

**Dr Clyde
The Family Doctors
5 Austhorpe View Whitkirk Leeds LS15 8NN
Tel: 0113 2602262 Fax: 0113 2328090
www.austhorpeviewsurgery.nhs.uk**



**Dr Christine Clyde (female)
PhD MB ChB DRCOG DCH (Leeds 1987)
PG(DIP)ENT**

Jacqui Coleman Partner and Practice Manager

**Sylvia Rowlands RGN Part 1 1983
RGN Part 2 1995**

**Lisa Whitehouse Senior Healthcare Assistant
Registered smoking cessation Advisor**

Welcome To the Practice

Details of the Practice:

The Family Doctors Practice is a general medical service under the new General Medical Services contract from 1st April 2004. We are not a training practice.

Our aim is to provide the best possible medical care for our patients, but in return we ask that patients respect our staff and the services we provide. You can help us by keeping the appointments you make and by requesting any repeat prescriptions in the correct way. We will not tolerate any abusive or threatening behaviour towards any of our staff.

Information about patients will only be passed to other medical professionals with the patient's permission. Where practicable a written consent will be obtained. We are registered and operate within the Data Protection Act.

Although we do not have disabled access to the surgery we will endeavour to accommodate all our patients' needs. If we feel this cannot be met then an alternative surgery will be recommended.

Privacy and Confidentiality

All patient information is recorded on computer and we are registered under the data protection act. The practice will ensure that confidentiality is maintained at all time by all members of the practice team. We are guided by the NHS Confidentiality Code of Practice.

Appointments

Appointments can be made in advance or on the day. (Please note these are limited) Same day appointments are made from 8.00am by calling the surgery. Patients can usually be seen by the doctors of their choice if made in advance otherwise it would be the GP scheduled for that day.

If you need urgent attention and there are no appointments available a telephone consultation will be offered at the end of the surgery. The GP will be informed and will contact the patient direct.

Appointments are available each day for up to 4 – 6 weeks in advance.

Advance appointments can be made via the internet. Please ask reception staff for the information needed.

Once registered all patients will be allocated a named GP

Home Visits

Please try to consult the doctors at the surgery rather than call the doctors out. If a visit is requested, please phone before 10 a.m. with full details including a contact telephone number. We have a service which is shared collaboratively with other local surgeries to offer home visits for GPs and Nurses to our registered housebound patients

Weekend and Night Cover

Once the surgery has closed on an evening and weekends. A message is recorded with the out of hours services offered. You can also get help from a

number of other places. Firstly there are a number of walk in centres Shakespeare Medical Practice 0113 2951132 and St Georges Centre (Minor Injuries Unit) 0113 2939800.

Alternatively you can contact Out of hours service on 111 or www.nhs.uk/111 for problems that will not wait until the surgery re-opens. This is a 24 hour nurse led advice and information service.

The Practice Staff

Practice Manager

Mrs Jacqui Coleman is responsible for all the business and financial development of the practice. She will be able to assist you with non-medical aspects of your health care, complaints and any issues concerning the delivery of services to patients. She is also responsible for the day-to-day running of front desk services, reception staff and all practice clinical administration.

Policy and Admin Assistant

Sam Chappelow is responsible for the support work involving all aspects of maintaining standards to enable the surgery to meet targets and goals set by the CCG and the consortia.

Receptionists

Alison Lambert and Anne-Marie Weeks book appointments, deal with enquiries and process prescriptions.

Practice Secretaries

We have two Secretaries Lynne Fallon and Joan Walpole they process all referrals and give admin support.

Practice Nurses

Mrs Sylvia Rowlands – Practice Nurse
Mrs Lisa Whitehouse –Senior Health Care Assistant

Mrs Sylvia Rowlands is available for advice on general health; minor ailments; foreign travel; ear syringing; immunisations; cervical smears; health checks, BP checks, blood & urine tests etc. and lifestyle behaviour.

Lisa Whitehouse is available for smoking cessation, bloods, Bp, annual health checks and ear syringing. Lisa also keeps the records and paperwork up to date for the clinical work carried out.

District Nurses

We have a team of district nurses and they provide nursing care in the community. They can be contacted during normal hours on 0113 2954221. This is run by The Integrated Neighbourhood team. Carol Bell is our community matron.

Health Visitors

The health visiting service is no longer run from the surgery but clinics are frequently held at Halton. When joining the surgery a health visitor will be nominated and will contact you direct to make arrangements.

Midwife

We have an antenatal clinic every Wednesday morning at the surgery.

Reception Times

Monday	8.00am – 12.30pm 2.00pm – 6.30pm
Tuesday	8.00am – 12.30pm 2.00pm – 6.30pm
Wednesday	8.00am – 12.30pm 2.00pm – 6.30pm
Thursday	8.00am – 12 noon
Friday	8.00am – 12.30pm 2.00pm – 6.30pm
Saturday	Closed
Sunday	Closed

Surgery Times

Monday	9.00am – 11.00	Dr C Clyde
	3.30pm – 6.00pm	Dr C Clyde
Tuesday	9.00am – 11.00am	Dr Rose
	3.30pm – 6.00pm	Dr Rose
Wednesday	9.00am – 11.00am	Dr C Clyde
	3.30pm - 6.00pm	Dr C Clyde
Thursday	9.00am – 10.30am	Dr Clyde
Friday	9.00am – 11.00am	Locum
	4.00pm – 6.00pm	Locum
Saturday	Closed	
Sunday	Closed	

Please note these times may differ depending on staff holidays and patient demand.

