

# DR MOURMOURIS AND PARTNERS

## A GUIDE TO OUR SERVICES



Thornton Medical Centre, 15 Green Lane, Wortley, Leeds, LS12 1JE  
Telephone: 0113 2310626

Prescription requests - [prescriptions.thorntonmedicalcentre@nhs.net](mailto:prescriptions.thorntonmedicalcentre@nhs.net)  
Secretarial queries – [thornton.secretaries@nhs.net](mailto:thornton.secretaries@nhs.net)  
Website: [www.thorntonmedicalcentre.nhs.uk](http://www.thorntonmedicalcentre.nhs.uk)

### **Opening Hours**

Monday - Friday 8am to 6pm  
Saturday/Sunday and Bank Holidays: closed

For advice and treatment when our practice is closed, please call the surgery telephone number on 0113 2310626 and we will explain how to contact our out of hours service.

### **Our Practice area**

Our practice is located in postcode area LS12 1JE. Our catchment areas are LS1, LS2, LS12 and LS13.

### **Access for Wheelchair users**

Disabled parking is available at the entrance to the building. There are automatic doors to the entrance of the building. A disabled WC is also available on the ground floor.

### **Registering**

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 the right to take action to have them removed, immediately if necessary, from our list of patients.

## **Our services include**

- Chronic disease reviews including diabetes, heart disease, hypertension, asthma, COPD
- Contraceptive advice (including fitting of coils and contraceptive implants, emergency contraception)
- Minor Surgery
- Phlebotomy
- Childhood immunisations
- Travel advice and immunisation
- NHS Health checks for patients aged 40-74 years without existing cardiovascular disease.

## **Appointments**

Ring our main switchboard number on 0113 2310626 and press option 1 to book an appointment. If you require an 'on the day' appointment, we would recommend you call at the opening time that day. We offer pre-bookable telephone calls with a doctor for 'non-urgent' routine problems.

## **Systemonline (Online booking of appointments/viewing medical records)**

Please ask at reception about registering. We will ask to see photographic ID and after you have provided this, you will receive your login/ password details. Please be advised you can only request your own log in details and any for children under 16. This must also be done at reception, not over the telephone.

## **eConsult**

eConsult is an online platform (link attached on our practice website) which enables our practice to offer online consultations. eConsult allows you to submit your symptoms or requests to us around the clock and NHS self-help information, signposting to services, and a symptom checker. Visit the practice website at [www.thorntonmedicalcentre.nhs.uk](http://www.thorntonmedicalcentre.nhs.uk) to find out more!

## **Home visits**

Home visits are available to the terminally ill and housebound patients. Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible.

## **Prescriptions**

Prescriptions can be ordered in the following ways:

- In writing - there are internal/external posting boxes at the surgery. Where possible please use the repeat slip provided with your prescription or you can ask for one at reception.
- E-mail - [prescriptions.thorntonmedicalcentre@nhs.net](mailto:prescriptions.thorntonmedicalcentre@nhs.net)
- Post - Thornton Medical Centre, 15 Green Lane, Leeds, LS12 1JE. Allow 5 working days

In order to maintain a high level of service, to handle increasing workload and to minimise errors, we ask you PLEASE to order your prescriptions by any of the following methods and allow 48 hours notice (excluding weekends). Please avoid using an appointment to order a prescription.

## **Practice Policy on anxiolytic or hypnotic medications**

As part of our practice policy, we do not routinely prescribe anxiolytic or hypnotic medications (which includes sleeping tablets and benzodiazepines). If you are taking any of these medications at the time of registering with our practice, please be aware that these medications will not be added to your repeat prescriptions and you will be asked to book a telephone call with a doctor for a review.

## **Out of Hours Providers**

NHS 111 is a service if you urgently need medical help or advice but it's not a life-threatening situation. Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

When you call 111 you will be assessed, given advice and directed straight away to the local service that can help you best, this could be an out-of-hours doctor, walk-in centre or urgent care centre, community nurse, emergency dentist or late opening chemist. NHS 111 is available 24 hours a day, 7 days a week, 365 days a year. Calls from landlines and mobile phones are free.

**Shakespeare Medical Centre**, 1 Cromwell Mount, Burmantofts, LS9 7ST Tel: 0113 295 1132. The Shakespeare Medical Centre can provide health advice and treatments for a range of conditions. It also provides traditional GP services for registered patients as well as people not registered with the GP practice. Opening hours: 8am-8pm every day including all bank holidays.

**St George's Minor Injury Unit**, St George's One Stop Centre, St George's Road, Middleton, Leeds, LS10 4UZ Tel: 0113 392 9801. You can visit the unit for treatment of cuts, sprains, skin complaints, broken bones and minor head injuries. Opening hours: 8am-10.30pm everyday including bank holidays. Closing times may vary.

## **Pharmacies**

Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details, call 111.

## **Complaints**

We are happy to receive any comments or complaints about any aspect of the service we provide. We accept formal complaints in writing addressed to Elizabeth Scott, clinical services manager. Informal complaints are dealt with by telephone.

## **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 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. If you would like to request a copy of your medical records, we would like to ask patients to request this in writing.

## **Patient Participation Group**

Ted Wilson is the chairman of our PPG. We are looking to expand our existing group including our Facebook PPG.

- You do not need any special skills or knowledge to join the patient group
- You are not too young or too old
- Everyone is welcome
- Your views will be listened to and considered
- You do not have to attend every meeting

If you are interested please contact Hollie ([hollie.burns@nhs.net](mailto:hollie.burns@nhs.net)) or Julie ([juliebrier@nhs.net](mailto:juliebrier@nhs.net)) at the surgery alternatively use our website to register your interest.