

PATIENT INFORMATION LEAFLET**Welcome To Our Practice**

We believe that we offer an excellent standard of healthcare. This leaflet contains information about the practice and the services that we provide. If you have any questions or require any further details please do not hesitate to ask us for more information. This information may also be provided in a large print version for the visually impaired – please ask at reception.

Mission Statement

Hackness Road Surgery is committed to working with our patient community to create the best possible environment to provide a consistent high standard of healthcare. The care of your health is a partnership between the patient and the primary health care team. We aim to educate and support our patients to make informed choices about their own healthcare to try to prevent disease and improve the overall experience.

We hope to demonstrate this by engaging with our patients through the Patient Reference Group, listening to our patients' comments and views, employing suitably qualified ethical and professional staff thus creating a safe, clean environment. By providing continued training to ensure professionalism, confidentiality and equality for all are maintained to the highest possible standards.

Our clinicians use evidence and research to support all prescribed treatments and advice, healthcare planning and procedures.

We prove this through our affiliations to the British Medical Association, Scarborough and Ryedale Clinical Commissioning Group, Medical Defence Union.

Our practice area covers YO11, YO12 & YO13 from our surgeries at 19 Hackness Road, Newby, Scarborough YO12 5SD and 1 Station Lane Cloughton, Scarborough, YO19 0AD.

Contact Numbers:

Enquiries: 01723 506706 - lines open from 08:00 – 18:30 Monday – Friday

Appointments: 01723 506306 – lines open from 08:30 – 18:30 Monday - Friday

Fax: 01723 380920

Website: www.HacknessRoadSurgery.co.uk

The Team

Registered GP: Dr P Jones MB BS

Salaried Doctor: Dr Andrew Little MB CHB

Nurse Practitioners– Sarah Glyde, Kelly Coleman

Advanced Clinical Practitioner – John Arnell

Nurse – Jo Monty

Healthcare Assistant – Kirsty Morris

Practice Manager: Geraldine Jones

Assistant Practice Manager: Michele Dent

Patient Services & Dispensary

Lead Patient Services - Collette O'Connor

Patient Services - Linda Tiltscher- Carol Dobinson - Melissa Taylor - Bryan Thomas, Andrea Ledner, Helen Cragg.

Dispensary – Tikki Emad - Debbie Arnall – Jackie Boorer

Community Team
 Health Visitor: Julie Mannan
 Midwife: Ellie Brown
 District Nurse: Sister Sue Windass RN
 Student District Nurse- Sarah Gilbert
 Community Staff Nurses - Natasha Benfaied, Amy Maxwell, Sophie Nockels
 Healthcare Assistants: Joyce Eland, Kathy Watts, Jenny Burns

Training

All clinicians and staff undertake regular education and training to maintain their knowledge and skills to comply with up to date healthcare guidelines.

Appointments

All consultations are by appointment and can generally be made up to 6 weeks in advance in person at the surgery, by telephone between 08:30 and 18:30 hrs or online for patients who are registered for online access. We do try to ensure that we have an effective appointment system and a number of appointments are released each day but due to high demand are often booked up early. We realise it is impossible to have a perfect system as patients do not fall ill to fit in with timetables. Doctors themselves sometimes fall ill, are delayed or, occasionally, take holidays. Patients who feel they need an urgent appointment can expect to be seen the same day.

Home Visits

Wherever possible, patients are asked to attend the surgery to see a GP as there is access to a greater range of equipment, full background medical notes and also nursing staff to assist should this become necessary. It is also an efficient use of your GP, as home visits take doctors away from the surgery for a significant amount of time meaning they can see fewer patients in a day. We understand that some patients are housebound for a number of reasons such as frailty and poor mobility in old age.

Unfortunately, we cannot accept the lack of transport as a reason to consider people "housebound" that would normally come to surgery or attend other premises including Hospital or personal appointments.

If you feel that a home visit is necessary, please contact the surgery before 10.30 am so that the doctor can triage the visits for the day. Doctors will usually try to visit during the break between morning and afternoon surgery, which is generally 11.30 to 13.30 but can vary.

After this time, any urgent requests will be passed to the duty doctor who will triage the urgency of the visit request.

Opening Hours

Hackness Road				
Monday	Tuesday	Wednesday	Thursday	Friday
08:30 – 19:30*	08:30 – 18:30	08:30 – 18:30	08:30 – 18:30	08:30 – 18:30
Cloughton				
Monday	Tuesday	Wednesday	Thursday	Friday
14:00 – 16:00	09:00 – 12:00			09:00 – 12:00

* We offer late appointments on Monday to accommodate those who are unable to attend during working hours.

For patients with an urgent requirement that cannot wait for the next routine appointment Quick and Urgent appointments are available daily and surgery hours are extended accordingly.

Out of Surgery Opening Hours

The Department of Health defines the purpose of the emergency service as to: "Meet those urgent patient needs that cannot safely be deterred until the patient's own GP practice is next open."

