



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

Practice Email: colton.andthegrange@nhs.net

Prescription Email: prescriptionclerk.drfoxandpartners@nhs.net



<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

Stile Hill Way,
Leeds
LS15 9JH



The Grange Medical Centre

999 York Road
Seacroft
LS14 6NX

Opening Times

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

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

When we are closed

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, LS15 9JH



The Grange Medical Centre, 999 York Road, Seacroft, LS14 6NX

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.

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)
MRCGP DCH
University of Leeds
GMC: 2620097



Dr Gregor Donaldson (M)
MBChB (1996) PG
Dip ENT University of Dundee
GMC: 4323873



Dr Thomas Backhouse (M)
MB BS (2009)
University of Hull
GMC: 7047824



Dr Angela Sandhu (F)
MRCGP MBBS
2010 University of East Anglia
GMC: 7072992



Dr Rachel Kay (F)
MRCGP (2003)
MBChB (2003)DFSRH
University of Manchester
GMC: 6078906



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
NMC: 9711496E

Meet the Team

General Practitioners (GPs):



Dr Eleanor Barrett (F)
BMB CH (2007)
MA Hons, MRCGP (2014)
University of Oxford
GMC: 6160331



Dr Sarah Younge (F)
MBChB (2012)
MRCGP (2017)
University of Leeds
GMC: 7271276



Dr Ellen Oakhill (F)
BSc
MBChB(hons)
MRCGP
University of Bristol
GMC: 6145761



Dr Ben Hammersley (M)
MBChB RCGP
DCH University of Leicester
GMC: 614 7217



Dr Subrat Upadhyay (M)
MBBS(2008)
University of Sichuan
GMC: 7256464

Meet the Team



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)

NMC: 91C0709E

Practice Nurse - Sarah Alexander (F)

BSC (Hons) Adult
Nursing, Dip
Asthma & COPD
Leeds University.



Senior Practice Nurse -

Kate Moore (F)
RGN (1993) Dip in
General Practice,
Dip Asthma, Dip
COPD, Diabetes
Non-medical
Prescriber V300
NMC: 9090473E

Senior Health Care Assistant - Natalie

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



Practice Nurse -

**Amy Marshall
(F)**
BSC (Hons)
Adult Nursing,
Leeds University
(2014)
NMC: 14C0942E



Senior Health Care Assistant - Victoria

Bottomley (F)
Current Nursing
Associate
Apprentice -
Bradford
University NVQ
Level 3
Apprenticeship
2017 - Additional
training to
administer B12,
Flu, Pneumonia
and Shingles
vaccinations.

Health Care Assistant - Leanne Beever



Meet the Team

Pharmacy Team

Senior Clinical Pharmacist - Sue Aldred

Bpharms (Hons)
1996, Clin Dip Pharm
Practice (2020)
Pharm Independent
Prescriber (2011)
GPhC: 2046275



**Senior Clinical
Pharmacist -
Hannah Black**
Mental Health
Lead PGCredit in
Mental Health
2020
GPhC: 2065720



Senior Prescription Clerk - Lynne Hargreaves

Meet the Team

Management and Administration

Assistant Practice Manager - Laura Cullimore

Level 3 + Level 2
NVQ Business
Administration
Diploma Leeds City
College



IT Clinical Manager - Karen Cullimore



Clinical Correspondence Lead - Tracey Hemingway

Digital Officer & Medical Administrator - Amy Kot

Current WBL (LCC)
L3 Digital Marketer -
Leeds City College
Apprentice
Level 2 Business
Administration NVQ
- Leeds City College



Date Processor - Janet Linely



Meet the Team



**Reception
Coordinator**
Joanne Scott



Abby Heald



Julie Drysdale

Meet the Team



Holly Hemingway

Meet the Team



Reception



Senior Receptionist
Julie Rawlins



Senior Receptionist
Debbie Ellis



Alison Hilditch



Grace Mukulumani



Jayne Yearlsey



Deborah Bowden



Liz Simpson



Vicky Hewitt

Junior Office Clerks



Georgia Mann

PCN (Primary Care Networks)

Harpal Ryatt
PCN Pharmacist
GPhC: 2086722



Alix Egan
PCN Pharmacy
Technician

Appointments, Clinics and Services

GP and Pharmacist Appointments are by appointment only. Appointments are available on the day and up to 4 weeks in advance for telephone triage, during the COVID-19 Pandemic. Limited telephone appointments are also available to book using the Online Service for the same day from 08:00 am. **Please note** the GP will aim to contact you as near to the appointment time as possible but, this could be at any time during the day.

