

## Practice Charter

### Our Responsibilities To You

We shall treat each of our patients with courtesy. All doctors, nurses and other staff have been trained to deal with your inquiries.

We shall respect your confidentiality. Your medical records will be kept secure and private. Our staff are bound by confidentiality agreements. Please remember that if you are accompanied by a friend or relative that they may hear or see confidential information about you.

Your medical records will be stored in both paper and computerised form. These records will be available to your doctor and appropriate clinical and administration staff. None of your private medical records will be disclosed to third parties without your express permission.

Clinical data may be used for local or national statistical purposes and when information is shared in this way, it will not identify you as a patient.

We shall let you have access to your records within the limitations of the law.

We shall give you an appointment the same day or offer you a telephone call back from a doctor if you are considered to have an urgent problem.

If you wish to see a preferred practitioner we will try to accommodate your request, subject to the availability of the doctor or nurse in question.

We shall endeavour to keep waiting times at the surgery to a minimum.

We shall offer immunisations to all children.

We shall offer all new patients over 45 years of age a health check with the health care support worker.

Your repeat prescriptions will be ready within 48 hours (i.e. 2 working days).

We shall let you have a written acknowledgement to a complaint within 2 working days and a full and prompt reply to a complaint within 10 working days.

### Your Responsibilities To Us

You should give us the same courtesy which you would expect to receive.

You should be on time for appointments, or let us know in good time if you cannot attend. You can book and cancel appointments online and can also cancel appointments by text to 07977 656877 (text receiving line only).

When visiting the surgery, please respect our premises as you would your own home.

Please do not bring food or drink into the waiting room and remember to switch off your mobile phone.

Please only ask for a home visit for someone who is either housebound or seriously ill, not for social convenience.

Please only ask for an out-of-hours visit in the case of an emergency.

Please collect repeat prescriptions between 11:00 am and 6:00 pm Monday to Friday.

Take good care of your own wellbeing, by eating healthily, taking regular exercise, not smoking, avoiding excessive alcohol and weight gain. Ask to see one of the nurses if you need advice.

Please ask for separate appointments when another member of the family needs to be seen.

Please make an appointment within 14 days of being notified that your repeat medication is due for review.

**NHS**

## Lingwell Croft Surgery



## Patient Information Leaflet

**Telephone: (0113) 270 4848 or 270 5372**

**Fax: (0113) 272 0030**

**E-mail: [info.lingwellcroft@nhs.net](mailto:info.lingwellcroft@nhs.net)**

**Website : [www.lingwellcroft.co.uk](http://www.lingwellcroft.co.uk)**

**16 Shelldrake Drive**

**Middleton, Leeds. LS10 3NB**

**October 2014**

## The Practice

We are a 10-doctor practice operating from Lingwell Croft Surgery at Middleton, Leeds. Lingwell Croft Surgery offers modern facilities for primary health care.

Patient car parking is provided, with CCTV coverage and our facilities offer easy access to pedestrians. Services to patients are further enhanced by separate pharmacy and dental surgery businesses operating on site. Our purpose-built premises offer excellent access for all patients, with clinical facilities sited on the ground floor of the main surgery, and by lift or ramp to the extended Croftside suite. Details of surgery hours and the clinics and services we offer are set out on the following pages.

If you have any compliments or suggestions about how we could improve our facilities to give you a better service, we have a suggestions box in the waiting area of the main surgery

The practice has a "patients forum" which aims to give you a voice by acting as a liaison between the practice and our patients. Through the forum meetings we aim to ensure a regular exchange of opinions between patients and staff and to allow feedback of suggestions for improvements in the service provided. You are welcome to join, please ask at reception for details.

## The Doctors

**Dr Terry L Crystal** MBBS LRCP MRCS Dip. Sports Med.

**Dr Richard A Lestner** MBChB BSC MRCGP DRCOG DOCC MED

**Dr Jacqueline A Campbell** MBChB MRCGP MFFPHRC

**Dr Paul M Glynn** MBChB MRCGP DRCOG

**Dr Lucinda E Russell** MBChB MRCGP

**Dr A Lesley Weiss** MBChB MRCGP

**Dr Philip J Iles** MBBS DRCOG JCPTGP FPCert MRCGP

**Dr David Richmond** MBChB, MCEM, MRCGP

**Dr Robert D Mihov** MD MRCGP Diploma in Diabetes

**Dr Gillian Brogan** MB.ChB. MRCGP DRCOG DFPRHC

We are a non-limited partnership.

