



CRAVEN ROAD MEDICAL PRACTICE

*Drs Patel, Dyer, Biran,
Sheerman-Chase, Bolland
& Kolpanowicz*

Craven Road Medical Centre

60 Craven Road
Leeds LS6 2RX

Appointments: 295 3530

Visits: 295 3531

Fax: 295 3532

Holly Bank Surgery

Otley Road, Headingley
Leeds LS6 4DJ

Appointments: 295 3540

Visits: 295 3531

Fax: 295 3542

INFORMATION FOR PATIENTS

WELCOME TO THE CRAVEN ROAD MEDICAL PRACTICE

Craven Road Medical Practice is a general partnership. We have an agreement with Leeds Primary Care Trust to deliver Primary Care Services.

DOCTORS

TRILOK B PATEL	(male PT p)	MBChB (Leeds 1973) MRCGP DRCOG
LEONARD A BIRAN	(male PT p)	MBChB (Dundee 1977) FRCGP
PHILIP M DYER	(male FT p)	MBChB (Bristol 1983)
GAYE L SHEERMAN-CHASE	(female FT p)	MBChB (Leeds 1987)
HELEN BOLLAND	(female PT p)	MBChB (Leeds 1989) MRCGP
EDYTA KOLPANOWICZ	(female PT p)	MBChB (Leeds 1990)
DAVINA POLCARO	(female PT e)	MBChB (Leeds 2001) MRCGP DFFP
MELISSA TASOU	(female PT e)	MBChB (Leeds 2000) MRCGP
TIMOTHY HICKMAN	(male FT e)	MBChB (Leeds 2004) MRCGP DRCOG

Key: (PT) = Part time (FT) = Full time (p) = Partner (e) = Employee

STAFF

Practice Manager:	Lisa Boardman	BSc(Hons)
Nurse Practitioner:	Tracy Oldfield	RN
Practice Nurses:	Susan Carvell	RN
	Yvonne Jackson	RN
Health Care Assistants:	Carrie Mulcahy	
	Sandra Turner	

ATTACHED STAFF

District nurses provide a wide range of nursing care to patients who cannot attend the surgery. The team are based at Woodsley Health Centre and may be contacted direct with appropriate referrals - Tel: 295 1240.

Health visitors can give advice and help on health care particularly for mothers, babies and children up to school age. They can usually be contacted at Craven Road Medical Centre - Tel: 295 3530.

The midwife gives advice on all aspects of health for mothers-to-be and on the care and feeding of newborn babies. She can be contacted through our reception or during the antenatal clinics.

HOW TO REGISTER WITH THE PRACTICE

You can register at reception. You need to be living within our Practice area which is shown on the map on the back cover of this booklet. If you are a carer or you have a carer please tell us when you register.

Stay in touch with our website: www.cravenroad-medicalpractice.co.uk

CARDIGAN ROAD PHARMACY



Your Local Healthcare Provider

SERVICES:

For age 25 and under:

Free Emergency Contraception
Free Pregnancy Testing
Free Chlamydia Testing

Free Prescription Collection & Delivery Service

Family Healthcare

Alternative Medicines

Pregnancy Testing

Smoking Cessation

Minor Ailment Surgery

Medicines Use Reviews

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Tel: **0113 278 3976**

136 Cardigan Road, Leeds LS6 1LU



FREE PRESCRIPTION COLLECTION SERVICE

I am authorising the pharmacist at CARDIGAN ROAD PHARMACY to pick up my repeat prescriptions from the surgery and have them ready for me to collect.

Patient's name

Address

.....

.....

Telephone no..... Signature.....

Craven Road Medical Practice

60 Craven Road

Leeds

LS6 2RX

0113 295 3530

To advertise your business in our booklet call 0800 612 1516

Prescription for success

CARDIGAN Road Pharmacy has been a fixture in Headingley for over a quarter of a century, and still provides a friendly, welcoming and independent service to people from throughout the local community.

"We are a small local pharmacy that caters directly to the needs of local people," said resident pharmacist Humaira Bhatti.

"Our independence is important to us, because unlike some larger pharmacy chains it means we can take the time to get to know our clients and tailor our services to suit them."

At the heart of these services is traditional NHS prescription dispensing, with private prescription dispensing also available.

"We aim to dispense every item quickly and accurately, and always make sure that the client understands how and when to take their medication," added Humaira.

"We also offer a free collection and delivery service, where we collect a prescription from the client's GP and then conveniently dispense it for them. We'll even deliver it to their door if necessary."

A range of enhanced services are also available, including metered dosage boxes and medication usage reviews.

