

MANOR PARK SURGERY



Bellmount Close
Bramley
Leeds
LS13 2UP

Tel: 0844 477 3145
Fax: 0844 477 4009

PRACTICE INFORMATION

Welcome To The Manor Park Surgery

The Doctors

Dr Jennifer Tolley	(F)	MB BS DRCOG FPCert qualified Newcastle-upon-Tyne 1974 (Senior Partner)
Dr John Cunningham	(M)	MB ChB FPCert qualified Leeds 1979
Dr Russell Gilmore	(M)	MB ChB FPCert qualified Leeds 1983
Dr Rosemary Yarwood	(F)	MB ChB MRCP FPCert qualified Leeds 1984
Dr Susan Elton	(F)	MB BS DGM DRCOG MRCP FPCert qualified London 1984 Post-graduate Certificate in Law
Dr Kate Birnage	(F)	MB ChB MRCP qualified Manchester 1991
Dr Fiona Venters	(F)	MB ChB (Hons) DFFP DRCOG MRCP qualified Leeds 1999
Dr Sarah Milligan	(F)	MB ChB MRCPCH DFFP qualified Leeds 1997
Dr James O'Shea	(M)	MB BS MRCP qualified Newcastle-upon-Tyne 2003

The doctors practise as a non-limited partnership.

Locum Doctors

On occasion, locum doctors will work at the surgery, at all times under the strict code of conduct in place at Manor Park Surgery.

Practice Staff

Practice Manager

Clare Bellini

Supervisors

Denise Oxley	Morning
Alison Asquith	Afternoon

Secretariat

Ami Summers
Dawn Oxley

Nursing Staff

Senior Practice Nurse

Alison Hudson RM RGN

Practice Nurses

Kay Briggs	RGN
Sarah Jepps	RGN
Morag Davies	RGN
Chloe Wright	RGN

Health Care Assistants

Bev Clark
Elizabeth Milner
Sam McClintoch
Karen Pinder

A full range of services and advice is available from the nursing team, Monday to Friday 0830 - 1740. The nurses also provide dedicated clinics eg Asthma, Diabetes, Heart Disease etc; please contact reception for further details.

The nursing team also provide HRT and contraceptive pill checks, smear tests, ear syringing and hearing tests.

Medical Receptionists

The practice employs 15 medical receptionists who are fully trained to provide a full range of non-medical services.

Support Services

Support services available at Manor Park include district nurses, health visitors, midwives, counselling and a pharmacist. Please ask at reception for details.

Surgery Times

The surgery is open between 0800 - 1900 Monday to Friday, but please note that the last hour is reserved for the collection of prescriptions and dealing with general enquiries only. An emergency service is also available every day within the above times.

Appointments

Monday to Friday all appointments are 50% available to book on the day and 50% bookable up to one month in advance. All can be booked either by telephone or in person at the surgery. Telephone consultations are also available: please contact reception for further details.

As a patient under the GMS contract you can expect to receive an appointment within 48 hours with a doctor (not necessarily the doctor of your choice). We always endeavour to meet this target; however, there will inevitably be times when it is not possible.

All emergencies will be seen according to need. There is a great demand for appointments here at the Manor Park Surgery and it would help greatly if you let us know if you are not able to keep your appointment. It could then be used by someone else. **Help us to help someone else. You can cancel your appointment by texting your name and appointment time to 07962 565 707 (text only service).** Patients who do not attend for their appointment on three separate occasions will be asked to register with another practice.

To make an appointment, please call 0844 477 3145. The telephone system we have will guide you to the appropriate department ie appointments, home visits, enquiries etc. If you need to send a fax, please contact us on 0844 477 4009.

If you are aged between 15 and 74 years of age and have not seen a doctor within three years you are entitled to a patient check.

If you are over 75 years of age and have not seen a doctor within the last year you are entitled to a patient check.

Any changes in your circumstances, ie, new address, telephone number, please contact the surgery so we can keep your records updated.

