



Crossley Street Wetherby  
West Yorkshire LS22 6RT  
Tel 01937 543200  
[www.CrossleyStreetSurgery.co.uk](http://www.CrossleyStreetSurgery.co.uk)



**Dr Richard Hall** MB ChB MRCGP Leeds (1985)  
**Dr Ellis Rickwood** MB ChB DRCOG MRCGP Leeds (1990)  
**Dr Maria Frith** MBBS MRCGP MRCP Newcastle (1987)  
**Dr Mark Salisbury** MB ChB MRCGP DRCOG DFSRH Leeds (2004)

Call the surgery on 01937 543200

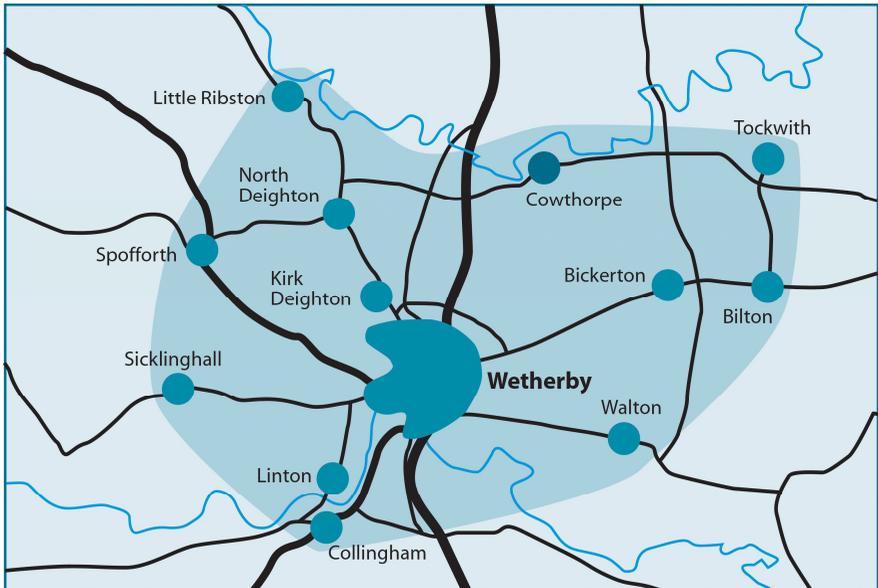
# Welcome to our Practice

We look after people in Wetherby and the surrounding area. The notes that follow are designed to help you get the best out of the services we provide.

## Reception opening hours

Reception opens on weekdays at 8.00am and closes at 6.00pm.

### Practice Area



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## Registration

To register with the Practice please ask one of our receptionists for a registration form. It is vital that you complete all fields on the registration form as any incomplete details may result in a delay in your registration. As soon as you have completed the registration form you will be able to book an appointment with us. If you are registering with the Practice on a permanent basis your records will automatically be sent on from your previous practice.

You have a right to express a preference to receive services from a named clinician in the practice. If you wish to do this please inform the receptionist when you register with the practice or at any time while registered and we will make a note of this on your clinical record. Whilst we will always endeavour to honour your preference we do however need to make it clear that in the event of an emergency we may not be able to do so.

## Appointments

Our appointment system operates to allow patients to not only book in advance with the GP of their choice but also to have sufficient appointments for those patients who feel their needs are more urgent and need to be seen the same day.

All GPs have appointments which are bookable in advance; the numbers of these will vary dependant on how many days a week a specific GP is working in the practice. These appointments can usually be booked up to 4 weeks in advance. Our reception staff will always try to assist with finding a suitable appointment for you, but on occasions we may not have sufficient appointments for a specific GP at a suitable time.

Other patients who need to see a GP more urgently will be offered an appointment with the next available GP; however, we cannot guarantee that you will be seen by a GP of your choice.

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In the event that you need to be seen the same day and there are no more available appointments, you can request a telephone call from the “on call” GP, who will discuss your needs with you and if appropriate arrange for you to be seen.

All appointments booked with the “on-call” GP are booked on the same day for urgent care and you should be aware that your appointment may be subject to delay if the GP subsequently has to deal with an emergency, whether in the surgery or at a patient’s home. In such an event you will be offered an appointment with an alternative GP although there may be a wait to be seen. In any event we always aim to keep you fully informed.

You can also arrange for a telephone appointment with a GP. These calls are normally made after morning surgery; again the availability of these appointments is subject to the GP’s availability on a specific day.

## **Cancellations**

If you are unable to keep your appointment please inform the surgery as soon as possible so that your appointment can be used for another patient.