"We will supply dosage boxes to the elderly and vulnerable by arrangement, and can review a client's repeat prescriptions in our private consultation area to assess whether they are all still appropriate," said Humaira.

The pharmacy runs its own Lipotrim weight management programme, as well as providing emergency contraception, pregnancy testing and free chlamydia tests to the under-25s.

"Everything we do is for the benefit of our clients," said Humaira proudly.

Call in today or telephone (0113) 278 3976 for more information.

OUR OPENING HOURS

Craven Road Medical Centre: (Tel: 295 3530)

Monday, Tuesday and Thursday 8.00am - 7.00pm

Wednesday 8.00am - 6.30pm

Friday 8.00am - 6.30pm

Holly Bank: (Tel: 295 3540)

Monday, Tuesday and Thursday 8.00am - 7.00pm

Wednesday 8.00am - 1.00pm

Friday 8.00am - 6.30pm

The practice also provides extended hours. Please ask at reception for the latest times.

HOW TO MAKE AN APPOINTMENT

Contact reception to make an appointment. Please tell us if there is a particular doctor or nurse you would like to see.

You can also book appointments online via our website. Please ask at reception if you would like to make use of this service.

We have a wide variety of appointment times - morning, afternoon and evening - to ensure that we can provide suitable appointment times for as many patients as possible.

We have two surgeries, at Craven Road and Holly Bank, and you can choose which to attend. There is disabled access at both sites, including disabled car parking and ramps.

Please note that appointments are for one person only but a member of your family or a friend may accompany you if you wish.

HOW TO ARRANGE A HOME VISIT

Home visits are strictly for people too ill to get to the surgery.

To arrange a home visit, please phone 295 3531 (for patients at both surgeries). Requests are accepted from 8.00am. The doctor may ring you to discuss your problem.

Please phone BEFORE 10.00AM IF POSSIBLE and tell the receptionist if the home visit is urgent or non-urgent.

To assist you, the following situations do not usually merit a visit:

Adults with common problems of cough, sore throat, flu-like symptoms, chronic back pain and dental problems.

Common symptoms of childhood fevers, cold, cough, earache, headache, diarrhoea/vomiting and most cases of abdominal pain, where patients are well enough to travel by car.

HOW TO SPEAK TO DOCTORS AND NURSES FOR ADVICE

If you need to speak to any of the doctors, nurse practitioner or practice nurses, please telephone reception at your normal surgery. If the matter is urgent you will be put through to someone. If it is not urgent the receptionist will take a message and the doctor or nurse will call you back when it is convenient.



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House and home

AMANDA McAteer-Mason, who established McMason Properties in 2005, grew up working in property management and maintenance.

"My father has always been in the property management business, so I've been involved since I was a child," she said.

"I now have over 15 years' experience taking care of domestic and commercial lettings throughout the local area."

Amanda and her team offer a complete service to landlords, from finding prospective tenants through to maintaining properties once they have been let.

"We take care of everything, including high profile property marketing, reference and credit checks, all necessary contracts, as well as cleaning, gardening, window cleaning and plumbing," she said.

"Landlords need not worry about anything, because we're there to take the day-to-day stresses of management away from them."

It's a service that McMason Properties provide with a caring, family approach. "As well as looking after your properties, we make sure that our landlords and tenants are looked after, too," added Amanda.

McMason Properties are members of the United Kingdom Association of Letting Agents.

For more information, call (0113) 274 1115.

WHAT TO DO IN AN EMERGENCY WHEN WE ARE CLOSED

If you need to see a doctor when the Practice is closed please ring us. You will receive instructions on how to contact the Out-of-Hours Service. Out-of-hours care is arranged by NHS Leeds.

REPEAT PRESCRIPTIONS

Please bring or post in (enclosing a stamped, addressed envelope) your repeat prescription requests. They will be ready 48 hours after request. Sorry, we do not take prescription requests by telephone, but you may fax them to us.

TEST RESULTS

You can obtain your test results by telephoning reception between 1.30 and 3.30pm; they will not be given to anyone else.

SERVICES AVAILABLE

We provide the usual GP services as well as:

- Sexual health and contraceptive services
- Minor surgery
- Smoking and dietary advice
- Maternity services and child health surveillance
- Travel advice
- Drug and alcohol advice

The following specialists also work within the Practice:

- Physiotherapist
- Phlebotomist
- Podiatrist
- Mental Health Worker
- Welfare Advisor

CHARGES FOR TREATMENT

Certain services are not included on the NHS, for example, private medical examinations, private sick notes and some travel vaccinations. When you hand your request to us, please check if a fee is charged.

