

# CHURCH FARM CLOSE MEDICAL PRACTICE

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LOFTHOUSE SURGERY  
2 CHURCH FARM CLOSE  
LOFTHOUSE  
WAKEFIELD WF3 3SA  
Telephone No: 01924 822273  
[www.lofthousesurgery.co.uk](http://www.lofthousesurgery.co.uk)

THE MANSE SURGERY  
4 MARSH STREET  
ROTHWELL  
LEEDS LS26 0AE  
Telephone No: 0113 282 3390

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# Welcome To Church Farm Close Medical Practice

This is a Partnership of five Doctors (not a limited company or partnership). We hope you will find the information in this booklet useful.

## THE PREMISES

### We have two surgeries:

**The Lofthouse Surgery:** 2 Church Farm Close, Lofthouse,

Wakefield WF3 3SA

**Telephone 01924 822273**

**Fax 01924 825168**

**Opening Hours:** Monday - Friday 8.00am - 12 noon and 1.00 - 6.00pm  
**Surgery Times:** Monday - Friday 8.20am - 10.40am, 1.00 - 2.30pm and 4.00 - 5.50pm

**The Manse Surgery:** 4 Marsh Street, Rothwell  
Leeds LS26 OAE

**Telephone 0113 282 3390**

**Fax 0113 282 4023**

**Opening Hours:** Monday, Tuesday, 8.00am - 12 noon  
Wednesday & Friday 1.00 - 6.00pm  
Thursday 8.00am - 12 noon  
Closed from 12 noon

**Surgery Times:** Monday to Friday 8.20am - 10.40am  
Monday, Tuesday, Wednesday & Friday 4.00 - 5.55pm

### PLEASE NOTE:

At The Manse Surgery some of the consulting rooms are upstairs on the first floor. If you are unable to climb the stairs please inform the receptionist on arrival and the Doctor or Nurse will come downstairs to see you when your appointment is due.

[www.lofthousesurgery.co.uk](http://www.lofthousesurgery.co.uk)



babies to 5 years

## Quality Music Classes

Early Learning Through Music

### Where fun and education come first

Three age groups:

- 1 babies 0 - 15 months
- 2 toddlers 15 months - 3 years
- 3 pre-school 3 years - 5 years

- Lively, exciting classes
- Helps language development
- Develops confidence and co-ordination
- Percussion, dancing, unique songs



**Wakefield: Lauren 0113 252 4871**

[www.rhythmtime.net](http://www.rhythmtime.net)

## THE RHYTHM OF LIFE

When experienced primary school teacher Lauren Lightfoot's two young children were small, little did she know that taking them to Rhythm Time music classes would lead her to a satisfying new career.

"I took the boys to classes to help them develop through music and play," said Lauren, who taught early years classes.

"They loved it, and really responded to the music and singing. When the time came to go back to work I wanted something I could do around the children, and Rhythm Time seemed the perfect thing."

Lauren now runs classes every week in various places including Tingley and Lofthouse. "We promote early learning through music, with a range of sessions designed to develop and stimulate children aged from 10 weeks to 5 years.

"Our fun and friendly classes allow the children to interact with their carers without the distractions of home, and they really love unaccompanied singing with them.

"Our classes aim to aid early language development using simple rhymes and songs along with a variety of stimulating equipment such as balls, hoops, mirrors and percussion instruments.

"We offer exercise, dancing and a chance for carers to really bond with baby. It's then rewarding to see them move into the toddler class, where we see a big difference in the children who started as babies."

Babies move into the toddler class at 14 months, and at three years graduate to pre-school class. "Rhythm Time classes promote confidence, creativity and coordination," Lauren said.

For more information on classes and times please call (0113) 252 4871, or visit [www.rhythmtime.net](http://www.rhythmtime.net)

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

ADVERTISING FEATURE

*You can have your  
cake and eat it!*

## SUGARDANDIES

We provide cakes for any occasion.

We offer a personal approach to give the customer what they require.

