**Mulberry Street Medical Practice**

**Practice Leaflet**

**Welcome to the Practice**

This leaflet has been prepared in an endeavour to provide you with information about the Practice, the services we offer and ways in which you can help us provide you with a high quality service. We have tried to include as much detail as possible, however further information can be obtained by visiting our **website www.pudseyhealthcentre.co.uk** or NHS choices.([www.nhs.uk](http://www.nhs.uk))

**How to Register**

You are now able to register online.

If you move into, or are living in our Practice area, you will be asked to provide 2 forms of identification, both confirming your home address, and complete a registration form for yourself and for members of your family. This will enable us to request your medical records from your previous Practice.

This process may take a number of weeks until we receive your records so we ask that you make an appointment for a new patient health check with one of our Practice Nurses. This is a 15 minute appointment that will involve taking your height, weight, blood pressure and any relevant medical history

**Our Vision Statement**

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| * Place the patient at the centre of our service organisation and design | * Maintain a stable and supportive environment for staff | * Treat patients fairly, equally, with dignity and respect |

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| * Collaborate with Leeds West CCG and local Practices to improve the health of patients and the local population | * Strive for improvement, respond to feedback, and adapt to change |

**Our Doctors:**  (\* Partners)

**Dr Amy Champaneri \*** MB ChB (Leeds) 2005, BSC 2003, RCGP 2011, DFPP 2011

**Dr Henry Hardaker \*** MB Chb (Liverpool) 2005, BSc 2004, MRes 2013

**Dr Dionne Limaye** \* MB BS (Hull & York) 2008

**Dr Helen Anthony\*** MB ChB (Leeds) 2007

**Dr Seema Varghese**

**Dr Menolly Jones**

The Practice is also a training Practice undertaking the teaching and training of healthcare professionals which means that appointments are also available with the GP Registrar.

All patients now have a named GP although you can still see the GP of your choice. Please ask at reception for further information.

**Practice Manager**

Mrs Pauline Shipsey

**Clinical Liaison Manager**

Mrs Elizabeth Scott

**Office /Reception Manager**

Miss Angela Maguire

**Practice Nurses / Care Co-Ordinators**

Nurse C Reid & Nurse L Allan

**Nurse Associate / Care Co-Ordinator**

Miss K Smith

**Health Care Assistant / Care Co-Ordinator**

Miss N Priestley

**Medical Secretary/Medical Receptionist/Care Navigators**

There are thirteen multi-skilled staff who look after appointments, prescriptions, secretarial work and the high levels of paperwork are dealt with behind the scenes. In-house training, supervised by the Office Manager, keeps our staff up to date.

**Not employed by us but working for West Leeds Primary Care Network are the following services which can be booked by contacting the PCN Booking Office Team on 0113 224 8222:**

Primary Care Networks consist of general practices in a locality working together to deliver enhanced services for the whole patient population. West Leeds PCN is made up of 6 GP practices in the LS28 & LS13 area of Leeds, with a patient population of around 70,000.

Our practices: Mulberry Street Medical Practice, West Leeds Family Practice West Lodge, Glenlea & Calverley Practice, Manor Park Surgery, Robin Lane Health & Wellbeing Centre, Hillfoot Surgery and The Gables Surgery work collaboratively across Pudsey, Farsley, Stanningley, Calverley and Bramley.

**Community Wellbeing Advice Team**

Help patients to access support with - Money Matters (accessing debt support/benefit advice/food vouchers) - Housing issues - Accessing social groups in the local community - Finding new hobbies and interests - Linking in with employment/volunteering support - Linking in with family support services - Support to access mental wellbeing support - Referring people to smoking cessation/ healthy eating/ physical activity support - Linking patients in with support for sleep management - Helping carers to access support - Linking with support for sexual abuse/ domestic abuse/childhood abuse - Signposting patients to access support around drug/alcohol abuse. To book an appointment with a Community Wellbeing Advisor, please contact the PCN Booking Office Team on 0113 224 8222 The Community Wellbeing Advice Team runs clinics every Monday, Tuesday, Wednesday and Friday.

**Dietitians & Frailty Dietitian**

Dietitians are qualified and regulated health professionals that assess, diagnose, and treat dietary and nutritional problems at an individual and wider public-health level. They use the most up-to-date public health and scientific research on food, health, and disease which they translate into practical guidance to enable people to make appropriate lifestyle and food choices.