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.

This scheme is available from reception.

Stay in touch with our website: www.cravenroad-medicalpractice.co.uk

YOUR RIGHTS AND RESPONSIBILITIES

We will treat you with respect, care and courtesy and we ask that you do the same. Please be on time for appointments and cancel appointments you cannot attend. It is important that you inform us promptly if you change address or telephone number. If you are under the care of a hospital, or awaiting an appointment, please notify them too.

Patients who are abusive or violent will be removed from our list and Leeds North West Primary Care Trust will make alternative arrangements for their healthcare.

As a patient registered with this Practice, you have a right to express a preference for a particular health professional. You may, however, have to wait longer to see the professional of your choice.

CONFIDENTIALITY

All information you give to anyone in this Practice is considered to be confidential. Where personal data is stored electronically we comply with the Data Protection Act. In the course of everyday patient care and administration, your data may be shared (in confidence) with specific NHS organisations. All employees have signed a confidentiality agreement.

COMPLAINTS AND COMMENTS

We are happy to accept and consider comments and suggestions from our patients. Please address these to the practice manager or use the prescription box. We have a formal complaints procedure which accords with national guidelines. A leaflet is available at reception.

MEDICAL STUDENTS/GP REGISTRARS

We are actively involved in teaching and are a training practice. As patients you can make a vital contribution to training the next generation of doctors. We hope you will feel able to help by allowing them to sit in on your consultation and occasionally by seeing the student alone before seeing the doctor. You will be informed when a student is with us. We do understand that not everybody is comfortable with this, or your problem may be personal and you may wish to see the doctor alone. Please tell the receptionist and the student will be happy to leave.

PRESCRIPTION CHARGE EXEMPTION

You do not have to pay for prescriptions if you fall into one of the following categories:

- Under 16 years of age
- 16, 17 or 18 and in full-time education
- Over 60 years of age
- Have a valid maternity exemption certificate
- Have a valid medical exemption certificate
- Have a valid prescription pre-payment certificate
- Have been prescribed free-of-charge contraceptives
- In receipt of Income Support

For the latest information click to: www.cravenroad-medicalpractice.co.uk

- In receipt of income-based Jobseeker's Allowance
- Are entitled to, or named on, a valid NHS Tax Credit Exemption Certificate
- Have a partner who gets Pension Credit guarantee credit
- You suffer from any of the following medical conditions:
 - Permanent fistula (for example caecostomy, colostomy, laryngostomy or ileostomy) requiring continuous surgical dressing or requiring an appliance
 - Epilepsy for which you need continuous anti-convulsive therapy
 - Diabetes mellitus which is not just treated by diet alone
 - Myxoedema or other conditions which require supplemental thyroid hormone
 - Hypoparathyroidism
 - Diabetes insipidus or other forms of hypopituitarism
 - Forms of hypoadrenalism (including Addison's disease) for which specific substitution therapy is available
 - Myasthenia gravis
 - A continuing physical disability which means you cannot go out without the help of another person. (Temporary disabilities do not count even if they last for several months.)

WALK-IN CENTRE AND MINOR INJURIES UNIT

Many people still go to A&E when they could be treated as well and usually quicker at a Minor Injuries Unit. There they can deal with less serious injuries, such as sprains, cuts and grazes. Waiting times are much lower than in A&E.

Minor Injuries Units can be found at:

Wharfedale Hospital	St George's Centre	Leeds General Infirmary
Newall Carr Road	St George's Road	Great George Street
Otley LS21	Middleton LS10	Leeds LS1
Tel: 01943 465522	Tel: 0113 392 9800	Tel: 0113 392 6410
Open: 7.00am - 11.00pm	Open: 8.00am -10.30pm	Open 24 hours

OTHER SOURCES OF HELP AND ADVICE

For health advice please ring NHS Direct on 0845 4647 or visit www.nhsdirect.nhs.uk or consult your local Pharmacy.

Details of Primary Medical Services in this area can be obtained from NHS Leeds, 2nd Floor, Mill House, Troy Road, Horsforth, Leeds LS18 5TN.

Tel: 0113 305 7120.

Stay in touch with our website: www.cravenroad-medicalpractice.co.uk

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Turn to the professionals

FOR those who have suffered an accident at work, or who have been injured in a road accident, there can be circumstances where they may be eligible for compensation — which is where a professional firm of solicitors specialising in personal injury can help.

Michael Lewin Solicitors offer a dedicated personal injury service available on a 'no win, no fee' basis to clients whose cases are accepted by the experienced legal team.

