



Whitby Group Practice

Spring Vale Medical Centre

WHITBY

YO21 1SD



Telephone

Medical Centre 01947 820888

Dispensary 01947 820444

Fax 01947 824100

Robin Hood's Bay Surgery 01947 880230

Fax 01947 881022

Email HRWCCG.WhitbyGroupPractice@nhs.net

Website www.whitbygrouppractice.nhs.uk

WHITBY GROUP PRACTICE

Spring Vale Medical Centre*
Rievaulx Road
WHITBY
YO21 1SD
* CCTV in operation

ROBIN HOOD'S BAY BRANCH SURGERY

Station Road
Robin Hood's Bay
WHITBY
North Yorkshire
YO22 4RA

GP PARTNERS OF WHITBY GROUP PRACTICE

Dr Rebecca J Chandler, MB ChB 2003 University of Liverpool
Dr Napa S Gopikrishnan, MB BS 1990 University of Madras
Dr Rob Hazledine, MB ChB 2000 University of Glasgow
Dr Tara A C Hazledine, MB ChB 2000 University of Edinburgh
Dr David M Hilson, MB BS 2010 University of Hull and the University of York
Dr Amanda L Smart, MB ChB 1985 University of Leeds

RETAINER GPs

Prof Terry McCormack, MB BS 1982 University of London

EXTENDED ROLE SALARIED GP

Dr Colette Broadhurst, MB ChB 1992 University of Edinburgh
Dr Phil Hughes, MB ChB 1985 University of Leeds
Dr Heather Royal, MB ChB 2009 University of Leeds
Dr David Wheater, MB ChB 2009 University of Leeds

SALARIED GPs

Dr Carolyn J Fisher, MB ChB 1983 University of Manchester
Dr Richard Morgan, MB ChB 2012 Leeds Medical School
Dr Anne Zhao, MB ChB 2012 Leeds Medical School

Introduction

The Practice operates from the purpose built Spring Vale Medical Centre which opened in 1990. It is centrally located in the town and readily accessible by public transport. There are excellent parking facilities for patients using the centre, including parking for the disabled.

We are fortunate in being able to offer a most efficient and effective modern service from spacious accommodation. Automatic doors and toilets with baby changing facilities have been designed to provide for the needs of disabled patients and those with young children.

All our services are centralised in Whitby, but there is a purpose built branch surgery in Robin Hood's Bay, opened in 1993.

All the partners provide a very full range of medical services, including pregnancy care, child health monitoring, contraceptive services and minor surgery.

Further information about the practice may be found on our website at www.whitbygrouppractice.nhs.uk

Please speak to one of the Receptionists about registering with the Practice and inform them of any preference of a practitioner you may have and they will be happy to explain the process and answer any questions.

OPENING TIMES

Whitby Group Practice

Monday to Friday 8.00am – 6.30pm

We also have a late surgery every Thursday 6.30pm – 8.00pm

(Surgery phone line is not open during late surgery)

Robin Hood's Bay (for all services including repeat prescriptions)

Monday, Tuesday, Thursday & Friday 8.30am – 12.30pm

(Wednesday 8.30am – 12.00pm

Tel: 01947 880230

Whitby Dispensary is open from 9.00 am to 5.00 pm Monday to Friday

For repeat prescriptions and also dispensing of medication for those of our patients who live more than 1 mile from any chemist. There are various ways of ordering repeat medication – please pick up a leaflet or discuss with any staff member.

To order repeat prescriptions at Whitby

- Telephone – Orders for repeat prescriptions (01947 820444) will only be taken by telephone between the following hours: 10.00am – 12.00pm & 2.00pm – 4.00pm Monday to Friday.
- Patient Online Access – This is the practice's preferred option for ordering your repeat prescriptions. With Patient Access, you can now access your local GP services at home, work or on the move — wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service you can do this in your own time, day or night. Please contact the surgery to apply for online access.
- Leave a message – You can call 01947 824124 to order your repeat prescription and leave a message. This service is available 24 hours a day, seven days a week.