**Practice Nurses** – Susan Hopkins, Sarah Anderson, Sarah Oeser, Zoe Gates, Lesley Crawford.

**Phlebotomist**- Lesley Clarke, Natalie Marshall.

**Health Care Support Workers**- Angela Fuller, Patricia Hallas

Services provided include injections, dressings, stitch and clip removal, blood pressure, ECGs, blood tests, ear syringing, minor illnesses, well woman clinics (smears and swabs, contraceptive and HRT advice), childhood immunisations, travel advice, dietary advice, cryocautery (liquid nitrogen), spirometry screening and chronic disease management clinics for asthma, COPD (chronic obstructive pulmonary disease), coronary heart disease secondary prevention and diabetes. Two of our nurses can prescribe medication.

## Attached Clinical Staff

**Addiction therapist:** Works alongside our specialist GPs to counsel and support patients with alcohol or drug addiction problems.

**District nurses:** Responsible for caring for patients in their own homes. Available 7 days a week providing assessment for all aspects of patient care.

**Health visitor:** Provides information, advice and support for individuals and families within the local community, with emphasis given to families with children of pre-school age.

**Midwife:** Sees women once pregnancy is confirmed and provides ongoing antenatal care and support based on individual needs. Scans will be arranged at the hospital. In the postnatal period the midwife can visit at home for up to 28 days offering support and advice.

**Dietician:** Provides nutrition and lifestyle advice.

**Community Mental Healthcare workers:** Provide counselling for patients.

## Students

We occasionally have medical or nursing students with us on a short-term basis, for teaching purposes only.

## Minor Injuries Unit

A minor injuries service is available at the St. George's Centre on St. George's Road, situated behind the shopping centre, off Middleton Ring Road. A variety of other medical services, including childrens' health, maternity, musculoskeletal treatment and eye care are offered on an appointment basis. Opening hours are 8:00am to 10:30pm, Monday to Friday.

## Administration Staff

Our **practice manager** is responsible for managing the work of the clinical and non-clinical staff to ensure the quality of reception, clinical services and service delivery across the practice. Our **assistant practice manager** ensures that the reception area runs smoothly and efficiently, including arranging adequate staff cover at all times. The post holder also assists the practice manager in the day to day running of the surgery and acts as support to the practice in her absence. There is also a full complement of administration and ancillary staff, including our reception team and cleaners.

## NHS England

Lingwell Croft Surgery is part of the West Yorkshire NHS England Team, who may be contacted to obtain details of other primary health care services available in the area. Their contact details are as follows:

### NHS West Yorkshire Area Team

Tel: (0113) 825 2700

## Telephone Numbers

Some numbers that you may find useful.

Allied Pharmacy ... (0113) 271 3066

Lingwell Croft Dental Surgery ... (0113) 270 2820

## Hospitals

Leeds General Infirmary ... (0113) 243 2799

Leeds St. James ... (0113) 243 3144

## Taxis

Lakeside Private Hire ... (0113) 277 7605

Beeston Line ... (0113) 277 7444

New Yellow Cabs ... (0113) 234 5666

## Are You a Carer for a Friend or Relative?

We would like to know as we may be able to

offer you advice and support that

is available to you as a carer.

### ***Nurse-led Clinics***

An appointment with the doctor is not always necessary as our nursing staff can often deal with your requirements. Blood pressure, contraceptive pill and HRT (hormone replacement therapy) checks, weight management, monitoring services for asthma, CHD (coronary heart disease) and diabetes, well woman checks, travel advice and any required immunisations can all be carried out in our nurse-led clinics, alongside other nursing duties such as minor illness clinics including prescribing, dressing changes and childhood immunisations. Our nursing staff have convenient, pre-bookable appointments at times throughout the working week. Speak to our receptionists for details.

### ***Practice Website and SystemOne Access***

The practice website can be viewed at the following address, and now includes SystemOne Access features.

