

# PATIENT INFORMATION LEAFLET



Spring Gables Surgery  
Clint Bank  
Birstwith  
Harrogate  
North Yorks  
HG3 3AJ  
01423 770202

The Grange Medical Centre  
Dacre Banks  
Harrogate  
North Yorks  
HG3 4DX  
01423 780436

Feastfield Medical Centre  
King street  
Pateley Bridge  
Harrogate  
North Yorks  
HG3 5AT  
01423 711369

## NIDDERDALE GROUP PRACTICE



## **The Partners**

### **Dr John Michael Henry Hain**

BSc(Hons) MBChB Dundee (1995), FRCGP, Dip Derm

PGCert Med Ed, Approved GP Trainer for Health Education England

special interests: Dermatology, General Medicine, Examiner for the Royal College of General Practitioners

### **Dr David Graham Broadhead Lawson**

B Med Sci BM BS Nott (1993) DRCOG DFFP DCH

special interests: Sports Medicine and Weight Management

### **Dr Madeleine Locke**

BA MBChB (Leeds 2006), MRCGP, DFRSH ,PGCert Med Ed, Approved GP Trainer for Health Education England

special interests: Training, Palliative Care, Family Planning and Contraception including coil and implant fitting

## **Salaried Doctors**

### **Dr Elizabeth Austen**

MBChB (Leeds 2005), MRCGP, DFRSH

special interests: Family Planning and Contraception, Women's Health

### **Dr Katie Houston**

MBChB (Leicester 1999), FRCGP, PGCert Med Ed ,FHEA

special interests: Mental Health and Medical Education(training Programme Director for Harrogate GP training

### **Dr Emma Robinson**

MBBS (Newcastle 2012), MRCGP

special interests: Mental Health, Care of the Elderly

### **Dr Debbie Thomas**

BMBS, BMedSci, MRCGP, DFRSH, DRCOG Nottingham 2003, PGCert Med Ed, Approved GP Trainer for Health  
Education England

special interests: Training, Family Planning and Contraception, including coil and implant fitting

### **Dr Joanne Walton**

MBChB (Sheffield 2011), MRCGP

special interests: Mental Health

### **Dr Helen Waterworth**

MBChB (Warwick 2008), MRCGP, BSc (Hons), DRCOG

special interests: ENT

### **Practice Manager: Mrs Pat Berriman**

***The Partners work as a non-limited Partnership providing essential and additional services under the General Medical NHS Contract.***

## Welcome to Nidderdale Group Practice

We are a three Partner Practice operating from three modern, purpose-built surgeries covering the area of Nidderdale stretching from the western side of Harrogate up to the remote areas of Upper Nidderdale such as Scar and Lofthouse.

This booklet tells you about the Practice and the services that are on offer from the Primary Health Care Team, which includes receptionists, dispensers, practice and district nurses, health care assistants, midwife and health visitors in addition to the doctors and nurse practitioners. We also enjoy the support of a visiting chiropodist, physiotherapist, counsellor and a Carers Resource worker.

The map of the Practice on the front cover shows the location of the surgeries. All three surgeries have car parks.

The practice premises has access routes suitable for patients using wheelchairs or walking aids and all clinical rooms are accessible. Patients may be dropped off outside our surgery entrance and there is an on-site wheelchair available. Each building has disabled toilets and induction loops, for the benefit of hard-of-hearing patients, are available.

We are able to offer an interpreter 'Language Line' service to patients for whom English is not their first language as well as a web-cam based sign language service. Information and posters can also be provided in large print if required.

On joining the Practice you will be offered a new patient health check with the health care assistant or the practice nurse as part of our policy for health promotion.

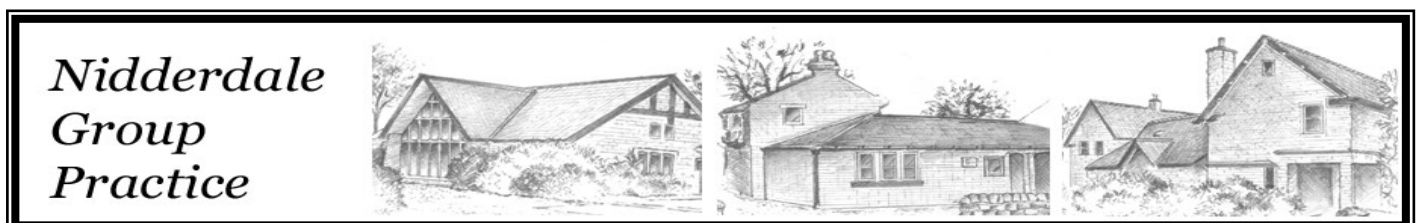
We aim to offer a high quality service in a warm and friendly environment, with the emphasis on providing a wide range of services at each of our surgeries.

