



NHS

Manor Park Surgery

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Email: reception.manorparksurgery@nhs.net



Manor Park Surgery

Manor Park Surgery, Bellmount Close, Bramley, Leeds, LS13 2UP

Our GP Partners:

Dr Gilmore (m) MB ChB FPCert (1983)

Dr Birnage (f) MB ChB MRCP (1991)

Dr Barton (m) MBChB MRCP MRCS (2008)

Dr Liam Allender (m) Bm BS (2013)

For further details of our clinical staffs visit our website: manorparksurgery.co.uk

Our reception opening times:

Monday to Thursday - 07:30 to 19:00*

Friday - 07:45 to 19:00*

* Please note that our telephones and doctors are available 08:00 - 18:00

We also offer weekend appointments at The Gables Surgery.

Welcome

Manor Park Surgery is situated in Bramley, West Leeds. We are a growing practice that constantly tries to listen as much as possible to our patients to improve the healthcare services we offer.

How to register

We would be delighted to welcome you as a patient at Manor Park Surgery. Simply come to surgery with photographic ID and proof of address (utility bill or other). You will need to complete a registration form and a health questionnaire for the surgery. If you are registering a baby we require that the parent / legal guardian with whom they live, is also registered with the practice.

Accessibility

Our surgery has been designed to be accessible with our entrance and consulting rooms suitable for wheelchair access. We also have accessible toilets and parking spaces in our main surgery car park. We try to support all our patients where possible, if you have particular communication needs please ask about our "Accessible Information Standards".

Our Services

GP Access every morning & Afternoon

Early morning appointments

Midwifery

Onsite Pharmacy

Onsite Physiotherapy Service

Onsite Ultrasound Service

Online access

Onsite 'Pharmacy First' scheme

We are registered as a GP training surgery

SystmOnline

Register for our online service! Book appointments, order medication, see results and view your record on the web. Registration is easy, ask reception for details or download the NHS App.

Prescriptions

There are various ways to order your regular medications:

- Complete a 'back copy' on your existing prescription asking for the same again and leave it at reception
- Request the medication via SystmOne online
- Order via the NHS App (download from Playstore or App store)
- Request that a local pharmacy arranges the ordering of the medicine

Please allow 48 hours for your prescription to be ready using any method.

Results

If you have had a blood test, scan or other tests, it is important that you find out the result. Whilst we try to contact all patients with abnormal results you should not assume that no news is good news. If you register for SystmOnline you can view your results over the web or you can call the surgery number after 10:30.

Out of Hours Service

The practice telephones close at 18:00 and open again at 08:00 the next day (Monday to Friday). If you have need of non-emergency assistance during these times you should call the free NHS111 service. Simply dial 111 from any telephone.

The surgery is also closed one afternoon each month for staff training, usually a Thursday, details will be published on our website. Again, if you need non-emergency assistance during these times dial 111.

If you have a life-threatening emergency call 999!

Please only attend A & E if your problem is an emergency. There are alternative routes for less serious accidents, Minor Injuries ONLY (cuts, bites, stings, acute muscle joint injuries, sprains etc.)

Contact 111 for information and to arrange appointments for the out of hours doctors and to be referred to minor injuries.

Pharmacy First – All pharmacies - (for minor ailments such as coughs and colds, sore throats, athletes foot, thrush, hay fever and earaches.)

Appointments

We offer a variety of appointments with different types of clinician. We release some appointments daily at 08:00 and 13:00, the rest can be booked one week in advance,

Our online appointments are released at 7pm the evening before and 8am on the day.

Please visit our website to use our E-consultation facility. E-Consultation are for non-urgent medical issues you still need to speak to a GP about without having to arrange an appointment. Admin queries can also be sent through E-consultation.

Home Visits

To request a home visit please ring the surgery before 11:30am and your details will be passed on to a doctor who will ring you back. If they decide you require a home visit you will be placed on the home visit list. Please note that home visits are **only** available to patients who live within the practice boundary. (see over)