Hobbies, interests, etc can be incorporated into the cake design.

25 Longthorpe Lane, Lofthouse, Wakefield WF3 3PU

01924 871801 / 07803 584618

yvonnehills@gmail.com  
www.sugardandies.org.uk



Please call Yvonne  
to discuss your  
requirements

ADVERTISING FEATURE

## Novelty Cakes are our Speciality

We like to make our cakes to match the recipients personality and taste - we like to make a home visit when and where possible. If this cannot be done, as much information as can be given will be taken to make the end result exactly what you are looking for.

At Sugardandies we cater for all occasions

Birthdays, Weddings, Christenings, Novelty Cakes, House Warming, Bon Voyage, Christmas, Easter, Good Luck, Driving Test Pass and for anything else that may come to mind.

We pride ourselves on our personal touch, contact us for details.

## Your local Plumbing and Heating Engineer

Putting up a couple of shelves is one thing, but trying a bit of DIY on your plumbing or heating system can not only be dangerous and expensive, but could also drop you in hot water with the law!

Many people are happy to do minor jobs like changing a tap washer but for anything else you are best to leave it in the hands of the professionals. DIY interference with plumbing and heating systems can result in serious damage, expensive repair bills and potential health hazards.

Don't take the risk of endangering your property, your own or your family's health or risk breaking the law. For your plumbing and heating problems always call the expert services of your local professional plumbing and heating engineer. To deal with your gas boiler they will need to be Gas Safe registered (formerly Corgi).

From a new outside tap to a new bathroom or full central heating system, talk to the experts who will give you sound advice based on many years' experience.

ADVERTISING FEATURE

## J D P Plumbing

Wet Rooms, Bathrooms, Kitchens,  
General Plumbing & Tiling



We provide quality Plumbing and Tiling in and around Wakefield and Leeds. We pride ourselves in our reliability and quality of work. We will also try to arrange a discount if you buy from our suppliers.

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- Dishwashers, washing machines, icemakers, water coolers, water filters, american style fridge/freezers, pipe repairs, leaks & bursts
- Bathrooms, wetrooms, shower cubicals, kitchens, walls & floors

Tel: 01924 871027  
Mob: 07810 103377  
www.jdp-plumbing.co.uk

Moorhouse Grove  
Wakefield



## PARTNERS

<b>Dr. Lynne Blakemore</b>	(female)	MB BS MRCP T(GP)
<i>Part time</i>		
<b>Dr. Mark Palmer</b>	(male)	MB ChB T(GP)
<i>Part time</i>		
<b>Dr. Ben Browning</b>	(male)	BMedSci BMBS T(GP)
<i>Full time</i>		
<b>Dr. Ian Sanderson</b>	(male)	MB ChB MRCP (UK) MRCP T(GP)
<i>Full time</i>		
<b>Dr. Catherine Lloyd-Dodd</b>	(female)	BMedSci MB BS T(GP) DRCOG DFFP
<i>Full time</i>		

## PRACTICE NURSES

Tina Riordan RGN - *Part time*      Catherine Hall RGN - *Part time*

## PRACTICE MANAGER

Jenny Ramsden

## DEPUTY PRACTICE MANAGER

Christine Spence

## SECRETARY

Josephine Bailey

## RECEPTION STAFF

Susan Taylor

Carolyn Johnson

Ann Wilkinson

Angela Daly

Susan Townsley

Susan Simpson

Sharon Leadbeater

## Staff Work At Both Sites

You may have a preference as to which Doctor you wish to see, if so make the receptionist aware of this but please be prepared to wait for the Doctor of your choice. When requesting a home visit we cannot guarantee the Doctor of your choice will visit as each Doctor visits only one area in order to utilise their time to the best advantage.

## Services Available

We provide the following services:

- Antenatal and postnatal care
- Contraception/coil fitting
- Cervical smears
- Children's immunisations and health assessments
- Medical travel services - we are a registered Yellow Fever Centre
- Cryotherapy
- Minor surgery
- Private medicals - employment, HGV

## APPOINTMENTS

All patients are seen by appointment only. Please phone reception at the surgery where you are registered for an appointment.

