

# PRACTICE INFORMATION

Leeds Student Medical Practice is a modern friendly practice designed to fulfil the health needs of students in Leeds

Telephone: 0113 295 4488

4 Blenheim Court, Blenheim Walk, Leeds LS2 9AE



## CONSULTATIONS

We aim to enable you to see a doctor/nurse on the day that you need to. You can do this by using our urgent surgeries or by using our appointment surgeries, which allow you to choose who you see at a convenient time

### SHOULD I SEE A DOCTOR OR NURSE?

To help you choose whether you should see a doctor or nurse, our Practice Nurses can provide: blood pressure checks, cervical smears, Chlamydia testing, contraception advice, contraceptive pills/patches/injections, emergency contraception, dietary advice, ear syringing, health care checks, immunisations, sexual health advice, stitch/staple removal, travel advice, urine testing, weight management, wound dressings

### URGENT SURGERIES - Monday to Friday 9am to 10am

- These surgeries are short consultations for a single urgent problem that needs dealing with today - lengthy or multiple problems must be seen in a booked appointment
- They are short consultations, so one problem only - if you have more than one problem you need to book an appointment (double appointments are available for multiple problems)
- You will not be able to request a doctor or nurse by name. If you have a preference to be seen by a male or female doctor tell the Receptionist and we will try to arrange this
- You must come into the surgery to put your name down for the urgent surgery
- The building and Reception are open for Urgent surgery from 8.30am Monday to Friday
- We stop taking names for urgent surgery at 10am
- Urgent surgery can be very busy, with a routine wait to be seen of around an hour. You may wish to consider whether booking an appointment may be more appropriate for you
- If you attend with a routine problem you will be asked to book a routine appointment

### APPOINTMENT SURGERIES - Monday Tuesday & Friday 7.10am to 5.30pm, Wednesday & Thursday 9am to 5.30pm

- You can choose which doctor or nurse you see (and if seeing a doctor, whether male or female)
- Appointments can usually be booked up to several weeks in advance
- If you have more than one problem or you feel that your problem will need longer than a routine ten minute appointment please ask for a longer appointment when booking
- You can make an appointment by calling in to the surgery, by telephoning on 0113 295 4488, or on-line using our EMIS Access system
- The building and Reception are open from 8.30am to 6pm Monday to Friday
- IF YOU NO LONGER WANT OR CANNOT ATTEND AN APPOINTMENT, PLEASE TELEPHONE AND CANCEL IT SO THE TIME CAN BE OFFERED TO ANOTHER PATIENT
- We are currently offering early morning bookable appointments on Monday and Friday

### EMIS ACCESS

You can use the Internet to view, make, cancel appointments, request repeat prescriptions, and update your contact details. Click the **Access** menu button on our web site for details of how to register

### TELEPHONE ADVICE

A duty doctor or nurse are available during normal surgery hours and may be able to answer simple questions on the telephone

- The best time to telephone is between 11am & 1pm
- At busy times we may need to take a message and call you back later the same day

### HOME VISITS

If you feel there may be a need for a home visit please telephone the surgery before 10.30am. The doctor will need to speak to the patient to assess the severity of their condition. Home visits are strictly for patients who are seriously ill and whose medical condition prevents them from attending the surgery

## SATURDAY AND SUNDAY EMERGENCIES

We do not offer surgeries on Saturday or Sunday. In the event of a medical emergency outside surgery hours telephone 0113 295 4488

## WHEN THE SURGERY IS CLOSED

The surgery is open from 8.30am to 6pm, Monday to Friday - in the event of a medical emergency when the surgery is closed telephone **0113 295 4488**. You can obtain medical advice and health information 24 hours a day from NHS Direct, by telephoning 0845 46 47, or visiting their web site [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk). Out of hours care is arranged by NHS Leeds. For more information see our web site leaflet: **Out of hours medical care when the surgery is closed**

A Walk In Centre is located in The Light shopping centre, and is open 7am to 7pm Monday to Friday to provide minor ailment care. All patients can use this service. Patients can access the Walk In Centre directly from the Headrow without walking through the shopping area