[www.lingwellcroft.co.uk](http://www.lingwellcroft.co.uk)

Once registered, patients can access the following services via a secure internet connection:

***Order repeat prescriptions***

***Book appointments online***

***Update your personal details***

***Contact the practice using a secure e-mail system***

### ***NHS Direct***

NHS Direct operates a 24-hour nurse advice and health information service, providing confidential information on:

What to do if you or your family are feeling ill

Particular health conditions

Local health care services, such as doctors, dentists or late night opening pharmacies

Self help and support organisations

NHS Direct works hand-in-hand with other health care services provided by the NHS, helping you make the right choice to meet your needs. Calls to NHS Direct are charged at local rates and for patients' safety, all calls are recorded. If you need health information or advice at any time:

***Call NHS Direct on 111.***

NHS Direct can provide confidential interpreters. All you need to do is state in English the language you would prefer to use.

NHS Direct has been extended to provide a comprehensive online health resource for internet users. Enter the following website address to access the online services, including:

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

***Health Encyclopaedia*** – covering a wide range of health topics.

***Best Treatments*** – links to help you choose the best treatment.

***Self-Help Guide*** – not feeling well? Try this for advice.

***NHS Information Database*** – A guide to services in your area.

A fully-featured search tool allows you to find what you are looking for quickly and easily.

***Frequently Asked Questions*** will take you to a categorised listing of the most common searches.

***Hot Topic*** links are also available, giving you the latest information on health issues, alerts and NHS health promotions.

### ***Surgery Hours***

The practice is open from 8:30am until 8.00pm, Monday to Tuesday and 8:30am until 6.00pm Wednesday to Friday. The practice is closed on Saturdays, Sundays and all bank holidays. We also have half-day closures for staff training which take place each month. The dates and times concerned are advised through posters throughout the surgery. Telephone calls will be redirected to the out of hours service whilst we are closed. Detailed typical rotas are provided on the next page.

### ***Appointments***

In March 2011, the practice re-assessed the appointment system. Although a patient has the right to express a preference for which doctor or nurse they would like to see, we cannot guarantee that you will be seen by the practitioner of your choice, or that we will have appointments available with your preferred doctor at any given time. We aim to offer a range of appointment times with numerous practitioners, offering a variety of skills and specialities to all our patients.

We have increased the amount of pre-bookable appointments which can be booked up to two weeks in advance. Routine appointments can be booked from 2 days to 2 weeks in advance, and there is an urgent surgery every morning for patients who need to see a doctor the same day. The doctor may triage the "urgent surgeries" by telephoning the patient to discuss their need. You can also see a nurse for minor illness such as a sore throat or ear ache.

We also provide telephone surgeries each day with all doctors who are available to discuss your individual needs over the telephone. This has become very popular with patients who only require advice and treatment.

In addition to providing a wide range of general health care, the doctors have a number of special interests, as follows:

|                          |   |
|--------------------------|---|
| Dr Terry L Crystal       | Sports Injuries, Orthopaedics   |
| Dr Richard A Lestner     | Diabetes, Occupational Health   |
| Dr Jacqueline A Campbell | Gynaecology, Family Planning  |
| Dr Paul M Glynn          | Drug Addiction, Asthma, Palliative Care                                 |
| Dr Lucinda E Russell     | Gynaecology, Child Health   |
| Dr A Lesley Weiss        | Gynaecology, Child Health   |
| Dr Philip J Iles         | Minor Surgery, Psychiatry, Sports Medicine,<br>Medical Student Teaching |

### ***Home Visits***

If you need a home visit please telephone before 10:30am if possible. This helps the doctors to plan their visits and avoid delays to the patient. Visits should only be requested from the housebound and those too ill to attend the surgery. The service is not to be used simply as a convenience.

### ***Out of Hours Cover***

If you need a doctor in an emergency, telephone the surgery on the usual number and the call will be redirected automatically to the doctors' on-call service. You may be asked to attend the out-of-hours centre, at the discretion of the doctor on call.

### ***Prescriptions***

Repeat prescriptions may only be given by prior arrangement with the doctor. Please allow 48 hours (i.e. 2 full working days) for the prescription to be prepared. A post-box for repeat prescription requests is available at reception. Collections are available after 9:30am, Monday to Friday. Requests for repeat prescriptions are not taken over the telephone, but can be faxed or sent by secure e-mail using SystemOne Access.

***Fax: (0113) 272 0030***

[www.lingwellcroft.co.uk](http://www.lingwellcroft.co.uk)

**Typical Rotas – Doctors**

**Complaints Procedure**

We have a formal in-house complaints procedure. You can pick up a copy of the complaints procedure at reception. We will acknowledge your complaint within 2 working days and send you a full response within 10 working days.

