

# **QUAKERS LANE SURGERY**

**Quakers Lane, Richmond, North Yorkshire, DL10 4BB**

**TELEPHONE (01748) 850440**

**FAX: 01748 850802**

## **INFORMATION LEAFLET**

<b><u>DOCTORS</u></b>	<b>DR P T KIPLING</b>	<b>MB, BS, DRCOG (GMC No. 2915575)</b>	<b>(MALE)</b>
	<b>DR J A MOON</b>	<b>MB, ChB, MRCP (GMC No. 3485996)</b>	<b>(FEMALE)</b>
	<b>DR T MAWER</b>	<b>MB, Ch.B, MRCP (GMC No. 4183783)</b>	<b>(MALE)</b>
	<b>DR D WILKINS</b>	<b>(MA, MB, Ch.B, MRCP(UK), MRCP (GMC No. 4183697)</b>	<b>(MALE)</b>

**PRACTICE MANAGER**    **MISS J WOODCOCK**    **I.I.M.**

**PRACTICE NURSES**    **MRS S GLANFIELD**    **SRN**  
                                 **MRS D TURNER**    **RGN**  
                                 **MRS N HENDERSON**    **RGN**

## **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.

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Quakers Lane Surgery is part of the Hambleton, Richmond and Whitby CCG. If you have any queries about services provided in the locality then please contact them on 01609 767600 (CCG, Civic Centre, Stonecross, Northallerton, DL6 1UU).  
[www.hambletonrichmondshireandwhitbyccg.nhs.uk](http://www.hambletonrichmondshireandwhitbyccg.nhs.uk)

## **SURGERY OPENING HOURS**

Monday – Friday    8.00am – 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.

## **DISPENSARY OPENING HOURS**

The Dispensary is open Monday to Friday 9.00 am – 1.00 pm & 2.00 pm – 6.00 pm.  
The dispensary can be contacted direct on 01748 821494.

## **OUT OF HOURS EMERGENCIES**

### **NHS111**

If you require urgent care or advice outside of surgery hours please contact 111. Your details will be taken and if appropriate, you will be put through to a GP working at the nearby Out Of Hours Centre in Catterick (please note this is not a walk in centre), or if appropriate, if you are unable to physically leave your house,

the Doctor on call may come and make a home visit to assess you further. For life threatening emergencies, please call 999.

**EMERGENCY TELEPHONE NUMBER – (01748) 850440**

### **CONSULTATIONS (by appointment only)**

**MONDAY – FRIDAY 8.30 AM – 11.30 A.M and 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 Mawer/Dr Wilkins (alternate weeks) and the Health Visitor hold individual clinics. Dr Mawer 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.

### **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**

It is very helpful if patients ask for these before 10.30 am as this allows the best planning of the Doctors' visiting time.

### **TELEPHONE CONSULTATIONS**

If you are struggling to get a face to face appointment with a GP then please note, we are trying out a new system of telephone consultations on Fridays with Dr Mawer and Dr Wilkins to help people get medical advice before the weekend. Please ask at Reception for further details.

### **REPEAT PRESCRIPTIONS**

We require 48 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](http://www.quakerslanesurgery)

Please avoid telephoning for repeat prescriptions if at all possible.

### **ON-LINE APPOINTMENTS BOOKING**

You can use our online facility to book routine 10 minute appointments with our Doctors. To use this new facility you will first need a user name and password which you can obtain from our Reception Desk.

For the time being you will not be able to make appointment bookings with the Practice Nurse, or longer appointments with the Doctors (e.g. for medicals, cervical smears, minor operations, contraceptive implants etc); or clinic appointments, and these appointments must still be booked through our Reception desk in the usual way.

### **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.

Please note that if you require an extension of a sick note or you wish to return to work early and have already seen a Doctor about a given issue, then you can leave a message for the Doctor by contacting the Reception staff and this can be sorted out over the telephone without the need for a further appointment.

### **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 8.30-10.30am. 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 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](mailto:helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk)

Or complete an enquiry form on the Website:

[www.helpwithnhscomplaintsnorthyorks.org/](http://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 most of 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. This applies to everyone aged 16 years and over, and in certain cases to those under 16. 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.

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. We are allowed to charge a small fee to cover our administration and costs.

You can contact Jill Woodcock, the Practice Manager by calling the surgery on 01748 850440.

**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**

NHS 111	111
THE SAMARITANS	(08457)909090
INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk)	(03004)568349
CLOVERLEAF ADVOCACY	(03000)124121
HEALTH SERVICE COMMISSIONER (OMBUDSMAN)	(02072)762035
THE FRIARY CLINIC	(01748) 822122
THE FRIARY HOSPITAL, RICHMOND	(01748) 822109
PHLEBOTOMY (BLOOD) CLINIC (THE FRIARY)	(01748) 822122
COMMUNITY MIDWIFE	(01748) 833431
COMMUNITY HEALTH VISITOR	(01748) 822122
THE FRIARAGE HOSPITAL, NORTHALLERTON	(01609) 779911
DARLINGTON MEMORIAL HOSPITAL	(01325) 380100
BOOTS PHARMACY (RICHMOND)	(01748) 823322
LANGHORNS PHARMACY (RICHMOND)	(01748) 823238
TESCO PHARMACY (CATTERICK)	(01748) 529447
YORSEXUAL HEALTH (www.yorsexualhealth.org.uk)	(01904) 721111