

Robin Lane Health and Wellbeing Centre

Robin Lane

Pudsey

LS28 7DE

T: 0113 257 6787

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www.robinlanehealthandwellbeingcentre.com

CQC Provider ID: 1-199807798

Dr Bastow and Partners, trading as Robin Lane Health and Wellbeing Centre is a medical partnership consisting of 3 partners: Dr Neil Munro Bastow, Dr Bryn Richard Davies, Dr Joanne Natalie Clarke.

Robin Lane Health and Wellbeing Centre is situated at Robin Lane, Pudsey, LS28 7DE.

Registered Manager

The registered manager can be contacted at Robin Lane Health and Wellbeing Centre, via the contact details provided above.

Aims and Objectives

Robin Lane Health and Wellbeing Centre aims to provide high quality primary care health services and develop activities that support the stated vision and mission.

Robin Lane Health and Wellbeing Centre is situated in Pudsey, west Leeds. We are a growing practice that continuously tries to listen as much as possible to our patients to improve the healthcare services we offer. We have used this feedback to help shape the practice over recent years. This includes:

- Early morning / late evening GP, ANP, Practice Nurse and Healthcare Assistant appointments
- On the day appointments and pre-bookable appointments
- Working with other local practices, as part of the West Leeds Primary Care Network to offer GP appointments on weekends and Healthcare Assistant appointments (0800 – 1300hrs on Saturdays and 0800-1200hrs on Sundays)
- Paramedic clinics
- Physio First (self-referral)
- Pharmacist appointments
- Occupational Therapy clinics
- Sexual health clinics
- Frailty clinics
- Wellbeing Advisor Clinics
- Dietician appointments
- Smoking cessation services via GP referral or self-referral
- Weight management services
- Voluntary sector services

We have five independent prescribers.

Number of Staff

General Practitioner (1 Partner with dual role across GP / Eye Clinic	8
Consultants / Associate Specialists (Eye Clinic)	4
Advanced Practitioner / Practice nurse	7
Eye Clinic Nurse	1
Elderly Care Team	2
Healthcare assistants	1
Eye Clinic Technician	2
Phlebotomists (1 has dual role across GP and admin)	2
Clinical Pharmacist	1
Pharmacy Technician	1

Surgery Times

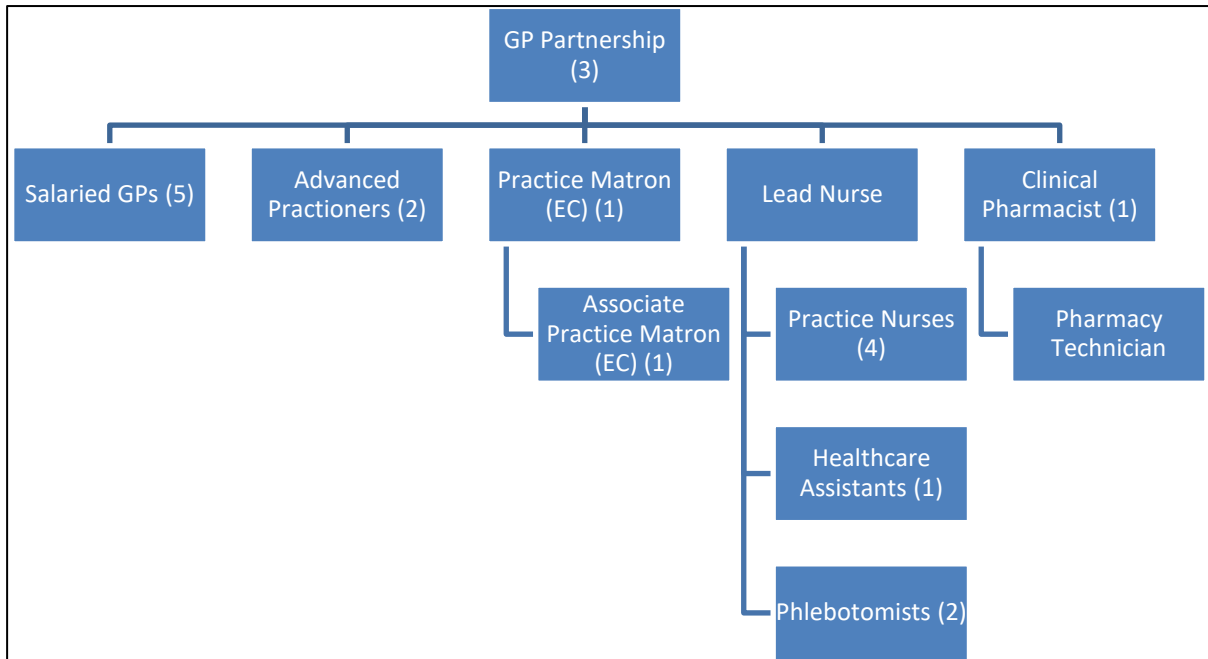
The surgery is open Monday to Friday. The opening times are:

Monday – Friday 0800-1830hrs (1930hrs – Tuesday & Thursday)

Telephone triage and face to face appointments are available throughout the week with routine appointments bookable in advance.

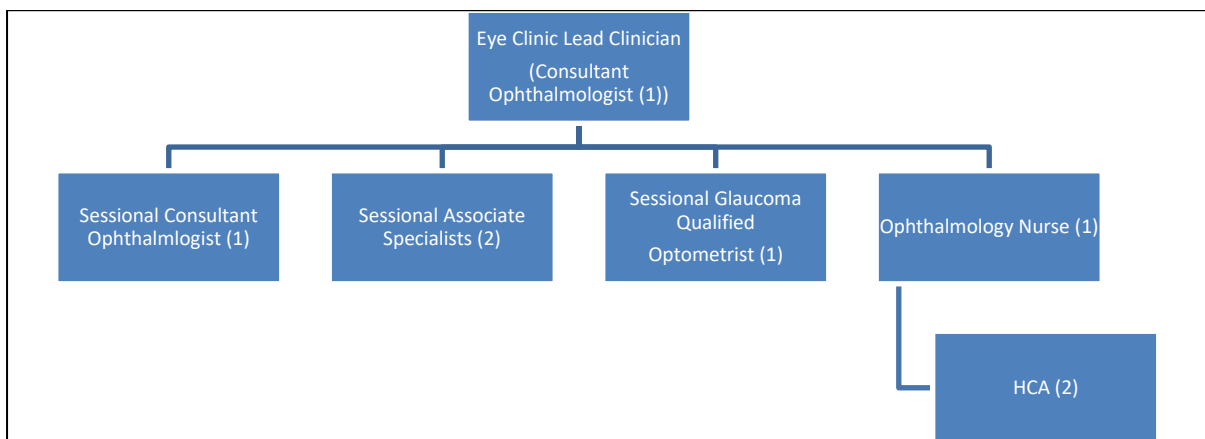
Our Organisational Structure

General Practice



Clinicare Health Support Services Ltd
 (All non-clinical support and practice management functions)

Eye Clinic



Eye Clinic Administration Team (Clinicare Health Support Services Ltd)

Our staff are committed to meeting the patients' needs and expectations. Patients are encouraged to speak to any staff member at any time whilst they are here or after they have left. Complaints and compliment forms are available from reception.

Registered Manager

Dr Neil Bastow is the Registered Manager for Robin Lane Health and Wellbeing Centre. If a patient wishes to contact the Registered Manager on any matter, they can either ask at reception or call 0113 2576787 or email robin.lane@nhs.net or write to Robin Lane Health and Wellbeing Centre, Robin Lane, Pudsey, LS28 7DE.

Our patients can be assured that staff receive appropriate clinical and customer service training in order to meet our objectives and that we are committed to continually enhance and improve the quality of care for patients ensuring we meet regulations and standards by the relevant bodies.

Staff Qualifications

All employees have the appropriate education, skills and experience to undertake the work for which they are employed. All healthcare professionals are registered with and regulated by the appropriate governing body including the Nursing and Midwifery Council, the General Medical Council, General Optical Council and the General Pharmaceutical Council.

Services offered by our Practice

Robin Lane Health and Wellbeing Centre has a Primary Medical Services (PMS) contract with NHS England and provides services to the whole population and a secondary care community eye care provision contract. Robin Lane Health and Wellbeing Centre operates out of a single building which provides all our primary medical services and the community eye clinic.