**Patient Registrations**

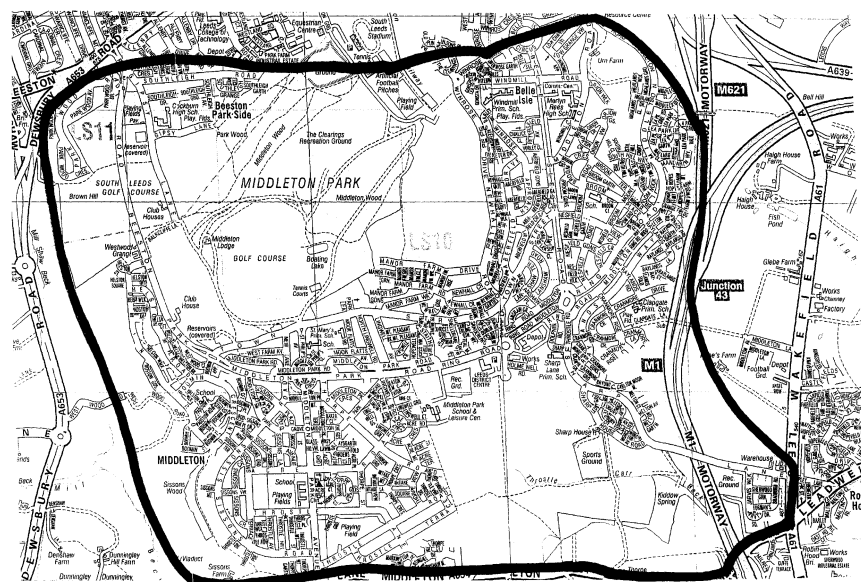
Any patient wishing to register with the practice should obtain a patient registration application form from reception. Registration will only be considered for those living within the practice geographical area. This necessary limitation is applied to ensure that our doctors can respond within appropriate time scales to the need for urgent home visits.

**Violent or Abusive Patients**

We will not tolerate patients who are abusive or violent towards our doctors, nurses or administration staff or attached clinical personnel, nor will we accept any form of intimidation or violent / abusive behaviour towards other patients and visitors in any area of the practice premises. Any patient found behaving in this manner, following appropriate investigation and subject to the agreement of the partners and practice manager may be removed from our patient list and be refused access to the surgery. Any such decision will be communicated to the patient in writing and may also be referred to the appropriate authorities for further action.

**Practice Geographical Area**

The practice covers a geographical area that is centered on the LS10 postcode region of south Leeds. It is bordered by Southleigh Road, The Clearings, Belle Isle Circus and Winrose Grove to the north, the A61 and M1/M621 to the east, Middleton Lane (A654) to the south and the disused railway lines to the west.



| Doctor          | Mon                                    | Tues  | Wed  | Thur                                   | Fri                                   |
|-----------------|--|---|--|--|---------------------------------------|
| Dr T L Crystal  |  | 9.30-11.30<br>2.30- 3:15<br>4:00- 6:00              | 2:00-3:00<br>4:00-6:00                     | 8:30-11:00                             |                                       |
| Dr R A Lestner  | 9:00-11:00<br>2:00-3:00<br>4:00-6:00   | 9:00-11:00<br>2:00-3:00<br>4:00-6:00                | 9:00-11:00<br>12:30-1:30                   | 9:30-12:00<br>2:00-3:00<br>4:00-6:00   | 9:00-11:30<br>2:00-3:00<br>4:00-6:00  |
| Dr J A Campbell | 9:00-11:30<br>2:00-3:00<br>4:00-6:00   | 11:00-1:00<br>2:15-3:15<br>4:00-6:00<br>6:30-8:00 b | 9:30-12:00<br>2:00-3:00<br>4:00-6:00       |  |                                       |
| Dr P M Glynn    | 8:30-11:00<br>4:00-6:00                | 9:00-10:30  | 8:30-11:00<br>4:00-6:00                    | 8:30-11:00<br>2:15-3:15<br>4:00-6:00   | 8:30-11:00<br>4:00-6:00               |
| Dr L E Russell  | 11:00-1:00<br>4:00-5.45<br>6.30-8.00 b | 9.30-12.00<br>3.00-6.00                             | 8.30-11.00                                 |  |                                       |
| Dr A L Weiss    | 11:00-1:00<br>4:00-5.45<br>6.30-8.00 b | 9.30-12:00<br>1:00-2:10                             | 9:30-12:00<br>1:00-2:10                    | 9:00-11:30<br>1:00-2:30<br>4:00-6:00   | 9:00-11:00<br>12:30-1:30              |
| Dr P J Iles     | 9:15-11:45<br>2:00-3:00<br>4:00-6:00   | 11:00-1:00<br>2:15-3:15<br>4:00-6:00<br>6:30-8:00 b | 9:15-11:45 a<br>2:00-3:00<br>4:00-6:00     | 9:15-11:15                             | 9:15-11:15<br>2:00-3:00<br>4:00-6:00  |
| Dr R D Mihov    |  | 10:00-1:00<br>6:30-8:00                             | 9.30 – 12.00<br>2.00 – 3.30<br>4.00 – 6.00 | 9:00-11:30<br>1.30 0-3.00<br>4:00-5:30 | 9:00-11:30<br>12:00-2:00<br>4:00-6:00 |
| Dr G F Brogan   |  |   |  | 9:00-11:30<br>2:00-3:00<br>4:00-5:00   | 9:00-11:00<br>4:00-5:00               |
| Dr D B Richmond | 9:00-11:00<br>2:15-3:15<br>4:00-6:00   | 9:00-11:00<br>2:15-3:15<br>4:00-6:00                | 9:00-11:00<br>2:15-3:15<br>4:00-6:00       | 2:00-3:00<br>4:00-6:00                 | 9:00-11:00<br>4:00-6:00               |

