



Manor Park Surgery

Bellmount Close

Bramley

Leeds

LS13 2UP

T: 0113 239 4416

E: manorparksurgery@nhs.net

www.manorparksurgery.co.uk

Name and Address

Dr Gilmore and Partners, trading as Manor Park Surgery, is a medical partnership consisting of 5 partners: Dr Gilmore, Dr Birnage, Dr O'Shea, Dr Fuller and Dr Barton.

Manor Park Surgery is situated at Bellmount Close, Bramley, Leeds, LS13 2UP. Manor Park Surgery operates out of one building which provides all of our primary medical services.

Registered Manager

The registered manager can be contacted at Manor Park Surgery, Bellmount Close, Bramley, Leeds, LS13 2UP. Tel: 0113 239 4416. Email: reception.manorparksurgery@nhs.net

Vision

To offer the highest quality primary health care to our patients.

Mission Statement

To enable our patients to live longer and healthier lives that are full, active and meaningful.

Aims and Objectives

Manor Park Surgery aims to provide high quality primary care health services and develop activities that support the stated vision and mission.

Manor Park Surgery is situated in Bramley, West Leeds. We are a growing practice that constantly tries to listen as much as possible to our patients to improve the health care services we offer. We have used this feedback to help shape the practice over the last 2 years. New services include:

- Early morning and late evening GP appointments
- Weekend GP appointments
- Online access to medical advice through WebGP
- Physio first
- Onsite ultrasound facilities
- Dedicated musculoskeletal clinic including joint injections
- Weekday GP led walk in surgery
- Integrated optician
- Integrated pharmacy open 100 hours / week providing pharmacy first initiative
- Smoking cessation services
- Voluntary sector services

Manor Park Surgery is a registered training practice. We currently train a GP Registrar. The lead nurse works as an independent prescriber and also acts a nurse mentor.

Number of Staff

General

General Practitioners	9
GPR	1
Nurse Practitioners / Practice nurses	6
Healthcare assistant / Phlebotomist	4
Caretakers	2

Surgery Times

The surgery is open Monday to Sunday. The opening times are set out below.

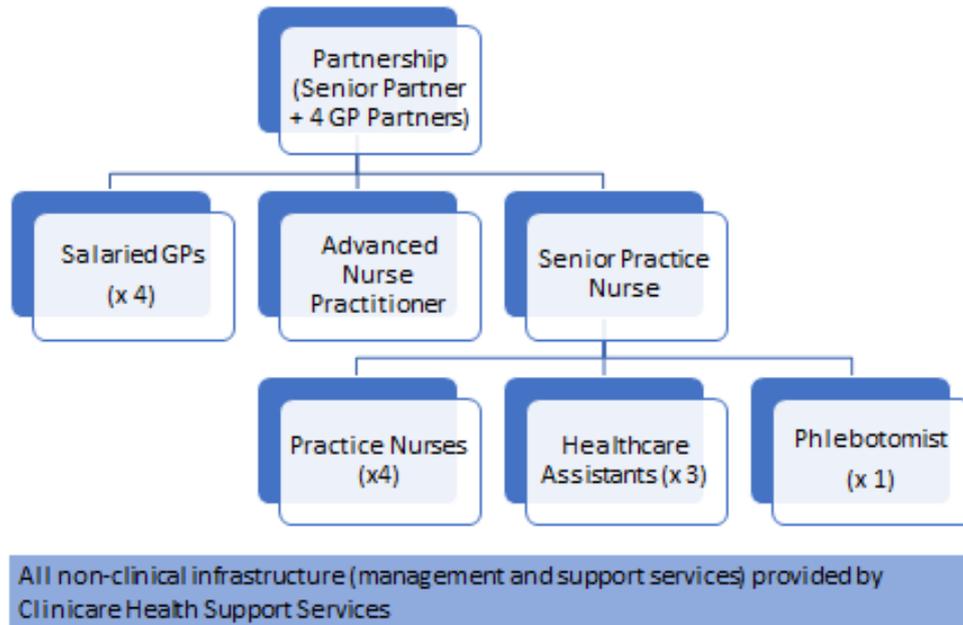
Mon-Fri: 7am – 7pm

Sat: 8am – 4pm

Sun: 8am – Noon

Telephone triage appointments are available throughout the week with routine appointments bookable in advance.

