



199 Acomb Road, York, YO24 4HD
Tel: **01904 342999**
Fax: 01904 342990

Our website:
www.yorkmedicalgroup.nhs.uk

Facebook:
www.facebook.com/Yorkmg

Email:
VOYCCG.InfoYMG@nhs.net

Our Surgeries

Monkgate

35 Monkgate,
York YO31 7PB
Tel: 206862
Fax: 342980

Woodthorpe & Dringhouses

40 Moorcroft Road, York
YO24 2RQ
Tel: 706881
Fax: 345797

32 Clifton

The Surgery, 32 Clifton, York YO30 6AE
Tel: 653834
Fax: 651442

Tower Court

Oakdale Road, Clifton Moor, York
YO30 4RZ
Tel: 479111
Fax: 479333

Water Lane

Water Lane, York

YO30 6PS

Tel: 623259

Fax: 635057

Skelton

St. Giles Road, York

YO30 1XX

Tel: 623259

Fax: 635057

Welcome to the Practice

- This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.
- At **York Medical Group**, we aim to treat all our patients promptly, courteously and in complete confidence.

Training

- We are a training practice. This means hospital doctors wanting to enter general practice spend, typically, six months with us in order to gain the necessary experience they need to become family doctors. As a training practice, your medical records may be used for educational purposes. Because of this, we ask patients registering with us to sign a consent form giving permission for their records to be used in this way. On occasions, your permission may be requested to video record a consultation. You are entirely free to withhold this permission, and this will make no difference whatsoever to your care.

Research

- **York Medical Group** is an active research practice. From time to time your GP may ask if you would like to become involved with one of our studies.

Patient confidentiality and information sharing

- The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:
 - To provide further medical treatment for you, e.g. from District Nurses and hospital services
 - To help you get other services, e.g. from the social work department. This requires your consent
 - When we have a duty to others, e.g. in child protection cases
- Anonymised patient information will also be used at local and national level to help the Clinical Commissioning Group and Government plan services, e.g. for diabetic care. If you do **not** wish anonymous information about you to be used in such a way, please let us know.

Access to Practice premises for the disabled

- All our surgeries have disabled access.

Interpreting Services & Hearing Loops

- Interpreting services are available for patients needing translation or those who are hard of hearing or deaf. Please ask at reception for more information.
- For deaf individuals and those hard of hearing, a text phone service is available on 0845-606-4647.
- Portable hearing loops are now available for those who require one from reception. They can be taken into the doctor's room during your consultation.
- If you feel you need a longer appointment or need British Sign Language, interpreter or a translator, please ask at Reception when booking your appointment.

How to register as a patient and the services available

How to register as a patient

- If you live in our practice area and would like to register with us, please bring your photo ID and proof of address. You will be asked to complete a registration form for each person registering with the practice. In addition, all patients will be asked to complete a new patient questionnaire for each person registering with the practice, allowing us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one. If you have not been registered with a GP in the UK previously, please bring your passport. If you move out of the practice area, you will need to register with a new practice as soon

as you move.

- It is possible to register online at www.yorkmedicalgroup.co.uk

The rights of patients to express a preference of practitioner

- Patients are registered with the practice, and every patient has an allocated GP. You can, at any time, express a preference for a particular doctor, and we will do our best to respect your choice. Please ask the Receptionist when making your appointment. However, not all the doctors in the practice provide all services and specific doctors may not be immediately available.
- You may not always be able to see the doctors of your choice **however you will be able to see a clinician.**

Practice Nurses and Health Care Assistants

- Our Practice Nurses and Nurse

Practitioners run regular clinics at the surgery for chronic disease management, routine problems such as minor injuries, minor illness, dressings, stitch removal, childhood and travel vaccinations and women's health.

- Our Health Care Assistants hold blood taking clinics, blood pressures, ECGs, ear syringe and health checks.

Chaperones

- All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

Online Services

- Patients **over 16** years of age can register to use the online service. To ensure your medical records are kept secure you will need to bring photo ID to register for this service. This enables patients to book, cancel and amend appointments. It is also possible to order repeat medications, update

personal details such as address and contact phone number, view either a summary or full medical record which includes allergies, sensitivities and medications, results of tests taken and consultation information.

Electronic Prescribing

- The practice operates electronic prescribing. Patients nominate a chosen Pharmacy, request the prescription from the Practice and the request will be processed and automatically sent to the chosen pharmacy. The prescription will usually be ready for collection from the chosen Pharmacy **48** hours after the request is received by the Practice.