Details of repeat prescribing is computerised, it will help our staff enormously if you can quote your reference number (found on the green slip attached to your prescription) when you order.

If you need to obtain your medicines urgently please telephone the Dispensary on 820444 and let the staff know. If the Dispensary is closed please speak to a Receptionist or telephone the main surgery number 820888. Outside of practice hours please ring NHS 111.

We are a dispensing practice and can supply all necessary medication to those patients who live more than 1 mile from a chemist.

From time to time the practice may allow professionals from outside of the practice e.g. pharmacists to review specific aspects of your medical record such as your prescriptions so that they can help us improve the quality and cost effectiveness of the care we offer to you. If you do not wish this to occur please let us know

Out of Hours

- If you have a life-threatening medical emergency – dial 999
- The urgent telephone number for out of hours, when we are closed, on weekdays between 6.30 pm and 8.00 am the following morning and all day on weekends and public holidays please dial **111** (a free call from landlines and mobiles) for urgent medical problems that will not wait until the surgery is open again.

Please Note: For patient care and training purposes your telephone call to the surgery may be recorded.

APPOINTMENTS

After consultation with our Patient Participation Group and after considering comments and feedback, we changed the way we work our appointment system to provide easier and quicker access to doctor appointments.

Morning appointments (walk in appointments) in an open clinic are offered and are for acute problems that need prompt attention by the GP. Once these walk in appointments are full (which could occur before 11.00am) the receptionist will ask you to call back the next day. If you need to be seen urgently and cannot wait until the next day you will then be put in an urgent care clinic where you will be seen in turn by the first GP available.

If you would like to see YOUR REGISTERED Doctor, or need to book an appointment in advance, then you will still be able to do this for AFTERNOON appointments and you can book those up to two weeks ahead.

Named Accountable GP

Every patient at Whitby Group Practice is registered or allocated to a named GP who has overall responsibility for the care and support we provide to you.

Booking appointments - as our GPs work part time in the practice they are "paired" and work closely with another GP to provide full appointment availability to their patients. This means that patients will have two GPs looking after them even though our medical records allocate you as being registered with only one – we would ask that you consider either doctor to be your GP when booking appointments.

Please ask at Reception if you are unsure who your named accountable GP is

When attending for an appointment please check in at the automated arrivals kiosk (please ask staff to show you if you need any help) or report to the reception desk on arrival.

Please ask one of our receptionists about booking your own appointments securely online.

Please report any difficulty with making appointments to your Doctor or our Practice Manager. We rely on your comments to optimise our service to you.

HOME VISITS

FOR ALL URGENT AND NON-URGENT HOME VISITS

TELEPHONE Whitby 01947 820888

Robin Hood's Bay 01947 880230

During Surgery Hours

If possible non-urgent home visits should be requested before 10am on the day the visit is needed.

If you feel that an urgent visit is required please specify this and try and give the receptionist an idea of the nature of the problem. A Doctor will speak to you immediately or visit as soon as possible.

Whilst home visiting is an essential service which we provide, wherever possible we would ask our patients to attend our surgery where we have access to all our records and can offer our patients the very best diagnostic and treatment facilities.

NURSE PRACTITIONER

We have appointed a Nurse Practitioner, who is fully trained to diagnose:

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| <ul style="list-style-type: none">• Asthma Problems• Abdominal Pain / Symptoms• Eye Problems• Throat Problems• Thrush / Urine infections• Muscular or bony injuries / Symptoms e.g. back pain• Children with a Temperature | <ul style="list-style-type: none">• Chest Infections• Headaches• Ear Problems• Rashes / Skin Infections• General or Emergency Contraceptive Advice• Refer for further tests e.g. x-rays |
|--|--|