The receptionists try to spread appointments out evenly from day to day so you may be offered an appointment in a few days' time. Please accept this if you can wait as it makes things much easier for us to evenly distribute our workload. If your problem is urgent please tell the receptionist this and you will be given an appointment as soon as possible but please be considerate to others as we are only able to see a small number of urgent cases each day. Very urgent cases will always be seen in the surgery on the same day, but again please be considerate and only request this in an emergency as you will be seen as an extra patient in an already fully booked surgery and may be making other patients with booked appointments wait longer.

Please remember appointments are for 5-10 minutes and are intended for one person only! If other members of the family need to be seen, please make a separate appointment for them. Please do not store up long lists of problems - it is very difficult for the Doctor to sort these out in one appointment.

The Doctors always try as hard as they can to keep to the appointment times. However, occasionally, they may have several complex problems to deal with in one surgery or may be called out of surgery on an emergency. If these circumstances arise the surgery may

run late and we ask for your understanding if this happens. If you think you have been kept waiting too long, please enquire at reception for an explanation. You will always be seen if you wait but if you prefer you will be able to re-book your appointment.

If you have made an appointment and then find that either it is inconvenient or that the problem has got better **PLEASE TELEPHONE TO CANCEL IT.**

## HOME VISITS

Home visits are done at the Doctor's discretion for patients that are too ill to attend the surgery. Lack of transport is not a valid reason to request a home visit. To request a home visit please phone the surgery **BEFORE 10.00AM** as the Doctors start their visiting rounds soon after this. You will be asked to give the receptionist some indication of the patient's symptoms and degree of urgency as this helps us to plan visits. Please be considerate and remember that the Doctor can see up to 10 patients in surgery in the time it takes to do one home visit. Patients with infectious illnesses can be seated separately at the surgery whilst waiting - please ask at reception.

## HEALTH CHECKS

If you are aged 16-75 you are entitled to a health check every three years. Patients aged over 75+ are entitled to a health check every year. Please make an appropriate appointment with our Practice Nurse.

## TELEPHONE ACCESS

Doctors can be contacted by telephone between 10.45 and 11.15am.

Practice Nurses are available between 11.30am and 12 noon.

## EMERGENCIES

If a medical emergency arises when the surgery is closed, above all, please use common sense:

1. If the patient's condition appears very serious you should call **999** immediately and ask for an emergency ambulance. An emergency ambulance should be with you within minutes and this prompt action on your part may help save the patient's life.
2. If the patient otherwise clearly requires hospital treatment you should attend the nearest Accident & Emergency (Casualty) Department. A & E Departments are never closed and are always available for self-referral.

In other genuine medical emergencies you should call **01924 822273** (the Lofthouse Surgery) and listen carefully to the answer message which will tell you how to contact the Doctor on call. The Doctor on call may be one of the practice Doctors or may be

a deputising Doctor. You may request advice or ask for the patient to be seen. Home visits are done at the Doctor's discretion for patients that are too ill to leave the house. Alternatively you may be asked to attend an emergency clinic.

At all times all we ask is that you are considerate. The Doctor's private lives are unnecessarily disturbed by non-emergency calls and the practice incurs additional expense if a deputising Doctor is called unnecessarily.

## REPEAT PRESCRIPTIONS

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If you have regular medication you can ask to be given a repeat prescription. This is printed by the computer and should usually be for two months' supply of medication. It includes a certificate for you to keep which entitles you to your next prescription without being seen. To obtain your repeat prescription, either hand in your repeat certificate to reception or post it to the surgery. Please allow 48 hours for your prescription to be prepared before collection. If you need your prescription posting to you please include a stamped, addressed envelope.

Your repeat certificate includes a review date after which it is not valid. If this has expired your prescription will be reviewed again. The review date ensures that you are reviewed at regular intervals by your Doctor or Nurse whilst using long-term medication.