Carers

- Do you look after someone or does someone look after you? Please let the practice know so that we can help with your care at the practice. York Carers can help – 01904 715490 and offer a Carers Emergency Card and discounts to

various local services.

NHS services available from the Practice

- All GP practices are contracted to provide **Essential Services**, that is, basic treatment of ill people.
- We also provide the following **Additional Services:**
 - Cervical smears
 - Child health and immunisation: all new babies are invited for regular check-ups from eight weeks old
 - Child health surveillance, together with the health visiting team
 - Contraceptive services, including Coils and Implanon insertion and removal
 - Counsellor: we provide an in-house service from locally provided counsellors
 - Immunisation for adults in relation to travel: not all travel immunisations are available on the NHS, please ask one of our Practice Nurses for details
 - Maternity services in the ante natal

and post-natal period, together with the midwives from York Hospital

- We also provide the following **Enhanced Services:**
 - A methadone substitution programme for patients with drug abuse problems
 - An annual flu immunisation programme
 - Annual comprehensive reviews for patients with long term conditions.
 - Minor surgery: minor operations are done in our specialised clinics.
 - Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems

Non-NHS services

- In addition to the core services laid out in the GMS contract we also offer some non-NHS services such as private certificates for employers, medical examinations for job applications, fitness to travel or

HGV/PSV/Taxi for example.

- A list of our charges can be found on our website or collected from reception.

When the surgery is open

Opening hours

- The surgery is open between **8.00am and 6.30pm, Monday to Friday**

For urgent advice and treatment when the surgery is closed, phone the surgery on the usual number and an answer phone message will advise you of an alternative number to dial. A receptionist in the emergency call centre will answer your call. They will:

- Either arrange for you to speak to a doctor or nurse
- Or invite you to attend the centre to be seen by a doctor
- Or arrange a home visit if you are too ill to visit the centre

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.

Remember:

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use of suggested dose.
- Watch expiry dates – don't keep or use medicines past their sell by date.
- Take all unwanted and out-of-date medicines back to the pharmacy

Contacting us

- At times, the lines are busy; if your call is not answered immediately, please

hold on and it will be answered as soon as a Receptionist is available.

○ 32 Clifton	01904 653834
○ Acomb	01904 342999
○ Monkgate	01904 206862
○ Skelton	01904 479111
○ Tower Court	01904 479111
○ Water Lane	01904 623259
○ Woodthorpe	01904 706881

- For routine calls, it is often a good idea to try to avoid the busiest times – early mornings and late evening – especially Mondays. In an emergency, ring the surgery and tell the Receptionist the problem our duty doctor will call you back and you may be advised to go to the nearest A&E Department.
- Call NHS 111 for out of hours service.
- Email VOYCCG.YMGpostmaster@nhs.net

Your local pharmacist

- Your local pharmacist will be able to

give you free health advice at any time.

- You do not need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS 111 for details.

The Walk In Centre

Tel: 01904 726066

- The Walk In Centre has recently relocated to the **Urgent Care Centre** at York Hospital (located in the Emergency Department). There will be a single reception point where patients will be directed to the Urgent Care Centre or the Emergency Department depending on their needs. The Walk In Centre provides fast and convenient NHS treatment. You can see a Nurse Practitioner for advice and treatment, open 7 days a week.

NHS 111

- NHS 111 is a 24-hour confidential telephone service. You can ring for

clinical advice if you are feeling ill and are unsure what to do, or for health information on chronic conditions. NHS 111 can also tell you where to find your nearest GP, pharmacist, dentist or support group. You can also visit the NHS 111 online website www.nhs111.nhs.uk for health advice and information for you and your family. There is a self-help guide to treating common health problems at home, an encyclopedia covering hundreds of illnesses and conditions, and a directory of local health services such as doctors, pharmacists and dentists.

Appointments

- Ring one of our surgeries to book an appointment. You can also use the internet to book an appointment; please ask at Reception for information on how to register to use this service.
- Patients with urgent problems will receive a telephone call by our Duty

Doctor and receive treatment as appropriate.

- If your condition is non-urgent, you will be offered the next available appointment.
- Our Nurses treat patients for a wide range of common conditions.
- Consultations are available face to face or by telephone appointment; surgeries take place throughout the day. An appointment may be made in person, by telephone or via our website. Normal surgery appointments are every **10 minutes**, if you require longer please ask for a double appointment.
- Patients can be seen at any of our surgeries - **Acomb, Monkgate, Woodthorpe, 32 Clifton, Tower Court, Water Lane and Skelton** as all medical records are computerized and accessible at any surgery.
- Please let us know if you would like us to call you back and feel free to bring a friend or relative to accompany you to your appointment.