PRACTICE NURSES

Our Practice Nurses are available from 8.00 am to 6.00 pm Monday to Friday. Later appointments can be arranged for certain clinics so please ask one of our receptionists. **Nurse Run Clinics** are run by appointment from the Practice Nurses consulting rooms as follows:

- **Diabetic/ Asthma/ COPD/ Hypertension/ Coronary Heart Disease/ Treatment Monitoring/ Stroke Clinic**
- **Cervical Smear Clinic**
- **Cryotherapy Clinic**
- **Family Planning Clinic** - annual review of oral contraception [the pill], contraceptive advice, pre-conception advice, fitting or removal of the contraceptive implant
- **Depo-injection Clinic** - Depo-Provera [appointments booked 12 Weeks in advance], Depo tranquillisers [appointments booked 1-2 weeks in advance]
- **Immunisation Clinic**
- **Foreign Travel Advice and Immunisation**
- **Leg Ulcer Treatment Clinic**

Other Activities booked in daily general clinics include:

- New patient health checks
- Smoking cessation advice
- Advice about healthy eating
- Weight management
- Drug monitoring

ARE YOU A CARER or YOUNG CARER?

If you are responsible for looking after your partner, a family member or neighbour and would like help or advice please mention this to a receptionist. A member of our staff can give you written information and put you in contact with the Carer's Resource Service.

RESEARCH

We are registered with the Royal College of General Practitioners as a research practice and we work in collaboration with the Primary Care Research Network. Clinical research helps us understand how to diagnose, treat, cure or prevent health problems. Some types of clinical research are based on examining, treating and observing people with different conditions and sometimes comparing them with healthy people. We have a dedicated Research Nurse and Doctor and are involved in a wide range of high quality medical research. You may be asked by your Doctor or the Research Nurse if you are prepared to become involved in one of our studies. There is no obligation for you to take part and if you do consent to take part you are free to withdraw at any time without giving a reason. This would not affect the standard of care you receive in any way.

GP REGISTRARS AND STUDENTS

This is a training practice. Fully qualified doctors training for a career in general practice are attached to the practice for periods of 6 months.

You may be offered an appointment with the GP registrar should your own doctor not be available. Please treat them as one of us.

Medical students also visit the Practice. We are training partners with the Hull York Medical School and Imperial College, London. If students are present with your doctor you would be informed of this prior to your appointment. Please accept their sitting in on your consultation. If you are not happy with this please inform the receptionist.

Occasionally you may be asked whether you would mind your consultation with the doctor being video taped. This is done solely for the purposes of educating doctors and would only be done with your written consent. The tape is only seen by doctors and is erased as soon as the educational activity has been done. If you change your mind after a consultation the tape would be erased immediately. We are very grateful for our patients co-operating with this activity.

OTHER STAFF

The Practice employs the following ancillary staff to ensure the smooth running of the medical centre:

Practice Manager – Alison Williams

Head of Finance – Mark Wakefield

Head of HR, Premises & Patient Liaison –Paula Heffernan

Head of Operations – Vanessa Dixon

Pharmacist – Alasdair Hutchison

Senior Practice Nurse – Mell Dunwell

Advanced Clinical Practitioners (In Training) – Maddie Butler, Simon Derham & Anna Newham

Nurse Practitioner - Mrs M Atkinson

9 Practice Nurses

7 Healthcare Assistants

7 Administrative Staff & Receptionists

4 Secretaries

5 Dispensing Staff

4 Housekeeping Staff

Our Branch Surgery at Robin Hood's Bay is staffed from the main practice as follows:

Receptionist

Dispenser

Practice Nurse

Healthcare Assistant

Housekeeping Staff

District Nurses and Health Visitors are attached to the Practice.

Midwives are accessible through Whitby Community Hospital.

CARE QUALITY COMMISSION (CQC)

GP Practices are now regulated by CQC who check that the services we provide meet the national Essential Standards of Quality and Safety.