a.) Minor Operations (subject to demand)      b.) Late clinics rota'd between doctors.

Any patients who move out of our practice area will need to register with an alternative surgery and you will be notified of this in writing. In addition if it becomes necessary to remove any patients from our list, you will be informed of the reasons in writing.

**Typical Rotas – Nurses & Attached Clinical Staff**

| Clinic   | Mon         | Tues                    | Wed         | Thur                    | Fri                     |
|--|-------------|-------------------------|-------------|-------------------------|-------------------------|
| Acute Illness Clinic                                 | 10:00-11:45 |                         |             |                         |                         |
| Antenatal  |             | 9:30-12:00              | 1:00-3:30   | 9:30-12:00<br>1:15-3:15 | 9:30-11:30              |
| Baby Immunisations                                   |             | 9:50-11:30              |             | 1:00-2:30               | 10:15-11:30             |
| Condition Review Clinic (Chronic Disease Management) | 8:30-11:30  | 8:30-11:00<br>1:00-3:30 | 10:00-11:30 | 8:30-11:00              | 9:00-11:00<br>1:00-2:30 |

|   |                                      |                                      |                                      |                                      |                                      |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
|   | 1:00-3:00                            |                                      |                                      |                                      |                                      |
| Drugs & Alcohol   | 9:00-12:30                           |                                      |                                      |                                      |                                      |
|   |                                      | 12:00-4:30                           | 2:30-4:30                            |                                      | 1:00-4:00                            |
| General<br>(Practice Nurse, Treatment Room<br>Nurse or Health Care Support<br>Worker) | 8:30-11:30<br>1:00-3:20<br>3:30-7:00 | 8:30-11:30<br>1:00-3:20<br>4:20-7:00 | 8:30-10:50<br>2:00-3:00<br>4:00-5:40 | 8:30-11:40<br>1:00-3:20<br>4:30-5:40 | 8:30-10:50<br>1:00-3:20<br>4:00-5:40 |
| Liquid Nitrogen (Monthly)   |                                      |                                      | 1:00-3:00                            |                                      |                                      |
| Phlebotomy  | 8:30-11:50                           | 8:30-11:50                           | 8:30-11:50                           | 9:00-12:00                           | 8:30-4:00                            |
| Psychiatry (Alternate weeks)  |                                      |                                      | 9:30-12:10                           |                                      |                                      |
| Spirometry (Alternate weeks)  |                                      |                                      |                                      |                                      | 8:30-11:00                           |
|   |                                      |                                      |                                      |                                      |                                      |
| Well Woman (Also available in<br>general appointments)                                |                                      | 3:00-4:00                            | 9:00-12:00                           |                                      | 1:15-2:30                            |

In addition to the above clinics, our doctors and nurses run telephone surgeries, so patients can call for health advice on issues for which a visit to the surgery may not be necessary. Other services are available and these will be advertised on the practice notice boards or discussed during consultations with the doctors or nurses.