Frailty Dietitian can deal with a broad range of complex medical conditions, offering specialist advice to patients, family, and carers. Some of the reasons are • Frailty • COPD (Chronic Obstructive Pulmonary Disease) • Poor oral intake • Disordered eating • Diet modification • Heart health • Pressure ulcer • Neurological conditions • Post Op nutrition • Weight loss • Sarcopenia • Stroke (only when discharged from LCHCT)

**Frailty Team**

The role of the frailty team is to support frail people to live independently for as long as possible, providing all tools and support needed to achieve it. This will support in reducing avoidable hospital admissions. Older people can live with several health conditions and a gradual decline may be missed until a crisis occurs – preventative work can help to avoid the person reaching a crisis. Patients have an opportunity to discuss their health and social situation with friends or family present to ensure that their wishes are heard and a plan for care is made. This will increase patient satisfaction and trust.

**First Contact Practitioner Occupational Therapists**

Occupational therapists are registered health care professionals trained in both mental and physical health and understand the impact of social influences on wellbeing. They are experts in assessing the impact of illness and injury on the participation of everyday activities. For occupational therapists, the term occupation means any activity that a person engages in that is goal orientated, personally meaningful, repeatable, and perceived as ‘doing’ by the individual. Occupation mobilises all facets of a person – their physical being, their psychological functioning, and their social and cultural identity; and has huge transformative potential when harnessed as occupational therapy to address specific needs or challenges met in daily living.

Occupational Therapists can assess Any functional difficulties impacting health and/or quality of life OTs can deliver assessment and intervention for a broad range of conditions, including: • Memory problems • Frailty • Fatigue • Pain management • Sleep disturbance • Vocational Rehabilitation (stress/anxiety/advise on reasonable adjustments relating to work) • Mental Health assessment

**Physician Associates**

Physician associates (PAs) are medically trained generalist healthcare professionals who work alongside doctors and provide holistic medical care as an integral part of the MDT. PAs are dependent practitioners working with a dedicated medical supervisor and can also work autonomously with appropriate support. PAs are conducting minor illness clinics and can be booked by contacting our reception on 0113 257 0711.

**Paramedic (Clinical Practitioner) – Home Visits**

The Paramedic visits acutely ill housebound patients thus reducing the need for GP home visit appointments.

**Pharmacy Team**

The Pharmacy Team is a dedicated team that consists of 9 team members working collaboratively as part of the PCN multi-disciplinary team. Integration across the system means that they have access to specialist advice from hospital pharmacists who extend their practice into primary care, including providing consultant pharmacist support. The Medicines Management Team also complete medication reviews.

**Heart Failure Nurse**

The Heart Failure Nurse works through patients who need a 6 monthly or annual heart failure review. The appointment will include assessment of suitability for titration of medication, assessment of symptoms, education around the importance of self-management and early symptom recognition.

**Primary Care Support Workers**

Primary Care Support Workers have domiciliary clinics and clinics held in practice.

**Health and Wellbeing Coaches**

Weight Management Health and Well-being service is available for adults with a BMI over 25kg/m2 OR 23.5kg/m2 for people from ethnic minority backgrounds who: • Want to make lifestyle changes to lose weight and / or exercise more • Are at risk of Long-Term Health Conditions such as Type 2 diabetes, pre-diabetes, hypertension and high cholesterol • Have been offered and declined / not suitable for community weight management services.

**Cancer Care** reviews and screening

The Screening clinics are for patients that are overdue/non-responders to Cervical or Bowel screenings. For patients who are unsure about screening and would benefit from a chat with someone to give you further information or encouragement. The Review slots are for patients that have a Cancer diagnosis and are due for the 3 month & 12 month review. The Cancer reviews are more similar to welfare checks rather than medical interventions and include things such as, signposting to support services, checking on the patient/their families and how they are coping, Offering financial support, etc.

**Physiotherapy**

We have two First Contact Physiotherapy Practioners within West Leeds PCN. Musculoskeletal (MSK) conditions make up to a third of a GPs caseload and as this number increases as patients get older, 85% of these patients so not need to see a GP and can be effectively managed by an experienced MSK clinician who can see the patient early and give individual advice and intervention.

**LARC clinics**

Long-acting reversible contraception (coil & implant) clinics are split into two parts; an initial telephone call with a GP booked by reception teams with a follow up appointment booked only by the GP for fitting if appropriate. Reception teams may book telephone assessments from January 2024.

**Healthy Minds**

The Healthy Minds Service is a new extension to our Practice supporting patients who struggle with low level mental health and emotional wellbeing difficulties, such as: • Anxiety • Stress • Low mood • Panic • Bereavement. They provide telephone appointments which are 20 minutes in duration for patients who are 18 years old and above. Healthy Minds can offer the following intervention and services to patients: • Psychological education • Help develop low level coping mechanisms and strategies • Provide helpful materials (electronically) • Advocate healthy lifestyles for mental health and wellbeing • Provide an empathic conversation • Signpost to other services • Discuss MED3

**Lead Nurse**

The Lead Nurse’s role is to develop and work on city wide transformation projects with the aim of improving the delivery of care. The Lead Nurse also works with practice nurses within the PCN to create a cohesive environment of support and continued professional development for those practices who do not have a senior nurse presence. The Lead Nurse has two clinical days, Monday and Tuesday. Monday AM-Clinic for Respiratory. Monday PM for SMEARS. Tuesday- Telephone clinic for Complex Asthma reviews.