## **When the surgery is closed**

In the event of an emergency please ring 111. Your phone call will be answered by a trained receptionist and you will be offered either telephone advice from a doctor, a consultation at the emergency primary care centre where you can request to be seen at either Harrogate or Leeds, or a visit by a doctor. This will be decided on medical need. Further information may be obtained from a separate leaflet on request.

## **TARGET training**

For one afternoon each month the practice will be closed for staff and doctor training and/or further education. This is called TARGET and is a Leeds citywide scheme. During this

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afternoon emergencies are covered by a GP emergency service, which can be accessed by ringing 111. Posters displaying TARGET afternoon dates will be displayed in the practice.

## Home visits

Home visits are for serious illnesses, and for people who are housebound. Requests for home visits can be made by telephoning the surgery.

Please telephone before 10.30am as this helps the doctor to plan their visits. The receptionist will ask for a brief description of the problem, to give the doctor some idea of the urgency of the call.

## Repeat prescriptions

If your doctor agrees, you may obtain medicines by repeat prescription, for routine medications only. These may be obtained, giving 48 working hours' notice: -

- By completing a prescription request slip or asking the receptionist over the counter, when you are in the surgery;
- By requesting a repeat prescription on line at our website [www.crossleystreetsurgery.co.uk](http://www.crossleystreetsurgery.co.uk). To use this service you need to register with Systmonline. You can do this by calling into the surgery with photo id and speaking to one of our receptionists. You will be issued with a unique username and password so that you can access the secure site and order your prescription;
- By posting the repeat prescription request slip (i.e. the right hand side of your last prescription) in the prescription box in the foyer or in the normal post;
- By faxing your request to (01937) 588689;

There is also a repeat prescription collection service whereby all repeat prescriptions can be sent directly to the local chemist of your choice. Please contact your chosen chemist to arrange this.

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## Results of tests

Most results are available by telephone from our receptionists after 10:30am, in certain circumstances, you may be asked to make a telephone appointment with the nurse, between 1.00-1.30pm.

If you provide us with your mobile number, our GPs can send you your test results via SMS.

## The Partners

### **Dr Richard Hall MB, ChB, MRCP, GMC No. 3071993**

... qualified from Leeds in 1985. He joined the practice in 1990. He has a special interest in diabetes and is also a GP trainer monitoring the progress and education of our GP registrars.

### **Dr Ellis Rickwood MB, ChB, MRCP, DRCOG GMC No. 3499423**

... qualified from Leeds in 1990. He specialises in musculoskeletal/sports medicine and has a particular interest in joint injections.

### **Dr Maria Frith MBBS, MRCP, MRCP, GMC No. 3255401**

... qualified from Newcastle in 1987. Joining the practice in 1997, she has a special interest in women's health and medicine.

### **Dr Mark Salisbury MB, ChB, MRCP, DRCOG, DFSRH, GMC No. 6099166**

... qualified from Leeds in 2004. He has a special interest in hypertension and joint injections, and is also a GP trainer monitoring the progress and education of our GP registrars.

*Please note: The practice is not a limited partnership*

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## Our Practice team

### **Dr Sarah Fraser MB, ChB**

... is a salaried GP. She qualified from Bristol in 1990. She is part-time, working four sessions a week.

### **Dr Christopher Ade MB, ChB MRCGP DRCOG**

... is a salaried GP and qualified from Leeds in 1985. He has a special interest in Respiratory Medicine and Palliative Care.

### **Dr Deborah Lawrence MB, ChB MRCGP DRCOG**

... is a salaried GP and qualified from London in 2004. She currently works three days a week.

### **Dr Gillian Kitchen MB, ChB MRCGP DRCOG DFFP**

... is a salaried GP and qualified from the University of Leicester in 2002. She currently works three days a week and is one of our Palliative Care leads and also runs the Dementia Clinic.

### **Dr Kate Payne MB, ChB**

... is a salaried GP. She qualified from Leeds in 2006 and currently works three days a week. Her specialties are rheumatoid arthritis and joint injections.

### **Dr Zandra Quinn MB, ChB**

... is a salaried GP. She qualified from Dundee in 1995. She is part-time, working three days a week.

### **Doctors in Training (GP Registrars)**

The practice is approved for GP training. Fully qualified doctors with at least 2 years experience in hospital medicine will be in the practice to gain experience of general practice. Part of this training may include video tape consultations to aid analysis of the doctors consulting technique. You may be offered an appointment to see a GP Registrar or you may be asked to

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consent to video taping of your consultation. You are under no obligation to participate in this if you prefer not to.

## **Our Practice Nurses**

Practice nurses are available from Monday to Friday during surgery hours for appointments. They can help you with blood pressure checks, dressings, minor injuries, immunisations, family planning advice, travel advice, cervical smears, warts and verrucas, general health checks, dietary advice, routine blood/urine tests, ear syringing, and chronic disease monitoring.