In life-threatening emergencies such as severe bleeding, collapse, unconsciousness and severe chest pains please telephone 999.

Out-Of-Hours

When the telephones are transferred, from 1800 to 0800 the next day, Monday to Friday and between 1800 on Friday and 0800 Monday, the out-of-hours service is provided by NHS Direct and Local Care Direct, who have a team of doctors and nurses who are able to respond to your needs. If you have cause to contact them for advice all you need to do is contact the surgery on 0844 477 3145 and your call will be transferred directly to them.

The surgery is also closed one afternoon every month for staff training. All calls will be automatically transferred to NHS Direct.

Please use this service wherever possible. DO NOT attend the A&E department for minor ailments - this is for genuine accidents and emergencies only. There are alternative routes for less serious cases which are known as Minor Injury Units. These are based at St George's Minor Injury Unit, St George's Road, Middleton, (0113) 392 9800, opening times 0800-2230 Monday to Friday and Wharfedale Minor Injuries Unit, Wharfedale General Hospital, Newall Carr Road, Otley, (01943) 456522, opening times 0800-2300. There is also a Walk-in Centre in The Light, The Headrow, Leeds, 0870 8180003 opening Monday to Friday 0700-1900.

Your local pharmacist is highly qualified to be able to give advice if you are unsure whether you can treat your symptoms 'over the counter', or indeed do need to see a GP.

Alternatively, you can contact NHS Direct, a 24-hour nurse-led advice and information service which you can telephone on 0845 4647 or visit on-line at www.nhsdirect.nhs.uk

Home Visits

To request a home visit please telephone the surgery before 1000 if possible on 0844 477 3145 giving full particulars and some details of the condition of the patient to enable the doctor to assess the priority of the visit. Please also provide a contact telephone number as the information we have on our system is not always up to date.

Only ask for a home visit if the patient is too ill to come to the surgery. Always try to come to the surgery where you will be seen quicker in more suitable surroundings.

For the latest information click to: www.manorparksurgery.co.uk

How Do I Register?

If you wish to register with us, you will need to bring with you your medical card or an application signed by you or a person authorised by you to sign on your behalf. Please either ask at reception or telephone the surgery for up-to-date details on registering with the practice. You will be asked to attend the surgery for a 'new patient check'. When you register with the practice you have the right to express a preference to receive services from a particular GP. Whilst we will endeavour to meet your needs, please note that this will not always be possible.

When accepted onto our list you will be invited to participate in a consultation either here at Manor Park Surgery or, if appropriate, be referred or visited at home. At each consultation the doctor will make appropriate enquiries and undertake such examinations as are deemed appropriate in the circumstances.

If you are a carer and you would like this to be noted on your records, please let the receptionist know. We can also (with your consent) forward your details onto the Carers Leeds organisation who can offer you help, advice and support.

Practice Area

If you move outside the practice area you will have to register with a new doctor. If you have difficulty finding a doctor, the West Yorkshire Central Services Agency can help. Tel: (0113) 295 2500. A map of the practice area can be found on the back cover of this booklet.

Test Results

With the consent of your doctor, the receptionist staff can provide you with results of pathology tests over the telephone, so please ring 0844 477 3145 after 1100 for any kind of result or general enquiries. For reasons of confidentiality you must have your computer number to hand when ringing. Pregnancy results will not normally be given over the telephone unless specific consent is given by the doctor.

Training

This practice is not a teaching practice and does not undertake teaching or training of health care professionals.

Staff training is, however, held one afternoon a month and the surgery will be closed from 1200 onwards on this day. Training dates vary but they will be displayed in the surgery.

Medical Examinations

Medical examinations for special purposes such as fitness to travel, pre-employment, insurance, driving medicals etc are undertaken outside normal surgery hours. A fee will be payable. Please contact the surgery for details and also to make an appointment.

