



# OAKWOOD SURGERY

GLEDHOW RISE, LEEDS LS8 4AA

T: 0113 2951515 F: 0113 2951500 Email: [reception.oakwood@nhs.net](mailto:reception.oakwood@nhs.net)

Website: [www.oakwoodsurgeryleeds.nhs.uk](http://www.oakwoodsurgeryleeds.nhs.uk)

## OPENING HOURS

Monday	8.00am - 8.30pm
Tuesday	8.00am - 6.00pm
Wednesday	8.00am - 6.00pm
Thursday	8.00am - 6.00pm
Friday	8.00am - 6.00pm

## The Team

### Doctors

Jim Watson (male) qualified in London (MBBS 1993)

Tessa Mattam (female) qualified in Sheffield (MB ChB 2003) MRCP (2007) DRCOG (2005) DFFP (2010)

William Evans (male) qualified in Leeds 2002 (MB ChB)

### Nurses

Lindsey Worstenholme Practice Nurse

Sarah Young Practice Nurse

### Healthcare Assistant

Tania Warner

Jayne Clarkson

### Practice Manager

Donna Marks



## **Appointments**

Oakwood Surgery has an appointments booking system and appointments can be made in person, over the telephone or via our **online booking system. (Please ask at reception to obtain your online password)**. You may choose a doctor of your preference however we cannot guarantee that a particular clinician will be available. Our receptionists may ask for a few details to direct you to the most appropriate person as efficiently as possible. On arrive please use the self-check in screen to let the doctor/nurse know you are here. Evening surgeries are for pre booked appointments only. Please give 24 hours notice to cancel an appointment. Patients who regularly miss appointments may be removed from our list.

## **Same day appointments**

If you need an emergency only same day appointment then you may be offered a clinician to telephone you back for an assessment. This may mean that an appointment is not necessary. ***Please note: It is your responsibility to ensure that we have up to date contact details***

## **Home Visits**

Home visits are for those patients who are too unwell or who are elderly and too frail to leave the house. Home visits should be notified to the surgery before 10am. Patients requesting a home visit may first be telephoned for an initial assessment

## **Routine telephone appointments**

If you would like to discuss a non-urgent issue with the doctor or nurse over the telephone please ring before 10am .Your details will be taken and either the doctor or nurse will return your call. There is a rota for doctors dealing with patient calls and please note that non-urgent matters will not be dealt with on Mondays.

## **Out of hours services**

If you have an unexpected medical problem that cannot wait until we reopen please call 111. You will initially speak to a call handler and depending on the nature of your problem, a doctor or nurse may call you back or you may be directed to another service e.g. A&E or your nearest out of hours GP.

There is a walk in centre situated at: Shakespeare Medical Practice, Burmantofts Health Centre, Cromwell Mount, Leeds LS9 7TA Telephone: 0113 295 1132

General health advice can be found on [www.nhs.uk](http://www.nhs.uk)

## **Chaperoning**

For intimate examinations the doctor or patient may prefer that a chaperone is present. All our staff are trained for chaperoning, should a chaperone not be available an alternative appointment will be offered.

## **Teaching/Training**

Oakwood Surgery is not a teaching or training practice

## **Non NHS services**

Doctors provide some non NHS services which are chargeable. A list of fees for these services is displayed in reception. This includes items such as private medicals, taxi medicals, any forms/letters completed by the GP and some travel vaccinations.

Please note that we do not countersign any passport applications.

## **NHS LEEDS**

Our contract is with NHS England, West Yorkshire Area Team Ground Floor, 3 Leeds City Office Park, Leeds LS11 5BD

# OUR SERVICES

## Repeat prescriptions

### WE DO NOT TAKE REPEAT PRESCRIPTION REQUESTS OVER THE TELEPHONE

Requests for repeat prescriptions will be taken either in person, through the post (providing the right hand side copy of your prescription is completed), by email or through our **online services (please ask at reception for more details)**.

