



Welcome to Garforth Medical Practice

We hope this information will help you make the best use of the service we offer.

We are a 6 partner practice with our main surgery in Church Lane, Garforth and branch surgeries at Barwick-in-Elmet

Our Surgeries

Garforth Medical Centre

Church Lane, Garforth, Leeds LS25 1HB

Tel 0113 287 7321

Elmwood Surgery

Elmwood Lane, Barwick-in-Elmet, Leeds LS15 4JX

Tel 0113 281 4950

Website address: www.garforthmedicalcentre.co.uk

CQC overall rating

Good

17 March 2016

Our Doctors

Dr Andrew Robinson	Partner (male) MB BS DA DRCOG FP Cert. Trained in London. Registered in 1984.
Dr Aparajit Kakkar	Partner (male) MB ChB FP Cert. Trained in Dundee. Registered in 1996.
Dr Gillian Pottinger	Partner (female) BA BMBCh MRCS MRGP FP Cert. Trained in Oxford. Registered in 1997.

Dr Clare Hyland	Partner (female) MBBS MA Cantab MSC MRCPG DRCOG PGCertMedEd. Trained in Cambridge and Royal Free, London. Registered in 2003.
Dr Joanne Staniforth	Partner (female) MB ChB MRCPG DRCOG FP Cert. Trained in Sheffield. Registered in 1998
Dr Sagar Shanghavi	GP (male) MB ChB. Trained in Sheffield. Registered in 2012
Dr Nicola Yarwood	GP (female) MB ChB MRCP MRCPG. Trained in Leicester. Registered in 1999.
Dr James Coles	GP (male) MB ChB. Trained in Dundee. Registered in 2013
Dr Clare Morris	GP (female) MB CHB Trained in Sheffield. Registered in 2002
Dr Bryony Mathew	GP (female) MB ChB. Trained Leeds. Registered 2003
Dr Sara Start	GP (female) MB ChB. Trained in Leeds. Registered 2022

All the partners practice together as a non-limited partnership.

General Practitioner Registrars (Registrars) / Foundation Year 2 Doctors (FY2's) and Students

Our practice is a training/teaching practice. Our Registrars and FY2's are fully qualified Doctors and have a great deal of hospital experience. They are attached to our practice for between 4 and 12 months.

We are also fortunate to have medical students attached to our practice for short periods. If you do not wish to have the student present during your consultation please inform the Reception staff prior to seeing the doctor.

How to register as a patient

Patients will only be accepted if they reside in the practice area (this covers Garforth and Barwick). New patients can register by calling in to any of our Surgeries to obtain a patient registration pack. If you have an NHS medical card please bring it with you. Please also bring proof of address and photo identification when registering. On completion and return of all forms we will register you as a new patient.

How to see a Doctor

Patient records are computerised therefore you can see a doctor at any of our two Surgeries. You can make an appointment by either telephoning or calling in to the relevant surgery during opening hours or you can book online via our website 24hrs a day. You must be registered with a login password to use the online service; please contact Reception for more details.

Accountable / Named GP

All patients have a named accountable GP who has the overall responsibility for the care and support that our surgery provides to you. This does not prevent you from seeing any GP in the practice. They will also work with other relevant professionals, who are involved in your care, to ensure that any care package you require meets your individual needs. As a patient you do not have to take any further action. We are informing patients of their allocated GP as they contact the practice but if you would like to know who your or your child's allocated GP is, please ask at Reception or telephone the practice.

Preference of GP

Each patient is able to express a preference to see a GP of choice. We will try to accommodate this where we can but it may not always be possible as the preferred GP may not hold surgeries every day or may be on leave.

Telephone Consultations

These are available to any patient who feels they do not need an appointment to see a GP face to face and may be able to have their problem dealt with over the telephone. If you would like a telephone consultation please inform the Receptionist who will take your contact number and give you an approximate time when the GP will call you back.

Opening Times

Garforth Medical Centre

There is an appointment system at Garforth. The surgery is open from 8.00am to 6.00pm each day. The doctors' surgeries are staggered throughout the days with the earliest appointment at 8.30 and the latest at 6.00pm.

Elmwood Surgery

There is an appointment system at Barwick. The surgery is open from 8.30 am to 5.00pm every day Monday to Friday. The surgery is closed between 12 noon and 12.45 pm every day. The earliest appointment with a doctor is at 8.40am and the latest at 4.40pm.

Home Visits

These are for people who are physically unable to come to the surgery. If you require a home visit please try to call us between 8.30 and 11.00am. It is very helpful if you can give us some idea of the medical problem involved as then the patients needing the most urgent calls can be visited quickly.

During the week you will usually be visited by one of the doctors from the surgery or the GP registrar. At weekends and at night you will be visited by a doctor from the deputising service.

Pharmacy First - Minor Ailments Scheme

Many minor ailments, such as colds, sore throats, stomach upset, back pain and requests for the morning after pill can be treated by your local pharmacist instead of waiting for an appointment with the doctor. For a comprehensive list of what can be treated please see the posters/leaflets displayed in the surgery or visit the pharmacist.

