



A Guide To: Your Doctors Surgery

Colton Mill Medical Centre

Stile Hill Way, Colton Leeds, LS15 9JH

Tel: (0113) 295 1802

The Grange Medical Centre

999, York Road, Seacroft Leeds, LS14 6NX

Tel: (0113) 295 1800



<https://www.coltonmill-thegrange.nhs.uk/>

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 in Colton.



Colton Mill Medical Centre



The Grange Medical Centre

Opening Times

Colton Mill Medical Centre:

Monday	08:00am - 18:00pm
Tuesday	08:00am - 18:00pm
Wednesday	08:00am - 20:00pm
Thursday	08:00am - 20:30pm
Friday	08:00am - 18:00pm

The Grange Medical Centre:

Monday	08:00am - 18:00pm
Tuesday	08:00am - 18:00pm
Wednesday	08:00am - 18:00pm
Thursday	08:00am - 18:00pm
Friday	08:00am - 18:00pm

Please Note -

The surgery will be **closed** one afternoon each month for staff training. The dates are advertised in the waiting room and on our website.

If you need a doctor on these afternoons please call the Practice telephone number and you will be re-directed to the out of hours team.

For Medical Emergencies call NHS 999

Our Location



COLTON MILL MEDICAL CENTRE

Stile Hill Way, Leeds Colton, LS15 9JH



THE GRANGE MEDICAL CENTRE

999 York Road, Seacroft Leeds, LS14 6NX

Car Parking Facilities

We have a shared public car park at both sites, with surrounding businesses, all car parking spaces are available for our patients to use.

Please Note - The car park at Colton Mill Medical Centre is privately owned by an external company and monitored regular by patrols and CCTV. The car park is a maximum stay of 4 hours between 8:00am - 10:00pm. All vehicles must park in marked bays and valid disabled blue badge holders only are permitted to park in the marked disabled bays.

Failure to comply with the above at any time will result in the vehicle been issued with a Parking Charge. Any queries or complaints regarding this will need to be actioned through the Parking company directly, not through the Practice.

Meet the team

General Practitioners (GPs) Partnership:

Dr Thomas Fox (M)

MBChB (1982) MRCP DCH University of Leeds

Dr Gregor Donaldson (M)

MBChB (1996) PG Dip ENT University of Dundee

Dr Rachel Kay (F)

MRCGP (2003) MBChB (2003) DFRH University of Manchester

Dr Thomas Backhouse (M)

MB BS (2009) University of Hull

Dr Angela Sandhu (F)

MRCGP MBBS 2010 University of East Anglia

Andrea Mann - Practice Manager | Partner

Bsc Hons health and social care, RGN (2000) Dip HE (Adult, Dip Practice Nursing, Dip Diabetes, Dip Asthma, Dip COPD, Non-medical Prescriber V300, Mentor, (Andrea joined the practice in 2002)

General Practitioners (GPs) Partnership:

Dr Eleanor Barrett (F)

BMB CH (2007) MA Hons, MRCGP (2014)

Dr Sarah Younge (F)

MBChB (2012) MRCGP (2017)

Dr Ellen Oakhill (F)

Dr Ben Hammersley (M)

The Nursing Team

Nurse Manager - Julie Beer (F)

RGN(1994) Dip Cytology, Dip Diabetes, Dip Asthma, Woman's Health Level 6, Mentor, COPD (joined the practice 2006)

Practice Manager | Nurse - Andrea Mann

Bsc Hons health and social care, RGN (2000) Dip HE (Adult, Dip Practice Nursing. Dip Diabetes, Dip Asthma, Dip COPD, Non-medical Prescriber V300,

Mentor, (Andrea joined the practice in 2002)

Senior Practice Nurse - Kate Moore (F)

RGN (1993) Dip in General Practice, Dip Asthma, Dip COPD

Practice Nurse - Amy Marshall (F)

Practice Nurse - Sarah Alexander (F)

Health Care Assistant - Natalie Falkingham (F)

Level 4 Healthcare, HCA Primary Care Course 2014 - Additional training to administer b12, flu, pneumonia and shingles vaccinations.

Health Care Assistant - Victoria Bottomley (F)

NVQ Level 3 Apprenticeship 2017. Victoria joined the practice in March 2016.

