

City View Medical Practice

Patient Information

Main Site:

City View Medical Practice
Beeston Hill Community Health Centre
123 Cemetery Road
Leeds LS11 8LH

Branch Surgery:

Shafton Lane Surgery
20A Shafton Lane
Leeds LS11 9RE

Contact us:

Web: www.cityviewmedicalpractice.co.uk
Email: cityview.enquiries@nhs.net (non-urgent)
Tel: **0113 467 7515**



South & East Leeds General Practice Group Limited
Registered Office: 1st Floor, Park Edge Practice, Asket Drive, Leeds LS14 1HX

Registered in England No. 09561513



City View Practice Team

Management Team		
Business Manager	Victoria Keys	Oversees all aspects of the Practice, making sure that the right people and systems are in place to provide our patients with a good quality service.
Clinical & HR Manager	Claire Brown	Manages the clinical quality of the practice and ensures that our people are well supported.
Operations Manager	Steve Holt	Manages the day-to-day running of the Practice and the Patient Services Team.

General Practitioners (GPs)		
Name	Qualifications	Registration
Dr Osama Aboreeda (M)	MBBCh Alexandria, Egypt; MRCGP Leeds	2012
Dr Rasheed Adewole (M)	MBBS Olabisi Onabanjo, Nigeria; MRCGP, Leeds	2015
Dr Mohanad Amin (M)	MBBCh Alexandria, Egypt; MRCGP Barnsley	2016
Dr Yazan Fakhoury (M)	BMBS Brighton & Sussex; MRCGP Leeds	2018
Dr Chidinma Ohanele (F)	MBChB Ghana; MRCGP York	2013
Dr Chinedu Okafo (M)	MBBS Jos, Nigeria; MRCGP Leeds	2007
Dr Nina Owen (F)	MBChB Warwick, MRCGP Leeds	2013
Dr Kar Jun Yip (M)	MBChB Dundee; MRCGP Southport	2016

Clinicians		
Team	Name	Qualifications
Advanced Nurse / Clinical Practitioners	Fiona Shackleton	<ul style="list-style-type: none"> BSc Physiotherapy MSc Advanced Clinical Practice
	Sarah Fox	<ul style="list-style-type: none"> RGN MSc Advanced Clinical Practice
	Farina Saheed	<ul style="list-style-type: none"> Nurse Specialist Mental Health
Pharmacy Team	Ben Garner	<ul style="list-style-type: none"> Pharmacist MPharm
	Michelle O'Neil	<ul style="list-style-type: none"> Pharmacy Technician NVQ3
Practice Nurses	Jayne Simonett	<ul style="list-style-type: none"> Lead Nurse RGN
	Laura Carman	<ul style="list-style-type: none"> Nursing Diploma BSc Midwifery PGDip Advanced Midwifery Practice
	Nana Adu-Bediako	<ul style="list-style-type: none"> BNurs (Hons)
	Alicia Halliday	<ul style="list-style-type: none"> BNurs (Hons)

Healthcare Assistants	Leonie Bromby	Certificates of skills achievement for all the tasks carried out
	Danielle Butterfield	
	Dawn Irving	
	Ndey Sowe-Cham	
Other Staff	We also have attached to the Practice: Social Prescribers, Physiotherapists, Mental Health Workers, Pharmacists, Midwives and Alcohol & Drugs Counsellors. You can self-refer to some of these services.	

Registrar and Students

City View is a training practice and so we help to train General Practitioners. Our GP Registrars are fully qualified as doctors and have a great deal of hospital experience. They are attached to our Practice for six months or a year (depending on the stage of their training) and usually become GPs after completing their training. They always have access to advice from any of our more experienced GPs when they need it.

When booking an appointment, you may be asked if you will consult with one of our Registrars. As part of their training, a Registrar may need to video the consultation. If you are happy to be recorded, then you will be asked to complete a short consent form. If you do not wish to be filmed for the purposes of training, please let the Registrar or Reception staff know before your consultation.

We also help to train medical students and student nurses, and they will sometimes be on placement within the Practice for a few weeks. The students always work alongside one of our permanent members of staff, either observing or being observed learning specific skills.

Registering as a patient with City View Medical Practice

Patients are welcome to register at City View Medical Practice if they live locally and have a LS11 postcode.

The easiest way to register is on our website at www.cityviewmedicalpractice.co.uk. If you are unable to get online, you will be required to complete a registration form (GMS1) and a new patient questionnaire. Registration forms can be collected from Reception or posted to you. If you wish to sign up for online services at the time of registering, we require proof of identification and address.

We would encourage patients who take regular medication to obtain a prescription from their current Practice before registering. Medical treatment is available from the date of registration. Following registration all new patients are asked to attend a New Patient Medical with our Healthcare team.



**PROUD TO BE A
SAFE SURGERY**

We are proud to be a 'Safe Surgery' for everyone in our community and all are welcome. Everyone in the UK has the right to free care from a GP. If you don't have proof of ID or address, you can still register. Immigration status or nationality do not matter – our Reception team will not ask for immigration documents and will not share your information with Home Office unless serious crime is involved. Please ask for an interpreter if you find it difficult to communicate in English.

Opening Times

Our Reception desks and phone lines are open:

Monday	08:00 – 18:30
Tuesday	08:00 – 18:30
Wednesday	08:00 – 18:30
Thursday	08:00 – 18:30
Friday	08:00 – 18:30

Between 18:00 and 18:30 phone calls are diverted to NHS 111.

