



# robinlane

health & wellbeing centre

**Tel: 0113 257 6787**

**Web: [robinlanehwc.com](http://robinlanehwc.com)**

**Email: [robin.lane@nhs.net](mailto:robin.lane@nhs.net)**

**Robin Lane, Pudsey, Leeds, LS28 7DE**

**Facebook: Robin Lane Health & Wellbeing Centre**

#### **Our GP Partners:**

Dr Bastow (m) BMedSci BMBS MRCP DCH DRCOG (1996); Dr Davies (m) Bsc MB ChB MRCP FRCO phth (1992); Dr Clarke MB Chb (1997)

For further details of our clinical staff visit our website: [robinlanehwc.com](http://robinlanehwc.com)

**Our reception opening times:**

**Mon to Fri - 08:00 to 18:30\***

\* Please note that our telephones and doctors are available 08:00 - 18:30

We also offer weekend and late evening appointments at The Gables Surgery. Please see our website for further information.

## Welcome

Robin Lane Health and Wellbeing Centre is situated in Pudsey, West Leeds. We are a growing practice that constantly tries to listen as much as possible to our patients to improve the health care services we offer.

## How to register

We would be delighted to welcome you as a patient at Robin Lane. Simply come to surgery with photographic ID and proof of address (utility bill or other) if you have these. You will need to complete a registration form and a health questionnaire for the surgery. If you are registering a baby we require that the parent / legal guardian with whom they live, is also registered with the practice.

## Accessibility

Our surgery has been designed to be accessible with our entrance and consulting rooms suitable for wheelchair access. We also have accessible toilets and parking spaces in our main surgery car park. We try to support all our patients where possible, if you have particular communication needs please ask about our "Accessible Information Standards".

## Our Services

GP Access every morning  
Early morning and late evening appointments  
Midwifery  
Integrated Pharmacy  
Onsite Physiotherapy Service  
Onsite Ultrasound Service  
Online access  
Onsite 'Pharmacy First' scheme  
We are registered as a GP training surgery

## SystmOnline & NHS App

Register for our online service or download the NHS App! Book appointments, order medication, see results and view your record on the web. Registration is easy, ask reception for details or visit the Playstore or App Store to download the App.

## Prescriptions

There are various ways to order your regular medications:

- Request the medication via SystmOne online or through the NHS App.
- Request that a local pharmacy arranges the ordering of the medicine.
- Complete a 'back copy' on your existing prescription asking for the same again and leave it at reception.

**Please allow 48 hours for your prescription to be ready using any method.**

## Results

If you have had a blood test or scan it is important that you find out the result. Whilst we try to contact all patients with abnormal results you should not assume that no news is good news. If you register for SystmOnline or download the NHS App you can view your results over the web or you can call the surgery number after 10:30am.

## Out of Hours Service

The practice telephones close at 18:30 and open again at 08:00 the next day (Monday to Friday). If you have need of non-emergency assistance during these times you should call the free NHS111 service. Simply dial 111 from any telephone.

The surgery is also closed one afternoon each month for staff training, usually a Thursday, details will be published on our website. Again, if you need non-emergency assistance during these times dial 111.

### **If you have a life-threatening emergency call 999!**

Please only attend A & E if your problem is an emergency. There are alternative routes for less serious accidents, Minor Injuries ONLY (cuts, bites, stings, acute muscle joint injuries, sprains etc.) These can be accessed by calling 111.

Walk in service at Shakespeare Medical Practice, Burmantofts Health Centre,  
Cromwell Mount, LS9 7ST (0113 2951132)  
Open 0800-2000 every day (inc bank holidays)

Pharmacy First – for minor ailments such as coughs and colds, sore throats, athletes foot, thrush, hay fever and earaches. Please speak to your pharmacy.

## Appointments

We offer a variety of appointments with different types of clinician. We release some appointments daily at 8am for the same day or next day the following week.

