

THE OLD SCHOOL MEDICAL PRACTICE

not a limited partnership



PRACTICE LEAFLET 2005

Copmanthorpe Surgery

Horseman Lane

Copmanthorpe

Tel 01904 706455

Fax 01904 705341

Bishopthorpe Surgery

46 Church Lane

Bishopthorpe

Tel 01904 706917

Fax 01904 702066

Leaflet sponsored by Astra Zeneca

Printed by **SUOMI Print & Design Ltd.**, Clifton Moor, York, YO30 4XB
Tel: (01904) 693360 / 693033 Fax: (01904) 693273
E-mail: info@suomiprint.co.uk Website: www.suomiprint.co.uk

YOUR RESPONSIBILITIES

Ways in which you can help us to help you

1. Please attend appointments on time and, if you require an extended appointment, inform the receptionist when you make the appointment.
2. If you are unable to keep an appointment at the surgery please let us know as soon as possible. We can then offer the appointment to someone else.
3. Please make a separate appointment for each member of the family.
4. Please let us know if you change your name, address or telephone number.
5. Please only ask to be visited at home if you are too ill to come to the surgery. If you are not sure, feel free to ring the doctor. You will be seen more quickly if you can attend the surgery.
6. If you need a repeat prescription, please order it in plenty of time. Repeat prescriptions may be requested by sending your marked repeat slip to the surgery by hand or by post.
7. Do your best to promote your own health stop smoking, keep to a reasonable weight, drink alcohol in moderation, take regular exercise and eat a healthy diet.
8. Many minor ailments are best treated with remedies available from the chemist.
9. Please be courteous and understanding to all our staff.

April 2005

WELCOME TO THE PRACTICE

DOCTORS

Dr John Riley
MBChB(1972) DObst RCOG MRCGP LEEDS

Dr John Iredale
MBChB(1977) DRCOG MRCGP MANCHESTER

Dr Walter Hrycaiczuk
MBBS(1982) DRCOG DCH LONDON

Dr Felicity Waldron
MBChB(1976) DUNDEE

Dr Andrea Nightingale
MBChB(1990) DGCOG MRCGP DFFP EDINBURGH

PRACTICE AREA

This is a five-partner part-dispensing Practice with surgeries in Copmanthorpe and Bishopthorpe. The Practice area is large and mainly rural, serving approximately 6800 patients. Currently we are a non-teaching Practice but we hope to be in a position in early 2005 to provide training to students at the Hull York Medical School.



RECEPTION HOURS

COPMANTHORPE SURGERY

The Old School Medical Practice, Horseman Lane, Copmanthorpe

Reception is open: Monday to Friday 8 am – 6 pm

BISHOPTHORPE SURGERY

46 Church Lane, Bishopthorpe

Reception is open: Monday to Friday 8 am - 12 noon
Monday to Thursday 3 pm - 6 pm
Friday 2 pm - 5 pm
NB Closed Tuesday pm

There is wheelchair access at both surgeries.

REGISTERING AS A PATIENT

Forms are available from reception to register you or a member of your family with the Practice. We also ask you to complete a brief Health Questionnaire and to make an appointment with the Practice Nurse so that we can obtain a more detailed picture of your past medical history and any current medications as it may take up to eight weeks to obtain your notes from your previous practice.

OUR STAFF

Practice Manager	Adrian Ferdinand
Practice Nurses	Sr Gail Lazenby/Sr Pam Arksey
Nurse Assistant	Lorraine Bailey
District Nurses	Sr Joanne Morrell/Carey Trenchard & Team
Community Midwife	Sr Fiona MacMillan
Health Visitor	Mrs Eileen Addis
Counsellor	Danny Clapton

As well as our reception, administrative and secretarial staff.

PATIENTS' CHARTER

The doctors, nurses and staff of this Practice are dedicated to providing high quality, professional health care in a friendly and professional setting, to all our patients, whatever their needs.

Your Rights

1. To be treated with courtesy by doctors, nurses and other staff.
2. To be treated with respect for your dignity, privacy, religion and cultural beliefs.
3. For a non-urgent consultation to be offered, an appointment with the doctors of your choice, or nurse where appropriate, within three working days (if they are available).
4. In case of urgent medical need you will be offered an appointment for that day with a doctor.
5. To be seen within twenty minutes of your appointment time and, when that is not possible, to be given an explanation as to the cause of the delay or cancellation of the appointment.
6. To have a home visit if the doctor judges you are too ill to attend surgery. When possible requests should be made before 10 am and you should be prepared to outline the nature of the problem so that the doctor can assess the urgency of the call.
7. All care or treatment will be given with your informed consent. This will be done after discussion and explanation of your condition including any significant risks and any alternatives.
8. To be referred to a consultant acceptable to you when your doctor thinks it necessary. The referral letter to be dispatched within five working days.
9. You have the right to see your health records, subject to any limitations in the law. The contents of your health records will be kept confidential by all members of staff.
10. To have your repeat prescription available for collection two working days after your request.
11. To have a complaint investigated promptly in accordance with the practice Complaints Procedure.