Emergencies

If you are experiencing a serious medical emergency, such as severe chest pain, suspected stroke or severe bleeding, please do not delay your treatment by contacting the surgery, but call an ambulance by dialling 999.

When we are closed

If you need care outside normal practice hours, please call 111 and they will direct you to the most appropriate service.

We are able to offer routine appointments at the Beeston Hub situated at St George's Centre in Middleton for weekday evening appointments, and at City View for weekend appointments. Please ask the Patient Services Team for more information.

St George's Centre is also the location of the nearest Minor Injuries Clinic and Urgent Treatment Centre. The service runs from 8am to 11pm every day, including weekends.

Appointments

You can request appointments by telephone (Tel: 0113 467 7515) or online via our website (www.cityviewmedicalpractice.co.uk). All appointment requests are triaged, and you will be offered an appointment with the most appropriate member of our healthcare team or signposted to a more suitable service. You can request to see a preferred practitioner and a male or female GP, but if you require an appointment on the day, we may have to offer an alternative.

Home Visits

Home Visits can be offered only to housebound patients. Please telephone before 10:30am if a visit is required on the same day. Only urgent visits will be arranged after that time. Please give the Care Navigator as much information as possible, to enable the duty doctor to allocate a priority order to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do one home visit. We are unable to guarantee a particular clinician to visit.

Repeat Prescriptions

Repeat prescriptions will be issued at the GP's discretion and are normally for patients on long-term treatment. You can register for online access which will enable you to order prescriptions via your NHS App or online. Prescriptions will be sent electronically to your nominated pharmacy. Please allow at least 48 hours before collection and make allowances for weekends and other practice closures. See our website for details.

It is your responsibility to order your medication in plenty of time, so that you do not run out. Urgent requests for non-urgent medication will be fulfilled as a routine repeat prescription request.

Test Results

At your test appointment, the clinician will advise you how long it will be before the result is available. After this length of time, you should be able to see your test results on your NHS App, or please ring for results Monday to Friday between 10:00 and 16:00.

Confidentiality & Access to Records

The clinicians will add notes to your records, which may need to be accessible to other colleagues, in order to provide you with the highest quality of care. All our staff are trained in information governance and the General Data Protection Regulation (GDPR) (2018), and sign a confidentiality agreement with us before commencing employment. This covers all aspects of patient records, including verbal conversations, written conversations, tests results and computer-held files. Any allegation of a breach of confidentiality is fully investigated and, where appropriate, dealt with under the practice disciplinary procedure. All access to patient records is subject to regular audit. Patients with specific concerns should seek reassurance from the Operations Manager.

Your information will be shared with anyone caring for you without your written consent if it is in the interest of your future healthcare. You can opt out of your record being shared, but this may prevent you receiving appropriate and timely treatment. The GDPR governs access to the health records of living people. Most of our patients have had access to their current notes since November 2022. If you wish to access your past notes, please ask at reception for a Subject Access Request Form. On receipt of an application, you will be contacted to arrange access, and to provide you with further information on the process.

Zero Tolerance

City View Medical Practice has a policy of zero tolerance with regard to violence or any kind of abuse towards our team members, or anyone else on the practice premises. Anyone abusing this policy may be reported to the police and removed from the practice list.

Complaints Procedure

We always try to provide the best service possible, but there may be times when you feel this has not happened. If you do wish to complain, please telephone the practice, email us or write to our Operations Manager. Complaints forms are also available at Reception. We hope you will allow us to look in to, and if necessary, correct any problems that you have identified, or mistakes that have been made. We have a separate complaints leaflet which provides more details.

Please note that we have to respect our duty of confidentiality to patients, and the patient's consent will be necessary if a complaint is made by someone else on their behalf. We believe that it is important to deal with complaints swiftly, so you will receive a response from the practice within 21 days. Occasionally it may take longer, but we will keep you informed throughout.

Clinics

Antenatal Clinic

The midwife holds a clinic Mondays and Fridays at Beeston Hill Health Centre.

Long Term Condition Reviews / Annual Health Reviews

You will be invited by text or letter to attend your review. We use the Leeds Collaborative Care & Support Planning (CCSP) approach for most of our long term condition reviews, which means that your review will be in two parts. At your first appointment you will see a Healthcare Assistant, who will take your blood tests and carry out any other preliminary tests or measures. At your second appointment, you will see a Practice Nurse to discuss your results and agree on the best way to continue managing your condition.

Minor Surgery

Some of our GPs carry out minor surgical procedures and joint injections by appointment. Any doctor will be able to advise you on this.

Medicals / Non-NHS Examinations

Medicals, e.g. insurance and driving licence, can be arranged and are payable in advance. Please contact the surgery to book an appointment and to find out the fee. Our fees are in line with the BMA-recommended charges.

Travel Immunisations / Vaccinations

Please fill in a travel questionnaire at least four weeks before you are due to travel, so that we can advise which vaccinations you will need and book you an appointment. Please note that not all travel vaccinations are available on the NHS, but we can give you details of local travel health clinics if necessary.

Flu & Covid Vaccinations

These are recommended for patients who are over 65, patients with certain long-term conditions and patients who are housebound or who live in a care home. You will be sent a text, or be called, in September each year to offer you an appointment.

Useful Contacts

All practice enquiries	0113 467 7515
Out of hours service (NHS111)	111
St George's Urgent Treatment Centre & Minor Injuries Unit St George's Road, Middleton, Leeds LS10 4UZ	111 or 0330 311 5106
St James's Hospital	0113 243 3144
Leeds General Infirmary	0113 243 2799