

Our Team

The Doctors

Lead Clinician

Named Accountable GP

Dr Surinderjit Singh (male)

MB MS 2003

Dr Rashmi Shivamurthy (female) Salaried GP

MBBS, MRCP, DRCOG, DFFP

Dr Khuram Ahmed (male) Salaried GP

MD, MRCP

Dr Rahul Tyagi (male) Salaried GP

MBChB, BSc (Hons), MRCP

Our Nursing Team

Karen McHale RGN

Laura Grundy RGN

Barbara Hall RGN

(lead for Contraception & Sexual Health)

Health Care Assistants

Margaret Kellett (NVQ Level 3 Health & Social Care)

Julie Dawson (NVQ Level 3 Health & Social Care)

Practice Manager

Mrs Kathy Harrison will be able to help you with any problems you may have with the way our practice is run.

Patient Care Advisor Team

Our Patient Care Adviser team are here to help you and deal with your enquiries. At peak times they can be busy. Please bear with them and they will endeavour to deal with your enquiry as quickly as possible.

Other information

Rights and Responsibilities of patients

Please keep appointments – time is precious. If you cannot keep your appointment please inform us as soon as possible so that we can allocate your appointment to another patient. Patients who regularly fail to attend their appointments will be informed by post that if they continue to miss appointments they may be removed from the practice list.

We expect our patients to behave towards us and our staff in a reasonable manner. Threatening and abusive behaviour is not acceptable and in line with the NHS Zero Tolerance policy patients may be removed from the practice list.

Access to Patient Information

All patients have access to their own medical records. You may request to see your medical records in accordance with the "Access to Medical Records Regulations (1990)" at any time. This can be arranged. A member of staff will be present. We will not give access to anybody else requesting information about you without signed authority from yourself. Under certain circumstances the Courts can request information about patients.

Patient Feedback

At Beeston Village Surgery we aim to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Our Practice Manager will be happy to help.

Patient Participation Group (PPG)

The practice has a PPG that meets every 3 months with one of the Partners and the Practice Manager. The PPG makes suggestions about improvement that can be made by the Practice and gives the patients view of how the practice operates.



Beeston Village Surgery

James Reed House,

Town Street, Leeds LS11 8PN

www.beestonvillage surgery.co.uk

Tel: (0113)2720720

Opening hours:

Monday, Wednesday 7am – 6.00pm,

Tuesday, Thursday 7.30- 6pm

Friday 8-6pm

E-mail: info.bvs@nhs.net

Welcome

Beeston Village Surgery, established in 1991 is a modern Personal Medical Services (PMS) provider. Beeston Village Surgery is not a training practice. We have developed a modern approach to the delivery of a friendly, caring service addressing the needs of our patients. At Beeston Village Surgery we are committed to achieving high standards of general practice and the safe delivery of patient care.

We have a team of community Staff attached to the practice including a Midwife, Dietician and the Health Visitor team

The Premises offer full disabled access

We aim to treat all our patients promptly, courteously and in complete confidence.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

If you live in our practice area and would like to register with us please complete one of our registration forms. These are available from our reception. All patients over 16 years of age are expected to attend for a medical with the Healthcare Assistant or Practice Nurse.

Services provided

We run a range of clinics. For an appointment or further details, please call our Patient Care Adviser Team

Ante Natal Clinics – caring for the mother to be

Cervical smears - we recommend a smear every 3 years for all our female patient up to age 50 and every 5 years up to age 65

Family Planning – Contraceptive advice/service is available

Contraceptive implants and Coil insertions

Minor Surgery

Child Health

Surveillance – check ups for under 5s

Long Term Conditions i.e. diabetes, lung disease, heart disease, hypertension

Post natal Care

General Health Checks

Holiday advice and vaccinations

Immunisations

Minor Surgery – verrucas, warts, injections to painful joints.

Excisions/Incisions

New Patient Health checks

Requests for appointments

Ring our main surgery number on **(0113) 2720720** to book an appointment.

Appointments can also be made online via our practice website. You will need a username and password to access this service. Please ask our Patient Care Adviser Team.

Your call will be answered by our Patient Care Advisor team. The telephones are constantly staffed, are often busy so please allow our Patient Care Adviser team time to answer.

Non Urgent /Routine Consultations are by appointment and can be booked up to 3 months in advance.

Appointments are **only 10 minutes long**. If you feel you require a longer appointment please inform our Patient Care Adviser team.

If you prefer to see a particular GP please inform our Patient Care Adviser team.

We can also offer **telephone consultations** if appropriate.

If you are **more than 10 minutes late**, you will be asked to rebook your appointment.

Home visits

Requests for home visits can be made by telephoning our surgery number. Except in an emergency please ring before 10.30am. Requests for home visits will be discussed with the duty doctor by the Patient Care

Adviser. The doctor or nurse may ring you to discuss your need for a visit

Evening and weekends

When the surgery is closed and you required urgent attention please ring **111**. Out of Hours cover is provided by the Yorkshire Ambulance Service.

You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel in advance
- Calling for a home visit or urgent appointment before 10:30am

Repeat prescriptions

If you take medication on a long-term basis, you can ask for a repeat prescription.

Electronic Prescription Service. The practice sends prescriptions electronically to local pharmacies.

Repeat Medication requests can be made by: Prescription counterfoil with the items ticked **Letter** with your name, address, date of birth ensuring the name, dose, strength and quantity of each drug is detailed.

These can be put in the Post box in our reception area, **posted, requested online or e-mailed to info.bvs@nhs.net**

Online via our Practice Website. You will need a username and password for this service. Please ask one of our Patient Care Advisers

Your prescription will take 48 hours (working days) to process. Please ensure you leave enough time for the request before you run out of medication.