



Scott Road, Selby

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Dr Mary Clatworthy, Dr Kath Hodkin, Dr Ruth Walker,
Dr Jonathan Hagan, Dr Alena Billingsley, Dr Mike Jobling,
Dr Anna Hammond, Dr Vanessa Martin, Dr Gill Kirkman,
Dr Caroline Bowey

KEY FACTS

We are open from 8.00 am – 6.00 pm Monday – Friday

If you have difficulty in getting to the surgery during these times we also offer appointments with a doctor, which must be booked in advance, at the following times:

Alternate Tuesday and Wednesday mornings 7 – 8.00 – Doctor only

Alternate Tuesday/Wednesday evenings 6.30 – 8.00 - Doctor & Nurse Appointments

Alternate Saturday mornings 8.30 – 10.00 Doctor and Nurse appointments

Urgent Problems

Call us on 01757 211 750 When we are closed you will hear a message which will give you another number to ring for the out of hours service. Be prepared to give the name of the person who is unwell, their address (with directions) and a clear description of the problem. In an emergency ring 999 and ask for an ambulance.

Making an appointment

Call us on 01757 211 750. Appointments are bookable generally up to 14 days in advance with a Doctor, or a month in advance with a Nurse or Health Care Assistant. If you need medical attention on the day you call us you will be asked for your telephone number. You will then be contacted by a GP or Nurse from the Same Day Care team. If the matter cannot be dealt with over the telephone then the clinician will arrange an appointment for you that day.

Telephone Consultations

Routine telephone consultations are available with your usual GP and the practice nurses.

To speak to a Health Visitor Call 01423 542275, 01423 542276, 01423 542278

To speak to a Community Nurse Call 01904 721200

To speak to a Midwife

Please call the number in your maternity notes or ask the receptionist for details.

To get your test results

Call the results hotline on 01757 211 750 (option 2) between 10-11am or 2-3pm

To obtain a repeat prescription (available within 48 working hours)

- * Via our online services (SystemOnline) – please ask at Reception for access
- * Use of services provided by local pharmacies – most pharmacies now collect and deliver prescriptions
- * Leave your prescription request in the post box in the reception foyer
- * Post the request slip to us – if you wish us to return your prescription, please remember to enclose a stamped addressed envelope
- * SystemOnline is now available as an app for iPhone, iPad and Android. The app is listed on the App Store and is free to download. An Android version is also available.

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THE PRACTICE CHARTER

Our commitment to you:

- * You will be treated as a partner in the care and attention you receive
- * You will be treated as an individual, and will be given courtesy and respect at all times irrespective of your ethnic origin, religious beliefs, personal attributes or the nature of your health problems
- * Following discussion you will be given the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent
- * You have the right to see your health records, subject to any limitations in law. Your records will be kept confidential
- * We will give you full information about the services we offer. Every effort will be made to ensure that you receive any information which directly affects your health and the care being offered
- * All staff involved in your care will be identifiable by name
- * When attending the surgery you can expect to be informed of any excessive delays
- * The practice is committed to monitoring the care given to you by secondary care organisations such as hospitals.

Your responsibility to us:

- * Come to the surgery wherever possible. If an appointment has been made you are responsible for keeping it. If you are unable to come please cancel your appointment. The time can then be available for someone else
- * If several family members are ill please make an appointment for each of them
- * Some consultations are unexpectedly long. It may be that arrangements have to be made to get a patient into hospital immediately. These can be unpredictable and may cause delays. You will be informed of the delay and we ask that you are patient
- * The doctor can see many more patients in surgery than when out visiting. Most children can be brought to the surgery and will be seen more promptly than if a home visit is requested. Home visits are for people whose medical

1. Introduction

If you are reading this handbook for the first time it is likely that you have just registered with our practice, or are thinking of doing so. In the following pages you will find out about the people and the services on offer at Scott Road Medical Centre.

Our practice has been caring for people in Selby and the surrounding area for more than 25 years. In that time we have grown in size ... today we have over 11,000 patients on our list.

We have a modern approach to health care and strive to be friendly and down to earth. Finding your way through the health service can sometimes be a baffling experience and we aim to make it as easy as possible for you.