## REGISTERING

You can register with us by asking at Reception, or by following the process on our web site's **Register** page. To register you should be; a higher education student, (or their partner or child), AND live in University Accommodation in Leeds OR private accommodation in postal areas LS1 to LS7 or LS16 South of the Ring Road. Please tell Reception if you prefer to register with a specific doctor

## INTERNATIONAL STUDENTS

International students will qualify for free NHS treatment if they are on a full-time University course longer than 6 months. Students on courses shorter than 6 months but from countries covered by a Reciprocal Healthcare Agreement will qualify for free NHS treatment. Students on courses shorter than 6 months from countries **not** covered by a Reciprocal Healthcare Agreement will be seen as private patients and a fee will be charged. All International patients, regardless of study or the length of stay in the UK are entitled to free emergency hospital treatment

You can see our web site page for more information about International Students' Eligibility For Free Healthcare (in the Health Advice section), including an up to date list of countries which have a Reciprocal Healthcare Agreement with this country. We have access to translation services but it is helpful during consultations with the doctor or nurse, if you can bring someone to translate for you if you are not fluent in English

## SERVICES

We provide a range of clinics covering the following areas: travel, sports injury, cervical smear tests, minor surgery, diabetes, maternity services, asthma, child health surveillance, contraception, and sexual health

## SURGERY FACILITIES

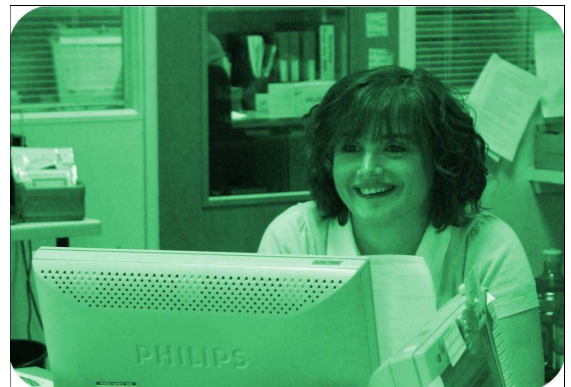
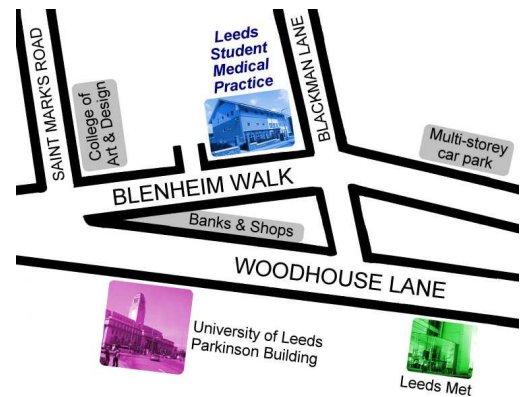
We have car parking for patients to use while they are attending the surgery. There is wheelchair access to all rooms, and suitable toilet facilities on all floors. We have a lift to give access to upper floors. There is a hearing-aid induction loop in reception. If you require confidential advice or information from Reception a private room is available

## DAY RESTING FACILITY

The Practice has a day resting facility with beds for patients who need to be monitored whilst awaiting hospital admission, or until they are well enough to travel home. The day resting facility is available during surgery opening hours in University of Leeds terms and is available to all students of The University of Leeds. The Day Resting Facility has full facilities for disabled patients.

## REPEAT PRESCRIPTIONS

If one of our doctors has arranged a repeat prescription for you, and the review date has not expired, then you may hand in or post your request (enclosing a stamped addressed envelope) to Reception. Prescriptions can be collected one full working day after request. Sorry, we do not take prescription requests by telephone. Patients



registered for EMIS Access can use the Internet to request their repeat prescription items (click the **Access** menu button on our website for full details)

## TEST RESULTS

These are available to you in person at Reception. They will not be released to anyone else. Results can be given over the telephone by prior arrangement with a doctor. Please telephone between 2pm and 4.30pm for results

## NON-NHS FEES

Certain services are not included on the NHS. These include private medical examinations, private sick notes, letters to third parties, tests requested for employment and travel purposes, doctor's signatures on official documents, and some vaccinations. Please check when you hand such requests to us, whether a fee will be payable. A full list of private fees is available at Reception, or see our **Fees** web site page (under Health Advice)