Please visit our website to use our E-consultation facility. E-Consultation are for non-urgent medical issues you still need to speak to a GP about without having to arrange an appointment. Admin queries can also be sent through E-consultation.

We also work alongside other practices as part of the Leeds West Primary Care Network to offer appointments with alternative health care professionals. Please see the website for further information and what we can offer.

## Home Visits

To request a home visit please ring the surgery and your details will be passed on to a doctor who will ring you back. If they feel you require a home visit you will be placed on the home visit list. Please note that home visits are **only** available to patients who live within the practice boundary.

## Zero Tolerance

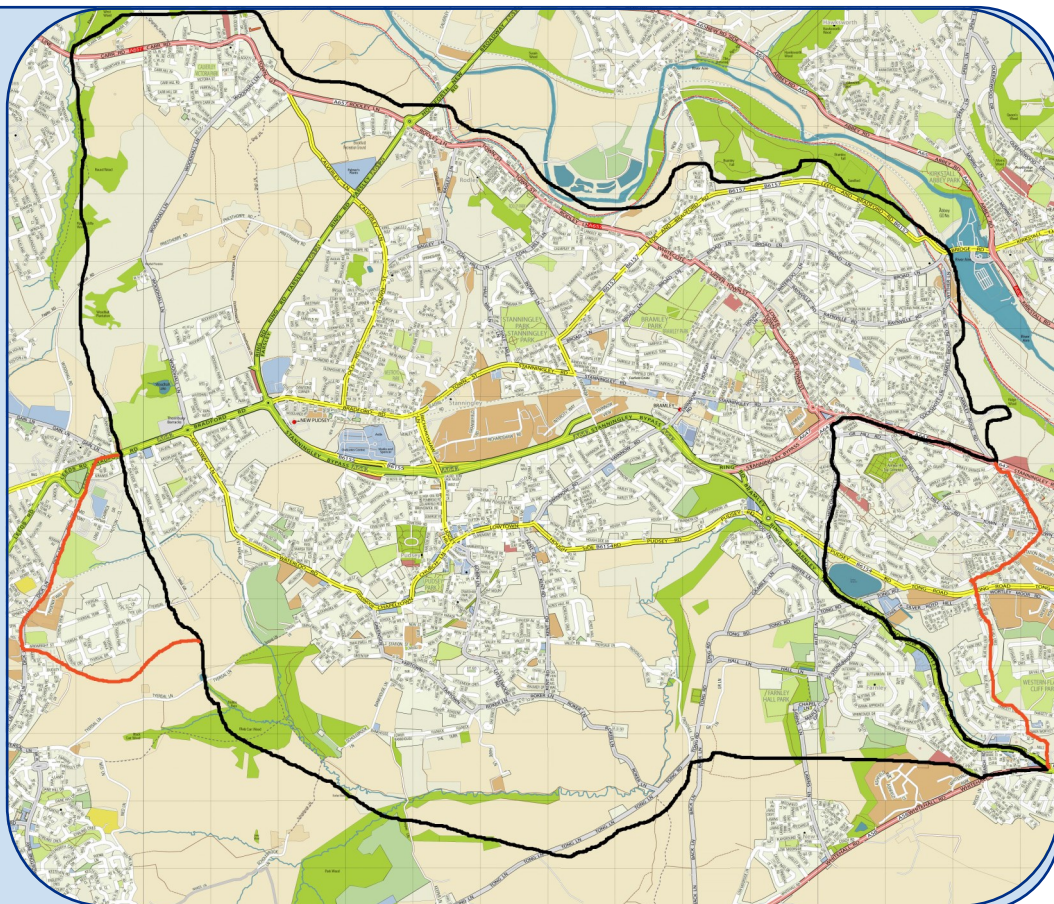
We operate a zero-tolerance policy at the practice. If you act violently, either verbally or physically, towards any member of staff, you will be removed from our list and provided with an explanation of the reason why.



## Practice Boundary

We no longer require you to be within our practice boundary to be registered at this practice.