This booklet will tell you all about who works here and what we offer. It will also give you the information you need to help you use our services.

We work hard to make things better. If you find that staff, or services, are a little different to those described in the following pages please forgive us – it probably means that the handbook is due to be updated and reprinted.

2. Who can register with us?

You can register with us if you live anywhere in Selby or within a 7 mile radius. Our catchment area includes Barlby, Barlow, Brayton, Burn, Cawood, Carlton, Cliffe, Camblesforth, Chapel Haddlesey, Gateforth, Hambleton, Hemingbrough, Hirst Courtney, Osgodby, Riccall, Thorpe Willoughby, West Haddlesey and Wistow.

Patients must register in person at the practice where staff are available to help you complete the necessary documentation.

3. Our facilities

The medical centre is designed to accommodate everyone. There's ample, free parking, bike racks and ramped access to the building.

Once inside all consulting rooms are on the ground floor and we have three waiting areas: the main one for patients waiting to see a Doctor, one for those seeing a Nurse and a third for those who have an appointment with the Health Visitor or Same Day Care Team. We have an appropriate number of toilets, two of which are adapted for those with disabilities.

A pharmacy is available adjacent to the practice to provide an excellent additional service for patients.

4. Who's who and what do they do?

The Partners

Dr Mary Clatworthy

Qualified: 1994 London

MA, MBBS, MRCP, MRCGP

Dr Kath Hodkin

Qualified: 1999 Leeds

MBChB, DRCOG, MRCGP

Dr Ruth Walker

Qualified: 1999 Edinburgh

MBChB, MRCGP

Dr Alena Billingsley

Qualified: 2005 Leeds

MBChB, BSc, MRCGP,
DFSRH

Dr Jonathan Hagan

Qualified: 2000 Glasgow

MBCnB MRCGP MRCS

Dr Mike Jobling

Qualified 2004

MBBS MRCGP DCH
DRCOG DFSRH

Salaried Doctors

Dr Anna Hammond

Qualified: 1994 Leeds

MBChB DRCOG, MRCGP, DFSRH, DipClinEd

Dr Gill Kirkman

Qualified: 2006 Sheffield

MBChB, MRCGP

Dr Vanessa Martin

Qualified: 2006 Manchester

MBChB, MRCGP, DFSRH, LocSDI

Dr Caroline Bowey

Qualified: 2009 Newcastle

MBBS, DMS, DRCOG

Named Accountable GP

GP practices are required to provide all their patients with a named GP who will have overall responsibility for the care and support that our surgery provides to them. This does not prevent you from seeing any GP in the practice as you currently do, in fact, because most of our doctors work part-time we would actively encourage you to build up a relationship with another doctor to help with your overall continuity of care. If you do not know the name of your Accountable GP or want to change who this is just ask at Reception or ask the GP or nurse at your next appointment.

We occasionally have other doctors working as locums in the practice.

Students – our association with Hull York Medical School (HYMS)

Scott Road is a teaching practice. Most of the year we have medical, nursing or midwifery students attached to the practice as part of their training. You can decline to have a student present in your consultation if you are uncomfortable about this, but the students gain a lot by seeing you and your support is valuable and appreciated.

Practice Nurses

Linda Hoop (Practice Nursing Team Manager) Qualified: 1985

EN, RGN, Diabetes Diploma, Independent and Supplementary Prescriber, Diploma in family planning and sexual health, Degree module in managing minor illness, Degree module in asthma, Diploma in Health Studies

Elaine Harrison RGN Qualified 1986

Dip (HE) Occupational Health & General Practice Nursing Studies University of Portsmouth (1999), Extended & Supplementary Nurse Prescribing, Level 3 Nurse Specialist in Minor Illness, Level 3 Diabetes, Family Planning, Bsc(Honours) Health Care Practice, Asthma Diploma.

Jan Harrison Qualified 1979 Kings Lynn

RGN, RM, Dip.Health Studies, Asthma Diploma, Diploma in CHD prevention

Emma Smith Qualified 1998

Diploma in Nursing

Sarah Richards Qualified 2003

RGN Diploma in Nursing Studies (York), gained Degree in Health & Social Care Practice in 2010. Cert in family planning and asthma.