### **Sister Sharon Lax**

... joined the practice in 2006 and became nurse manager in 2017. She works part time undertaking the full range of treatment room procedures and is trained in all long term conditions.

### **Sister Louise Squires**

... joined the practice in 2016. She works three days a week undertaking treatment room procedures and is trained in all long term conditions.

### **Sister Sarah Hayes**

... joined the practice in 2017. She works three days a week undertaking treatment room procedures.

### **Healthcare Assistants: Debbie Kaye, Julie Tranmer, & Karen Jones**

Our Healthcare Assistants provide a support service to the nursing team and can take blood, take your blood pressure, perform ECGs and other support services.

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## **Our Administrative Team**

### **Practice Manager**

Our Practice Manager, Anita Hampson, carries out a wide variety of duties helping the doctors to run the practice efficiently. If you have any queries, suggestions or problems please address them to the Practice Manager.

### **Senior Administrative Staff**

Our Practice Manager has a number of assistants, who help with the day to day running of the practice, including finance, operations and IT.

### **Receptionists**

Our receptionists have a demanding and difficult job. They will always attempt to deal with your request as efficiently as possible, though this can occasionally take some time. Please be patient, especially at busier times.

### **Secretaries/Administrators**

Secretaries and Administrators are a vital part of our team and deal with an ever increasing volume of administrative work.

### **Pharmacists**

We have two pharmacists, Richard Laybourn and Christiana Idowu. You may book a telephone consultation with either of our pharmacists to get assistance with medication queries or prescription alignment.

## **The Primary Health Care team**

The doctors work in close contact with district nurses, district midwives and health visitors. If you think you need home nursing care, please ask your doctor. In addition to these staff a wide range of other health care professionals contribute to the services provided in the surgery and the community.

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## Services available

- **Maternity care**

The midwife and doctors run antenatal clinics by appointment. The midwife makes routine home visits after the baby is born. The doctor makes a full postnatal check between 6 and 8 weeks.

- **Child health surveillance**

Clinics are held on Monday and Thursday afternoons for development checks and immunisations by appointment.

- **Family Planning**

We are happy to provide family planning advice and offer a full contraceptive service, including coil and implant fitting.

- **Immunisations**

We think it is very important that everyone, especially children, are fully immunised against serious infections. If you think that you or your children are not fully covered please ask the doctor or nurse who are happy to advice.

## Other specialist clinics

- **NHS Health Checks**

The NHS Health Check scheme is a national initiative whereby patients between the ages of 40 and 74 are invited to their GP practices for a series of health checks, including blood pressure and blood tests. If you are in this age range, you will receive an appointment for such a Health Check.

- **Coronary Heart Disease**

Clinics are held for review of patients with heart disease. These are held by two practice nurses and supported by a doctor.

- **Diabetes**

Clinics are held by three of our practice nurses supported by a doctor.

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- **Asthma & COPD Clinics**

Four of our practice nurses have special training in this area of medicine and hold weekly clinics for Asthma & COPD. If you have asthma or COPD it is important to have regular reviews. Please make an appointment at reception.

- **Travel Advice**

Our nurses provide up-to-date advice on vaccinations and illness avoidance for overseas travel. Please note: recommendations change all the time, do not assume you are covered. There may be a charge for some of these vaccines. For up to date travel information please visit our website.

- **Memory Support Clinic**

This GP-led clinic, which is held every other Wednesday morning, is for patients who have been diagnosed with dementia.

- **Connect Well Clinic**

Connect Well is a new social prescribing service, which works in partnership with primary care to navigate people to relevant services and support groups within the community. For more information visit our website.

- **Carers Clinic**

Every other Wednesday we have a clinic run by Carers Leeds, here at the surgery. If you are a carer ask reception for a Yellow Card and when you have completed the short form hand it back to the practice and we will send a referral to Carers Leeds. For more information, visit [www.carersleeds.org.uk](http://www.carersleeds.org.uk)

- **Well Woman**

Appointments are available with your own doctor or a female doctor to receive advice on women's health matters including contraception and the menopause. Routine smears are undertaken by the Practice Nurse.

- **Warfarin Clinic**

Those patients on Warfarin tablets who require regular blood tests can have them done at the practice in a specific clinic on

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Friday mornings. Please note that appointments for this particular clinic are arranged by the hospital.

### **Non- NHS services**

Many services are not covered by the NHS and a fee will be charged for providing them. A list of BMA approved fees is on display on the surgery notice board. These services include;

- Insurance medicals
- Certificates for holiday cancellation
- Completion of private claim forms (e.g. Spire/PPA)
- Private sick notes
- Private prescriptions
- Certain travel vaccines

## **Additional information**

### **Patient Participation Group**

Crossley Street Patient Participation Group (PPG) is a partnership between patients of Crossley Street Surgery and the doctors, medical workers and administrative staff who look after our wellbeing. The aim of this group is to encourage a positive working relationship between patients and surgery staff.

