours, the Practice telephone lines will divert to an urgent care advisor.

On Bank Holidays the Practice telephone lines will divert to Yeadon Health Centre where a member of the Aire Valley Medical Group will deal with your call.

NHS Direct also provides advice 24 hours a day.

Their contact number is **111**.

Additionally, you can visit the website at www.nhsdirect.nhs.uk

Local pharmacists in Menston and Guiseley can advise and treat minor ailments.

Patients' Rights

You will be treated with respect and as a partner in your care.

We will:

- Ensure that our patients have 24 hour access to medical advice.
- Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.
- Work in partnership with you to achieve the best medical care possible.
- Involve you and listen to your opinion and views in all aspects of your medical care.

Being a partner means that you have shared responsibility too.

Please:

- Let us know if you intend to cancel an appointment, or if you are running late.
- Patients who arrive late for appointments may be asked to re-book.
- Request home visits only when your medical condition prevents you from leaving the house.
- Treat staff with courtesy and respect - Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- Inform any team member of any alterations in your personal circumstances, such as change of name, change of contact information including home or mobile telephone.

Additional Information

Repeat Prescriptions

Repeat prescriptions may be requested in writing or by completing the white prescription slip which came attached to your previous prescription. Each Medical Centre has a repeat prescription box on Reception where your request can be dropped in. Alternatively, you can visit our website to request your repeat prescription. We do not accept telephone requests for repeat prescriptions due to the risk of error in transcribing the drug information.

Repeat prescriptions take up to two working days to be processed, therefore please plan accordingly.

Getting your Test Results

Whenever a test is administered, the clinician will tell you how long you might have to wait for the results and by what means the results will be made known to you. Test results may be passed to you by telephone. You will also be advised whether or not you should book a further appointment.

Training of Health Care Professionals

The Menston and Guiseley Practice is a teaching facility and therefore at times student doctors might be present during a consultation with your permission. Additionally, the Practice is currently training a GP Registrar who holds regular consulting sessions.

Suggestions and Complaints

Our aim is to provide the highest possible standard of service and we guarantee any problems that may occur will be dealt with swiftly.

Any suggestions or complaints should, in the first instance be put in writing and directed to the Practice Manager at the address below:

Park Road Surgery
44 Park Road
Guiseley
Leeds
LS20 8AR

The Nursing Team

Practice Nurses

Jane Rimmer
Jackie Brown

Health Care Assistants

Sarah Lawson
Gemma Hargreaves

Each of our Practice Nurses is specially trained in health promotion and chronic disease management. Appointments can be made with for the following areas of care:

Health promotion
Travel immunizations
Cervical smears
Asthma/COPD
Hypertension
Contraception
Wound Care
Childhood Immunizations

Health Visitors

The Practice has Health Visiting Services provided by NHS Leeds for children aged from birth to the age of five. Health Visitors may be considered a first point of contact for advice on child development, and common feeding, weaning and behavioural problems.

Health visitors can be contacted as follows:

Yeadon Health Centre on: 0113 295 4280

School Nurses are available for advice on the general development and wellbeing of school-age children up to the age of sixteen. They can be contacted through individual schools.

Services Provided

Antenatal Care

Provided by the Midwifery Team and is held at the Guiseley Practice on Tuesday afternoons. Appointments can be made at Reception. The Menston Midwifery Team holds antenatal care sessions at the adjoining children's centre. Please contact the Menston Midwifery Team on 01535 652511 to make an appointment.

Contraceptive Services

Provided by GPs and Nurses. This can range from general advice to emergency contraception. Appointments are available for routine contraceptive review with a Practice Nurse. Coils and implants can be fitted at the surgery by one of our specially trained doctors.

COPD and Asthma Clinics

These clinics are led by the Practice Nurses and held at both Medical Centres.

Diabetes Clinic

Care for patients with Type II diabetes is provided by the Practice.

Flu Clinic

Carried out annually in accordance with the Department of Health recommendations. The Practice only provides flu immunization to patients who are at risk due to chronic illness or immuno-suppression, and also those over the age of 65.

Health Checks

We advise that patients aged 40-75 years have a health check every five years. The Health-Wise clinics are led by the Practice Nurse and provide cardiovascular screening, and offer support with healthy lifestyle choices, including advice on weight loss, smoking cessation and sensible alcohol consumption.

Minor Surgery

Procedures can be performed at both Medical Centres by appointment with the Doctors. Cosmetic surgical procedures are not available.

Musculoskeletal Injections

The Practice offers musculoskeletal joint and soft tissue injections for a variety of conditions.

Hypertension Monitoring and Management Clinics

These clinics are led by the Practice Nurses, who will monitor that hypertension remains controlled and will arrange appropriate follow-up.

Patients over 75 Years

We advise that patients over 75 attend for a health check every 2 years with one of the Practice Nurses.

Travel Immunization/Vaccination and Travel Advice

Provided by the Practice Nurses in booked appointments. Please plan ahead and aim to make your initial appointment at least two months prior to your travel departure date. The Practice may charge a fee for administering travel vaccines if these are not available through the NHS. This fee is due at the time that the vaccine is given.

The travel vaccines we provide on a private basis are:

Meningitis A and C
Japanese Encephalitis
Rabies
Hepatitis B
Tick Borne Encephalitis

We also provide advice and prescriptions for malaria prevention.

We do not provide Yellow Fever Immunization.