Jackie Darlison Qualified 1981

EN, SN, Diploma in A & E nursing, Nurse prescribing, Family Planning, Minor Illness, Diabetes, Sexual health, Asthma qualified.

Health Care Assistants

Andrea Hunt and Lesley Townsley

The role of the Health Care Assistant has been developed to provide support to the nursing team. Both are trained to carry out a number of tasks such as monitoring blood pressures, testing urine samples and supporting patients who are motivated to stop smoking.

Staff attached to the practice

Community Nursing Staff

The Community Nursing team provides nursing care to patients who are not mobile and therefore able to attend the surgery for nursing treatments.

Health Visitors

Health Visitors are nurses with specialist training in the promotion of family health and prevention of ill health. They have expertise in child development, behaviour and infant nutrition and are also able to advise on many minor illnesses such as constipation, eczema, head lice etc. Please note Health Visitors have moved to new premises: The Cabin, Selby North Childrens Centre, Flaxley Road, Selby, YO8 4DL.

Midwives

The midwifery team organise most of the ante-natal and post-natal care in the practice. All have expertise in pregnancy, breast feeding and contraception.

Teaching

The practice is a teaching practice with medical students from the [Hull York Medical School](#). We teach students from Year 3 and Year 5 of the medical school.

Students are involved with patients at the practice under the supervision of one of the doctors here. You will always be warned about this in advance and it is your right to decline this involvement. We very much appreciate your involvement in helping to teach the doctors of the future.

The doctors responsible for the teaching in the practice are; Dr Ruth Walker, Dr Vanessa Martin, Dr Mike Jobling, Dr Gill Kirkman & Dr Anna Hammond

5. Appointments with a Doctor

To make an appointment call 01757 211 750, book on line or call in at the surgery.

Core hours: the surgery is open Monday to Friday from 8.00 am – 6.00 pm

Top tips:

- * Book ahead – if you know you will want to see a particular GP book 2 weeks ahead – if you leave it to a few days before it is much less likely you will get to see the clinician of your choice
- * Cancel unwanted appointments: if you don't need an appointment please let us know so that we can make it available to another patient and therefore minimise waiting times.
- * Have a second GP you are happy to see! If you know that it can sometimes be difficult to get to see your regular GP aim to have two GPs that know your case well. This will mean that if one is away, or particularly booked up, there will be a second doctor who knows you well.

Extended hours: do you work long hours, or away from town? Do you rely on someone to bring you to the surgery who works full-time or outside of Selby? If so then you may be interested to know that we offer a limited number of appointments with a Doctor or Nurse each week outside of our core hours. You can book an appointment up to two weeks in advance at the following times:

Alternate Tuesday and Wednesday mornings before 8.00am (GP only)

Alternate Tuesday and Wednesday evenings from 6.30 pm (GP and Nurse)

Alternate Saturday mornings from 8.30 – 10.00 am (GP and Nurse).

Key points:

- Our full range of usual services (prescription collection, health visitor or midwife appointments are not available)
- For security reasons admissions to the building during these times will be by appointment only. There will be an intercom in place.

Same Day Care appointments: GP appointments are available to be booked up to two weeks in advance for routine or planned appointments. However if your problem needs immediate attention the receptionist will allocate your care to the Same Day Care team. You will be asked for a telephone number and a brief indication of the problem and the GP or Nurse will aim to contact you within 30 minutes. If the matter cannot be dealt with over the telephone the GP or Nurse will arrange for you to come to the surgery that day and book you an appointment which only they have access too.

Booking appointments on line. Please bring some photo ID to reception and once you have signed an online declaration form the receptionist will be happy to provide you with a username and password.

6. Appointments with a Nurse

Our nursing team can deal with a range of health problems, each team member having specific skills and responsibilities. It can be confusing but remember that our reception staff are fully trained to point you in the right direction so please don't feel embarrassed if you are asked 'is it anything a nurse could deal with?'