- To adhere to patient confidentiality we will only discuss medical information with the patient unless consent has been given.
- Our Practice Nurses also hold regular surgeries with **15-minute** appointments.
- You can help us by:
 - Being on time for your appointment
 - Letting us know if you need to cancel
 - Calling for a home visit before 10.30 am
 - Ringing for the results of tests after 1.00 pm

Duty Doctor

- The Duty Doctor is available between 8.00 am and 11.30 am each day. If you want same day attention, please telephone between these times or before 11.00am and tell the Receptionist, who will arrange for the Duty Doctor to phone you back.
- The Receptionist will ask for details so the Duty Doctor can assess the urgency

of your call.

- The Duty Doctor will assess your problem and arrange a same day or routine appointment, telephone advice and treatment or a home visit.

Home visits

- If possible please try to telephone before 10.30 am. A doctor or nurse will phone you back, as it may be that your problem can be dealt with by telephone advice, or it may be more appropriate to arrange a hospital attendance. Home visits are only available for patients who are too ill to attend the surgery.
- Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. There are also better facilities for examining and treating patients at the surgery.

Extended Hours

For patients who work full time and find it difficult to make an appointment with the doctor or nurse during normal surgery hours, we have extended our opening hours.

- Monday – Friday Early and late appointments from 7:30am – 7:30pm most working days
- Saturday mornings appointments will be available from 8.00 am to 1:00pm

These surgeries can be booked in advance.

Please note the telephones will **not** be operational during these extended hours.

Repeat prescriptions

- If you take medication on a long-term basis, you can ask for a repeat prescription online, by post (returning the tear off portion of the prescription), fax, or in person at the surgery.
- To use the internet to order a repeat

prescription; please ask at Reception for information on how to register to use this service. You can also order your prescription and request delivery to a pharmacy of your choice. Please allow **48** hours before collecting from your chosen pharmacy.

- For your own safety, we do not take prescription requests by phone. Please allow **48** hours for collection and please collect **after 3pm**.
- A 28/56 day supply of any medication will be supplied. This is to try and reduce prescription wastage in the NHS.

Test results

- The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate, unless that person has given prior permission for the release of the results or they are not able of understanding the results.

Health checks

- If you are aged 75 or over and have not seen the Doctor for a year, you can request a health check.

In an emergency

- Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.
- Accident and Emergency departments are open **24 hours a day, 365 days** a year and can assess serious injuries and provide emergency treatment.
- **A&E** is for life-threatening illnesses and injuries and should only be used in a real emergency. Unnecessarily using A&E puts tremendous strain on A&E doctors, nurses and paramedics.
- If you have a medical emergency between 6 and 6.30pm Monday to Friday please ring 0300 123 0762
- For minor illnesses and injuries that need urgent care you can contact a

GP, even out of hours, or visit the Urgent Care Centre (please see page 16).

- If you are unsure about which service you need, you can contact **NHS 111** (please see page 17).

The rights and responsibilities of patients

- You will be treated with respect and will be consulted throughout your care. Being a patient at York Medical Group means you have responsibilities too.
- We will:
 - Work in partnership with you to achieve the best medical care possible
 - Involve you and listen to your opinions and views in all aspects of your medical care
 - The prevention of disease, illness and injury is a primary concern. The

medical staff will advise and inform you of the steps you can take for good health and a healthy lifestyle

- We would respectfully ask that you:
 - Let us know if you intend to cancel an appointment or are running late (either by phone or you can cancel appointments online).
 - Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service
 - Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number.
 - Please ensure that we have your correct telephone number and email address.

- As a patient, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice

given to you by health professionals, and co-operate with the practice in endeavoring to keep you healthy.

- The practice considers aggressive behavior to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures and the practice may request removal of any patient who continuously displays any of the above.
- All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

Complaints/Comments

- 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, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as

amicably, as possible. Simply contact Reception or Site Lead who can set the wheels in motion. You can also email the Complaints Team or collect a complaints leaflet from reception.

VOYCCG.YMGComplaints@nhs.net

Further written information is available on the complaints procedure from reception.

However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to PALS (Patient Advice and Liaison Service) at

York Hospitals NHS Foundation Trust,

Wigginton Road

York YO31 8HE

Tel: 01904 726262

Minicom: 01904 673429

Email: pals@york.nhs.uk

Fax:01904 726862

OR

National Commissioning Board

Central Contact Centre

POBox 16738

Redditch B97 9PT

Tel: 0300 311 2233

Email: England.contactus@nhs.net

If you feel you need help and support to make a complaint about any part of the NHS you can contact the **Independent Complaints Advocacy Service (ICAS)** who offer free, independent and confidential support. They can be contacted: **Cloverfield Advocacy, Tower Court, Oakdale Road, Clifton Moor, York YO30 4XL Tel: 01904 557644** or through the Citizens Advice Bureau.

