

QUAKERS LANE SURGERY

Quakers Lane, Richmond, North Yorkshire, DL10 4BB

TELEPHONE (01748) 850440

FAX: 01748 850802

INFORMATION LEAFLET

(This leaflet can be made available in alternative languages/formats on request)

<u>DOCTORS</u>	DR J A MOON	MB, ChB, MRCGP (GMC No. 3485996)	(FEMALE)
	DR T MAWER	MB, Ch.B, MRCGP (GMC No. 4183783)	(MALE)
	DR D WILKINS	MA, MB, Ch.B, MRCP(UK), MRCGP (GMC No. 4183697)	(MALE)
	DR A BOOTHROYDBM, BS, MRCGP	(GMC No. 7155636)	(MALE)
	DR A DICKINSON	(GMC No. 6027259)	(MALE)

PRACTICE MANAGER MISS J WOODCOCK I.I.M.

PRACTICE NURSES MRS D TURNER RGN
 MRS N HENDERSON RGN

HEALTH CARE ASSISTANTS MRS S RUTHERFORD
 MRS K TOWNEND

COMMUNITY SUPPORT STAFF

Access is provided to a full complement of support staff comprising of MacMillan Nurses, District Nurses, Psychiatric Nurses, Midwives and Health Visitors.

We are part of the Hambleton, Richmondshire & Whitby Clinical Commissioning Group.

Our practice GMS contract is held by the NHS Commissioning Board.

The 27 Local Area Teams (LATs) act as agents of the NHS Commissioning Board in managing our contract locally on a single operating model.

Our practice is performance managed by the Local Area Team, as the local arm of the NHS Commissioning Board.

SURGERY OPENING HOURS

Monday – Friday 8.00 am – 6.00 pm

Extended Hours Alternate Tuesday / Thursday evenings 6.30 – 8.00 pm

Reception staff are available to assist patients during the above hours either at reception or alternatively patients may wish to telephone the surgery on (01748) 850440. A Doctor is always available in the case of an emergency.

You can now book evening and weekend appointments

As a patient here at Quakers Lane Surgery, you can now pre-book an evening or weekend appointment at The Harewood Medical Practice in Catterick Garrison or Mowbray House Surgery in Northallerton on either an evening or a weekend:

(6.30-8.00pm weekdays and 8.30 am–12.00 noon on weekends)

This NHS service is known as Better Access and is staffed by local GPs and other healthcare staff.

The Better Access team can only access your medical records and provide care if you give them consent to do so.

To book an appointment, speak to one of our staff on reception at Quakers Lane Surgery.

DISPENSARY OPENING HOURS

The Dispensary is open Monday to Friday 8.30 am – 1.00 pm & 2.00 pm – 6.00 pm. The dispensary can be contacted direct on 01748 821494.

OUT OF HOURS EMERGENCIES

Outside of our opening hours (including weekends and Bank Holidays) our calls are taken by the Out of Hours Service and the NHS 111 Service. The adviser will be able to:

- decide what medical help you need
- Tell you where you need to go to get this medical help, and
- Transfer your call to the service you need, or book an appointment for you, if possible.

EMERGENCY TELEPHONE NUMBER – (01748) 850440

CONSULTATIONS (by appointment only)

MONDAY – FRIDAY 8.20 AM – 11.30 A.M. 2.00 – 6.00 P.M.

If you are unable to keep an appointment, please let us know as soon as possible so that someone else can use it. Our appointment times are 10 minutes, if you require a longer consultation to discuss more than one problem please ask the receptionist for a double appointment.

CLINICS

At the surgery we offer Family Planning, Cervical Screening, Travel Immunisations, Minor Surgery, Cryotherapy, COPD, Asthma, Diabetes, Heart Disease Monitoring, Smoking Cessation and Weight Loss Advice.