Health Care Assistant - Sarah Hewitt (F)

Phlebotomist training 2014, NVQ Level 3 apprenticeship 2017.

Phlebotomist - Amanda Huggan & Beverly Colbeck (F)

The Practice Team

Assistant Practice Manager - Laura Cullimore

Level 3 Business Administration Diploma - Leeds City College

IT Clinical Manager - Karen Cullimore

Clinical Correspondence Lead - Tracey Hemingway

Medical Administrator and Digital Officer - Amy Kot

Level 2 Business Administration Diploma - Leeds City College

Data Processor - Janet Linley

The Reception Team

Reception Coordinator - Joanne Scott

Senior Receptionist - Debbie Ellis & Julie Rawlins

Medical Receptionist -

Beverley Colbeck

Alison Hilditch

Elizabeth Simpson

Julie Farrelly

Grace Mukulumani

Vicky Hewitt

Janine Hicken

The Prescription Team

Senior Practice Pharmacist - Sue Alldred

Bpharms (Hons)1996, Clin Dip Pharmacy Practice (2000) Pharmacist
Independent Prescriber (2011)

Senior Practice Pharmacist - Hannah Black

Mpharms (Hons) 2007, Pharmacist Independent Prescriber

Practice Pharmacy Technician - Angela Watkinson

Prescription Clerk - Amanda Huggan

Prescription Clerk - Lynne Hargreaves

Appointments, Clinics and Services

Appointments are available on the day and up to 4- 6 weeks in advance. These appointments are available to book using the online service and through our reception team.

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.

All consultations by Doctors, Pharmacists, Practice nurses, and Health care assistants are by appointment only. You can also pre-book a telephone consultation with a Doctor, Nurse and Practice Pharmacist. Please note the telephone consultations are not booked into a specific time slot, and the Doctor/Nurse/Pharmacist will call you within their working hours of your appointment date.

The **Practice nurses** and **Health Care Assistants (HCAs)** are available for appointments throughout the day, providing the following services:

- **Minor Surgery** Minor Surgery procedures, such as removing skin tags, cysts and ingrowing toenails.
- **Travel Assessments & NHS Travel Vaccinations** ONLY Advice on diseases that may be a risk to you during your travel and, treatment that you may need. Find out if you need travel vaccines and make sure your vaccinations are up to date.
- **Sexual Health Screening Testing** and treatment for sexually transmitted infections (STI's).
- **High risk diabetes screening**
- **Medication reviews**
- **Cervical Screening & Drop in Smear Clinics** Women aged between 25 and 64 are invited for cervical screening. The screening test aims to pick up changes early that could develop into cervical cancer if left untreated.
- **Long Term condition reviews** (Diabetes, COPD, Asthma, Heart Disease)
- **Contraception Clinics** (Contraceptive Pill checks, Contraceptive Injections, Implant insertion and removal, Coil insertion and removal)
- **Minor Injuries & Minor Ailments**
- **Spirometry & Vitalograph Screening** To help diagnose and monitor certain lung conditions by measuring how much air you can breathe out and in one forced breath.
- **Blood Tests**

- **AECG (Electrocardiogram)** Simple test to check your heart's rhythm and electrical activity, helping to diagnose a problem with your heart.
- **Wound care and management** Wound care is provided by the practice nurses, some basic dressings, stitches and clip removal may be carried out by trained health care assistants.
- **NHS Health Checks** Free NHS health checks are offered to people aged between 40 and 74, helping prevent long term conditions.
- **Advice on diet, exercise, lifestyle and smoking**
- **Immunisations** (Seasonal Vaccinations, Child Vaccinations, Whooping Cough, routine vaccinations)
- **Ear Syringing** To help remove a build-up of wax in the ear(s).
- **Leg ulcer management & Doppler's**
- **Steroid injections** Steroid injections can be used to treat problems such as joint pain, arthritis, sciatica and inflammatory bowel disease.
- **Smoking Cessation Advice** We offer basic smoking cessation advice and make referrals for patients wishing to up give smoking.
- **Blood Pressure Monitoring**
- **Asthma Reviews**

Prescription Services

Practice Pharmacy Clinic - We have a team of two Practice Pharmacists who offer pre-bookable, face-to-face and telephone consultations across both of our sites.

