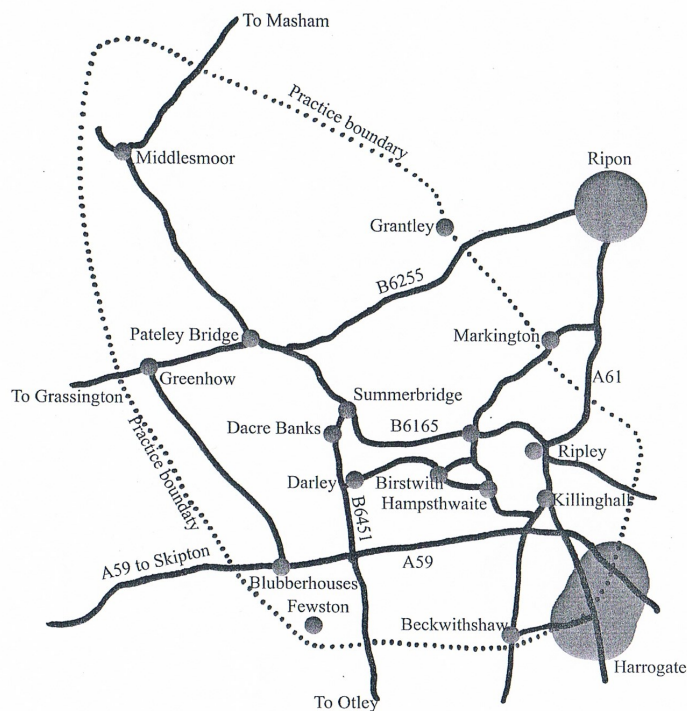


NIDDERDALE GROUP PRACTICE



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

The Partners

Dr Thomas Gant

MBBS (HYMS 2009) MRCEM MRCGP

special interests: Respiratory medicine, Emergency medicine,
Research and Information Technology

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, DFSRH ,PGCert Med Ed, Approved GP Trainer for Health Education England

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

Practice Manager: Mrs Sarah Wood

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

Salaried Doctors

Dr Katie Houston

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

special interests: Mental Health , GP Appraiser.

Dr Emma Robinson

MBBS (Newcastle 2012), MRCGP

special interests: Care of the Elderly

Dr Joanna Stanwell

MA(Hons) MBBChir Cambridge 2004. FRCS (paed), MRCGP

special interests: Minor surgery, Women's & Children's Health, Palliative Care

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 Mary Wilson

MA MB BChir (Cambridge 1996)

PHD, MRCGP, DFRSH

special interests: Coils & Implants

Dr Helen Waterworth

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

special interests: ENT

Welcome to Nidderdale Group Practice

We are a four 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



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*
- *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*

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.

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

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

Alternatively you may order by email, 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.

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.

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 on-line 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 from the date requested.

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 (<u>Proxy Access</u>)	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 between 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 (<u>Proxy Access</u>)	<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.</p>
0 - 10 years (<u>Proxy Access only</u>)	Standard access only

Please ask at Reception for further details.

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

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

	Morning	Evening
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

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

	Morning	Evening
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

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

	Morning	Evening
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 Social Prescribing.

Please ask at Reception for details.

Doctors

Dr Thomas Gant

Dr John Hain

Dr David Lawson

Dr Maddie Locke

Dr Katie Houston

Dr Emma Robinson

Dr Joanna Stanwell

Dr Debbie Thomas

Dr Joanne Walton

Dr Helen Waterworth

Dr Mary Wilson

Nurse Practitioners

Nicky Brockie RGN

Kay Munsch RGN, RSCN

Practice Nurses

Sheila Burke RGN

Olga Kiscika RGN

Lotte Jensen RGN

Louise Wade RGN

Health Care Assistants

Charlotte McGuinness

Chloe Tyers-Byfield

Iona White

Phlebotomist

Julie Adams

Tracy Quiney

Amanda Simpson

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