



One
Medicare

PROVIDING NHS SERVICES



SCAN TO REGISTER

Welcome to

The Light Surgery

We are here to provide safe, effective and patient-centered care for you and your family.



Register with us

You don't need proof of address or immigration status, ID or an NHS number to fill out the form.

You will be registered within 48 hours.

This services is part of the NHS so your personal information will be kept safe.

Scan the QR code below or type this link into your internet search bar: <https://gp-registration.nhs.uk/Y02002/gpregistration/landing>



How to Book an Appointment

- All Appointments, Routine, or Same-day/Urgent are best requested through our PATCHS system. Your request will then be triaged by a clinician, and the most appropriate care will be arranged for you.
- Please call our reception team if you cannot access PATCHS, and they will either guide you, or be able to complete your request for you.
- All Nursing based appointments (Vaccinations / Long term condition reviews etc.) can be booked over the phone with our reception team.
- You may also receive reminders about upcoming reviews, which will often have a self-booking link attached.

When booking, please provide a brief outline of the issue so you can be directed to the right clinician.

PATCHS Link: <https://www.patchs.ai/practice/thelightsurgery>

Or scan this QR Code



Our Team & Who Does What

Salaried GPs

What they do: Diagnose and manage complex medical problems, long-term conditions, mental health issues, safeguarding, referrals and overall clinical leadership.

Typical appointments: New or ongoing medical issues, complex presentations, mental health, safeguarding, long-term condition reviews requiring GP involvement.

Advanced Nurse Practitioners (ANPs)

What they do: Assess, diagnose and treat many common conditions, including minor illness. Can prescribe and manage a wide range of day-to-day problems.

Typical appointments: Coughs, infections, sore throats, ear pain, urinary infections, minor injuries, rashes, general illness.

Practice Nurses

What they do: Provide chronic disease management, immunisations, cervical screening, wound care and lifestyle support.

Typical appointments: Diabetes, asthma/COPD reviews, blood pressure checks, smears, injections, wound care, travel vaccines.

Healthcare Assistants (HCAs)

What they do: Support the nursing team with basic clinical tasks.

Typical appointments: Blood tests, blood pressure checks, ECGs, NHS Health Checks, some vaccinations.

In-house Pharmacists

Can help to support you with your medication. They will be able to help you manage your medication to make sure you get the best use out of it and answer any questions or concerns you may have.

Occupational Therapists

Can help you to improve how you carry out everyday tasks in and out of the house. This could include things such as: washing, dressing, getting around, general day to day activities and managing your health.

Social Prescribers

Can help you with benefit support, financial difficulties, housing support, loneliness and any other social support. They can help also connect you with local activities, groups and services in the community that you may be interested in.

Physiotherapists

Can help you with bone, joint and muscle issues, such as arthritis, back pain, neck pain. They can also help you with problems moving after a stroke, or if you have a condition like multiple sclerosis or Parkinson's disease

Mental Health Advisers

Can help you with support around your mental health and problems such as Depression, Anxiety, Stress, Panic Attacks and Sleep difficulties.

Care Coordinators

Can help support you with tasks relating to your healthcare. For example, assistance in ordering repeat prescriptions and managing multiple appointments.

Patient Services/Reception Team

What they do: First point of contact. Trained to signpost you to the most suitable clinician.

Typical support: Booking appointments, admin queries, signposting, test result communication.

Repeat Prescriptions

- Order via NHS App, PATCHS, online services, or through your nominated pharmacy.
- Processing time is usually 48–72 hours.
- Ensure you have enough medication before weekends or bank holidays.
- Medication reviews will be required periodically.

Test Results

- You will be able to review your test results online.
- Our clinicians will also review your results, and if they need to contact you then they will do so to discuss next steps with you.
- Please allow the stated processing time for results before enquiring.
- If your results are normal, but have ongoing symptoms, then please submit a new PATCHS request.
- If you have seen your results, and wish to discuss, then please contact us via PATCHS.



Self-Care & Useful Resources

- **NHS App:** Manage appointments, prescriptions and view your health record.
- **NHS 111:** For medical advice when the practice is closed or when unsure who to contact.
- **NHS Symptom Checker:** Reliable online guidance.
- **Pharmacy Services:** Advice and treatment for common minor illnesses. Visit: www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/
- **Mental Health Support:** Leeds Mind; Mind-well Leeds; Leeds Healthy Minds
- **Free Physio support via:** www.getubetter.com/patient/ - please sign up and select our practice as your surgery and you will be able to receive their free support.

Referrals & Hospital Appointments

- GPs and ANPs may refer you for hospital care when needed.
- Most referrals are processed electronically.
- For hospital appointment queries, please contact the hospital directly.

Home Visits

- For patients who are medically housebound.
- Request by submitting a PATCHS request if you can, or contact the practice via phone in the morning.
- A clinician may call first to assess.

Online Services & Digital Tools

- **NHS App:** Access prescriptions, records and appointments.
- **PATCHS:** Submit your medical requests, medication requests, or submit admin queries such as sick notes, or change of details.

Fit Notes & Medical Certificates

- Self-certify for the first 7 days of illness.
- After this, request a fit note via PATCHS or calling.
- Fit notes may require a review with a clinician.

Practice Policies (Summary)

- **DNA Policy:** Missing appointments wastes clinical time; repeated DNAs may lead to restricted booking options.
- **Medication Policy:** Requests need 48–72 hours; urgent same-day requests cannot always be issued.
- **Zero Tolerance:** Abuse towards staff will not be tolerated.
- **Data Protection:** Your information is secure and only shared when necessary for your care.

Compliments, Concerns & Feedback

- You can give feedback online here: www.onemedicalgroup.co.uk/surgeries/the-light-surgery/contact/ or through forms at reception.
- You will often receive messages following your appointments, please give feedback here where you can. It's important to us and helps us review our service constantly.





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NHS

The Light Surgery

Balcony Level
The Light
The Headrow
Leeds LS1 8TL

Phone: **0113 2427425**

Email: **thelight@nhs.net**

Facebook: **www.facebook.com/TheLightSurgery**

Opening times

Monday 8.00am – 18:30pm
Tuesday 7.00am – 18:30pm
Wednesday 8.00am – 18:30pm
Thursday 7.00am – 18:30pm
Friday 8.00am – 18:30pm

Our values