Prescription Clerks - Each of our sites has a designated Prescription Clerk. Our Prescription Clerks process all prescription requests and deal with all prescription queries.

Prescription Clerk at Colton Mill Medical Centre - 0113 204 4965

Prescription Clerk at The Grange Medical Centre - 0113 201 8882

Please note that there may be times that the Prescription Clerk is dealing with other queries resulting in the phone not being answered. In these cases, we ask patients to leave a voicemail with their Full Name, Date of Birth and contact number and patients will be called back.

Ordering your prescription - We advise patients to order their medication 7 days in advance, and no later than a minimum of 48 hours in advance. Your medication can be ordered by putting your request into the prescription post box located in reception at each site, by using the online service or by posting a request to the surgery. **We DO NOT accept prescription requests over the phone or through a Pharmacy/Chemist.**

If patients have Severe Mobility needs (unable to get to the surgery) you are able to ask a GP or Practice Pharmacist to sanction telephone or pharmacy requests.

Electronic Prescriptions - Prescriptions can be sent electronically to patients assigned pharmacy/Chemist. This means that patients do not have to collect their paper prescription from the practice, instead they can go directly to their nominated pharmacy/chemist to collect the prescription. If patients do not have an assigned pharmacy/chemist, the prescription clerk can set this up for you.

System Online - To set up for System Online, we require some photo identification and the patient to complete an online registration form. Please ask a member of the Reception Team for one of these forms.

System Online is also available to patients as an APP for Apple and Android devices; patients are able to pre-book appointments, order repeat prescriptions and view their test results from their phone.



Consultations and Home Visits

Consultations - All consultations for GPs, Pharmacists, Practice Nurses and Health Care Assistants are by appointment only. Patients are also able to pre-book telephone consultations with a GP, Nurse or Practice Pharmacist. Please note that the telephone consultations are not booked into a specific time slot, the GP/Nurse/Practice Pharmacist will call you within their working hours on your appointment date.

Home Visits - We ask patients to contact the practice before 10.00am to request a home visit, allowing enough time for visits to be distributed and reviewed by the visiting GPs.

Home visits are very time consuming and are intended for people who cannot get to the surgery either because they are terminally ill, or unable to do so (e.g. elderly or housebound).

For more information on our Home Visiting Procedure, please visit our website or, ask at Reception.

Weekend and Night cover

If you require medical attention when we are closed, please call the practice number and you will be re-directed to the out of hours team.

Please find below details or Walk in Services in Leeds: (Please note times listed may be subject to change. Please telephone ahead of your visit to double-check. (MIUs) can treat less serious injuries and illnesses. The units can also preform X-Rays.)

- **Wharfdale Minor Injuries unit - Newall Carr Road, Otley, LS21 2LY**

Tel: 0113 392 1647

Opening times: 08:00am - 11:00pm everyday expect Friday 08:00am - 09:30pm (Including bank holidays, closed Christmas Day)

- **St Georges Centre - St Georges Road, Middleton, Leeds, LS10 4UZ**

Tel: 0330 311 5106

Opening times: 08:00am - 11:00pm everyday (Including bank holidays, closed Christmas Day)

- **Shakespeare Medical Practice - 1 Cromwell Mount, Burmantofts, Leeds, LS9 7ST**

Tel: 0113 295 1132

Opening times: 08:00am - 08:00pm everyday (Including bank holidays)

Extended Services

Wednesday and Thursday evening clinics at Colton Mill Medical Centre ONLY

Wednesday 18:00pm-20:00pm (Nurse Clinic Only)

Thursday 18:00pm-20:30pm (Nurse and GP Clinic)

Appointments are available by contacting Reception or online.

Monday to Sunday Extended Hours Clinics:

- A new service is now delivered at Seacroft Hospital Outpatients and St Georges Minor Injuries Unit
- **Monday to Friday** 18:30pm-20:00pm
- **Saturdays** 08:00am-14:00pm
- **Sundays** 08:00am to Midday
- To book appointments for this service, please contact our Reception Team
- To cancel an appointment at St Georges during extended hours, contact: 07513 763846
- To cancel an appointment at Seacroft Hospital, please contact: 0113 206 2049

Private/ Non-NHS Fees



Dr Fox & Partners – Private/Non-NHS Fees

Please be aware that we do not accept card payment. Cash or Cheque payment only. Please allow up to 10 working days for the above services. Should you require any further information adding, there may be additional charges.