For 24 hour information click to: www.manorparksurgery.co.uk

Clinics

Minor surgery (Wednesday 1330 - 1530)

Antenatal clinic

Phlebotomy

Shared substance misuse care

Alcohol dependency

Smears

Pill checks

Ear syringing

Hearing tests

Times may vary so please ask at reception for details.

Influenza And Pneumonia Vaccine

In accordance with Department of Health guidelines, we recommend an influenza plus pneumonia vaccination for patients with diabetes, chronic heart disease, lung or kidney disease and residents of nursing and rest homes. The vaccination is available from October onwards; please contact the surgery for further details.

Travel Advice

Our practice nurses will be pleased to give advice to patients who are planning to travel abroad. Please allow adequate time in order for any vaccine(s) to be effective. Certain vaccines are chargeable: please ask for further details at the time of booking your appointment.

Blood Pressure Checks

If you have not had your blood pressure checked within the last 12 months, you can have this done before your appointment with the doctor by one of our trained members of staff. Please ask at reception for details.

Repeat Prescriptions

If you are on long-term medication you will be issued with a repeat prescription. You will receive a tear-off slip which lists all your current medication so that you can indicate the items you require. Please allow 48 hours for your prescription to be ready. If you have run out of medication a prescription will be provided, though this is not normal practice and you are requested to ensure that you always have sufficient medication to last you while we process your request. There will be occasions when your doctor will want to see you before any more prescriptions are issued. It is important that you book an appointment as soon as possible for a review.

You can now also order your repeat prescription on line. These will be processed in the same way. If you would like to order on line please email your request to:

reception.manorparksurgery@nhs.net with the following information:

Name - Address - Date of birth - Contact telephone number - Medication required.

THIS EMAIL ADDRESS IS NOT TO BE USED FOR URGENT PRESCRIPTION REQUESTS.

For the latest information click to: www.manorparksurgery.co.uk

Confidentiality

In the interest of all our patients we operate a strict code of confidentiality at all times in accordance with Caldicott Guidelines and the Data Protection Act. No access to patient information will be given outside of these guidelines. Every use of patient identifiable information must be lawful. A person in each organisation handling patient information should be responsible for ensuring that the organisation complies with legal requirements. All our staff, both clinical and non-clinical, have been made fully aware of their responsibilities and obligations.

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.

Chaperones

The doctors and nurses at our practice have been advised to offer all patients the courtesy of a chaperone whilst being examined. For any intimate examination, a full explanation of what the examination will involve will be given to you by your doctor or nurse and they will ask permission to carry out this examination. They will also ask you if you would like to have someone else present whilst you have this examination. This person may be a friend/relative or another member of staff from Manor Park Surgery. If you know an intimate examination is required, do bring a chaperone with you; if that is not possible, the practice will provide one. If you have any questions or queries regarding chaperones, please ask your doctor or nurse.

Mobile Phones

If you have a mobile phone with you when you attend your appointment, please ensure that it is switched off.

Complaints

If you have a concern or would like to make a complaint, please either telephone or write to Clare Bellini (practice manager). We do have a complaints procedure in place, details of which are available on request. If you feel you cannot raise your concerns or make a complaint direct to the surgery, please write to the Complaints Manager at Leeds PCT, North West House, West Park Ring Road, Leeds LS16 6QG or telephone 0113 305 7370. The manager will discuss the options open to you which include your right to ask the Healthcare Commission to review your case.

For 24 hour information click to: www.manorparksurgery.co.uk

Primary Care Trust

Under the GMS contract, services provided by Manor Park Surgery are categorised as essential services. Any additional health care services not provided by Manor Park Surgery will be the responsibility of the Primary Care Trust who will also be responsible for commissioning such services.

Manor Park is part of Leeds PCT (Primary Care Trust). For further details, please telephone 0113 305 7370 or write to them at North West House, West Park Ring Road, Leeds LS16 6QG or visit them at www.leedspct.nhs.uk

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. This scheme is available from reception.