However, if circumstances dictate that you would require a home visit from a doctor, they will only be able to visit you if you are within the agreed boundary.



## Feedback

We continuously try to improve our service by encouraging, listening and responding to the views of our patients, responding positively to them and by learning from them and putting mistakes right.

You can get in contact with us by completing a feedback form on reception, sending us an email at [robin.lane@nhs.net](mailto:robin.lane@nhs.net) or writing to us at the following address:

*Patient Experience Manager, Robin Lane Health and Wellbeing Centre, Robin Lane, Pudsey, LS28 7DE.*

## Patient Participation Group

The Patient Participation Group (PPG) is here to work with the patients and staff of Robin Lane Health and Wellbeing Centre to ensure that the practice delivers the best care for everyone registered.

We can't do that without hearing from you, the patients. If you would like to share your experiences, are interested in joining the PPG as a member or want to find out more about future opportunities to have your say about how our practice delivers primary care services by joining our mailing list, please drop us an email on [RobinLane.PPG@outlook.com](mailto:RobinLane.PPG@outlook.com). You can unsubscribe at any time.

## Named GP

All patients have the right to express a preference to see a particular practitioner, and whilst the practice will endeavour to comply it might not always be possible. Patients will also be assigned a "Named GP" who will take overall account of those patients. Patients can ask to change their named GP at any time.

### Chaperones

We have trained staff available to act as chaperones if you require one. Please ask one of our team on reception.

### Pudsey Wellbeing Charity

Pudsey Wellbeing Charity was founded in 2013, the idea for the charity came from the partners at Robin Lane Health and Wellbeing Centre who purchased a derelict building on the same site at the medical centre to create a space for Pudsey Wellbeing Charity to run groups and activities for the local community. Volunteers always welcome, call: 01134570817 or email: [hello@pudseywellbeing.com](mailto:hello@pudseywellbeing.com)

### Private Fees

You may have to pay a fee for certain services that are not covered by the NHS, which covers the time taken by a clinician or the admin team. For example, insurance claims, medicals and some travel vaccinations. Further details can be found on our website, or ask at reception.

### Annual Reviews

Patients with long term conditions, such as Asthma, Diabetes, COPD and Heart Disease, will be invited for an annual review appointment with a doctor or nurse. We aim to do these during your birthday month.

### Interpreters

The practice does have access to the service of interpreters if needed. Please make sure that you let us know if you will require this service.

### Child Immunisations

Mother and baby have their postnatal check at 8 weeks and at this time baby will be given their first immunisations. The surgery will send mum an appointment for this and it is important to register baby at the earliest convenience. Information about subsequent immunisations is available from reception. If you have recently moved from another country and have a young child it is helpful to us if you can supply the child's immunisation history as we won't have this information.

### Travel Immunisations

If you are planning to travel outside the UK you may need to be vaccinated against some of the serious diseases found in other parts of the world. Please call the surgery for advice at least eight weeks in advance. Some travel vaccines are given free on the NHS, others, such as yellow fever and rabies, are chargeable

When you are unwell it is important to choose the most appropriate way of getting help. Below are some suggestions of where to go for different kinds of issues, in order of severity.

Hang over  
Grazed knee  
Sore throat  
Cold

## Self Care

A lot of illnesses can be treated in your home using a well stocked medical cabinet.

Unwell  
Unsure  
Confused  
Need help

## NHS 111

This service offers confidential medical advice and information by telephone.

Diarrhoea  
Runny nose  
Painful cough  
Headache

## Pharmacist

Your local pharmacist can give you confidential advice on a range of minor illnesses.

Vomiting  
Ear ache  
Stomach ache  
Back ache

## General Practice

Treatment advice and support for most health issues.

Cuts  
Strains  
Itches  
Sprains

## Minor Injuries

Treatment and advice for minor injuries. See page ? For local options.

Choking  
Chest pain  
Blacking out  
Blood loss

## A&E or 999

Hospital and emergency care for people with urgent, life threatening issues.