Organisational Structure



Our staff are committed to meeting the patients' needs and expectations. Patients are encouraged to speak to any staff member at any time whilst they are here or after they have left. Complaints and compliment forms are available from reception.

If a patient wishes to contact the Registered Manager on any matter, they can either ask at reception or call 0113 239 4416 or email reception.manorparksurgery@nhs.net or write to Manor Park Surgery, Bellmount Close, Bramley, Leeds, LS13 2UP.

Our patients can be assured that staff receive appropriate clinical and customer service training in order to meet our objectives and that we are committed to continually enhance and improve the quality of care for patients ensuring we meet regulations and standards by the relevant bodies.

Staff Qualifications

All employees have the appropriate education, skills and experience to undertake the work for which they are employed. All healthcare professionals are registered with and regulated by the appropriate governing body including the Nursing and Midwifery Council, the General Medical Council, and the General Pharmaceutical Council.

Services offered by our Practice

Manor Park Surgery has a GMS contract with the NHS and provides services to the whole population.

The GMS services provided by our Practice are defined under the NHS Standard Contract.

These services are mainly split into three groups:

- Essential
- Additional
- Enhanced

Essential Services

Our essential services include the day to day medical care of the practice population such as health promotion, management of minor and self-limiting illness and referral to secondary care services and other agencies as appropriate, the general management of patients who are terminally ill and chronic disease management.

Our core services include:

- GP consultations
- Advanced nurse practitioner consultations
- Practice nursing consultations and Asthma, COPD, Diabetes and CHD clinics
- Healthcare assistant consultations

Additional Services

Our Additional services include:

- Cervical cytology screening
- Contraceptive services
- Vaccinations and immunisations
- Child health surveillance
- Maternity services
- Certain minor surgery procedures including curettage, cautery, cryocautery of warts/verrucae and other skin lesions
- Vaccinations and immunisations

Enhanced Services

Our enhanced services include:

- Childhood vaccinations and immunisations
- Extended minor surgery
- Influenza vaccinations
- Unplanned admissions service
- Implanon Service
- DMARDS Service

Other practice services

- Child health and development
- Dressing clinics
- Ear wax and syringing
- ECGs (electrical heart trace)
- End of life care
- Epilepsy
- Lung testing (spirometry)
- Medication review
- Men's health
- Mental health
- Pregnancy testing and contraceptive advice
- Ring pessary replacement
- Stop smoking support
- Travel advice
- Women's health

Non-NHS Services

Our Practice also provides services which are non NHS and are paid for by the patient. These services include:

- Insurance claim forms
- Non NHS vaccinations
- Pre-employment HGV and taxi medicals
- Private sick notes
- Vaccination certificates

Visiting Children

Where children are required to attend our services, they are normally escorted by a parent or guardian. There is no age restriction for patients accessing our primary medical services.

Privacy and Dignity

Patient privacy and dignity will be respected at all times. Our ethos is to understand and consider the diversity of all our patients, their cultures, customs and religions. Our staff are delighted to help with any special requests or concerns that patients may have. Patients should contact us on 0113 239 4416.

Complaints Handling

We welcome comments and suggestions and have a complaints policy and protocol in place for managing complaints. In the first instance, complaints should be raised verbally with the relevant individual at the time of the complaint. Where this does not resolve the issue or if the patient wishes to raise a more formal complaint, complaints should be addressed to the Practice Manager either in writing or using our complaints form or emailing us at reception.manorparksurgery@nhs.net. Relevant details are recorded so that the complaint can be investigated and responded to in a timely manner. If the complaint is not resolved to the satisfaction of the patient, the patient can complain to the Parliamentary and Health Service Ombudsman by downloading a leaflet from <http://www.ombudsman.org.uk/make-a-complaint/how-to-complain/download-leaflets-and-forms2> or calling the Ombudsman on 0345 015 4033, or make a complaint online at <https://ombudsman.achieveservice.com/module/home>. In addition, the complainant may write to the following address:

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Fax: 0300 061 4000

Safeguarding of Children and Vulnerable Adults

All staff employed by Manor Park Surgery are trained to the relevant level to deal with safeguarding of Children and vulnerable Adults, which for administration staff is Level 1, for clinical staff is Level 2, and for safeguarding leads is Level 3.