	PRICE
Private Medical Certificate or Private Sick Note	£15.00
Private Prescription e.g. Anti-Malaria	£10.00
Private Medical Insurance Claim Form	£20 – £35
Typed Medical Reports from Medical Records	£75.00
Supplementary Question Reports	£20.00
Other Medical Insurance Claim Form e.g. Mortgage Protection	£20 – £35
Fitness to attend Gym / Exercise class / Health	£30.00
Fit to Travel – Recorded on Private Note	£20.00
Fit to Travel – Typed Letter	£40.00
Holiday Cancellation Forms	£20 – £35
PP/WPA/BUPA Forms	£20 – £35
All Medicals e.g. HCV, Taxi, Pre-Employment	£75.00
Short Letters	£15.00

Private Referrals - If you require a private referral, please allow up to 10 working days. Once your private referral is ready to collect from the practice, a member of the reception team will contact you.

Private Medicals - a £75.00 charge will be payable at booking. This payment can be refunded within 48 hours notice. Please ensure that you bring all relevant paper work to this appointment.

Private medicals cannot be booked into our walk in service clinics. We would recommend private medicals are pre-booked 4-6 weeks in advance due to the time slot 1 hour that is required.

The practice cannot be held responsible if we are unable to arrange an appointment within the needed time scale. In these cases, you may wish to seek a private medical service.

Private Vaccinations - We do not offer private vaccinations at the practice.

Complaints

We value your comments about the practice. If a problem arises, please first discuss it with the staff involved or our Reception Co-coordinator. We have a formal complaints procedure, which operates in accordance with NHS guidelines, a copy of our Complaints Procedure Booklet, and Complaints Form can be requested at reception. All written complaints should be addressed to the Practice Manager. A patient can make a complaint verbally, in writing, use of sign language or through a representative.

Accessing 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.



OUR RESPONSIBILITY TO YOU

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 attend. Otherwise, other patients may have to wait longer.
- We need help too. Please ask for a home visit by the doctor only if you are 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.

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.

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.

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. 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 been 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.

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.

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.

Useful Numbers

Mental Health Services

Mind Well

www.mindwell-leeds.org.uk

Leeds IAPT

www.leedscommunityhealthcare.nhs.uk/iapt/home/ - Tel: 0113 843 4388

Mind Mate

Young Person Mental Health - www.mindmate.org.uk - 0113 200 9170

Leeds Bereavement Forum

<http://lbforum.org.uk/> - Bereavement Services Tel: 0113 225 3675

Connect for Health Leeds

<https://www.connectforhealthleeds.org.uk/> Tel: 0113 336 7612

Well-being Services

Leeds Hearing & Sight Loss Service

+18 deaf, blind, hard of hearing, blind or partially sighted - Tel: 0113 388 5750

Macmillan Cancer Information Centre

Free complementary therapy sessions - Tel: 0113 206 8816

Touchstone

Tel: 0113 271 8277

Alzheimer's Society Leeds

Tel: 0113 231 1727

Forward Leeds

Alcohol and drug service for adults and young people - www.forwardleeds.co.uk

Tel: 0113 887 2477

BPAS

www.bpas.org - Pregnancy advisory service - Tel: 03457 30 40 30

Carers Leeds

Carers Advice Line Tel: 0113 380 4300

Sexual Health Services

Leeds Sexual Health Services

Leedssexualhealth.com - Order Online test kits, advice and information.

Service Aids & Adaptions

Care and Repair Leeds

Home Improvement Agency for Older People - Tel: 0113 240 6009

Leeds Community Equipment Service (Assisted Living Leeds)

Equipment for daily living, nursing needs - Tel: 0113 378 3283

Repair Line: 0113 378 3302

Wheel Freedom

Wheelchair/Scooter/Bath lift hire - Tel: 0800 0258 005

Home Plus (Leeds)

Making homes safe, suitable & warm - Tel: 0113 240 6009

OUT OF HOURS

NHS 111

MEDICAL EMERGENCIES NHS 999