### **Registering with the Practice**

New patients should register at Reception. From April 2015 we are required to provide all our patients with a named GP. This does not prevent you from seeing any GP in the practice. This doctor is chosen at random and you can find out the name of your 'named GP' by contacting the surgery. Should you have a preference for your allocated GP then please contact the surgery and we will make reasonable efforts to accommodate this request.

When making an appointment you can choose to see any of the doctors at your surgery, but remember you may have to wait longer to see your doctor of choice.

Please note that information regarding the Practice and our services can also be found at [www.nidderdalegrouppractice.co.uk](http://www.nidderdalegrouppractice.co.uk)



## The Primary Health Care Team

### **Nurse Practitioners**

Individual healthcare professionals deal with different problems and roles in General Practice are changing. Some of the medical problems that, in the past, have been treated by a doctor are now dealt with by highly qualified nurses (Nurse Practitioners). These members of staff work under the supervision of our GPs and are able to deal with minor illnesses such as:

- *Coughs & Colds*
- *Skin Problems*
- *Stomach & Urinary Complaints*
- *Chest Infections*
- *Ear Infections*

### **Practice Nurses**

The Practice Nurse is an important part of the Primary Health Care Team. Below are some of the many and varied services which are provided:

- *Health Promotion*
- *Dietary and lifestyle advice*
- *Travel advice and vaccinations*
- *Asthma checks*
- *Diabetic checks*
- *Healthy Heart checks*
- *Smoking cessation advice*
- *Dressing of wounds and removal of stitches*
- *Chronic Obstructive Pulmonary Disease checks*

When making an appointment with the nurse, it would be helpful if you could tell the receptionist what it is for. This will ensure that the correct amount of time is allocated for your appointment.

### **Health Care Assistants**

Supporting our practice nurses we have a team of healthcare assistants. These members of staff are not nurses, but have been trained to carry out procedures such as:

- *New patient health checks*
- *ECG recording*
- *Blood taking*
- *Blood Pressure checks*

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## **Receptionists**

The receptionists are here to help you and are trained to deal with most enquiries. However, their role can be extremely demanding so we would appreciate your patience.

## **District Nurses**

The District Nursing Team is now employed by the local hospital and are based in Ripon. They provide nursing care, advice and support to patients, their families and carers at home. The district nurse, for routine enquiries, can be contacted on 01423 542932 (8.30 - 16.30) and 01423 554632 (8.30-17.00) for emergencies .

## **Children's Public Health Nursing Team**

The Health Visiting and School Nursing Team is available to help and give advice to 0-19 year olds and their families and contact details can be obtained from each surgery.

## **Midwife**

Our Midwife holds weekly ante-natal clinics by appointment. She is available to give advice on pre-conceptual care, ante-natal screening and place of delivery and runs regular Parent Craft classes. You will receive visits from the Midwife during the post-natal period.

## **Confidentiality**

All medical records are held on computer. Patient-identifiable information will be kept in the strictest confidence and will not be given to unauthorised third parties. Information may be shared with authorised Practice staff and other health agencies where this is necessary. The rules of the Data Protection Act 1998 are rigorously applied.

Our General Practitioners and staff receive regular training and updates on confidentiality.

## **Chaperone Policy**

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff. Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible, we will endeavour to provide a formal chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment.

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## **Opening Times & Access**

Our receptionists are available between the hours of 8.00 a.m. and 6.00 p.m. Monday to Friday. You may contact them either in person at the surgery or by telephone.

## **Telephone Advice**

Some problems can be dealt with over the telephone. You can book a telephone appointment with a GP, or if your problem is urgent (for today), please call the main surgery number and listen to the options: between 8 and 12 each day you can be put through directly to a health-care professional. For other queries, please contact reception.

## **Appointments**

Consultations are by appointment only. If you are unable to keep your appointment, please let us know as soon as possible so that it can be allocated to another patient. All urgent cases will be seen on the same day but not necessarily by the clinician of your choice.

## **Extended Hours**

We are pleased to offer extended hours appointments as below

Friday mornings	0700 to 0800	Birstwith
Saturday mornings (rota basis 1 in 4)	0800 to 1300	Dacre Banks

These are for routine consultations for patients of all three surgeries and are for those who are unable to access our services during normal hours. We would respectfully ask that patients who are able to attend during the day continue to do so. Please note the times of these extended hours may be subject to change in the future.