If you require medical help or advice outside of the above hours then:

In an emergency please call 999

If you require medical care fast but it's not a 999 emergency call 111. You will be assessed, given advice and directed to the local service that can help you best.

Calls are free from both landlines and mobiles.

You may also choose to check your symptoms with www.nhsdirect.nhs.uk

The local walk-in facility is Castle Health Centre located in York Place, Scarborough, YO11 2NP Castle Health Centre is open from 08:00 to 20:00 hrs every day of the year except Bank Holidays when they are open from 09:00 to 17:00 hrs.

Your First Consultation in Three Years - Aged 16 or over but under 75

If you are seeing a doctor for the first time in three years the doctor may make further enquiries or carry out examinations as they deem appropriate to establish your current state of health.

Your First Consultation in 12 Months - Aged 75 or over

If you are seeing a doctor for the first time in 12 months the doctor may make further enquiries or carry out examinations as they deem appropriate to establish your current state of health. If your condition means you cannot attend one of our practices we can arrange to visit you at home.

Prescriptions

We are able to dispense medicines from both surgeries in Scarborough or Cloughton for patients who live in rural areas more than one mile from a chemist. We are also happy to dispense medication for temporary residents. Please only collect prescriptions from Cloughton during our [surgery opening hours](#).

Repeat Prescriptions are usually available for those patients who have a long term illness and who require regular treatment. On ordering a repeat prescription, please ensure you allow 2 full working days for it to be produced and signed.

To order your repeat prescription either:

Post your prescription through the letterbox at Hackness Road Surgery.

Telephone dispensary (between 11:00am and 3pm Monday to Friday) on 01723 380922 giving your name, address and details of the medication required.

If you have internet access, you can order online via the website by clicking on the prescription tab, selecting prescription online and follow the directions (orders after 3pm will be processed the next working day).

Facilities Access

Disabled access is available. Please advise reception when making your appointment so we can be sure to provide any assistance required. Home visits for patients who cannot travel to the practice are available.

New Patient Registration

Registration packs are available from reception or via our website. You have the opportunity to choose which practitioner you are registered with and once registered can also elect to book an appointment with any of our practitioners should you have a medical issue. In addition all new patients joining the practice will be offered a consultation for a New Patient Health Check with one of the nursing team as part of our program of health promotion. The purpose of this Health Check is to find out about any existing problems for which you are receiving treatment and to help you live a healthy lifestyle. The clinician will ask you about;

- Current and past illnesses and operations
- Illnesses that run in the family
- Medication and allergies
- Any screening tests such as cervical smears for female patients
- Any immunisations such as tetanus

Your blood pressure, weight and height will be checked and a simple test of your urine, your risk of heart disease will be assessed and a cholesterol check can be arranged if appropriate. You will also be offered advise on:

- Healthy eating
- Exercise
- Sensible limits for alcohol
- Benefits of and how to stop smoking if you are a smoker

Named GP

In line with NHS contractual requirements all patients have now been allocated a named GP. New patients will be allocated to a GP upon registration. Please ask at reception if you would like to know who your named GP is and if you would like to express a preference we will make every effort to accommodate your request. Patients do not have to see their named GP and are free to choose to see any GP in the practice in line with current arrangements.

Services Provided

We provide a full range of NHS services to the patients who are registered with us, which we are contracted to provide under NHS England. Scarborough & Ryedale Clinical Commissioning Group, of which Hackness Road Surgery is a member, is responsible for buying a range of community services on your behalf. It is important that services are commissioned which reflect the needs of the local community.

Services provided include:

- Management of unwell patients with referral to secondary care (hospital) when appropriate. Health promotion with advice on stopping smoking, safe alcohol consumption, exercise, healthy diet and weight control. Please make an appointment with the nurse to discuss any of these further.
- Management of chronic diseases such as strokes, heart disease, diabetes, high blood pressure, under or over active thyroid, asthma, chronic obstructive pulmonary disease and kidney disease.
- Management of patients with cancer and end of life care when needed in association with the local hospice team and district nurses.
- Women's Health including contraceptive advice and services including fitting of intrauterine devices (coils) and the contraceptive implant; smears for cervical screening.
- Maternity services -with the midwife or doctor in association with the Obstetric unit at the hospital.
- Child Health Surveillance (involves regular checks for children with either a doctor or the health visitor).
- Immunisation services including childhood vaccinations and for at risk groups: influenza, pneumonia and shingles vaccinations.

- Phlebotomy (blood tests) including anticoagulation (warfarin) monitoring.
- Assessment and management of Minor Injury.
- Minor surgery and cryotherapy (a freezing treatment suitable for some skin problems).