All patients have the right to express a preference to see a particular practitioner, whilst the practice will endeavour to comply, it might not always be possible, if this were to be the case, an explanation would be offered.

Clinics available at the Practice:



Minor Surgery procedures, such as removing skin tags, cysts and ingrowing toenails. Please note that this service is limited and only for urgent procedures during the COVID-19 Pandemic.



Travel Assessments & NHS Travel Vaccinations ONLY. Advice on diseases that may be a risk to you during your travels and, treatment that you may need. Complete a travel assessment form and find out if you need any travel vaccines and ensure that your vaccinations are up to date.



Sexual Health Screening and treatment for sexually transmitted infections (STI's). These tests can be done using a urine sample or swab. Some can be done using a self-testing kit.



High Risk Diabetes Screening.



Medication Reviews. Medication reviews vary dependant on the medication you take, some reviews may require various tests including blood tests. Some reviews can be completed using an online form.



Cervical Screening is available for women aged between 25 and 64 who have been invited. The screening aims to pick up changes early that could develop into cervical cancer if left untreated.



Long term condition reviews including Diabetes, COPD, Asthma, Heart Disease, Hypertension and Chronic Kidney Injury.



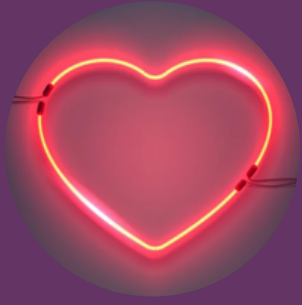
Contraception Clinics including Contraceptive Pill checks, Contraceptive Injections, Implant insertion and removal, Coil Insertion and removal. An initial clinician appointment is required to discuss your options, you will then be added to the Contraceptive waiting list. Patients also have the option to attend Leeds Sexual Health Clinics in Leeds City Centre.



Blood Tests when requested by a clinician ONLY.



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.



ECG (Electrocardiogram) Simple test to check your heart's rhythm and electrical activity, helping to diagnose a problem with your heart.



Wound care and management provided by the Practice Nurses. This includes some basic dressings, stitches and clip removals which may be carried out by a Health Care Assistant. Patients are asked to self-manage wounds after an assessment.



NHS Health Checks are free health checks offered to patients aged between 40 and 74, helping to prevent long term conditions.



Health, lifestyle, smoking and diet advice. We offer basic smoking cessation advice and forward referrals for patients wishing to give up smoking to One You Leeds.



Immunisations including seasonal vaccinations like Flu, Shingles, Pneumonia and COVID-19. Childhood Vaccinations, Whooping Cough and routine vaccinations.



Leg ulcer management and Doppler's



Steroid Injections can be used to treat problems such as, joint pain, arthritis, sciatica and inflammatory bowel disease. These injections are administered by GPs.



Midwife Appointments are provided by a community midwife at the practice. Appointments are available from between 7-8 weeks of pregnancy. **New Mums and Baby** will be invited for a 6-8 check with the GP, following 1st Immunisations for baby from 8 weeks.



Mental Health & Well being Services are available by referral following an initial consultation with a clinician.

Nurse and HCA Appointments are by available by appointment only. Appointments are available to book between 4 - 6 weeks in advance. **During the COVID-19 Pandemic, appointments are available to book for only 2 weeks in advance.**

Cervical Screening and Blood Test appointments are available to book using the Online Booking Service.

Prescription Services

We have a team of Practice Pharmacists, Pharmacy Technicians and Prescription Clerks. Our Prescription Clerk processes all prescription requests and deals with prescription queries.

Patients can contact our Prescription Clerk via Telephone or Email regarding prescription queries:



The Grange Medical Centre: **0113 201 8882**



Colton Mill Medical Centre: **0113 204 4965**



prescriptionclerk.drfoxandpartners@nhs.net

Please note that there may be occasions when the Prescription Clerk is dealing with other queries resulting in the phone not been 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.

Prescription Ordering

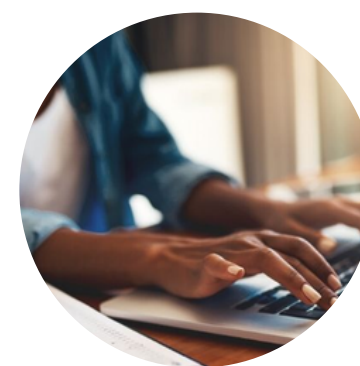
We advise patients to order their medication 7 days in advance, and no later than a minimum of 48 hours in advance. Patients are able to order their medication using one of the following services:



Prescription post box
located in Reception at
each site.