"If a person has a circumstance where we think they could receive compensation, we'll provide legal representation at no cost to themselves," said Robert Crompton, one of Michael Lewin's specialist personal injury team.

"There is nothing to pay at any stage, and we recover our costs from the other parties involved.

"The service covers a range of injuries, such as those sustained in accidents at work. These can include strains from heavy lifting, trips and slips, injuries caused by faulty machinery or by other work colleagues.

"We also cover traffic accidents and public liability claims, such as injuries caused by missing manhole covers, defects in the road or footpaths, and mistakes by shops or private premises." The service begins with a free, no obligation consultation where the qualified team assess whether a case could be eligible for compensation. "If we believe it is, we will take the claim forward," added Robert.

"We're happy to come out and see clients in their home or workplace if that's more convenient, and we're well known for our aftercare and communication."

For more information, call (0113) 203 4282, or visit www.michaellewin.co.uk

Advertising Feature

USEFUL TELEPHONE NUMBERS

HOSPITALS

Leeds General Infirmary	0113 243 2799
St James's Hospital.....	0113 243 3144
Wharfedale Hospital	01943 46 5522
Cookridge Hospital	0113 267 3411
Seacroft Hospital.....	0113 264 8164
Chapel Allerton Hospital.....	0113 262 3404

SOURCES OF ADVICE AND SUPPORT

Age Concern	0113 245 8579
Blood Donor Register	0845 771 1711
Carers Association	0113 380 4307
Citizens Advice Bureau.....	0870 120 2450
NHS Direct.....	0845 4647
Organ Donor Register	0800 555 777
Registrar of Births and Deaths	0113 224 3604
Samaritans	0113 245 6789
Social Services	0113 247 4747
West Yorkshire Police (Non emergencies).....	0845 606 0606



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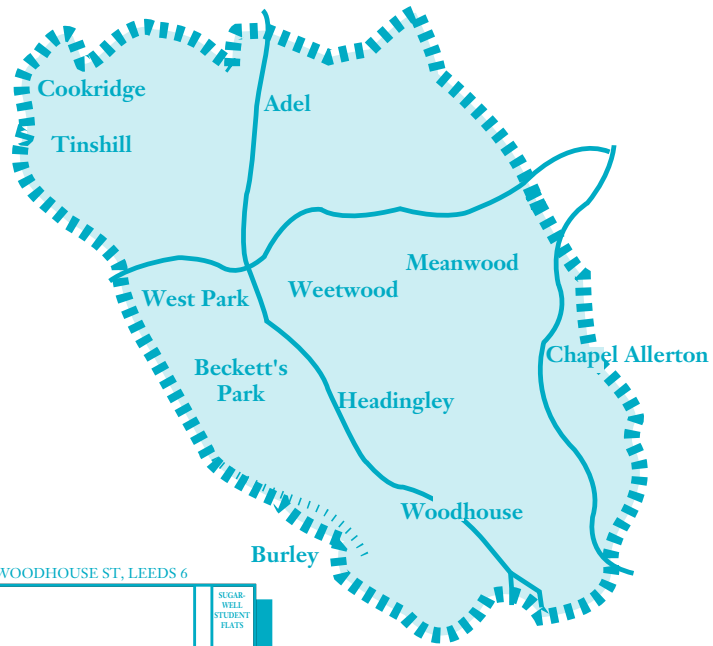
for Drs Patel, Biran, Dyer, Sheerman-Chase, Bolland & Kolpanowicz of Leeds & Headingley

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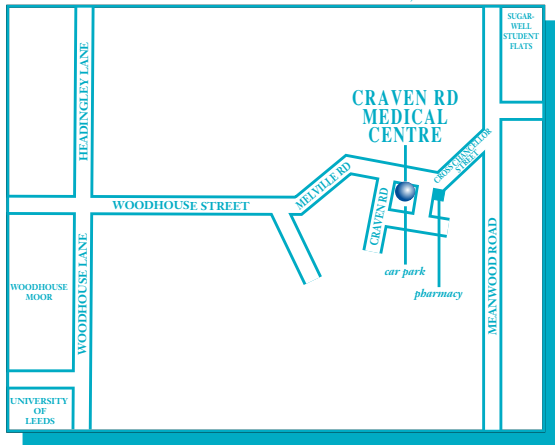
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PRACTICE AREA



CRAVEN ROAD CENTRE OFF WOODHOUSE ST, LEEDS 6



HOLLY BANK 8 HOLLY BANK, OTLEY ROAD, HEADINGLEY, LEEDS 6

