



A Guide to our services



Scott Road, Selby
North Yorkshire
YO8 4BL

Tel: 01757 211750

www.scottroad.org.uk

GP Partners and Associates

Practice Clinical Staff

GP Partners

Dr Jonathan Hagan MBCnB MRCGP MRCS

Dr Kath Hodkin MBChB, DRCOG MRCGP

Dr Mike Jobling MBBS, MRCGP DCH DRCOG DFSRH

Salaried GPs

Dr Caroline Bowey MBBS DMS DRCOG

Dr James Wilcockson MBChB MRCGP

Dr Nicholas Khoshnaw MBChB Hons, MRCGP

Dr Nicola Hill MBChB MRCGP

Clinical Pharmacist

Mr Wasim Akram

First Contact Physiotherapist

Rob Garbutt

Mental Health Practitioner

Vicky Powell

Alan Price

Advanced Nurse Practitioner

Sue Carter

Paramedic

Bailey Douglas

Minor Illness Prescribing Nurses

Linda Hoop (Nurse Manager)

Jackie Darlison

Prescribing Nurse

Sarah Richards

Louise Thompson

Nurse Associate

Andrea Hunt

Health Care Assistants

Lesley Townsley

Surgery Information

We provide a full range of NHS GP services from one site and set ourselves high standards in terms of quality of care. We are very keen on working with patients to try to prevent ill health as well as looking after people with illness or disability. Our team all work hard to ensure you have the best possible clinical care. We also have an active patient participation group which help us to shape both current and new services.

We are a teaching practice for the Hull York Medical School and are committed to helping the teaching and training of the medical staff of the future.

Our dedicated team are here to treat those minor ailments that occur as well as providing specialist management of long-term conditions and clinics covering a wide range of healthcare issues. Technology also means you can now do a lot of things from the comfort of your home such as order a repeat prescription.

Opening times

Surgery telephone lines are open Monday to Friday from 08:00 until 18:30, except for a Thursday lunchtime when we are closed from 12.00 until 14.00 for staff training purposes. If you require urgent medical advice the practice telephone number will provide you with the number for the Out of Hours GP service.

Extended opening times

To accommodate patients who find it difficult to attend appointments during normal opening hours, we offer limited extended opening.

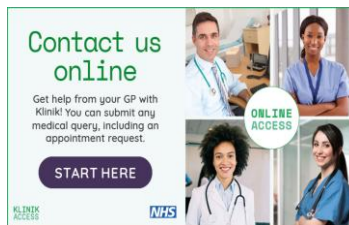
Please note all extended opening appointments are booked in advance.

Extended opening surgery times are as follows:

- Tuesday mornings: 07.00 – 08.00 (GP telephone appointments only)
- Tuesday evening: 18.30 – 20.00 (GP and Nurse Appointments)
- Monthly Saturday surgery: 08.30 – 13.30 (GP and Nurse appointments)

Booking an appointment

- For routine appointments please use our online consultation platform KLINIK
- You can submit a medical query, a medication request, fitness for work note, cancel appointments, book appointments via our online consultation platform Klinik. You do not require a log in to use this service. Visit the home page of our website www.scottroad.org.uk and select Contact us online > Start Here



- To book an appointment call 01757 211750 (option 1)
Call as close to 8am for urgent same day appointment or urgent 3 day and 5-day appointments
- Appointments with the Pharmacist, Nurses, Nurse Associate, Health Care Assistants, Mental Health Nurse and Physiotherapist can be booked in advance.

Home visits

Wherever possible we prefer to see patients in surgery but if a home visit is necessary requests should be made before 11.30am.

Medical Students (Hull York Medical School)

We have students attached to the practice as part of their training.

In the first instance please access the Urgent Treatment Centre at Selby Hospital 8am-8pm 7 days a week.

Staff at Selby UTC can access and treat the following new health problems:

Sprains and Strains	Broken Bones
Wound Infections	Minor burns and scalds
Insect and animal bites	Minor eye injuries
Back, shoulder & chest injuries	Coughs/Chest Infections
Sore throats	Eye infections
Urinary tract infections	Emergency contraception
Minor skin complaints & rashes	

Out of Hours

If you need urgent medical help when the surgery is closed, please ring NHS111.

NHS111

This service is available for support and advice 24 hours a day. You should use the NHS111 service if you urgently need medical help or advice, but the situation is not life threatening.

What appointment do I need?

Advanced Nurse Practitioner and Minor Illness Nurses

The Minor Illness Nurses can deal with the following ailments.

Acne, abscesses, sinus problems, coughs, chest infections, UTI's, ear infections, eczema and skin rashes, sore throats.

Practice Nurse

Our Practice Nurse team can deal with a range of health problems.

Asthma	Dressings	Immunisations
Contraception	Health Promotions	Travel Vaccination
Diabetes	Long Term Condition Reviews	

Each team member has specific skills and responsibilities. The receptionists are fully trained to point you in the right direction.

Nurse Associate and Health Care Assistant

Our Nurse Associate and Health Care Assistant provide a range of services to assist the Doctors and Nurses including blood pressure monitoring, ECGs, health checks and dressings.

Chaperone Policy

If you feel you would like a Chaperone present in your consultation, please advise reception at the time of booking your appointment. They will be more than happy to arrange this for you.

Additional information

Fitness to work notes

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website. After 7 days of absence your employer will normally require a doctor's note – you will need to contact us via our online platform Klinik to request a sick note.

Repeat prescriptions

Once your medication has been set up by your doctor, and if the 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 the NHS app (please see our website for details)
- Via our online services (SystmOnline/ Airmid app) – please ask at Reception for access
- Via KLINIK the online portal.
- Leaving your prescription request form in the post box in the reception foyer (if you don't have one, please ask for a prescription order form at reception)

Please allow two full working days for your prescription to be sent your pharmacy.

Parking and disabled access

Parking and wheelchair access are available at the surgery. There are two disabled toilets, one within the main waiting room area and the other in the same day care area.

Complaints

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. Please ask at reception for a copy of our complaint leaflet or see the practice website.

Patient Participation Group

The Patient Participation Group (PPG) aims to represent the views of patients; to identify areas for improvement and find solutions; and support the practice in making changes to service provision. Details of their recent meetings can be found on the website. If you are interested in joining the group, please sign up on the website or ask at reception for further details.

Freedom of Information Act

The practice complies with the Freedom of Information Act. A full copy of our practice policy is available on request

Confidentiality and your personal data

Confidentiality is of the utmost importance to the practice. We comply fully with the Data Protection Act and all information is kept securely.

Our Privacy Notices are available at the surgery and on our website www.scottroad.org.uk. We comply with the General Data Protection Regulation Act 2018 (which replaces the Data Protection Act 1998).

Rights and Responsibilities of the Patient

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 always given courtesy and respect 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 identified 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 attend, please cancel your appointment. The time can 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 may 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 condition means that they cannot leave the house for medical reasons.