USEFUL NUMBERS

Selby & York Primary Care Trust
37 Monkgate, York YO31 7PB Tel 01904 623142

SERVICES

The Practice provides a comprehensive range of specialised services and clinics.

NHS SERVICES

- New patient health checks
- Well-man, Well-woman and Cervical Smear Clinics
- Family planning and contraception
- Pre-conception advice and counselling
- Baby Clinic and Child Health Surveillance
- Maternity Care/Antenatal Care
- Coronary Heart Disease Clinics
- Minor Surgery
- Travel Clinic
- Hypertension Clinics
- Diabetes and Asthma Clinics
- Spirometry Clinics for COPD sufferers
- Over 75 years old health checks
- Smoking Cessation Clinics

NON-NHS SERVICES

Medicals for insurance purposes, HGV licences etc are carried out by all doctors outside normal surgery hours. These can be arranged through the receptionists with the doctor of your choice. For these medicals and issuing private certificates, a fee will be charged on a scale as recommended by the British Medical Association and are displayed in the surgery.

OUT OF HOURS / OUTSIDE SURGERY HOURS

Should you require the services of a Doctor outside the above normal surgery hours, please telephone the relevant surgery number. You will then be given the number of Out of Hours Service provided by Selby and York PCT.

WALK-IN CENTRE

There is a Walk-in Centre at 35 Monkgate, York Tel 01904 674577. This is a 'drop-in' service – no appointment needed. It is open 7 am - 10 pm, seven days a week and can provide advice and assistance as well as help with minor ailments, removal of stitches, taking blood and dressings.

NHS DIRECT

Tel No 0845 4647

NHS Direct is a 24 hour, nurse-led, confidential helpline providing advice and information on:-

- what to do if you are feeling ill
- health concerns of you and your family
- local health services
- self-help and support organisations

They also have a good website at www.nhsdirect.nhs.uk

HOW THE PRACTICE WORKS

APPOINTMENTS

Consultations are by appointment only. An appointment can be made in person or by telephone. Normal surgery appointments are for ten minutes and are for one person only.

If you wish to see a specific GP please advise the receptionist when making an appointment. We will do everything we can to meet your request, but it may mean you might have to wait longer for an appointment.

Please advise the Practice if you are unable to attend so that your place can be given to someone else. Please let us know if you require a longer appointment. Our Practice Nurse also holds regular surgeries with ten minute appointments. Patients with urgent problems will be seen as soon as possible.

G.P. APPOINTMENT ACCESS

You can make an appointment with a G.P. at the surgery over the internet. To register for this please call in at the surgery and complete one of the forms available at reception.

HOME VISITS

Please make every effort to come to the surgery where we have the facilities and equipment to give you the best care. If a home visit is essential please telephone the surgery before 10am to allow the doctors to plan their daily visits. A doctor may ring you back to discuss the problem prior to making a visit.

REPEAT PRESCRIPTIONS

Requests for repeat prescriptions can be made by using the tear-off slip of your prescription, by marking the items you require and posting or handing it in at the Reception desk. Alternatively, you can call in at the Practice and complete a Repeat Prescription Request Form or fax the details direct to the Practice. We do NOT take requests for prescriptions over the telephone as mistakes are too easily made. Please allow at least two full working days between request and collection. We will ask to see you every six to twelve months if you are on long term medication before re-authorising more repeats.

DISPENSING

Copmanthorpe is a partially-dispensing Practice (for outlying areas only) and your prescription can be obtained from Reception. All other patients must take their prescription to the chemist.

TEST RESULTS

If telephoning please ring after 1.30 pm. The surgery is generally quieter by this time and the post will have been received and processed. To protect medical confidentiality results can only be given to the patient or their guardian if under 16.

LABORATORY SPECIMENS

Please drop these in before 10.30 am to catch the day's hospital transport van.

CONFIDENTIALITY, SECURITY AND THE DATA PROTECTION ACT

We are always careful to preserve patient confidentiality and keep all medical information as secure as possible. As a patient, you have certain rights with respect to the security of your medical records and any computerised data about you which is held by us; you also have certain rights to access it – please ask for more details of this if required. As a necessary part of the running of the Health Service, GP surgeries are obliged to exchange information about patients with other Health Departments and Government Agencies. Usually this is anonymous but, for certain specific Health Service functions, identifiable information is exchanged. The Data Protection Act gives patients certain rights to know what data is being exchanged and also to be excluded from some data exchanges, including the anonymous ones., If you require any further details about any of these things , please ask to speak to the Practice Manager.

AGGRESSIVE OR ABUSIVE BEHAVIOUR AGAINST STAFF OR OTHER PATIENTS

We have a policy of zero tolerance as regards aggressive behaviour or abusive behaviour against staff or other patients in the surgery. Any person who behaves in this manner will be removed from our patient list.

SUGGESTIONS/COMMENTS/COMPLAINTS

We welcome helpful ideas about ways in which we could improve our service. Please address any comments suggestions or criticisms to the Practice Manager. The Practice has an 'in-house' Complaints Procedure. Please ask at Reception for details.