Ask for a nurse appointment for the following:

- | | | | |
|--------------------------------|---------------------------|-------------------|----------|
| Contraception | Asthma | Baby vaccinations | Ear Care |
| Dietary advice | Health Promotion | Smears | Diabetes |
| Dressings | Stitch removal | Women's health | |
| Health Check | BP monitoring | ECGs | |
| Travel vaccinations | Pulmonary disease reviews | | |
| Coronary Heart disease reviews | | | |

Don't be perturbed when you call to book an appointment with a Doctor if the receptionist asks you 'is it something that our prescribing nurse can assist with?' – many minor illnesses can be treated by our Nurse Prescribers: Linda Hoop, Elaine Harrison and Jackie Darlison. A list of these follows:

Acne	Asthma	Back Pain	Boils/abscess
Colds	Cold sores and mouth ulcers		Constipation
Coughs	Cystitis	Diarrhoea & vomiting	Discharging or red eye
Ear ache	Eczema	Female problems	Foot problems
Hay fever	Head ache	Heartburn/indigestion	Insect bites
Morning after Pill		Piles	Sinus problems
Skin rashes/infections		Scabies	Sore throats
Strains and sprains		Thrush	Vaginal discharge

7. Home Visits

We do very few home visits but will, of course, visit people at home where their medical conditions makes it impossible for them to leave home. Except in an emergency situation, visits need to be requested by 11.00 am so that Doctors can plan their rounds. Most home visits are to see elderly patients. Children will be seen much more quickly and be able to start treatment sooner if they are brought to the surgery.

8. Telephone consultations

A growing number of patients are happy to have a telephone consultation – confident that their problem can be sorted out over the 'phone. Each doctor and nurse has a limited number of telephone consultation slots per day.

9. Out of hours help

If you need **urgent** medical help when the surgery is closed please ring NHS 111.

Before you ring this number be prepared with:

The name, address and date of birth of the person who is ill

The name of doctor the ill person usually sees

The nature of the problem

You will then be called back and either

Given telephone advice about the problem

Invited to go to a primary care center (Selby Hospital) where you will be seen by out of hours doctor

NHS 111

This service is available for support and advice 24 hours a day NHS 111 is a relatively new service introduced to make it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

When to use it:

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next.

10. Repeat prescriptions

Once your medication has been set up by your Doctor, and as long as your date for your medication review has not expired, it is possible for you to request repeat prescriptions without seeing your GP. Repeat prescriptions can be obtained by:

Via our online services (SystemOnline) – please ask at Reception for access

Use of services by local pharmacies – most pharmacies now collect and deliver prescriptions

Leaving your prescription request in the post box in the reception foyer.

Post the request slip to us – if you wish us to return your prescription, please remember to enclose a stamped addressed envelope

SystemOnline is now available as an app for iPhone, Ipad and Android. The app is listed on the App Store and is free to download. The Android version is also available.

Prescriptions will be available for collection within 2 working days.

11. Fitness to work notes

The self-certification system was introduced to stop GP surgeries being overwhelmed by people with minor illnesses in need of a sick note.

The first 7 days of absence (including weekends):

You must inform your employer that you are sick. Your employer will provide you with a self-certification form for you to complete. You do not need a medical sick note during this time.

After 7 days of absence:

Your employer will normally require a doctor's sick note – you will need to make an appointment to see your General Practitioner. However, if you have already been seen by a GP or a Specialist Doctor you may not need an appointment and might be offered a telephone consultation instead.

12. Contraception

We provide a full range of contraception services and our nursing team are able to discuss all aspects of family planning. Once your contraception is set up most of the routine checks can be done by a Family Planning Nurse.

Urgent 'morning after' contraception is available at the practice, at the minor injuries unit at Selby Hospital and at certain pharmacies in Selby town.

13. Other services

The practice is able to offer patients the following services:

Counselling

Retinal screening for patients with diabetes

Diabetes, asthma, coronary heart disease and chronic obstructive airways disease clinics

Minor surgery (most of the GPs perform minor surgical procedures at the local hospital – if necessary this will be arranged for you)

Cervical smears – all women between the ages of 25 and 65 are invited to have a smear every 3 years assuming they are sexually active

14. Non NHS services

The following private services are offered by the practice:

Insurance medicals

LGV and PSV medicals

Travel vaccinations

Hepatitis B for occupational purposes

All of these can be booked by telephone but are limited in number so as not to interfere with our NHS work. We are not able to offer general private consultations.