**PCN Booking Team**

The Booking Team provide telephone cover for practices and patients to be able to contact West Leeds PCN from 10am to 4pm. They send text reminders/information to all patients booked in a West Leeds PCN Clinic, screen clinics to prevent wastage whilst ensuring appointments are appropriately booked, batch messaging patients, deal with clinician sickness promptly, reorganising clinics, book appointments on behalf of West Leeds PCN for dementia reviews, heart failure, dietitians, Lead Nurse and many more.

**Not employed by us but working with us in the community are:**

**Community Matron**

A Community Matron is attached to the Practice and supports the Doctors with complex issues relating to the health of the elderly.

**Neighbourhood Nurses**

Neighbourhood Nurses are based within the Health Centre. They are primarily available to provide nursing care to patients in their homes at the request of the Doctors.

**The Macmillan Nurse** is a trained expert in the care of terminally ill and the bereaved. If you feel they maybe able to help you, please discuss this with your Doctor.

**Community Midwife**

The attached Midwife is an expert in her field and provides antenatal and postnatal care and undertakes home visits. The midwife can be contacted via the Maternity Unit, Clarendon Wing, LGI. **Telephone 0113 2432 799**

Appointments for clinics at the Surgery are booked via Reception.

**Health Visitors**

Health Visitors are available to provide support and advice on any general health issues that may arise within the family.

**Physiotherapists**

Physiotherapy is available at the Health Centre, following referral by your Doctor.

**Mulberry Street Medical Practice - Opening Times:**

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| --- | --- | --- | --- |
|  | **We Open At** | **We Close At** | **Hub\*\*** |
| **Monday** | 7.45am | 6.30pm | 6pm – 8pm |
| **Tuesday** | 7.45am | 6.30pm | 6pm – 8pm |
| **Wednesday** | 7.45am | 6.30pm | 6pm – 8pm |
| **Thursday** | 7.45am | 6.30pm | 6pm – 8pm |
| **Friday** | 7.45am | 6.30pm | 6pm – 8pm |
| **Saturday** | Closed | Closed | 9am – 5pm |
| **Sunday** | Closed | Closed | Closed |

\*\*Mulberry Street Medical Practice have formed the West Leeds Primary Care Network with five other local practices.

The Hub is based at The Gables Surgery. For an appointment, please ask at reception or ring us on **0113 2570711** which covers all patient services.

**When we are closed, please ring 111 or 999 in an emergency.**

**Mulberry Street Medical Practice - Surgery Times:**

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| --- | --- | --- |
|  | Morning Session | Afternoon Session |
| **Monday** | 8am – 11am | 1.30pm – 6.30pm |
| **Tuesday** | 8am – 11am | 1.30pm – 6.30pm |
| **Wednesday** | 8am – 11am | 1.30pm – 6.30pm |
| **Thursday** | 8am – 11am | 1.30pm – 6.30pm |
| **Friday** | 8am – 11am | 1.30pm – 6.30pm |

**Patchs – Online Consultation Tool**

Patchs is available online until 12 noon each day and offers a secure, simple and flexible way for you and carers to contact your GP practice.

By registering you will have easy access to a range of services from your computer or smartphone including: anything non-urgent that you need to contact us for, GP consultations, fit/sick note, repeat medication and prescriptions, health advice, access to any of our services/health professionals.

**Appointments**

All our surgeries are run by an appointment only system. Appointments can be booked online, calling into the surgery or by phoning our main switchboard number 0113 2570711. The busiest time for booking appointments is from 8am please book online where possible. We suggest you avoid ringing at this time for routine appointments. We offer pre-bookable appointments up to 2 weeks in advance and try to make sure you see the Doctor of your choice however, if they are not available, you may be asked to see another Doctor. For urgent appointments (ie: for the same day), please try and contact us in the morning as we can offer more flexibility. In this situation you must make your request clear to the receptionist but be prepared to see any Doctor.