Access For The Disabled

Our surgery has been designed with the disabled in mind. The surgery entrance and consulting rooms are suitable for wheelchair access and there is a disabled toilet. The car park meets with the Health Authority's requirements for a practice of our size.

Zero Tolerance

We operate a zero tolerance policy at the practice. If you act violently, either verbally or physically, towards any member of staff, you will be removed from our list and provided with an explanation as to the reason why.

Smoking

Manor Park Surgery operates a no-smoking policy and it is against the law to smoke inside the premises or in its immediate environs.

Self Treatment Of Common Illnesses And Accidents

Many common illnesses, aches and pains can be simply treated at home without the need to consult your doctor.

Back Pain

It is advisable to consult your doctor if back pain persists for more than a few days. Initially be sensible and take things easy. It may be necessary to rest horizontally to take weight off the back or to take extra care to sit as upright as possible, with support for the small of the back. Take paracetamol or aspirin; this will relieve the pain and also help to relieve inflammation. If matters do not improve, your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or further measures.

Bedsores

These are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They are best prevented by encouraging the patient to shift position as often as possible and taking care to smooth out the creases in the bottom sheet, which could lead to localised irritation. Keep your eye open for red marks appearing at pressure points such as heels, elbows, buttocks and hips. If they begin to appear, inform your doctor or district nurse before they get worse.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 20 minutes. If the skin is unbroken but blistered apply a loose dry dressing. If the burn is large or if the skin is broken, consult your doctor.

Chickenpox

On the first day a rash appears as small red patches. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three to four days further patches occur and the earlier ones turn crusty and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two to three days before the rash appears and up to five days after. Children may return to school as soon as the last crusts have fallen off.

Colds

There is no magic cure for the common cold. Go to bed and take plenty of drinks. If you have a headache or are feverish, take aspirin (if over the age of 16) or paracetamol. Antibiotics will not help, unless you happen to have a secondary bacterial infection.

Coughs

Dry coughs usually cure themselves and can be eased by medicine from the chemist. Children with colds often cough at night and this may be eased by propping them up with a pillow.

Decongestant measures may help.

Diarrhoea And Vomiting

Usually due to a viral infection or a sudden change of diet. The best treatment is to rest, eat nothing and drink clear fluids such as Dioralyte. It is unwise to take 'over the counter' preparations, as these may prolong the illness. Young children and babies need careful attention and advice should be sought from your doctor.

Earache

This can often be helped by paracetamol and measures to decongest (including steam and inhalations like Karvol). Children with persistent earache should see a doctor the next day.

Irritated Eyes

Small pieces of grit or dirt in the eye are best washed out with plenty of water. Try to avoid rubbing the eye as this will make things worse. If the eye is still sore after this, then medical help may be necessary.

Fever

Cooling down hot children will make them feel better.

1. Give paracetamol suspension (Calpol or Disprol) regularly four times daily.
2. Strip the child down to light underwear and bathe with a tepid sponge if still hot.
3. Plenty of fluids by mouth will help replace the fluid lost by sweating.

Head Lice

Regular application of hair conditioner and fine tooth combing the hair is the best prevention.

Influenza

A viral illness, this is common in winter. High temperature, aching muscles and fatigue can last several days. Rest, plenty of clear fluids and regular aspirin and paracetamol are usually all that is needed. If you have another medical problem (diabetes, heart disease or chest trouble) it would be wise to seek medical advice. We have an active campaign of influenza immunisation that usually starts each October. Ask at reception if you would like to be immunised.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date. It is therefore important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing to the wound for about five minutes. Cover with a clean, dry dressing.

Mumps

The symptoms are swelling of the glands in front of one ear, often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

Vaccination against measles, mumps and rubella (MMR) is offered to children and susceptible adults.

Nosebleeds

Sit in a chair, leaning forward with your mouth open and pinch your nose just below the bone for approximately 30 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist consult your doctor.

Slapped Cheek

Seen in children between six and 10 years, it starts with a mild fever and slight malaise and is followed by a characteristic facial rash resembling a 'slapped cheek' and a fine widespread rash on the limbs and body. The disease is self limiting. Care should be taken if contacts of this disease are pregnant or immuno suppressed.