Extended Access Services (Extended Opening Hours)

In order to run evening and weekend GP clinics, the practices in South and East Leeds have joined together to open 'Hubs' that make the best use of the limited resources available for these kinds of services. By running clinics from fewer locations we are able to offer more appointments than if each practice opened in the evenings and on weekends.

Hub appointments are available:

Monday to Friday 6.30pm to 8pm, Saturday 8am to 2pm and Sunday 8am to Midday

To book an appointment during the Extended Opening times please contact our Reception Team.

Minor Injuries Unit

If you have minor injuries such as sprains, cuts and grazes, you can see a nurse without an appointment at the unit. The St George's Centre Minor Injuries Unit even deals with broken bones and minor head injuries. If you are not sure whether your condition can be treated at the Minor Injuries Unit contact them direct on 0113 392

9800 or contact NHS out of hours service by dialing 111.

St George's Centre, St George's Road, Middleton, Leeds, LS10 4UZ Open 8.00am - 6.00pm Monday to Friday, Telephone 0113 392 9800

Minor Illness Walk-in Centre

These are GP-led facilities which can treat minor illnesses.

Shakespeare Walk-in Centre, Burmantofts Health Centre, Cromwell Mount, LS9 7TA Open 8.00am - 8.00pm, every day of the year. Telephone: 0113 295 1132

When the Surgery is closed

It is always possible to contact a doctor in an emergency. If you require urgent medical assistance which cannot wait until the surgery re-opens, please dial 111. Calls to the NHS 111 service are free from both landlines and mobiles. If you have a life threatening medical emergency please dial 999.

Health "Pod"

At Garforth Medical Centre we have a Health "Pod". This allows you to carry out the following without the need to see a Doctor:

New patient questionnaire

Long Term Condition pre-check

Blood pressure check

Weight

Asthma review

Contraception review (pill check)

Repeat Prescriptions

You may be on medication for a lengthy period and require repeat prescriptions. You may order these by:

Ordering online - please contact Reception for details

Bringing your repeat prescription sheet (which is attached to the prescription) to the surgery.

Posting your repeat prescription sheets to us (together with a stamped, addressed envelope if you wish it to be sent back).

Many prescriptions are now sent electronically to your nominated Pharmacy. Please allow 72 hours for collection from the Pharmacy.

Dispensing

This provision is available at the Barwick-in-Elmet only. If you are given a prescription by the GP, please take it to the dispensary where it will be dispensed for you while you wait. If you are a Barwick or Aberford patient and have a repeat prescription, please follow the repeat prescription guidance above. Your medication can be collected from the dispensary or delivered to your home. You must allow 48 hours.

Blood and Test Results

We do not routinely phone patients with test results unless medication is urgently needed. It is your responsibility to call to check on your results. Please call for results between 11.00am - 3.00pm. As results are confidential they will be given only to the patient involved or to the parents of minors under 16 years.

Sick notes - If you are off work through illness you are not required to give your employer a medical certificate from your doctor until you have been off work for more than seven days (which includes intervening weekends). You do not need a doctor's certificate until the 8th day of your illness. Before this your employer may ask you for an SC2 self-certificate which you complete yourself and which you obtain from either your employer or the DSS.

Practice Manager - Lisa Carroll

Lisa is responsible for all non-clinical areas of the business and the overall organisation and administration of the Practice. She will also help to resolve any complaints about the Practice.

Assistant Practice Manager – Louise Hartley

Louise acts as support for Lisa and deputises in her absence.

Administration Staff - Lisa and Louise are supported by a team of Receptionist and Administration staff

Practice Nursing Team

All of our nurses are qualified Registered General Nurses. We also employ Health Care Assistants and Phlebotomists

Lead Nurse: Jo Jones

Advanced Nurse Practitioner: Louise Hughes

Practice Matron: Caroline Lockie, Michael Dumdum

Practice Nurses: Janine Adamson, Julie Shephard, Sara Chapman, Kate Jones, Ruth Hornby

Health Care Assistant Samantha McKay, Laura Geraghty, Elle Mann and Hayley Logan

Phlebotomist: Louise Edwards

Our Nursing Team can advise you on the following health matters such as:

Immunisation and vaccination
Health Checks
Long Term Condition reviews
Blood and urine tests as requested by the Doctor
Dressings and removal of stitches
Cytology testing

Please make an appointment if you wish to see the nurse. Our nurses are also able to provide telephone advice.

Community Midwife - Maternity care is usually shared between the practice, the community midwife and the hospital. The community midwife is available when you attend the antenatal clinic at Garforth Medical Centre and will visit you at home after you have had your baby.

Home Nursing - patients who are confined to their homes and need nursing attention may arrange with their doctor for the community nursing team to visit. Hospitals will normally arrange for a nurse to visit patients discharged by them who still require nursing treatment at home.

Travel Clinic

A Travel Risk Assessment Form is available from Reception or online. Please complete and return to the surgery (at least six weeks prior to departure) to enable us to ascertain which vaccinations (if any) are required.

Please note - a charge will be levied for some vaccinations as these are not available on the NHS.

Minor Operations - Some minor operations can be performed in the surgery. This needs to be arranged through a doctor.