NHS England Customer Contact Centre	NHS Scarborough & Ryedale Clinical Commissioning Group
NHS England, PO Box 16738 Redditch B97 9pt	28 St Nicholas Street, Scarborough, North Yorkshire, YO11 2HF
Tel: 0300 3112233	Tel: 01723 343660
Email: england.contactus@nhs.net	Email: SCRCCG.enquiries@nhs.net

Travel Vaccinations

If you are planning to travel abroad you may require vaccinations. You will need to complete a Travel Form and make an appointment to see the Practice Nurse 8 weeks prior to traveling. The nurse will discuss your travel arrangements including which countries and areas within countries you are visiting to determine which vaccinations are required. There will be a charge for some vaccines.

Telephone and Email

The practice uses digital technology to contact patients about matters relating to their healthcare including appointment reminders by text message and patient surveys via email. Please advise us if you do not wish to receive text reminders and we will amend your health records to record your dissent, or if you do not wish to receive emails from the practice we will delete your email contact details.

Online Patient Services

The NHS is committed to developing electronic access to assist patients in the management of their healthcare needs, including online ordering for repeat prescriptions, booking appointments and access to medical records. To use this service you will need a username and password from the practice, to apply ask at reception for an Online Services Application form.

Patient Medical Records

All patient records are stored electronically on a system to which access is restricted to the healthcare professionals and support staff employed by the practice. All clinicians and staff are governed by strict codes of confidentiality and will not disclose health information without your consent. We will normally share some information with other health professionals involved with your health care unless you ask us not to. These professionals may work for a variety of organisations such as the local acute and community NHS trusts, NHS England, Clinical Commissioning Groups (CCGs), social services or private hospitals.

Patients have a right to access their records under the Data Protection Act 1998. Please contact our Practice Manager for further advice.

Summary Care Record

The SCR is an electronic summary of key health information. You may need to be treated by health and care professionals that do not know your medical history. Essential details about your healthcare can be difficult to remember, particularly when you are unwell or have complex care

needs. You will have a Summary Care Record (SCR), unless you have previously chosen not to have one. It includes important information about your health:

- Medicines you are taking
- Allergies you suffer from
- Any bad reactions to medicines

Having an SCR means that when you need healthcare you can be helped to recall vital information. SCRs can help the staff involved in your care make better and safer decisions about how best to treat you.

If you do not wish to have a SCR please ask reception for an Opt Out Form. We will update your medical records upon receipt of a completed form.

Summary Care Record with Additional Information

You can choose to have additional information included in your SCR, which can enhance the care you receive. This information includes:

- Your illnesses and health problems
- Operations and vaccinations you have had in the past
- How you would like to be treated - such as where you would prefer to receive care
- What support you might need
- Who should be contacted for more information about you

Further additional information can be included at the request of, or with the explicit consent of the patient.

Patients can choose whether or not to have an SCR or SCRAI.

If you do wish to have a SCRAI please ask reception for Summary Care Record with Additional Information form. We will update your medical records upon receipt of a completed form.

Non-NHS Services

There are certain services that Doctors provide which do not come under the NHS jurisdiction and therefore Doctors provide these privately for a charge. These services may include provision of letters, insurance reports, medical examinations, certificates, etc. Please check with Reception for up to date charges. The Doctors' clinical NHS work must take priority and in light of this, we would advise patients to give the Doctor at least one week to complete any reports etc.

Infection Control

As a caring practice we do everything necessary to safeguard the health and wellbeing of our patient community and our staff.

Freedom of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the classes of information the practice intends to routinely make available. This scheme is available from the Practice Manager and via our website.

Your Rights and Responsibilities

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim. The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

Our Responsibility to You

You will be greeted courteously

You have a right to confidentiality

You have the right to see your medical records subject to the limitations of the law

You will be seen the same day at one of the surgeries if your problem is medically urgent
You will be seen by your own doctor whenever possible
You will be informed if there will be a delay of more than 20 minutes for your appointment
You will be referred to a NHS consultant when your GP thinks it necessary.
You will be given the result of any test or investigation on request or at your next appointment
Your repeat prescription will be ready for collection within 48 hours of your request
Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

Your responsibility to us:

Please treat all surgery staff with courtesy and respect
Do not ask for information about anyone other than yourself
Tell us of any change of name or address, so that our records are accurate
Only request an urgent appointment if appropriate
Home visits should only be requested if you are really too ill to attend surgery, and night visits should be for emergencies only
Please cancel your appointment if you are unable to attend.
Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
Please allow sufficient time for your consultant's letter or test results to reach us. You will be advised of the usual length of time to wait
Use the tear off slip to request your repeat prescription whenever possible
Please attend for review, when asked, before your next prescription is due
Let us know if you feel we have not met our responsibility to you

Suggestions and Complaints

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong and if this happens we would like to put things right as quickly as possible. Simply contact the Practice Management and they will set all the necessary wheels in motion. Further written information is available on the complaints procedure from reception. We are continually striving to improve our service so any helpful suggestions would be much appreciated. You can make comments by writing to us, via the website or if you prefer to comment anonymously there is a red internal post box in the entrance at Hackness Road Surgery. We would, of course, be pleased to hear when you feel praise is due as well.