## **Home Visits**

If you are too poorly to be taken to the surgery, it might be necessary for you to have a home visit. Please call before 11.30 if you feel you need a visit that day. To assist us with determining the urgency of your problem, please be prepared to give the receptionist details of the nature of your illness. Please remember in a rural area a doctor can see many patients in the time it takes to do one home visit so please try to attend surgery whenever possible. We cannot guarantee that you will be visited by a doctor from the surgery that you usually attend.

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## **Samples & Test Results**

If you are asked to provide us with a sample, please bring it to the surgery before 11.00 a.m. When telephoning for results please try to ring between 2.00 p.m. and 4.00 p.m. and remember that we can only give the results to the patients or their nominated representatives.

## **Change of Contact Details**

To ensure the accuracy of our records, please let us know when you change your address, telephone number etc. If you move outside our Practice area, you will be asked to register with another practice.

## **GP Registrar Training**

We are a Training Practice, which means that doctors who intend to make their career in General Practice are attached to the Practice for six to twelve months at a time. These doctors are fully qualified, often with hospital experience. A requirement of their training is the video recording of consultations. Please let us know at the time of making the appointment if you do not wish this to be done. Details of the current Registrars are available from reception.

## **Prescriptions**

We dispense medicines at all three of our three surgeries to those patients living more than one mile from a chemist. For patients on repeat medication the preferred method of ordering is online via our website [www.nidderdalegrouppractice.co.uk](http://www.nidderdalegrouppractice.co.uk)

Please ask at reception for details of how to obtain a password for this secure service.

Alternatively you may order by email, fax or by dropping in your completed repeat prescription slip at the surgery.

Orders will be ready to collect after two full working days (excluding weekends and Bank Holidays).

## **Out of Hours Emergency Cover**

Patients needing urgent medical advice between 6.00pm and 6.30pm please call 01423 856519. Between 6.30pm and 8.00am Monday to Friday and Bank Holidays please call 1-1-1 (NHS 111). Please confine your calls to urgent matters only.

## **Complaints**

If you have a complaint or a concern about the service you have received from the Doctors or from any member of the Practice staff, please let our Practice Manager know. We have a Practice Complaints Procedure for dealing with such problems. We welcome feedback to improve our standards and you will not be treated any differently if you have complained.

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## **Patient Suggestions**

We encourage any suggestions or comments about the service we provide. A Suggestion box can be found in the waiting room at each surgery or alternatively please contact our Practice Manager, either verbally or in writing. In order to gather some formal feedback we conduct periodic Patient surveys.

## **Violent or Abusive Behaviour**

The Practice reserves the right to refuse to treat patients who are abusive or violent towards the doctors, their staff or fellow patients in the waiting room. In such situations the patient may be removed from the Practice list.

## **Staff Training**

The Practice is committed to keeping abreast of developments in health care and ensures ongoing training for its GPs and staff, through protected learning time. All three surgeries currently close one afternoon every quarter to allow clinical and administrative staff to further their development. Patients needing urgent medical advice at these times please call 1-1-1 (NHS 111). Please confine your calls to urgent matters only.

## **Private Medical Services**

Some of the services we provide are not covered under the NHS and as such incur a charge, e.g. Passport Applications, Private Medical Certificates, HGV licenses, Pre-Employment Medicals and Reports, Claim Forms, Shotgun Certificates and some vaccinations. VAT is collectable on some of the services. A full list of charges is available in each surgery.

## **Patient Participation Group (Virtual)**

Nidderdale Group Practice is keen to promote involvement of patients in its development. We have set up a Patient Participation Group which will reflect the diversity of our practice population and will be emailed from time to time about decisions and priorities of the practice.

If you would like to apply to join this (virtual) group, then please ask the reception staff for details.

## **SMS Text Messaging**

We may need to contact you by text with appointment reminders and other information. If you would like to opt out of this service please ask at Reception.

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## Online Services

It is the aim of the practice to provide safe and secure on-line services, in line with the GP Systems of Choice (GPSoC), NHS England guidelines and data protection legislation, ensuring that services are easily accessible and user friendly to enable patients and the practice to achieve maximum benefit.

There are two levels of online access:

**Standard Access** : Allows you to book/cancel GP appointments and order repeat prescriptions.

**Enhanced Access** : Allows you to book/cancel GP appointments, order repeat prescriptions, view your summary care record and access your medical record.