We consider it unsafe to issue prescriptions without production of a repeat certificate.

Alternatively, you can contact the surgery and register for online requests via our website.

## RINGING FOR RESULTS

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Please ring the surgery after 1.00pm for results of blood tests, X-rays etc. This leaves the line free during the morning for patients booking appointments and requesting home visits.

## CLINICS

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### Antenatal Clinics

These are run by Frances Hannan, Midwife. Patients are seen by the Midwife at the surgery by appointment only.

### Baby Clinics

These are run by our Practice Nurses for childhood immunisations.

At Lofthouse Surgery the clinic is held weekly on a Wednesday afternoon from 1.30 - 3.15pm. At The Manse Surgery, Rothwell, we do not have dedicated clinics. Simply ring reception and make a convenient appointment with the Practice Nurse.

### Cryotherapy (Wart Clinics)

These are run by one of the Doctors on a five to six weekly basis. You will be advised to make an appointment for this clinic by your own Doctor as appropriate.

### Minor Surgery

Minor surgical procedures are carried out by appointment and the Doctors will be happy to advise you on this.

### Travel Immunisation and Vaccination

Our Practice Nurses give advice on travel vaccines and travel health and in order to assist them we ask that you complete our 'Travel Questionnaire' as soon as your holiday is booked. The Practice Nurse will then carry out a risk assessment for the areas to be visited. You will be asked to ring the surgery three to four days after completing the questionnaire and advised when to commence any necessary treatment.

### Yellow Fever

We are a registered Yellow Fever Centre for both registered and non-registered patients. There is a charge for this service. Please ask reception staff for details.

### Flu Vaccination

An annual flu vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing homes.

Please contact the reception staff from August onwards for details of the vaccination and to make an appointment.

If you are housebound a home visit can be arranged; please ring reception and they will be happy to help.

### Non-NHS Examinations

The Doctors are happy to carry out medicals, eg insurance and driving licence, by appointment. Please telephone the surgery to book an appointment, and ask reception for the charges for these services.

## CARERS

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If you look after a relative, friend or child who, because of illness, disability or the effects of old age, is unable to manage without your help, you are a Carer. This surgery is in close contact with Carers Leeds. By completing a yellow card obtained at reception, your status as a carer will be added to your clinical details and upon request we can refer you to Carers Leeds services.

## ACCESS FOR THE DISABLED

The Lofthouse Surgery is approached by a series of shallow steps with hand rails, suitable for prams, pushchairs and those with walking difficulties.

Patients who use a wheelchair can gain access directly from the car park at the rear of the building where there is a ramp with a handrail. Press the button and speak to reception who will unlock the door for you. The Manse Surgery is approached by four or five steps from the main road, Marsh Street. Alternatively, it can be approached from the larger shoppers' car park at the rear and the path around the side of the building, without the need for any steps to be negotiated.

## SUGGESTIONS/COMPLAINTS

We are always interested to receive constructive criticism and suggestions as to how we can improve our services to our patients.

If you wish to make a comment about any feature of our service, in the first instance please write or ask to see our Practice Manager, Mrs Jenny Ramsden.

If you wish to make a complaint, we have an in-house complaints procedure. Please ask for further details from the Practice Manager.

We also have suggestion boxes in the waiting rooms which are opened regularly. If you would like a reply, please indicate this and, of course, remember to note down your name and address.

## NEW PATIENTS

All new patients are asked to complete a registration form and, except those under five, to make an appointment with the Practice Nurse to complete the registration process. Please ask at reception for the necessary form and appointment.

## ACCESS TO NOTES

Doctors and Nurses have access to your medical records.

**Practice staff handle medical records:** they do, however, sign a confidentiality form when joining the practice.

Unless we have your written consent nobody else has access to your medical records.

## FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

## RIGHTS AND RESPONSIBILITIES

### With rights come responsibilities and for the patient this means:

1. Where an appointment has been made, you should attend on time or give adequate notice to the practice if you wish to cancel.
2. You should remember that an appointment is for one person only and that an additional appointment should be booked if a second person needs to be seen
3. You should help to make the best use of the Doctors' time, eg by **REQUESTING VISITS BEFORE 10.00am** whenever possible and by attending the surgery rather than requesting a visit wherever possible
4. You should take appropriate steps to prevent ill health eg not smoking, attending for immunisations and cervical smears etc, if necessary with guidance from the Doctors and Practice Nurses.

## VIOLENT/ABUSIVE PATIENTS

We strongly support the NHS policy on Zero Tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## PRIMARY CARE TRUST (PCT)

We are part of the Leeds PCT which is based at North West House, West Park Ring Road, Leeds LS16 6QG. **Telephone 0113 305 7370.**

## NHS NUMBER

Your NHS number is your unique identifying number, which means there is no confusion regarding names and dates of birth when presenting or contacting any NHS provider organisation.

## WALK-IN CENTRE

The nearest walk-in centre is in the health centre on King Street, Wakefield. They provide a range of services including minor illness advice and prescriptions, blood pressure monitoring, dressings and blood tests.

Opening hours: 8.00am – 8.00pm seven days a week

**NO APPOINTMENT NECESSARY. THIS IS A NURSES CLINIC.**

St George's Minor Injuries Unit is open 8.00 – 10.30am, seven days a week.

They will: see anyone who has had a recent injury  
bandage, put pots on and carry out other treatments  
supply some medication for infection, pain and allergic type reactions.

## TEACHING/TRAINING

At the present time we do not have student doctors or doctors in training in the practice.

## TRAVEL CLINIC

In this age of global travel when more and more people have the opportunity to visit far-off shores, it is very important to protect yourself against diseases liable to be contracted abroad. As a preventative measure, we can offer our patients all the relevant vaccines. Our practice nurses are very experienced in the field of travel vaccinations and anti-malaria medication. However, for anti-malarials a private prescription will be issued as these are not available on the NHS.

We are also a registered Yellow Fever Centre. This is not an NHS service so please enquire about cost before booking your appointment. We are also able to offer this service to non-patients.

For more information, call 01924 822273.

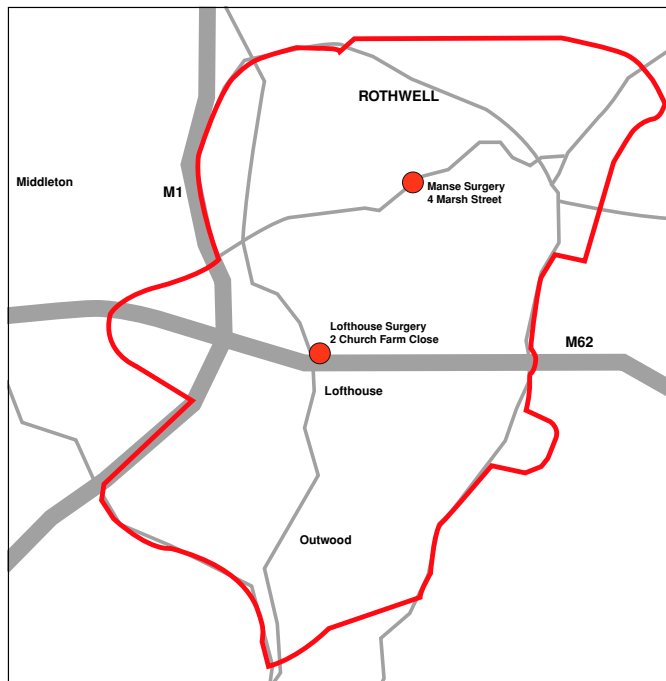
## NHS DIRECT

Advice is available via the telephone 24 hours a day, seven days a week. The telephones are staffed by qualified nurses.

**Telephone 0845 46 47**

NHS Direct Online is available via the Internet at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) This is an expansion of the telephone service and gives self-help guidance together with information on 'hot topics'.