Vale of York Clinical Commissioning Group

- The area served by York Medical Group is in the district covered by the Vale of York Clinical Commissioning Group. This CCG is responsible for ensuring you get all the services you need. For details of all primary care

services in the area, look at your CCG guide to Primary Care Services at www.valeofyorkccg.nhs.uk or get the information you need at www.nhs.uk

The CCG also produces Your Guide to Local Services.

- You can contact them at: West Offices, Station Rise, York YO1 6GA; Tel: 01904 555870

Lifestyle information

Smoking

- We are keen to give all our patients who smoke as much help as possible to stop. Please ask at reception or at any consultation for information and support. The City of York Council also offer online support at: www.nhs.uk/smokefree

Walking

- Even the smallest effort can improve

your quality of life and make you feel healthier and livelier. As walking is a very good exercise which most people are able to do, and don't need special equipment for, then why not get started on your fitness campaign? Simply start by walking for 15 or 20 minutes at a brisk enough pace to get your heart beating faster, three times a week, regularly. When you can easily walk for an hour, you are ready to move on to swimming, cycling or running!

Healthy eating

- A healthy diet doesn't need to be a boring one. Health experts tell us we are all eating too much fat, salt etc, but what exactly does this mean? Why not speak to your doctor/nurse or pick up some of our information leaflets so you can enjoy a healthier diet? Or visit www.nhs.uk/change4life

Travel Clinic

• Yellow Fever

Our Monkgate Surgery is now a Yellow Fever Centre offering the vaccination to registered and non registered patients at a cost of £55.

Referrals

- If your Doctor has referred you routinely to the hospital, please give at least five working days for any information to be sent to you from the GP (Christmas/Easter/Bank Holidays will require extra time). If you have been referred to a service in the Community, please give at least three weeks before you contact us requesting follow up. This information will be sent directly from the service you have been referred to.

Our Doctors

Partners:

() identifies their surgery

Acomb – AC

32 Clifton – 32C

Monkgate – MG

Tower Court – TC

Water Lane – WL

Woodthorpe - WT

Dr Pauline Bolter (MG)

Qualified London, 1985

MB BS DRCOG DTM&H

Dr Aaron Brown (WL)

Qualified Hull & York, 2014

MBBS MRCS PGCME MRCGP

Special Interests: Minor Surgery, Men's Health/Urology (Urology Lead for Referral Support Service), LMC (GP Representative)

Dr Clare Coe (WL)

Qualified Liverpool, 2003
MB ChB BSchB MRCGP DCH

Dr Paula Evans (AC&WT)

Qualified Nottingham, 1989
BM BS BMedSci (Hons) MRCGP DCH
DFSRH PGCME

Special Interests: Women's & Children's
Health, Haematology, Minor Surgery, GP
training and Education, Commissioning

Dr Francis Eyre (MG)

Qualified Leeds, 1994
MBChB BSc MRCGP DipSpMed PGCME
Special Interests: Musculoskeletal
Medicine, Medical Education, Homeless
Medicine & Substance Misuse

Dr Andrew Field (32C)

Qualified London, 1990
BSc MBBS FRCS MA
Special Interests:
LMC (GP Representative), Minor surgery,
Surgery in general, MSK and Orthopaedics,

Men's Health/Prostate,Osteoporosis & Mental Health

Dr Rebecca Field (32C)

Qualified London, 1994

BSc MBBS MRCGP DRCOG DFFP

Special Interests: Diabetes,
Mental Health, Women's Health

Dr Alice Fraser (32C)

Qualified Southampton, 2000

BM BSc MRCGP

Special Interests: Paediatrics, Mental Health

Dr David Geddes (WL)

Qualified London, 1987

MB BS DRCOGDCH DPD MRCGP

Special Interests: Mental Health &
Dermatology

Head of Primary Care Commissioning for
NHS England

Dr Robin Ghosh (MG)

Qualified Birmingham, 1999

MBChB MRCP
Special Interests:
Musculoskeletal Medicine,
Men's Health & Palliative Care

Dr David Hammond (TC)

Qualified Leeds, 1994
MB ChB DSc DRCOG DCH
MRCP

Dr Astrid Henckel (MG)

Qualified Cologne, Germany, 1993
Medical State Exam
Special Interest: Minor Surgery

Dr Mark Howson (WL)

