

# **COLLEGE LANE SURGERY ACKWORTH**



College Lane Surgery  
Barnsley Road  
Ackworth  
Pontefract  
WF7 7HZ

Branch Surgery  
Thorpe Lane  
Thorpe Audlin  
WF8 3HE

Telephone: 01977 611023  
Fax: 01977 612146

**[www.collegelanesurgery.com](http://www.collegelanesurgery.com)**

## **WELCOME TO COLLEGE LANE SURGERY.**

**We are a highly qualified and experienced team of people who offer skilled help to enable you to be as healthy as possible.**

**This leaflet tells you about us and the services we offer. Please keep it in a safe place so that you can refer to it in the future. Help us to help you!**

**The practice has suitable access for disabled visitors including a ramp to the front entrance, and lift to the first floor.**

Health care of patients registered with us is delivered as part of a Service Agreement with NHS Wakefield District, who are based at White Rose House, Wakefield. They can be contacted on 01924 213050. Further information can be obtained about all Primary Care Medical Services in the area.

## College Lane Surgery Team Members

### Doctors

Ivan Hanney	MBChB (Dublin) 1979, DRCOG, DCH, MRCGP
Karen Needham	BMed Sci BMBS (Nottingham) 1982, DCH, MRCGP, Dip Palliative Care (Cardiff)
Jonathan Eastwood	BSc MBChB (Birmingham) 1990, MRCGP
Liz Moulton	MBChB (Leeds) 1979, DRCOG, FRCGP, MMed
Lisa Yellop	BMed Sci BMBS (Nottingham) 1994, DRCOG, MRCGP. Dip Derm (Cardiff)
Sandra Gordon	MBChB (Liverpool) 1976, DRCOG, MRCGP

### **Practice Nurses**

Lesley Carlile                      Kath Jeffries  
Marion Mitchell

### **Health Care Assistants**

Judy McDonald                      Sue Sheppard  
Jane Rowllinson

### **Phlebotomist**

Julie Hudson

### **District Nurses**

Diane Mountain                      Joan Cairns  
Tina Hartley                              Jenny

Lawrenson

Lorna Barber

### **Community Matron**

Joanne Taberner

### **Health Visitors**

Tracey Fox                              Pamela Shaw

### **Community Staff Nurse**

Beverley Patrick-Booth

### **Nursery Nurse**

Carol Harnell

### **Midwife**

Andrea Edwards

### Management

#### **Practice Manager**

Claire Broome

#### **Reception Manager**

Linda Quinn

As a teaching and training practice, we have GP Registrars, Foundation Doctors and Medical Students from the University of Leeds attached to us.

## **SURGERY OPENING HOURS**

### **Main Surgery - College Lane, Ackworth**

#### **Opening Times**

Monday, Thursday and Friday	8:00am - 6.30pm
Tuesday and Wednesday	7:15am - 6.30pm

### **Branch Surgery - Thorpe Lane, Thorpe Audlin**

#### **Opening Times**

Wednesday, Thursday, Friday	9.00 am - 11.00 am
Saturday	8.00am - 11.00am

Surgery times vary each day and for each doctor.

### **Computer Information**

The practice is fully computerised and medical records are stored on its database, which helps us to provide a more efficient service. Access and information is held in strict confidence within the Data Protection Act.

### **Complaints/Comments**

We try to provide the best possible service but realise that there are times when you may feel this has not happened. The practice has a Practice Complaints Procedure, which we believe gives us the opportunity to discuss and put right any problems you have encountered. Please ask at reception for details. Comments about our services are welcomed at reception. Naturally we hope that our relationship will be long and happy, but you have the right to move to another practice at any time and for any reason. Similarly we also have the right to have patients removed from our list if you move out of the area. **However, we will remove from our list immediately any patient who is violent or abusive to any member of the practice team.**

## FREQUENTLY ASKED QUESTIONS

### How do I register?

Come to the reception desk at either surgery, and complete registration forms and health questionnaires. Please bring identification which shows your name and address e.g. utility bill. You will then be offered an appointment for a new patient health check.

### Who can register at the practice?

Anyone who lives within the practice area, and is entitled to UK NHS health services. (See map on back page).

### How do I book an appointment?

**Telephone reception on 01977 611023.** A number of GP appointments are bookable in advance but most are released daily at 8.30am. Appointments with the practice nurse are bookable further in advance. Appointments for specialised services are bookable further ahead -for example minor operations, diabetes checks or antenatal care.

### Can I request a specific Doctor/Nurse?

Yes, whenever available we will book you with the clinician of your choice. We will try our best, but sometimes it may mean that you have to wait a little longer to be seen. You will be advised about the availability of a different Doctor/Nurse.

### How do I cancel an appointment?

We request a minimum of 24 hours notice to cancel an appointment. This can be done by telephoning Reception on 01977 611023. Please act responsibly by attending a booked appointment, or cancel and allow us to use it for someone else.