## PRACTICE AREA



[www.lofhousesurgery.co.uk](http://www.lofhousesurgery.co.uk)

Are you at work all day, away from home, or just can't get out?

Then Walkabout Hounds are here to help you give your dogs' the exercise and attention they need when you're just not able to!



James - Dog Walker, Dog Trainer  
Davina - Dog Walker, Administration

Services we provide:

- Dog Walking
- Doggy Day Care
- Puppy Care
- Dog Training
- Pet Taxi



07827 781965 07401 637468

walkabout\_hounds@rocketmail.com  
[www.walkabout-hounds.co.uk](http://www.walkabout-hounds.co.uk)

ADVERTISING FEATURE

## Mans Best Friend

The problems caused by obesity are not confined to human beings, unfortunately a high proportion of the nations dogs are also overweight. Vets have identified this problem as one of the main causes for ill health and the need for veterinary care. An overweight dog will age up to two years earlier than a slim dog, and therefore have a lower life expectancy.

The best way to keep your dog happy and healthy is to make sure he gets plenty of regular exercise. Which of course can be a problem, perhaps you have a mobility problem or are recovering from an illness, or maybe life in general is just so busy and you simply cannot find the time to walk the dog. Whatever the reason our dogs are confined to a sedentary life at home, creating a situation which can lead to boredom, weight gain and some behavioral problems.

Help is at hand! The proper exercise, active walking, running and company to help ensure your dog stays healthy and well is only a phone call away.

## Cheer someone up!

Have you ever watched the reaction of someone who has just received a gift of flowers?

Their eyes light up and a smile is almost automatic – a gift of flowers can brighten almost any day. One of the pleasures of ordering flowers is that you can rest assured that the recipient will receive a unique gift.

Your local florist can help you with a floral gift for all occasions – what better way to say thank you or just cheer someone up than by giving them a gift of flowers? It's always nice to let someone know that you are thinking about them, even though they may be at the opposite end of the country. Just imagine their face as the florist's van draws up!

Once inside the home flowers make a huge impact, creating a warm, welcoming atmosphere and adding life and colour to any room.

We also specialise in Wedding flowers and are happy to discuss your requirements.

Your local florist is able to supply really fresh flowers, in a variety of styles. So bring some light and sunshine into someone's life - send some flowers. Oh, and while you are in the florists, why not buy yourself some? Go on – spoil yourself – you're worth it!

ADVERTISING FEATURE

Elizabeth Anne Florist

— FLOWERS FOR ALL OCCASIONS —

- Gift Bouquets • Weddings
- Sympathy • Corporate

Specialising in personal arrangements suited to the individual.



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Tel: 01924 825398

574 Leeds Road, Outwood  
[www.elizabethanneflorist.com](http://www.elizabethanneflorist.com)

Attract more business by placing your advert here. Simply call 0800 0234 196.

If YOU are reading this, then so could patients looking for your kind of service.



To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516.

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

### Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £20 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call 0800 612 1408 or email us at [payasyougo@opg.co.uk](mailto:payasyougo@opg.co.uk)

OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 30 YEARS

### Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

ADVERTISING FEATURE

## NOTES

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# USEFUL TELEPHONE NUMBERS

**ROTHWELL HEALTH CENTRE** ..... 0113 282 0520

## **CHEMISTS:**

Carlton Lane Pharmacy, Lofthouse ..... 01924 823137

Garners Pharmacy, Rothwell ..... 0113 282 3189

Rothwell Health Centre Pharmacy ..... 0113 282 1155

Naseems, Rothwell ..... 0113 282 2686

Boots The Chemist, Rothwell ..... 0113 282 2269

## **HOSPITALS:**

Pinderfields ..... 0844 8118110

St James' ..... 0113 243 3144

Seacroft ..... 0113 264 8164

L.G.I. .... 0113 243 2799

## **HEALTH AUTHORITY:**

Both Leeds and Wakefield ..... 0113 2952 500