CHILD HEALTH

For babies and children up to the age of 5 years. Dr Boothroyd and the Health Visitor hold individual clinics. Dr Boothroyd can be seen by appointment on a Thursday afternoon, and the Health Visitor has open access on a Wednesday afternoon at the Friary Hospital. The Health Visitor also holds a clinic each Tuesday morning (by appointment only) and can be contacted on Richmond 822122.

COMMUNITY MIDWIFE

The midwife provides shared midwifery care with GP hospital consultants. Midwife Clinics - Tuesday am + Thursday pm at The Friary Surgery.

PATIENT REGISTRATION

To register as a patient, please call at reception where you will be asked to complete a New Patient Registration Form. All patients have the right to express a preference of practitioner either generally or in relation to any particular condition. We will endeavour to comply with any reasonable preference expressed but need not do so if the preferred Doctor has reasonable grounds for refusing to provide services to the patient, or does not routinely perform the service in question within the practice.

HOME VISITS

If a patient is so unwell that they are unable to get to the surgery, then please contact the practice to make us aware, preferably as early as possible and before 10.30 a.m.

The clinical situation will be assessed by a GP to ascertain if a home visit is required. This will depend on the nature of the condition, the location and our capacity to respond. If the GP does not believe they are the most appropriate in a given situation, they will liaise with another service, be that a district nurse, community matron, paramedic or hospital provider.

As a practice that has a high proportion of elderly patients, we greatly appreciate the support that patients receive from their family and friends in bringing patients to the surgery. This enables us to provide a more efficient service to our patient population.

TELEPHONE CONSULTATIONS

If you require a telephone consultation please contact reception.

REPEAT PRESCRIPTIONS

We require 72 hours' notice for repeat prescriptions. Kindly leave your computer slip at reception, or send it with a stamped addressed envelope. There is also a prescriptions box in the entrance hall for you to drop off written requests to save queuing. You can also order your repeat prescription direct on-line at

www.quakerslanesurgery

Please avoid telephoning for repeat prescriptions if at all possible.

Any requests made after 4.00pm will not be processed until the following day.

SICK NOTES

You do not require a sick note for the first 7 days of illness, and we cannot provide a sick note free of charge for that time. You can sign yourself off during that period using a self certification form obtainable from your employer. If you require a sick note for a more extended period of illness, you will need to make an appointment to see a doctor.

DISABLED PATIENTS

We feel that the architecture of the surgery lends itself for safe and suitable access for all disabled patients, and there are adequate toilet facilities.

TELEPHONE

The telephone is very busy between 8.00-10.30am. These times should, where possible, only be used for requesting home visits and urgent surgery appointments. Please avoid these times when telephoning for routine appointments and laboratory results.

You can contact the Health Visitor and District Nurse at the Friary Clinic on Richmond (01748) 822122.

If you should require information regarding appliances, blue disability badges, meals on wheels or home help, please telephone the Social Services Customer Unit at Northallerton (01609) 779999.

FEES

Fees for non NHS work – the fees we charge for non NHS work (e.g. Private Medical Certificates, Insurance Reports, HGV Examinations etc) are those recommended by the British Medical Association. Please ask the receptionists for further details. Receipts are provided upon request.

COMPLAINTS PROCEDURE

We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our system meets National Criteria. If you have any comments to make regarding the service provided by the Practice, please contact the Practice Manager.

If you do not wish to complain to the practice manager NHS England can be contacted using the following link:

<https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>

If you require any support with a complaint you can get help and advice from Cloverleaf Advocacy. Contact details are as follows:

North Yorkshire NHS Complaints Advocacy Service
(Monday – Friday 9.00 am – 5.00 pm)

Tower Court, Oakdale Road

Clifton Moor

YORK

YO30 4XL

Telephone: 0300 0124212

Fax: 01902 438444

Email: helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk

Or complete an enquiry form on the Website:

www.helpwithnhscomplaintsnorthyorks.org/

PRIVACY AND CONFIDENTIALITY OF YOUR MEDICAL RECORDS

Your medical records are a history of your consultations, illness, investigations, prescriptions and other treatments. The doctor-patient relationship sits at the heart of good general practice and is based on mutual trust and confidence. At Quakers Lane Surgery we store our patients' medical records on our practice computer system.