Qualified Leeds, 2004
MB ChB BSc PGDipENT MRCP
Special Interest: Ear, Nose & Throat

Dr Jane Inwood (TC)

Qualified Leicester, 1994
MB ChB FRCS (Eng) FRCS (oto) DCH
DRCOG MRCP DFFP
Special Interests: Ear, Nose & Throat,

Women's Health & Children's health

Dr William Ovenden (WT)

Qualified Cambridge, 1997

MA MB BChir

Special Interests: Diabetes

Dr Marie Scarsbrook (AC)

Qualified Bristol, 1997

MBChB DGM DCH DFSRH MRCGP

Special Interests: Contraception and
Elderly care

Associates:

Dr Nick Bennett (32C)

Qualified Hull, 2008

RCSEd (Royal College of Surgeons
Edinburgh)

Special Interests: Minor surgery,
ENT, Plastic Surgery and Orthopaedics

Dr Rachel Bennett (MG)

Qualified Leeds, 2005

MBChB BSC DFSRH MRCGP

Dr Hannah Coysh (MG)

Qualified Warwick, 2005

MBChB MRCGP BSc

**Dr Tammie Downes
(TC)**

Qualified London, 1995

Bsc DCH DFFP DRCOG

MBBS MRCGP

Dr Miriam Hodgson (AC)

Qualified Newcastle Upon Tyne, 2005

MBBS MRCGP DRCOG

Special Interest: Dermatology

Dr Peter Kemp (AC)

Qualified Leeds, 2007

MB ChB MRCGP

**Dr Alexander Ma
(AC/WT/MG)**

Qualified London, 2010

MBBS, BSc

Special Interest: Joint Injections

Dr Elizabeth Nellist (TC)

Qualified Birmingham, 2004
MRCGP DFFP DRCOG BM BS
BMedSci

**Dr Helen O'Malley
(AC&WT)**

Qualified Leicester, 1995
MB ChB MRCPCH DFSRH MRCGP

Dr Samantha Plummer (AC&WT)

Qualified Hull, 2009
MBBS MRCGP
Special Interests: Palliative Care &
Paediatrics

**Dr Kelly Robertson
(AC&WT)**

Qualified Hull and York, 2008
MBBS
Special Interests: Learning Disabilities,
Adult Safeguarding and FY2 Clinical
Supervisor

Dr Dylan Summers (32C)

Qualified Manchester, 1997

MBBS MRCGP

Special Interests: Teaching
and Training & Joint
Injections

Dr Jason Tunstall

Qualified Sheffield, 2011

MBChB MRCGP

Special Interests: MSK &
Elderly Medicine

Dr Helen Warry (TC)

Qualified Leeds, 2003

MBChB MRCGP

Dr Siobhan Ward (MG)

Qualified Cardiff, 2008

MBBCh, MRCGP

Special Interests: Mental
Health & Women's Health

USEFUL TELEPHONE NUMBERS

York Mind – 01904 643364

www.advocacy@yorkmind.org.uk or email
office@yorkmind.org.uk

York Mind is a free, confidential and independent service that can help you and act on your behalf:

- Help you decide what to do
- Tell you about your rights
- Go to meetings and appointments
- Find out information and who to contact
- Speak out on your behalf
- Help you fill in forms
- Assist you to access specialist advice and support – eg benefits and legal advice

York Carers Centre If you are caring for someone, York Cares Centre can provide you with support and information on topics such as benefit entitlement, access to respite care or maybe simply being there

to provide a kindly ear when things get too much.

York Carers Centre - 01904 715490

www.yorkcarerscentre.co.uk

17 Priory Street York YO1 6ET

Organ Donation

Every year the lives of thousands of people are saved or transformed through organ transplantation. For more information about donating an organ, visit

www.organdonation.nhs.uk or phone 0300

123 23 23, donation cards are also

available at the surgery, you can also register on line.

Give Blood

To find out venues and dates of where you can give blood visit www.blood.co.uk or phone 0300 123 23 23

Out of Hours/NHS 111 (6:30pm – 8:00am, including weekends and Bank Holidays)

NhsChoices

www.nhs.uk

York NHS Urgent Care Centre	01904 631313
Health Visitors	01904 552322
Family Planning Clinic	01904 630352
Baby friendly care Advice on breastfeeding	www.unicef.org.uk
North Yorkshire Stop Smoking Service	01904 663310/ 724110
Independent Domestic Abuse Service	01904 646630
Victim Support	01904 696455
In an emergency phone	999
Age UK www.ageuk.org	0800 169 6565

We hope this information has been

useful.

Please scan this QR Code to take you straight to the York Medical Group website.



Caring For You