Patient Rights

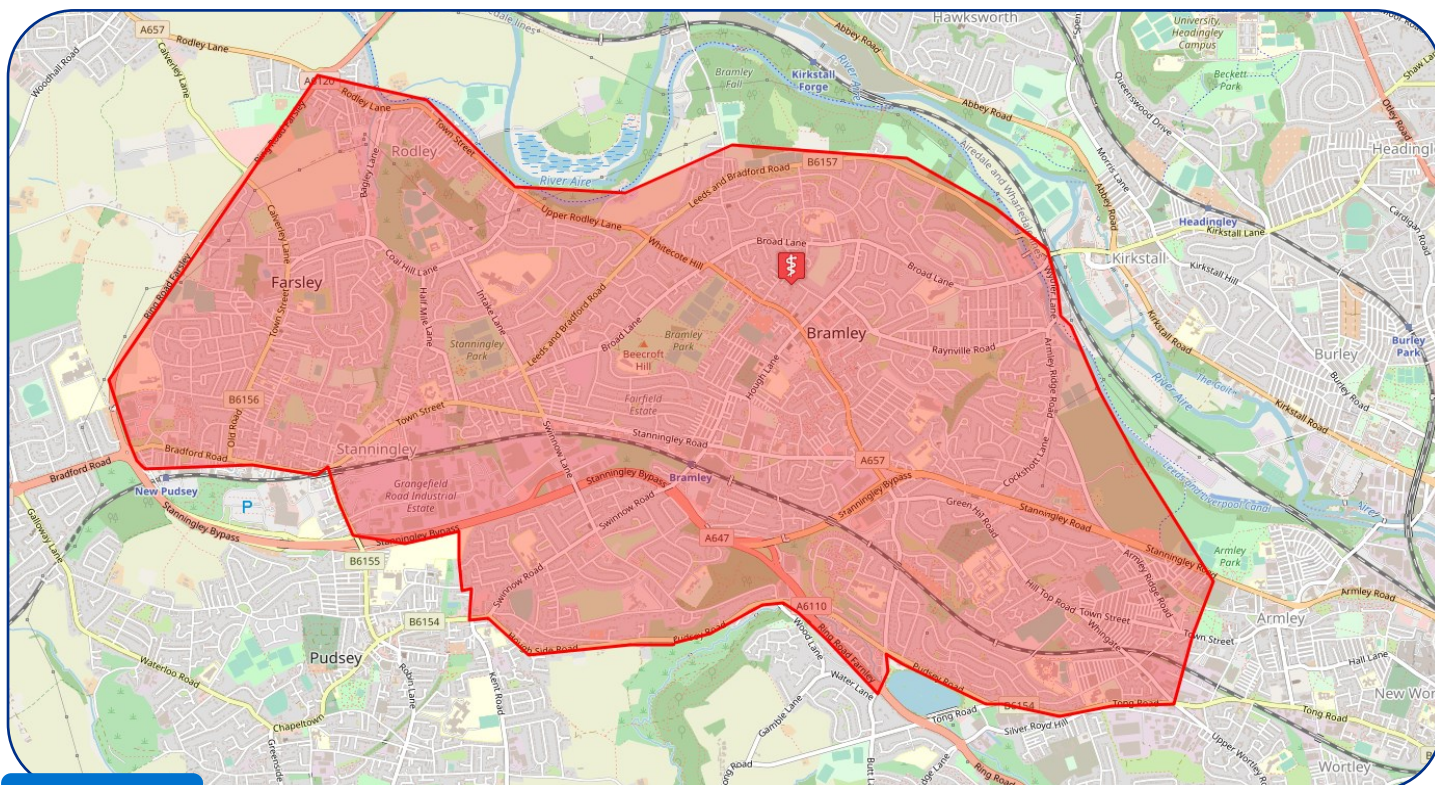
We are committed to achieving the highest possible standard of primary health care and, we recognise the centrality of the patient's personal dignity, individuality, and right to privacy.

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 of the reason why.

Practice Boundary

We no longer require you to be within our practice boundary to be registered at this practice. However, if circumstances dictate that you require a home visit from a doctor, they will only be able to visit you if you are within the agreed boundary.



Feedback

We are always seeking to enhance our service and welcome suggestions. You can do this; in person at reception, via our website, by email or in writing to:

Patient Experience Manager, Manor Park Surgery, Bellmount Close, Bramley, LS13 2UP.

Formal complaints must be submitted in writing.

Confidentiality

We always operate a strict code of confidentiality in accordance with Caldicott Guidelines, the NHS Code of Conduct and the Data Protection Act. Every use of patient identifiable information must be lawful. A person in each organisation handling patient information is 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. You can find our full Data Protection Notice on our website.

Named GP

All patients have the right to express a preference to see a particular practitioner, and whilst the practice will endeavour to comply it might not always be possible. Patients will also be assigned a "Named GP" who will take overall account of those patients. Patients can ask to change their named GP at any time.

Chaperones

We have trained staff available to act as chaperones if you require one. Please ask one of our team on reception.

Patient Participation Group

The patient group is open to any registered patient to join, and its purpose is to engage patients and their voices in the future development of the NHS. Do you have ideas for improving services in the practice? Are there services you would like to see available? The group is your opportunity to let us know your view, to change the landscape. The group meets three times per year. Ask reception for details.

Private Fees

You may have to pay a fee for certain services that are not covered by the NHS, which covers the time taken by a clinician or the admin team. For example, insurance claims, medicals and some travel vaccinations. Further details can be found on our website, or ask at reception.

Annual Reviews

Patients with long term conditions, such as Asthma, Diabetes , COPD and Heart Disease, will be invited for an annual review appointment with a doctor or nurse. We aim to do these during your birthday month.

Interpreters

The practice does have access to the service of interpreters if needed. Please make sure that you let us know if you will require this service.

Child Immunisations

Mother and baby have their postnatal check at 8 weeks and at this time baby will be given their first immunisations. The surgery will send mum an appointment for this and it is important to register baby at the earliest convenience. Information about subsequent immunisations is available from reception. If you have recently moved from another country and have a young child it is helpful to us if you can supply the child's immunisation history as we won't have this information.

Travel Immunisations

If you are planning to travel outside the UK you may need to be vaccinated against some of the serious diseases found in other parts of the world. Please call the surgery for advice at least eight weeks in advance. Some travel vaccines are given free on the NHS, others, such as yellow fever and rabies, are chargeable. Further details can be found on our website.

When you are unwell it is important to choose the most appropriate way getting help. Below are some suggestions of where to go for different kinds of issues, in order of severity.

Hang over
Grazed knee
Sore throat
Cold

Self Care

A lot of illnesses can be treated in your home using a well stocked medical cabinet.

Unwell
Unsure
Confused
Need help

NHS 111

This service offers confidential medical advice and information by telephone.

Diarrhoea
Runny nose
Painful cough
Headache

Pharmacist

Your local pharmacist can give you confidential advice on a range of minor illnesses.

Vomiting
Ear ache
Stomach ache
Back ache

General Practice

Treatment advice and support for most health issues.

Cuts
Strains
Itches
Sprains

Minor Injuries

Treatment and advice for minor injuries. See page 3 for local options.

Choking
Chest pain
Blacking out
Blood loss

A&E or 999

Hospital and emergency care for people with urgent, life threatening issues.