### What happens if I cannot attend an appointment during normal working hours?

Extended hours are available in our early morning surgery from 7.15am on Tuesdays and Wednesdays at College Lane Surgery. Saturday morning appointments 8.00am - 11.00am at Thorpe Lane Surgery, Thorpe Audlin. These are all pre-bookable.

**I have a chronic illness such as diabetes, angina or asthma. What services do you offer?**

You will be offered regular monitoring by the nurses to enable you to keep as healthy as possible. Where necessary you will be asked to see a doctor.

**What contraceptive services are available?**

We offer a full range of contraceptive services including Coil fitting. Our practice nurses provide contraception advice and monitoring.

**I need a private medical examination (HGV, Insurance etc). How do I arrange this?**

Arrange an appointment by telephoning or calling in at reception. There are standard charges for private medical examinations.

**What should I do in an emergency when surgery is open?**

Some emergencies are best seen at the hospital - dial **999** if you experience severe chest pain, breathlessness or have a significant injury or burns. For other medical emergencies during surgery opening times, telephone the surgery (01977 611023). There is always a doctor on call who can be contacted.

**What about when surgery is closed?**

Out of hours cover is from 6.30pm each evening to 8.00am the following morning. At weekends cover is from 6.30pm Friday evening to 8.00am the following Monday morning. If you need medical advice or care please ring West Yorkshire Urgent Care Services on 0345 605 9999. You can also visit Wakefield NHS walk-in-centre, King Street Health Centre, King Street, Wakefield, WF1 2SY. Telephone 0845 121 1023 (24hrs). No appointment required 8.00am - 8.00pm - 7 days.

**What if I am housebound?**

If you need a home visit for a new acute problem, please telephone the surgery before 10.00am. The community nurse team specialise in longer term home care, and can be contacted via a Single Point of Contact on 01924 327591.

### **How do I request a repeat prescription?**

Telephone the practice between 10.00am and 4.00pm. alternatively you can post, hand in your request or order by e-mail on [collegelane@wakeha.nhs.uk](mailto:collegelane@wakeha.nhs.uk) Please allow 2 working days (excluding weekends). We will ask you to come for medication review at regular intervals. A reminder of this date appears on repeat prescription page.

### **How do I get my Test Results?**

Telephone the practice between 1.00pm - 6.00pm Monday - Friday and the receptionist will advise you of the Doctors report. Please allow sufficient time for your results to be reported.

### **What services are available for children?**

Our health visitors offer a full range of services for under-5s including developmental screening and immunisations. There is a baby clinic every Wednesday 1.30 - 3.30pm when the Health Visitor is available by appointment.

The doctor is available in Baby Clinic between 2.00-3.00pm. This is a walk in clinic - no appointment necessary.

To contact a Health Visitor telephone **01977 615375** Monday-Friday 9am - 5pm.

### **What about teenagers?**

Our practice nurse is available at our weekly parent-free teenage clinic for 10-19 year olds each Wednesday from 4.45pm to 5.45pm. No appointment is necessary.

### **I'm pregnant - what services do you offer?**

We look after patients throughout pregnancy and after delivery. Midwife Booking Clinic and Antenatal follow ups are bookable at reception. Postnatal reviews are arranged by appointment with a Doctor.

### **I'm going abroad - how do I find out about vaccinations?**

Complete a form (available at reception or from our website) at least 3 months before you are due to travel. The practice nurse will advise if you need to be seen. A full range of travel advice and immunisations, including yellow fever, are available. You may have to pay for certain vaccines.

**PRACTICE AREA MAP**

**Practice Boundary**



**Useful Telephone Numbers**

Age Concern	01977 706751
AIDS HELPLINE	0800 567123
Castleford Hospital	01977 605500
Citizens Advice Bureau	01977 793768
DASH (Drug and solvent helpline)	01977 790999
Disabled Advice Bureau	0800 882200
District Nurses/Single Point of Contact, West Yorkshire	01924 327591
Emergency GP Out of Hours - Urgent Care Services	0345 605 9999
Family planning clinics	01924 327586 01977 465430
Health Visitors	01977 615375
Midwife Team	01924 213745
NHS Direct/Health Information <a href="http://www.nhsdirect.nhs">www.nhsdirect.nhs</a>	0845 4647
NHS Wakefield District	01924 213050
Mid-Yorkshire Hospitals - PGH, PGI & Dewsbury	0844 8118110
Samaritans	01924 377011
Social services/Social Care Direct	01924 303456
Stephen Lo Pharmacy, Ackworth	01977 613132
PALS - Patient Advice Liaisons Service	0845 6024832

Telephone: 01977 611023 Fax: 01977 612146

Wakefield Walk-In-Centre King Street Health Centre, King Street, Wakefield, WF1 2SY	0845 1211023
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