The PMS services provided by our Practice are defined under the NHS Standard Contract and are detailed below:

Essential Services

Our essential services include the day to day medical care of the practice population such as health promotion, management of minor and self-limiting illness and referral to secondary care services and other agencies as appropriate, the general management of patients who are terminally ill and chronic disease management.

Our essential services include:

- GP consultations
- Advanced clinical practitioner consultations
- Practice nursing consultations and Asthma, COPD, Diabetes and CHD clinics
- Healthcare assistant consultations
- Physician associate consultations
- Practice based Pharmacist and Pharmacy Technician consultations

Additional / Enhanced Services

Our additional / enhanced services include:

- Cervical cytology screening
- Contraceptive services
- Vaccinations and immunisations
- Maternity services
- Care Home contract services
- NHS Health Checks
- Learning Disabilities Health Checks
- Extended Access hours service

Other practice services:

- Blood tests
- Coil and implant fittings and removal
- Dressing clinics
- Ear syringing
- ECGs (electrical heart trace)
- End of life care
- Epilepsy
- Lung testing (spirometry)
- Medication review
- Men's health
- Mental health
- Minor surgery
- Pregnancy testing and contraceptive advice
- Ring pessary replacement
- Stop smoking support
- Travel advice
- Women's health

Non-NHS Services

Our Practice also provides services which are non-NHS and are paid for by the patient. These services include:

- Adoption/Fostering medical
- Benefits assessment
- Cremation certificates
- DVLA reports
- Fitness to travel
- Insurance claim forms
- Non-NHS vaccinations
- Ofsted Health declarations
- Pre-employment HGV and taxi medicals
- Private sick notes
- Private letters
- Vaccination certificates

Ophthalmology Services

The eye care service is a rapidly growing outpatient service drawing patients from mainly north, south and west Leeds.

Our eye care services include the diagnosis, treatment and monitoring of the following eye care conditions:

- Glaucoma assessment
- Glaucoma monitoring
- External eye disease
- Watery eyes and dry eyes
- Blepharitis
- Non acute floaters and flashers
- Minor surgery
- Retinal problems
- Dry ARMD
- Non-neurological blurred vision
- Ophthalmic opinion
- Low vision
- Visual field loss
- Fundal problems
- Pigmented lesions
- Other general adult eye conditions

Visiting Children

Where children are required to attend our services, they are normally escorted by a parent or guardian. There is no age restriction for patients accessing our primary medical services.

Privacy and Dignity

Patient privacy and dignity will always be respected. Our ethos is to understand and consider the diversity of all our patients, their cultures, customs and religions. Our staff are delighted to help with any special requests or concerns that patients may have. Patients should contact us on 0113 257 6787.

Complaints Handling

We welcome comments and suggestions and have a complaints policy and protocol in place for managing complaints. In the first instance, complaints should be raised verbally with the relevant individual at the time of the complaint. Where this does not resolve the issue or if the patient wishes to raise a more formal complaint, complaints should be addressed to the Complaints Manager either in writing or using our complaints form or emailing us at robin.lane@nhs.net. Relevant details are recorded so that the complaint can be investigated and responded to in a timely manner. If the complaint is not resolved to the satisfaction of the patient, the patient can complain to the Parliamentary and Health Service Ombudsman by downloading a leaflet from <https://www.ombudsman.org.uk/making-complaint/complain-us-getting-started/complaint-forms> or calling the Ombudsman on 0345 015 4033, or make a complaint online at <https://ombudsman.achieveservice.com/module/home>. In addition, the complainant may write to the following address:

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Fax: 0300 061 4000

Safeguarding of Children and Vulnerable Adults

All staff employed by Robin Lane Health and Wellbeing Centre are trained to the relevant level to deal with safeguarding of Children and vulnerable Adults, which for administration staff is Level 1, for clinical staff is Level 2, and for safeguarding leads is Level 3.

Policies and procedures are in place to ensure that any concerns are dealt with in a timely manner. Links have been established with the local Leeds Safeguarding Teams, with all the information on how to contact them readily available to all staff. All staff are encouraged to raise concerns on site.