The group acts as a link between the practice and our patients to ensure best use of facilities, and the organisation of policies which reflects our patients' views. For more information please visit our website.

### **Change of Name/Address**

If you change your name, address or telephone number please let us know in order to keep our records accurate. If you move out of the area you should register with another doctor.

### **Complaints Procedure**

It is the intention of Crossley Street Surgery to provide a high standard of care; however there may unfortunately be times when you feel this has not happened.

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If you have concerns please raise them immediately by speaking to any member of the practice e.g. a doctor, nurse, receptionist or the Practice Manager. We will always take any concerns you raise seriously and will try to resolve your concerns there and then.

If your concern has not been dealt with satisfactorily and you want to continue with your complaint you can do this orally or in writing (including e-mail) to Anita Hampson, Practice Manager. Further details are available in our complaints leaflet which you can find on our patient notice board, website or you can ask for a copy at reception.

### **Access to Patient Information**

All GPs and staff working in this practice who have a responsibility for your care have access to your clinical patient record. Patients have their rights safeguarded by the Data Protection Act and everyone working for the NHS has a legal duty to keep information about you confidential.

We may use the information we hold about you for other reasons apart from managing your care e.g. to help protect the health of the public generally or for training purposes. Also the law may require us to pass on information e.g. to notify a birth or death.

You may be receiving care from other people outside of the NHS and so that we can work for your benefit we may need to share some information about you. We only use, or pass on, information about you if people have a genuine need for it and it is in everyone's best interest. The sharing of some types of very sensitive personal information is strictly controlled by law.

You also have a right of access to your own health records. For information on how you can apply for access please ask at reception or contact our Practice Manager.

Our privacy policy, which explains how we collect, use, and look after your data is available on our website.

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### **Disabled Access**

The surgery is purpose built and accessible to disabled patients. There is a disabled toilet and lift in the building and reserved parking. A wheelchair is available for use in the reception area.

### **Patient's Rights and Responsibilities**

The practice complies with the Patients Charter which is available to view via our website. As a courtesy we would expect patients to keep appointment times and inform us if they are unable to keep a booked appointment. If a patient arrives more than 10 minutes late they may be asked to re-book.

### **Violence and abusive behaviour**

The practice follows an NHS policy of zero tolerance regarding violence and abusive behaviour towards its doctors, staff and persons present on the premises. Any violent or abusive behaviour will be taken seriously and you may be requested to leave the practice. Any incident will be fully investigated and the decision may be made to remove you permanently from the practice list in line with PMS agreement regulations 2004, schedule 5, paragraph 19.

### **Leeds Clinical Commissioning Group Partnership**

Crossley Street Surgery and the Wetherby locality is part of the Leeds Clinical Commissioning Groups Partnership (CCG). The CCG can be contacted for any information on primary medical services in the area, at the following address:

Suites 2 - 4, Wira House, Wira Business Park, West Park Ring Road, Leeds, LS16 6EB

Telephone: 0113 843 5470      e-mail: [leedsccg.comms@nhs.net](mailto:leedsccg.comms@nhs.net)

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## Useful Numbers

| <b>NHS Hospitals</b>            |               |
|---------------------------------|---------------|
| Harrogate District Hospital     | 01423 885 959 |
| St. James's University Hospital | 0113 243 3144 |
| Leeds General Infirmary         | 0113 243 2799 |

| <b>Private Hospitals</b> |               |
|--------------------------|---------------|
| BMI Duchy (Harrogate)    | 01423 567 136 |
| Spire Health (Leeds)     | 0113 269 3939 |
| Nuffield (Leeds)         | 0113 388 2000 |

| <b>Local Chemists</b>                         |               |
|---|---------------|
| Boots, Wetherby                               | 01937 581 676 |
| Day Lewis, Wetherby<br>(Formerly Moss)        | 01937 582 182 |
| Boots Alliance, Wetherby<br>(Formerly Selles) | 01937 583 783 |
| Village Pharmacy, Collingham                  | 01937 572 388 |

| <b>Others</b>  |               |
|--|---------------|
| Out of Hours Emergency Service                           | 111           |
| Wetherby Health Centre                                   | 01937 522 777 |
| WiSE (Wetherby in Support of the Elderly)                | 01937 588 994 |
| Leeds City Council Contact Centre ( for Social Services) | 0113 398 4702 |
| Wetherby Police  | 0113 285 5360 |

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