Family Planning - Family planning is an important part of health care and full confidential contraceptive services are available here.

Non-medical Enquiries

If you wish to make any enquiries about administration or non-medical aspects of your health or treatment our Receptionists will be glad to help you.

Non-NHS medical work - this can be arranged through our Receptionist Team. Remember that you will be charged a fee for non-NHS medical work such as insurance claim forms/examinations, fitness letters, HGV examinations, private sick notes etc. Certain aspects of non-NHS medical work will incur VAT at the current rate.

Chaperone policy

For intimate examinations the Doctor or patient may prefer that a chaperone is present. If a suitable chaperone is not available an alternative appointment will be offered.

Disabled Access

At the Garforth Surgery, there is a lift to allow patients to access services on the first floor. A disabled patients' WC is provided in the front entrance. The services at Garforth can also be accessed by our Barwick patients as there is minimal disabled access at the branch surgery.

Practice Complaints Procedure

If you have a complaint about the practice please contact our Practice Manager, Lisa Carroll, in the first instance. You can do this by telephone, in writing or by asking at the Reception desk.

You may also approach PALS for help and advice. The Patient Advice and Liaison Service (PALS) is based at NHS Leeds and provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Telephone 0800 0525 270 Email: pals@nhsleeds.nhs.uk Available Monday to Friday 8.30am - 4.30pm

Patient Information

Patient information and notices can be found on our website www.garforthmedicalcentre.co.uk and on notice boards in our Surgeries.

Carers

Do you look after someone? You are a carer if you provide help or support to a partner, parent, son, daughter, any other relative, friend or neighbour who, due to disability, frailty, illness and/or vulnerability, cannot manage in the community without another's help.

Carers can be any age and need not necessarily live in the same house as the person they care for. They may be in receipt of a carer's allowance/premium or undertake caring without payment. A significant proportion of carers remain hidden, unaware of their entitlement to services, support and benefits.

This practice is actively identifying carers and encouraging them to get the support they need. If you would like a carers information pack for yourself or someone you know, these are displayed at reception and are available for you to take. Alternatively you may wish to contact CARERS LEEDS on 0113 246 8338 who offer a confidential information, support and advice service to carers.

NHS Zero Tolerance Policy

This Practice operates a zero tolerance policy towards harassment and abuse of staff or patients, which includes (but is not limited to) homophobia, biphobia, transphobia, racism, sexism, ageism or harassment or abuse on basis of disability, marriage or civil partnership, pregnancy or maternity, religion or belief. Violence and/or abuse will not be tolerated under any circumstances and may result in removal from the patient list. The full policy is displayed in the waiting area at all sites.

Practice Charter

Practice Responsibilities

You can expect to be treated with courtesy by everyone working at the practice.

Confidentiality is guaranteed at all times.

You have a right to information and are encouraged to ask questions about your health.

Advice on self-help for minor illness is available from a nurse.

If you are too ill to attend and need to see a doctor you can expect a home visit. Please ring before 11.00am except in an emergency.

You are entitled to complain to the Practice Manager who will either see you or will reply to written complaints as soon as possible.

Patients' Responsibilities

You have a responsibility to be courteous to practice staff.

You should keep the appointments you have made or you should give reasonable notice if you wish to cancel them.

Please be on time.

Please refrain from asking for extra people to be seen on an appointment.

You alone are responsible for the healthiness of your lifestyle.

How We Use Your Data

We hold your medical record so that we can provide you with safe care and treatment.

We will also use your information so that this practice can check and review the quality of the care we provide. This helps us to improve our services to you.

- We will share relevant information from your medical record with other health or social care staff or organisations when they provide you with care. For example, when they refer you to a specialist in a hospital. Or your prescription to your chosen pharmacy.
- Healthcare staff working in A&E and out of hours care will also have access to your information. For example, it is important that staff who are treating you in an emergency know if you have any allergic reactions. This will involve the use of your Summary Care Record or locally Leeds Care record. For more information see our privacy notice on our practice website.
- You have the right to object to information being shared for your own care. Please speak to the practice if you wish to object. You also have the right to have any factual mistakes or errors corrected.

Confidentiality Statement -

We hold your patient records in the strictest confidence, regardless of whether they are electronic or on paper. We take all reasonable precautions to prevent unauthorised access to your records, however they are stored. Any information that may identify you is only shared with the practice team, or, if you are referred to hospital, to the clinician who will be treating you. We will only share information about you with anyone else if you give your permission in writing.

Our full Privacy Notice is available on our website or from our Reception Teams.

Freedom Of Information – Publication Scheme

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the Practice Manager.

Leeds Clinical Commissioning Group

The practice is part of Leeds Clinical Commissioning Group.

South East Leeds GP Group (SEL GP Group)

The practice is part of the above GP federation. This is a company that has been formed by 30 GP practices in South and East Leeds covering 220,000 patients. This is a limited company that is non-profit and the only shareholders are the GP practices.

**FOR MORE GENERAL INFORMATION YOU CAN GO TO THE NHS
CHOICES WEBSITE at www.nhs.uk/**