YOUR RIGHT TO PRIVACY

You have the right to keep your personal health information confidential between you and your doctor. The law does impose a few exceptions to this rule, but apart from those (listed in detail below) you have a right to know who has access to your medical record.

WHO ELSE SEES MY RECORDS

There is a balance between your privacy and safety, and we will normally share some information with others involved in your health care, unless you ask us not to. This could include doctors, nurses, therapists and technicians involved in the treatment or investigation of your medical problems.

Our practice & district nurses, midwives and health-visitors all have access to the medical records of their patients. It is our policy to have a single medical and nursing record for each patient. We firmly believe that this offers the best opportunity for delivering the highest quality of care from a modern Primary Care Team.

Our practice staff have limited administrative access to the medical records system. They notify the health authority of registration and claim details and perform various filing tasks on the medical records.

All our doctors, nurses and staff have a legal, ethical and contractual duty to protect your privacy and confidentiality.

HOW CAN I FIND OUT WHAT'S IN MY MEDICAL RECORDS?

We are required by law to allow you access to your computer and written medical records. If you wish to see your records, please contact our Practice Manager for further advice. All requests to view medical records must be made in writing to the surgery.

The Rights and Responsibilities of the patient, including keeping appointments

As a patient you are expected to provide complete and accurate information about your health including present condition, past illnesses, hospitalisations, medications, natural products and vitamins, and any other matters that pertain to your health. Provide complete and accurate information including your full name, address, home telephone number, date of birth. Ask questions when you do not understand what your doctor or nurse tells you about your diagnosis or treatment. Inform your doctor if you are considering alternative therapies.

The practice supports the Government's NHS zero tolerance zone campaign. Violence and abuse is a growing concern. GPs and their staff have the right to care for others without fear of being attacked or abused. Violent patients will be reported to the police and struck-off the GP's list. We ask that you treat your GP and practice staff properly – without violence or abuse.

Useful Telephone Numbers

BOOTS PHARMACY (RICHMOND)	01748 823322
COMMUNITY MIDWIFE	01748 833431
COMMUNITY HEALTH VISITOR	01748 822122
DARLINGTON MEMORIAL HOSPITAL	01325 380100
HEALTH SERVICE COMMISSIONER (OMBUDSMAN)	0207 2762035
INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE	03004568349
DAY LEWIS PHARMACY (RICHMOND)	01748 823238
NHS 111	111
NORTH YORKSHIRE COUNTY COUNCIL (Social Services)	0845 0349410
NORTH YORKSHIRE COUNTY COUNCIL SOCIAL SERVICES (out of hours)	0845 0349417
TESCO PHARMACY (CATTERICK)	01748 529447
THE FRIARY CLINIC	01748 822122
THE FRIARY HOSPITAL	01748 822109

THE FRIARY PHEBOTOMY CLINIC (Blood Clinic)	01748 822122
THE FRIARAGE HOSPITAL, NORTHALLERTON	01609 779911
THE SAMARITANS	08457909090
YOR SEXUAL HEALTH	01904 721111

<https://www.england.nhs.uk> - Health and high quality care for all, now and for future generations
www.Yorsexualhealth.org.uk

Weight Management
Healthy Future (based at Colburn Business Park)
Telephone: 0330 1200544 (Option 3)
Northyorks@maplehealthgroup.co.uk

North Yorkshire NHS Complaints Advocacy Service
(Monday – Friday 9.00 am – 5.00 pm)
Tower Court
Oakdale Road
Clifton Moor
YORK
YO30 4XL
Telephone: 0300 0124212
Fax: 01924 438444
Email: helpwithnhscomplaintsnorthyrosk@cloverleaf-advocacy.co.uk
Or complete an enquiry form on the Website: www.helpwithnhscomplaintsnorthyorks.org/

For further information on Quakers Lane Surgery please refer to our website:
<http://quakerslanesurgery.co.uk/>