*Please ensure you cancel any appointment that is no longer required, this will allow us to offer the appointment to someone else who may need it.*

**When should you see a Practice Nurse?**

Many of our patients say that they are unsure at times whether they should see the Doctor or Practice Nurse. It is difficult to be exact in all cases but the following list is a good guide. Remember, the Nurse always has the option of referring you to the Doctor for further care if she considers it necessary

 Diabetic/COPD/CHD/BP/Asthma & Kidney Reviews MC900370738[1]

 Blood Pressure Check

 Cervical smears MC900370738[1]

 Childhood immunisations

 Dressings changed

 Family planning advice

 Routine bloods or urine test

 ECGs

**Named GP**

All practices are required to provide their patients with a named GP who will have overall responsibility for the care and support that our practice provides to you. As one of our patients your named GP will depend on the first letter of your surname.

Patients are allocated a named GP in the following way:

Surnames beginning with the letters A – D will have Dr Champaneri as their named GP

Surnames beginning with the letters E – K will have Dr Hardaker as their named GP

Surnames beginning with the letters L – R will have Dr Limaye as their named GP

Surnames beginning with the letters S – Z will have Dr Anthony as their named GP

**This does not prevent you from seeing any GP in the practice.**

**Additional Services**

**Minor Surgery**

Many minor skin lesions can be removed here. Minor surgery will be performed by Dr Hardaker by prior arrangement. Please ask your Doctor if your condition is suitable.

**Contraception**

The Practice can provide advice on all forms of contraception and has 2 female Doctors who can fit and remove coils or contraceptive implants. A consultation with the Doctor prior to any of these procedures is necessary.

**Travel Advice/Immunisations**

Advice on travel vaccines can be complicated. The quicker we know your agenda the sooner we can get you safely protected. A written list of destinations helps as does some idea of your previous vaccines if you have a record. Occasionally your GP records may not be complete.

Some immunisations are not covered by the NHS and you may have to pay for these. Malaria tablets vary depending upon destination. Again, these may not be covered by NHS prescription. Our Nurses have a particular interest and have had advanced training in this area.

**Repeat Prescriptions**

Please allow 48 hours’ notice for your repeat prescription requests. To order prescriptions you can post your request (if you wish to have this posted back to you please enclose a SAE) or drop in your request at the Surgery.

You may also order your repeat prescription items with us on-line. Using the NHS App you can view your full repeat medications list and select the ones which you require. It’s quick and easy to use and can be particularly useful during those times when the practice is closed. Before you can start using this facility, you must first register your details for this service.  Ask at reception for a registration form which will explain how to start using this facility.

We are keen to ensure that patients with ongoing medical problems are monitored regularly. If the date for your next review with a doctor or nurse has passed you will be asked to make an appointment.

**Out of Hours**

Between 6.30pm and 8am, weekends and Bank Holidays a local out of hours service is provided by Local Care Direct. This service provides medical services for urgent medical problems that cannot wait until the Surgery is next open. The Out of Hours telephone number is **111.**

Between 9am—5pm on Saturdays please ring West Leeds Primary Care Network Hub which is based at The Gables on **0113 2574730.**

Home visits are generally for the terminally ill and genuinely housebound. Please attend the Surgery if possible. If you are too ill for this and feel you require a visit at home, please call the main switchboard number before 9am as this helps us plan our day. Usually, a Doctor will discuss the visit request by telephone before visiting.

**CQC**

We are regulated by the CQC. See www.cqc.org.uk

**Access to Detail Coded Record**

MC900053970[1]Please ask at reception for access to your online information.

**Access for the Disabled**

The following facilities are available for people with special needs:

There is wheelchair access to the building via a ramp, the GP practice is based on the ground floor.

A disabled WC is also available on the ground floor. Disabled parking is available within the staff car park. Otherwise free parking is available in the nearby leisure centre.

If you need more information, please contact the main practice with your query.

**Patient Confidentiality**

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those are treating you can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you – please see our Privacy Notice which is available on our website or in practice.

We only ever use or pass on information about you if other allied professionals have a genuine need for it and it is in your interest. Whenever possible we will remove details which identify you.

If you have given us permission to contact you by phone, text or email we will use your details to remind you or 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 healthchecks 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 reception. 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.

**Violent or Abusive Behaviour**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

**Suggestions and Complaints**

We welcome suggestions for improvement of services in our practice.

Should you be dissatisfied with any aspects of the care or services provided please contact the Office Manager. Every effort will be made to answer your concerns as soon as possible.

The areas served by Pudsey Health Centre are: Pudsey.

Leeds Integrated Care Board (ICB) Tel : 0113 8435470

**Drs Champaneri, Hardaker, Limaye & Anthony**

**Mulberry Street Medical Practice**

**Pudsey Health Centre**

**18 Mulberry Street, Pudsey**

**Leeds, LS28 7XP**

**Tel : 0113 2570711**

**Email : pudseyhc.surgery@nhs.net**

**Website: pudseyhealthcentre.co.uk**

shared/GENERAL/New Patient/Practice Leaflet