Sore Throat

Almost always caused by a virus, antibiotics therefore have no place in the treatment. Generally a sore throat lasts two to five days. The best treatment for adults is to gargle with soluble aspirin and then swallow it, four times daily. Remember that children under 16 should not be given aspirin. Plenty of cold drinks and paracetamol regularly will help.

Sprains

Firstly apply a cold compress, containing ice if possible, for up to 30 minutes to reduce the swelling. Apply a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period. If matters do not improve after a few days, consult your doctor as he may wish to refer you for sports physiotherapy.

Stomachaches

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts longer than six to eight hours, or increases in intensity, you should consult your doctor.

Sunburn

Treat as for other burns, ie with cold water to remove the heat. Calamine lotion will help to relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to ensure sufficient protective measures are taken.

Ticks

Applying Vaseline or nail varnish remover to a tick will kill it and cause it to drop off. If you pull or scrape them off, parts get left behind and may set up a local infection.

What To Do In Time Of Bereavement

What To Do If Someone Dies

It is a legal requirement for a doctor to confirm that someone has passed away. There is no need to move the patient. If a doctor has recently seen the patient, a death certificate can normally be issued. However, in the event of unexpected death, the doctor will need to notify the coroner.

If Death Occurs At Home

1. Telephone the doctor. They will visit to confirm death has taken place.
2. Contact the funeral director to inform them that their services will be required.
3. Collect the doctor's certificate from the surgery. (You will be told when this will be available for collection.) This will not be possible if it is necessary to involve the coroner.

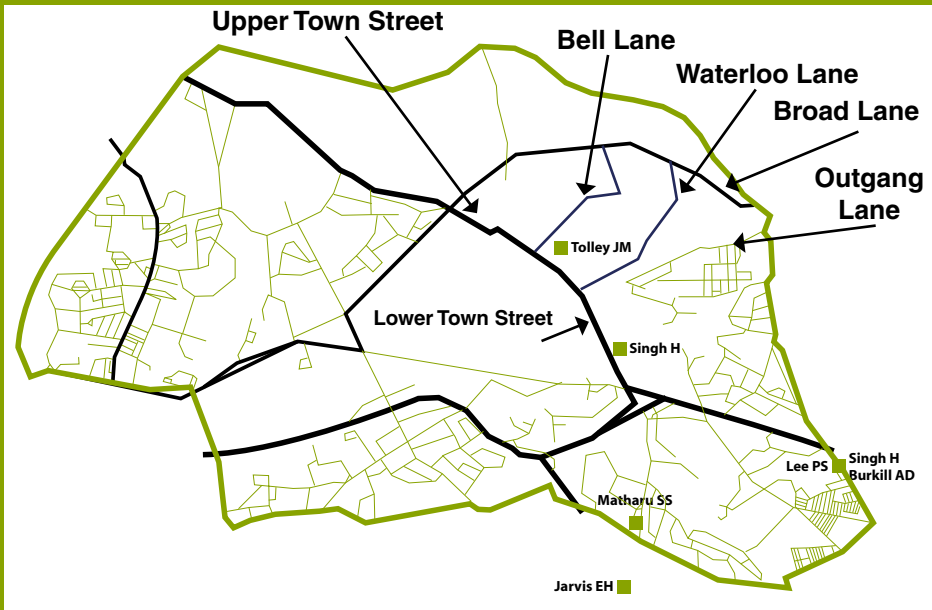
If Death Occurs In Hospital

1. Contact the funeral directors to inform them that their services will be required.
2. Collect the doctor's certificate from the hospital.

Then...

1. Take the death certificate to the registrar's office for the area in which the death took place. You will also need to take the deceased's medical card if available.
2. Take the green form to the funeral directors who will take over complete responsibility for arranging the funeral.

PRACTICE BOUNDARY



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