We will have routine inspections periodically and as part of this visit, Inspectors will wish to talk to patients to hear the views and experiences of people using our service. Reports from these visits can be found on our website.

NHS ENGLAND

The practice is contracted by NHS England to provide medical services. Members of the public, patients, and their representatives should contact our Customer Contact Centre:

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

General Post (including complaints): NHS England, PO Box 16738, Redditch, B97 9PT

COMPLAINTS PROCEDURE

We are committed to doing our very best for you at all times. However we are aware that circumstances can arise where you would wish to make a complaint. We offer an informal in-house complaints procedure, and using this procedure does not in any way affect your right to complain to NHS England or the independent Parliamentary and Health Service Ombudsman should you so wish. You will be referred immediately to our Practice Manager who will give you full details of our procedure and help investigate the problem.

Please find attached a copy of our leaflet "Patients' Rights and responsibilities".

Please note that we will not tolerate physical or verbal aggression under any circumstances - whether this is directed towards doctors, nurses, our staff or any other people on our premises. Our policy is to call the Police and we will remove patients from our list should this occur.

PATIENT ADVOCACY SERVICE

From the 1st April 2013 Cloverleaf Advocacy will be delivering NHS Complaints Advocacy services for all residents in North Yorkshire. NHS Complaints Advocacy supports people who have experienced problems with an NHS service to get help to have their concerns heard. Cloverleaf can be contacted as follows:

Cloverleaf Advocacy Service

Tower Court

Oakdale Road

Clifton Moor

YORK

YO31 4XL

Telephone 0300 012 4212 (open 9 am – 5 pm or leave a message)

Email: enquiries@cloverleaf-advocacy.co.uk

Website: www.cloverleaf-advocacy.co.uk

FAIR PROCESSING NOTICE FOR PATIENTS - Your Information, Your Rights

Our Fair Processing Notice explains why we collect information about you and how that information may be used to deliver your direct care and manage the local health and social care system.

The notice reflects:

- What information we collect about you;
- How and why we use that information;
- How we retain your information and keep it secure;
- Who we share your information with and why we do this.

The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and how to seek advice and support if you feel that your information has not been used appropriately.

A full copy of the Fair Processing Notice is available via our website at

<http://www.whitbygrouppractice.nhs.uk/>

SUGGESTIONS & FEEDBACK

We welcome any comments and suggestions for improving the services we offer. You are welcome to discuss such suggestions with our Practice Manager, or post them in the “Suggestion Box” in the waiting room.

Please leave feedback about the care and treatment you receive to help us improve services. You can complete a short survey a questionnaire and post it back in to the survey boxes in our waiting rooms or through a link on our website www.whitbygrouppractice.nhs.uk

PATIENT PARTICIPATION GROUP (PPG)

Would you like to have a say about the services provided by Whitby Group Practice. The Practice would like to hear your views.

- Patient Participation Group (PPG) – become a member of the group – meeting up to three times a year to review, discuss and effect improvements to services provided by the Practice
- Virtual Patient Participation Group (VPPG) – if our PPG is at capacity, and/or you would like to be involved but may not be able to commit the time needed to attend meetings, why not join our VPPG? By leaving your email details we will contact you occasionally for your opinion or to participate in a short questionnaire by email, and you will receive PPG meeting minutes.

Please ask at Reception for more information and an application form to join us or see our website www.whitbygrouppractice.nhs.uk

CHANGES TO YOUR DETAILS

Please let us know if you change your name, address or telephone number as soon as possible. Please also let us have your mobile telephone number if you have one.

TEXT MESSAGES

Please sign up for text messaging if you want to receive reminders for your appointments.

SOCIAL MEDIA

We have a social media presence in the form of a Facebook page and twitter feed, for sharing details of campaigns and services. Please do not use any form of social media to contact us for clinical issues, appointments or advice.

<https://www.facebook.com/WhitbyGroupPractice/>

<https://twitter.com/WhitbySurgery>