15. Travel Vaccinations

We can plan your travel vaccinations for you. Collect a travel vaccinations form from reception at least 2 months before your journey. Complete the form and return it to us and make an appointment with a practice nurse for a week later. The nurse will check your requirements against the latest advice available, consulting specialist centres in difficult cases. Be advised that not all travel vaccinations are available on the NHS and there will be a fee to pay.

16. NHS England

The Practice contract for providing medical services is with:

NHS England

Area Team North Yorkshire and Humber

Unit 3 Alpha Court

Monks Cross

YORK YO32 9WN

17. Complaints and Comments

We work hard to provide the best service we can and are pleased to receive comments and suggestions about the practice. These are often helpful when we make changes. We often receive letters of thanks and these are very much appreciated by everyone who works here.

We acknowledge that occasionally things do go wrong and we operate a complaints procedure modelled on that devised by the wider NHS. Our system meets nationally set criteria. If you have cause to complain please contact the practice manager either in writing or ask for an appointment for a meeting. You will receive an acknowledgement of your complaint within 3 working days. Following a thorough investigation of your complaint we will meet with you or write to you within a reasonable timescale.

A copy of our complaints procedure is available from reception or will be sent to you after a complaint has been raised.

18. Abuse of GPs or staff

All members of the Scott Road team will do their best to give the best service possible within the resources that are available to us. Verbal or physical abuse will not be tolerated and patients whose behaviour is inappropriate may be removed from the practice list.

Scott Road Medical Centre

Your information - What you need to know

The following explains the way information is collected about you and the ways in which this information may be used.

Why we collect information about you

Your doctor and other health professionals caring for you keep records about your health and any treatment and care you received from the National Health Service. These help ensure that you receive the best possible care from us. They may be written down (manual records) or held on a computer. The records may include:

- * Basic details
- * Contacts we have had with you such as visits to surgery
- * Notes and reports about your health and any treatment and care you have received
- * Details and records about the treatment and care you receive
- * Results of investigations such as X-rays and laboratory tests
- * Relevant information from other health professionals or those who care for you and know you well

How your records are used to help you

Your records are used to guide professionals in the care you receive to ensure that:

- * your doctor, nurse or any other healthcare professionals involved in your care has accurate and up to date information to assess your health and decide what care you need
- * full information is available if you see another doctor, or are referred to a specialty or another part of the NHS
- * there is a good basis for assessing the type and quality of care you have received
- * your concerns can be properly investigated if you need to complain

How your records are used to help the NHS

Your information may also be used to help us:

- * Assess the needs of the general population
- * Ensure our services meet patient needs in the future
- * Review the care we provide
- * Teach and train healthcare professionals
- * Conduct health research and development
- * Pay your GP, dentist and hospital for the care they provide
- * Audit NHS accounts and services

Some of this information will be held centrally, but where this is used for statistical purposes stringent measures are taken to ensure that individual patients cannot be identified. Anonymous statistical information may also be passed to organisations with a legitimate interest, including universities, community safety units and research institutions.

Where it is not possible to use anonymised information, personally identifiable information may be used for essential NHS purposes. These may include research and auditing services. This will only be done with your consent, unless the law requires information to be passed on to improve public health.

How we keep your records confidential

Everyone working for the NHS has a legal duty to keep information about you confidential.

You may be receiving care from other organisations as well as NHS (like Social Services). We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed.

Anyone who received information from us is also under a legal duty to keep it confidential

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. Occasions when we must pass on information include:

- ◆ Notification of new births
- ◆ When we encounter infectious diseases which may endanger the safety of others such as meningitis or measles (but not HIV/AIDS)
- ◆ Where a formal court order has been used

Our guiding principal is that we are holding your records in strict confidence.

How you can get access to your own health records

The Data Protection Act 1998 allows you to find out what information about you is held on computer and in certain manual records. This is known as 'right of subject access'. It applies to your health record.

If you want to see them you should make a written request to the Practice Manager. You are entitled to receive a copy but you should note that a charge will usually be made. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