Care Quality Commission Registration

Robin Lane Health and Wellbeing Centre is regulated by The Health and Social Care Act 2008 and receive visits from the Care Quality Commission inspectors. Reports are available from www.cqc.org.uk

Our Commitment to your Wellbeing

The partnership is committed to the health and wellbeing of our registered population and to the wider community. Our commitment is expressed in a variety of ways, including:

- Commitment to patient choice
- Regular surveys and feedback opportunities for patients
- A commitment to provide proactive and preventative medicine

We work closely with a wide range of partners including, NHS Leeds CCG, Leeds Teaching Hospitals NHS Trust, Leeds City Council, Leeds Community Healthcare NHS Trust, Leeds and York Partnership NHS Foundation Trust and many other third sector organisations.

Putting Patients First

Robin Lane Health and Wellbeing Centre is committed to achieving the highest possible standard of primary health care and in so doing, we recognise the centrality of the patient's personal dignity, individuality, and right to privacy.

Furthermore, we are committed to continuous improvement and flexibility in the interests of improving our service to the patient. Our clinical practice is founded on proven knowledge and research, putting quality first and foremost in all that we do.

We recognise and are fully committed to patients' rights, in particular:

- The right to receive safe skilled care redelivered with consideration and respect
- The right to consideration, privacy and confidentiality
- The right to be informed about information on the care and treatment available

- The right to refuse care, treatment and investigations, and to be informed of the consequences of such actions.

Our patients can be assured that our healthcare professionals are regulated by the relevant bodies and are bound by the respective Codes of Conduct that underpin the professional license to practice medicine, nursing and pharmacy.

Infection Control

All clinical staff and relevant non-clinical staff are training in infection control. Our audit and monitoring process, supported by our corporate assurance framework, enables the organisation to review infection control procedures and practices on a continual basis.

Robin Lane Health and Wellbeing Centre is committed to reducing and eliminating the risks of infection and cross infection. Principally, all staff receive regular hand wash training and inspection and all clinical rooms contain liquid soap dispenses and disposable handtowels. As part of our supportive training practice, we have purchased ultraviolet light equipment that helps to demonstrate effectively the impact of correct and incorrect hand washing procedures.

Fire Alarms

In accordance with safety requirements, the fire alarms are tested on a regular basis. Should alarms sound at any other time than the planned fire alarm test date, staff assume that there is a fire, and procedures are in place to manage the evacuation of patients and staff to the fire assembly point. In addition, Robin Lane Health and Wellbeing Centre has trained Fire Marshalls to assist in the event of a fire.

Smoking

Robin Lane Health and Wellbeing Centre operates a strict no smoking policy on the premises at all times.

Mobile Telephones

Patients are requested to silence mobile phones whilst in the building both to show courtesy to other patients and to maximise time with the consulting clinician.

Confidentiality of Medical Records

All patient information is considered to be confidential and we comply fully with the General Data Protection Regulations (GDPR) and Data Protection Act 2018 to keep confidential data safe and secure. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Relevant information may be shared within the multi-disciplinary health care team at the practice and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless ordered to do so by court order or where it is in the public interest to do so to prevent harm.

The Data Protection Act and Access to Health Records Act 1990 allow a patient to find out what information is held in their health records and those of someone who has died in some circumstances. A patient wishing to see health records can request this in person by asking at reception; by telephone or by making a written request to the Practice.

Consent and Chaperone

Consulting rooms are located away from reception desk where no conversation can be overheard, or examination seen. No patient is ever examined, or procedure undertaken without consent. A chaperone is available upon request.

Carers

A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, substance misuse or disability. Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age. We encourage patients to let us know if they are a carer or are cared for by another person as this helps to alert us to possible needs in this role.

Continuity of Care and the 'Therapeutic relationship'

Building and maintaining a strong relationship between doctors, health professionals, and patients is essential to the way we work. This is especially so in the management of ongoing problems, long-term illness and care of the elderly. In these circumstances we would encourage you to continue seeing the same health professional and wherever possible we will facilitate this through our appointments system. However, if you have a new problem, the doctor or nurse that you normally see is not available, or you would like to see someone else then we would encourage you to see any of the doctors or nurses at the practice.