2 working days are required to complete your request and authorised prescriptions can now be sent electronically to the pharmacy of your choice. Please inform the pharmacy that you wish to have your repeat prescriptions sent electronically.

Your medication needs will be reviewed annually or more often if your doctor recommends. The review date is printed on the right hand side of your prescription and you should book an appointment before the review date expires.

## Test results

Results usually take around 5 working days to come through. If you wish to know the results of your test you can **telephone or call into reception after 11am** or **register for on line access to view these**.

## Cervical Screening

We advise most women aged between 25-50 to have a smear test every 3 years and those 51-64 every 5 years. You will be invited by letter to book an appointment with the nurse, the test only takes a few minutes and could save your life.

## Contraception

We offer a full range of contraceptive advice including coil fitting and contraceptive implants. Appointments for contraceptive advice can be booked with the nurse and coils and implants with Dr Mattam.

## Long term conditions

Patients with conditions such as heart disease, diabetes, asthma, COPD or stroke need regular monitoring. You will be invited for a review with our nurse.

## Travel advice and immunisations

We offer a full range of travel vaccinations (some of which may incur a charge). In order for any vaccinations to be effective you should contact the nurse at least **8 weeks** before you intend to travel. For more travel advice go to [www.nathnac.org](http://www.nathnac.org).

## Child immunisations

You will receive a letter from St Mary's Hospital asking you to make an appointment when these are due.

## Maternity Care

Community midwife services are available at the practice. Please contact the practice when you are 9 weeks pregnant to book in for your first appointment.

## Stop smoking

If you wish to stop smoking please contact One You Leeds at <http://oneyouleeds.co.uk/be-smoke-free/>. They run many support groups in local venues and at times which will suit you.

# OUR SERVICES

## Carers

Do you look after a relative, friend or child who is unable to manage due to physical or mental disability, long term illness, mental illness or old age? Please let us know as we can provide additional support and an annual carers review.. Carers Leeds also offers a wide range of support services for carers please call 0113 2468338

## Health Visitor

A baby clinic for well children under the age of 5 runs at 10am to 11.30am on Thursdays at Roundhay Childrens Centre, Lidget Lane, Leeds 0113 2160214. If you are concerned about your child or just want to talk, then please go along. Ill children should not be brought to the centre.

## Practice Nurses

Our practice nurses can also see patients for dressings, stitch removal, ear syringing, dietary advice, health checks, wart treatments, coughs, chest infections, sore throats urine and vaginal infections, rashes including eczema, sore eyes and conjunctivitis, earache, morning after pill, sprains, diarrhoea, bites and stings.

# OTHER INFORMATION

## New patients

We accept new patients who live within our boundary, a map of which is available to view in the surgery or on <http://www.oakwoodsurgeryleeds.nhs.uk/> . All new patients will require 2 forms of ID such as passport and utility bill and will be required to book for a health check as part of the acceptance procedure. Please see our fair processing notice for how we store and use your data.

## Access

The surgery is purpose built with disabled parking, wheelchair access and baby changing facilities.

## Confidentiality

The layout of our reception area makes confidentiality difficult. We apologise for this. If you would like to speak privately to the receptionist please ask.

## Personal information and medical records

We comply with the Data Protection Act 2018 and GDPR. If you would like to know more please see our website. You may access your medical records with a written request and there is a charge for this service.

## Complaints and comments

We aim to provide a personal, friendly and efficient service and if you have any comments or suggestions please let us know. You can contact us direct or place comments on NHS Choices website <http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=39116>

If you have cause for complaint please contact the Practice Manager and we will do our best to resolve the problem.

We do not accept rudeness, threats or aggressive behaviour directed towards our staff or other health professionals. Violent or abusive patients will be removed from our list.

## Patient Forum

We have an established Patient Representative Group which enables our patients to become more involved with the services we provide. Meetings are held at intervals throughout the year and if you would like to become involved please contact the practice manager.