Surgery Services

Clinics

Diabetes, Heart Disease and Asthma

Please make an appointment for an annual check-up, these are offered to 16 to 75 year old if they have not attended the surgery in the last 3 years and also 75+ if they have not seen a doctor in the previous 12 months.

CVD checks are also offered to patients from the age of 40.

The practice follows CCSP approach for certain chronic conditions.

Travel Immunisations/Vaccinations

These can be organised by appointment with our practice nurse.

Health Promotion:

The practice will offer patients advice and information on: steps they can take to promote good health and avoid illness, self help which can be undertaken without reference to a doctor in the case of minor illnesses.

Health Records: You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Test Results:

If bloods have been taken, it is important that you contact the surgery from seven days to obtain your results. If you have undergone X-rays arranged by the practice you will be informed either in your next appointment or follow the same procedure as above. We ask that you ring after 10.00am for results.

Respect:

Patients will be treated as individuals and partners in their healthcare, 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 information that directly affects your health and the care being offered.

Complaints Procedure

The practice follows a complaints policy. Complaints can be made either verbally or in writing to the practice manager. All written complaints will be acknowledged within 7 days of receipt. Full details will be taken and a decision made on how best to undertake the investigation. A copy of the complaints procedure can be obtained at reception.

There is a suggestion box in the reception area for patients to give feedback and also a questionnaire is given periodically to patients regarding improving services.

How to register

Patients living in the Leeds 15 area are eligible to register at the practice. However, patients living in the outer areas of Leeds 15 would be recommended to find a surgery nearer their home in case of emergencies, e.g. home visit requests. A registration form will be given to each patient to be completed and returned when attending their initial appointment which will involve the NHS health check. Relevant medical history and family history will also be required. We ask that you attend your appointment 5 minutes before your allocated time to enable us to enter your personal details.

Photo ID and address ID will be required before registration can be completed.

Repeat prescriptions

If you are on a repeat prescription between doctor consultations you may obtain these by calling into the surgery or by post (a SAE must be provided if you wish to have them posted back) or by fax. 48 hours notice must be given for all repeat prescriptions. Please note that no prescription requests will be taken over the telephone. We also offer online repeat prescriptions. Please ask at reception for more information.

Your Responsibility to us:

Let us know if you change your name, address or telephone number. Ensure that you keep your appointments or contact us as soon as possible if you cannot. Only request a home visit if the patient is too ill to attend the surgery. Keep telephone calls brief and avoid peak times with non urgent matters.

Test results take time so please do not ring before you have been asked to.

Enquiries that have been ordered by the hospital must be obtained through them and not the surgery.

We ask that you treat the Doctors and staff with courtesy and respect.

Please take the time to read our practice booklet. This will help you to get the best out of the services we offer. If you do not understand any of the information given please do not hesitate to ask.

Our Responsibility to You

The Family Doctors aim to provide the highest quality healthcare to all our patients. We ensure holistic integrated care with focus on the continuity of care. We put patients at the heart of everything that we do.

We undertake to treat you with respect and courtesy at all times.

Help you to make decisions about your health.

Act as your advocate and guide you through the health care system.

Maintain confidentiality in what we discuss and in the records that we keep about you.

Keep up to date with developments in health care by encouraging lifelong learning and professional development.

Nurture a supportive and harmonious working environment for staff and patients.

Encourage behaviour which promotes health and prevents disease.

Waiting Time:

We run an appointment based system. You should wait no longer than 30 minutes after the time given without an explanation.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone who attends 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 the offender from the practice premises.

We are contracted by the CCG Leeds and Bradford Cluster
3200 Century Park Way
Thorpe park
Leeds
LS15 8ZB

Information of primary medical services can be obtained from the above.

The General Practitioner:

Dr Christine A Clyde – Female
PhD MB ChB DRCOG DCH (Leeds 1987)

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Please ask if you wish to see a doctor.

Useful Telephone Numbers

SURGERY	0113 2602262
Fax	0113 2328090
Neighbourhood Team (District Nurse)	0113 8432635
MIDWIFE	0113 2066241
HEALTH VISITOR	0113 2954877
SOCIAL SERVICES (Cross Gates)	0113 2603111
SEACROFT HOSPITAL	0113 2648164
ST JAMES'S HOSPITAL	0113 2433144
LEEDS GENERAL INFIRMARY	0113 2432799
CHEMISTS: Wilsons Pharmacy (next door)	0113 2648038
St George's Minor Injury Unit	0113 3929801
Shakespeare Walk in Centre	0113 2951132
PALS LTH PALS The Mount or Becklin Centre	0113 2066261 0800 05252790