## SUGGESTIONS, COMPLAINTS, AND PATIENT'S RESPONSIBILITIES

If you have any comments, suggestions, or complaints about any aspects of the way we work, the Practice Manager will be happy to discuss them. We have a formal complaint procedure in line with national guidelines. Our aim is to treat you with respect, care, and courtesy, we ask that you do the same. Please be on time for appointments, and let us know if you cannot attend a booked appointment. Patients who are abusive or violent will be removed from our list and NHS Leeds will make alternative arrangements for their healthcare (Stockdale House, Headingley Business Park, Victoria Road, Headingley, LS6 1PF. Telephone 0113 305 7370)

## CONFIDENTIALITY

All information you give to anyone in this Practice is considered to be confidential. Where personal data is stored electronically we adhere to the requirements of the Data Protection Act. In the course of everyday patient care and administration your data may be shared (in confidence) with specific NHS organisations, for more detail see our Data Protection Notice in the surgery, or our Advice To Users web page. All employees have access to patient data in relation to their role, and have signed a confidentiality agreement. For details about the Access to Medical Records Act, and the Freedom of Information Act see the Advice To Users link on our web site

## CHANGE OF ADDRESS

It is important that you inform us promptly if you move to a new address, or change your telephone number. Likewise, please inform any hospital if you are under their care, or awaiting an appointment

## THE DOCTORS

Sixteen doctors work in the Practice, eleven female, five male. All are enthusiastic about working in General Practice with a younger practice population, and between them have knowledge of many areas of medicine

**Dr Jeremy Anderson** (m)(p). Qualified Leeds 1987, MBChB

**Dr Kate Armitage** (f)(np). Qualified Cardiff 1995, MB ChB Dffp Dip GUM MFFP

**Dr Farah Chaudhry** (f)(np). Qualified London 1997, BA MA MBBS DCH DRCOG DFFP MRCGP

**Dr Margaret Gratton** (f)(p). Qualified Nottingham 1977, BMed Sci BMBS DA DRCOG MRCGP

**Dr Julie Greenway** (f)(p). Qualified Leeds 1983, MBChB DRCOG Dip Sport Med

**Dr Natalie Hodgson** (f)(np) Qualified Leeds 2001, MBChB DRCOG MRCGP DFFP

**Dr Paul Hudson** (m)(p). Qualified Liverpool 1993, MBChB, DRCOG, MRCGP

**Dr Susan Juniper** (f)(np). Qualified London 1985, MBBS

**Dr Julianne Lyons** (f)(np). Qualified Glasgow 1988, MB ChB DFFP MBA

**Dr David Murray** (m)(p). Qualified Nottingham 1984, BMed SCI BMBS DRCOG DFFP MRCGP

**Dr Catherine Ostler** (f)(np). Qualified Newcastle 2001, MBBS MRCP DFFP MRCP

**Dr Simon Peacock** (m)(p). Qualified Leeds 1989, MBChB MRCGP

**Dr Nicola Pearce** (f)(np). Qualified London 1983, MBBS DRCOG MRCGP

**Dr Dawn Smith** (f)(np). Qualified Leeds 2001, MB ChB DFSRH MRCGP

**Dr Deborah Smith** (f)(p). Qualified London 1980, MBBS DCH DRCOG DFFP MRCGP

**Dr Kristan Toft** (f)(np). Qualified Leeds 1989, MBChB, MRCGP, DFSRH

Key: (m) male, (f) female, (p) principal, (np) non-principal

We occasionally undertake the teaching or training of health care professionals, or persons intending to become health care professionals. Dr J Greenway and Partners is not a limited partnership

## IMPORTANT NOTES

- This leaflet is intended as a supplement to our web site where you can find all this information and much more, including more than 100 health advice pages written for students
- Leeds Student Medical Practice, 4 Blenheim Court, Blenheim Walk, Leeds LS2 9AE. Telephone: 0113 295 4488. Fax (only by individual permission): 0113 295 4499
- NHS Leeds can provide details of other primary medical services available in this area: Stockdale House
- Headingley Business Park, Victoria Road, Headingley, LS6 1PF. Telephone 0113 305 7370

Updated: April 2012