The Practice will provide on-line services to patients as detailed below:

AGE OF PATIENT	SERVICES OFFERED
18 years plus	Standard and Enhanced Access
18 years plus (Proxy Access)	Standard Access only
16 to 17 years	Standard and Enhanced Access
11 - 15 years	<p>The practice does not offer online services to patients aged 11 - 15 years. NHS England recommend that practices adopt a very cautious approach to allowing parents access to their child's medical record once the child reaches 11.</p> <p>Children vary in the age at which they are able to make an independent and informed decision about who should have access to their record. We have decided to adopt the most practical approach and withdraw parents access as soon as the child reaches 11 unless there are exceptional circumstances.</p>
11 - 15 years (Proxy Access)	<p>The practice recognises that in exceptional circumstances it may be a requirement for a parent / carer to have proxy access to a child's record after the age of 11. Each case will be assessed on an individual basis by a GP who will decide if the proxy access is to be authorised. On the young persons 16th Birthday the clinical system will switch off all the remaining proxy access except where the young person is competent and has given explicit consent to the access.</p>
0 - 10 years (Proxy Access only)	Standard Access only

**Please ask at Reception for further details.**

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**The Grange Medical Centre**  
**Dacre Banks, Harrogate, HG3 4DX**  
**Tel: 01423 780436 Fax: 01423 781416**

**Surgery Times** (Please note times may be subject to change).

	<b>Morning</b>	<b>Evening</b>
Monday	8.30 - 11.30 a.m.	2.00 - 6.00p.m.
Tuesday	8.30 - 11.30 a.m.	3.00 - 5.30p.m.
Wednesday	8.30 - 11.30 a.m.	2.30 - 5.30p.m.
Thursday	8.30 - 11.30 a.m.	2.00 - 5.30p.m.
Friday	8.30 - 11.30 a.m.	2.00 - 5.00p.m.

**Spring Gables Medical Centre**  
**Birstwith, Harrogate, HG3 3AJ**  
**Tel: 01423 770202 - Fax: 01423 771403**

**Surgery Times** (Please note times may be subject to change).

	<b>Morning</b>	<b>Evening</b>
Monday	8.30 - 11.30 a.m.	2.00 - 5.30 p.m.
Tuesday	8.30 - 11.30 a.m.	2.00 - 5.30 p.m.
Wednesday	8.30 - 11.30 a.m.	2.00 - 5.30 p.m.
Thursday	8.30 - 11.30 a.m.	2.00 - 5.30 p.m.
Friday	8.30 - 11.30 a.m.	2.00 - 5.30 p.m.

**Feastfield Medical Centre**  
**Pateley Bridge, Harrogate, HG3 5AT**  
**Tel: 01423 711369 Fax: 01423 712482**

**Surgery Times**(Please note times may be subject to change).

	<b>Morning</b>	<b>Evening</b>
Monday	8.30 - 11.00 a.m.	1.30 - 5.30p.m.
Tuesday	8.30 - 12.00 p.m.	2.00 - 6.00p.m.
Wednesday	8.30 - 11.00 a.m.	2.00 - 5.30p.m.
Thursday	8.30 - 11.30 a.m.	2.00 - 5.30p.m.
Friday	8.30 - 11.30 a.m.	1.30 - 5.30p.m.

### **Clinics**

We also offer the following clinics; Physiotherapy, Cryotherapy, Minor Surgery, Mental Health Link Worker, Counselling, Carer's Resource, Ante-Natal and Well Baby Clinic.

Please ask at Reception for details.

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## Doctors

Dr John Hain  
Dr David Lawson  
Dr Maddie Locke  
Dr Lizzie Austen  
Dr Katie Houston  
Dr Emma Robinson  
Dr Debbie Thomas  
Dr Joanne Walton

## Nurse Practitioners

Nicky Brockie RGN  
Kay Munsch RGN

## Practice Nurses

Becki Green RGN  
Clare Irvine RGN  
Lotte Jensen RGN  
Louise Wade RGN

## Health Care Assistants

Joanne Morrison  
Jaki Smith-Ketteringham  
Sue Streater  
Rosie Weatherald

## Useful Telephone Numbers

Harrogate District Hospital	01423-885959
Social Services	01609 780780
Ripon Community Hospital	01423-542900
Leeds General Infirmary	0113-243-2799
St James' Hospital Leeds	0113-243-3144
York District Hospital	01904-631313
BMI Harrogate (Nuffield)	01423-567136
Patient Advisory Liaison Service	0800-068-8000
St Michaels Hospice	01423-879687
Carers' Resource	01423-500555
Out of Hours Service (6.30pm—8am all other times)	1-1-1
NHS Walk In Centre (31-33 Monkgate, York, Y031 7WA)	01904-674557

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