Policies and procedures are in place to ensure that any concerns are dealt with in a timely manner. Links have been established with the local Leeds Safeguarding Teams, with all the information on how to contact them readily available to all staff. All staff are encouraged to raise concerns on site.

Care Quality Commission Registration

Manor Park Surgery is regulated by The Health and Social Care Act 2008 and receive visits from the Care Quality Commission inspectors. Reports are available from www.cqc.org.uk

Our Commitment to your Wellbeing

The partnership is committed to the health and wellbeing of our registered population and to the wider community. Our commitment is expressed in a variety of ways, including:

- Commitment to patient choice
- Regular surveys and feedback opportunities for patients
- A commitment to provide proactive and preventative medicine

We work closely with a wide range of partners including, Leeds West CCG, Leeds Teaching Hospitals Trust, Leeds City Council, Leeds Community Healthcare Trust, Leeds Partnership Foundation Trust and many other third sector organisations.

Putting Patients First

Manor Park Surgery is committed to achieving the highest possible standard of primary health care and in so doing, we recognise the centrality of the patient's personal dignity, individuality, and right to privacy.

Furthermore, we are committed to continuous improvement and flexibility in the interests of improving our service to the patient. Our clinical practice is founded on proven knowledge and research, as demonstrated in the first of our 9 values, thus putting quality first and foremost in all that we do.

We recognise and are fully committed to patients' rights, in particular:

- The right to receive safe skilled care redelivered with consideration and respect
- The right to consideration, privacy and confidentiality
- The right to be informed about information on the care and treatment available
- The right to refuse care, treatment and investigations, and to be informed of the consequences of such actions.

Our patients can be assured that our healthcare professionals are regulated by the relevant bodies and are bound by the respective Codes of Conduct that underpin the professional license to practice medicine, nursing and pharmacy.

Infection Control

All clinical staff and relevant non clinical staff are training in infection control. Our audit and monitoring process, supported by our corporate assurance framework, enables the organisation to review infection control procedures and practices on a continual basis.

Manor Park Surgery is committed to reducing and eliminating the risks of infection and cross infection. Principally, all staff receive regular hand wash training and inspection and all clinical rooms contain liquid soap dispenses and disposable handtowels. As part of our supportive training practice, we have purchased ultraviolet light equipment that helps to demonstrate effectively the impact of correct and incorrect hand washing procedures.

Fire Alarms

In accordance with safety requirements, the fire alarms are tested on a regular basis. Should alarms sound at any other time than the planned fire alarm test date, staff assume that there is a fire, and procedures are in place to manage the evacuation of patients and staff to the fire assembly point. In addition, Manor Park Surgery has trained Fire Marshalls to assist in the event of a fire.

Smoking

Manor Park Surgery operates a strict no smoking policy on the premises at any time.

Mobile Telephones

Patients are requested to silence mobile phones whilst in the building so as to show both courtesy to other patients and also to maximise time with the consulting clinician.

Confidentiality of Medical Records

All patient information is considered to be confidential and we comply fully with the Data Protection Act to keep confidential data safe and secure. All employees have access to this information in relation to their

role and have signed a confidentiality agreement. Relevant information may be shared within the multi-disciplinary health care team at the practice and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless ordered to do so by court order or where it is in the public interest to do so to prevent harm.

The Data Protection Act and The Access to Health Records Act allow a patient to find out what information is held in their health records and those of someone who has died in some circumstances. A patient wishing to see health records should make a written request to the Practice.

Consent and Chaperone

Consulting rooms are located away from reception desk where no conversation can be overheard or examination seen. No patient is ever examined or procedure undertaken without consent. A chaperone is available upon request.

Carers

We encourage patients to let us know if they are a carer or are cared for by another person as this helps to alert us to possible needs in this role. A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, substance misuse or disability. Anyone can become a carer, carers come from all walks of life, all cultures and can be of any age. We encourage patients to let us know if they are a carer or are cared for by another person as this helps to alert us to possible needs in this role.

Continuity of Care and the 'Therapeutic relationship'

Building and maintaining a strong relationship between doctors, health professionals, and patients is essential to the way we work. This is especially so in the management of ongoing problems, long-term illness and care of the elderly. In these circumstances we would encourage you to continue seeing the same health professional and wherever possible we will facilitate this through our appointments system. However, if you have a new problem, the doctor or nurse that you normally see is not available, or you would like to see someone else then we would encourage you to see any of the doctors or nurses at the practice.