

# PRACTICE INFORMATION

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

4 Blenheim Court, Blenheim Walk, Leeds LS2 9AE  
Telephone: 0113 295 4488



Open: 07:00 to 18:00 Monday, Tuesday, Friday, 08.30 to 18:00 Wednesday, Thursday

## SEEING A DOCTOR OR NURSE

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

## 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

## SAME DAY APPOINTMENTS - Monday to Friday 08:30 to 15:00 - Come down to the building and complete a yellow form to receive a same day appointment

- We offer a same day appointment system which is designed so you can see a doctor or nurse without needing to make an advance appointment
- Come to our building and complete a yellow 'same day appointment' form. This will help us to make sure you see the most suitable person for your problem
- Bring the yellow form to Reception and you will be given a same day appointment. You can choose to sit and wait in the building until your appointment time, or you can go away and come back if there is some time before your appointment starts
- Same day appointments are limited (around 200 per day), we recommend you come earlier in the day (for example in the morning) to make sure you get seen, and so that you don't have a long wait
- You will not be able to choose which doctor or nurse you see, but you should let Reception know if you prefer to be seen by a male or female, and we will try to make sure that your preferences are considered

## APPOINTMENT SURGERIES - Monday, Tuesday and Friday 07:15 to 17:30, Wednesday and Thursday 09:00 to 17:30

- 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 coming in to the surgery, by telephoning on 0113 295 4488, or on-line using our Patient Access system
- 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 will send you a SMS (text) reminder one working day before booked appointments

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

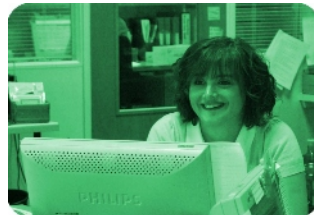
## INTERNET SERVICES

You can use the Internet to view, make, cancel appointments, request repeat prescriptions, and update your contact details. Click the **Web Services** menu on our web site for details of how to sign-up for this useful service which is available 23 hours a day, 7 days a week

## 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 11:00 & 13:00
- 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 10.30. 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 Monday Tuesday & Friday 07:00 to 18:00, Wednesday & Thursday 08.30 to 18:00. 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 UK by telephoning 111 (free from landlines and mobiles), or visiting their web site [www.nhs.uk](http://www.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**, which also has details opening times for these walk-in centres: St George's Centre Minor Injuries Unit, St George's Road, Middleton, LS10 4UZ. Shakespeare Medical Centre, Cromwell Mount, Leeds LS9 7TA. Wharfedale Hospital Minor Injuries Unit, Newall Carr Road, Otley LS21 2LY

## JOINING US

You can join our practice 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 any University accommodation in Leeds OR private accommodation in postal areas LS1 to LS7, LS16 South of the Ring Road, Marsh Lane and Regent Street areas LS9, LS10 up to M1 junction at Hunslet Road and Dewsbury Road. Please tell Reception if you prefer to register with a specific doctor

## INTERNATIONAL STUDENTS

International students qualify for free NHS treatment if they are on a full-time University course longer than 6 months. International students on courses shorter than 6 months but from countries covered by a Reciprocal Healthcare Agreement also qualify for free NHS treatment. International students on courses shorter than 6 months from countries **not** covered by a Reciprocal Healthcare Agreement cannot register with us as NHS patients, but can 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 AND FACILITIES**

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 facilities for patients with physical disabilities

### **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. If telephoning for a result please do so between 2pm and 4.30pm

### **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 (in the Health Advice section)

### **SUGGESTIONS, COMPLAINTS, AND PATIENT'S RESPONSIBILITIES**

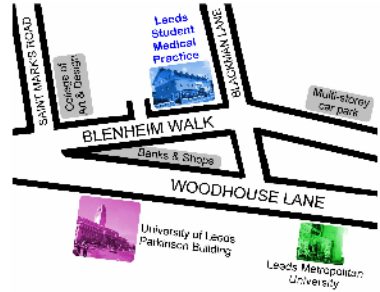
If you have any comments, suggestions, or complaints about any aspects of the way we work, the Practice Manager will be happy to discuss them. We have a formal complaint procedure in line with national guidelines. Our aim is to treat you with respect, care, and courtesy, we ask that you do the same. 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 Airedale Bradford Leeds will make alternative arrangements for their healthcare (Stockdale House, Headingley Business Park, Victoria Road, Headingley, Leeds LS16 6QG. Telephone 0113 305 7370)

### **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

## 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



## 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 BCH, Dip GUM, MFSRH, MRCGP  
Dr Angela Goyal (f)(np). Qualified Leicester 1997, MBChB, MRCGP, PGDCD  
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 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, MBChB, DFSRH, MBA, MRCGP  
Dr Jo Mathers (f)(np). Qualified Leeds 1997, MBChB, MRCGP, DRCOG, DFFP  
Dr Trevor Milligan (m)(np). Qualified Leeds 1997, MBChB, MRCPCH, MRCGP, DCH(hons)  
Dr David Murray (m)(p). Qualified Nottingham 1984, BMed Sci, BMBS, DRCOG, DFSRH, MRCGP  
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, MBChB, DFSRH, MRCGP  
Dr Deborah Smith (f)(p). Qualified London 1980, MBBS, DCH, DRCOG, DFSRH, MRCGP  
Dr Kristan Toft (f)(np). Qualified Leeds 1989, MBChB, MRCGP, DFSRH, FRCGP  
Key: (m) male, (f) female, (p) principal, (np) non-principal

We regularly provide teaching and training for health care professionals, and persons intending to become health care professionals. We also occasionally take part in research projects

## IMPORTANT NOTES

This leaflet is intended as a supplement to our web site where you can find all this information and much more. Dr J Greenway and Partners is not a limited partnership

NHS Airedale Bradford 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

Leeds Student Medical Practice, 4 Blenheim Court, Blenheim Walk, Leeds LS2 9AE  
Telephone: 0113 295 4488. Fax (only by individual permission): 0113 295 4499

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