By email



Online Service



By Post



Patients with Severe Mobility needs who are unable to get to the surgery have the option to request their medication by email, using the online service or post their request to us. Patients with such needs are able to request a GP or Practice Pharmacist to sanction telephone or pharmacy requests.

Electronic Prescriptions

Prescriptions are now sent electronically to patients a Pharmacy or the patients choice. This means that patients do not have to collect their paper prescription from the practice, instead they go directly to their nominated Pharmacy to collect the prescription. If patients do not have an assigned Pharmacy, the Prescription Clerk can set this up.

Home Visiting Service



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

We ask patients to contact the practice before 10:00 am to request at home visit, allowing enough time for visits to be distributed and reviewed by the visiting GP.

Weekend & Evening Cover

If you require medical attention during practice closing hours, please call the practice number and you will be re-directed to the out of hours team.



When its not a medical emergency but, you need medical help fast, call **NHS 111**



For medical Emergencies call **999**

Minor Injuries Units

Wharfedale Minor Injuries Unit - Newall Carr Road, Otley, LS21 2LY

Tel: 0113 392 1647

Opening times: 08:00 am - 11:00 pm everyday expect Friday 08:00 am - 21:30 pm (Including Bank Holidays, Closed Christmas Day)



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

Tel: 0330 311 51060

Opening times: 08:00 am - 11:00 pm everyday (Including Bank Holidays, Closed Christmas Day)



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

Tel: 0113 295 1132

Opening times: 08:00 am - 20:00 pm everyday (Including Bank Holidays)



Up-to-date information and available services can be found at www.nhs.net > **Minor Injuries Unit > LocationSearch**

Private and/or Non-NHS Fees

Charges are in line with BMA Guidance and DVLA Fees (Updated - September 2020)

Medical Certificates and Letters	Fee Payable
• Straight Forward Certificates, Letter and Statement of fact (To whom it may concern e.g Housing)	£18.00
• Private Medical Certificates (Standard without examination for fitness to travel, exercise, private sick note, freedom of infection)	£36.00
• Private Medical Certificates (Complex without examination)	£63.00
• Private Referral Letter (Available within 10 working days)	£30.00
 Insurance Reports	
• Private Medical Insurance Claim Forms	£36.00
• Travel Insurance Claim Forms	£36.00
• Medical Report on proforma (Without examination)	£89.50
• Written Medical Report (Written examination, providing detailed opinion and statement)	£113.00
• Supplementary questions for report	£30
 Forms and Medicals (Other)	
• Buss Pass Forms	£18.00
• Blue Badge Report Only	£30.00
• Child Minder Health Forms	£91.00
• Ofstead Forms	£35.00
• Police Employment Application Forms	£35
• Private Medical Examination	£60.00
• Private Blood Test	£39.00
 DVLA (Fees agreed between DVLA and BMA)	
• Blood Test Only	£39.00
• VOC Certificate	£12.50
• DVLA Fitness to Drive Form	£40.00
• Taxis Medical	£190.00
• HGV Medical	£120.00
• PSV Medical	£120.00
• DVLA Medical	£85.00
•	

Fostering and Adoption

- Adoption and Fostering Form (Adult Health Report/Assessment)
locally Fee Determined

Access to Medical Records (Subject Acces Request)

- Patient Online Services to access Full Medical Records NO FEE
- Excess request to Full Medical Records for duplicates Up to £50.00



Do you accept card payment?

We do not accept card payment. Cash or cheque payments only.

How long do private services take?

Please allow up to 10 working days before you contact the practice. Please note, we will contact you when your documents are ready to collect.

How do I book a Private Medical?

Payment will be payable at booking. You must ensure that you bring all relevant paper work to your appointment. We recommend Private Medicals are pre-booked 4-6 weeks in advance due to the time slot of 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.

Do you offer Private Vaccinations?

No we do not offer Private Vaccinations.

What if i need additional information adding?

Should you require any further information, there may be additional charges.

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.



colton.andthegrange@nhs.net

During the COVID-19 Pandemic we will respond in 40 working days.

Access 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.

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

COVID-19 Advice Line

NHS 111