



Whitby Group Practice
Spring Vale Medical Centre
WHITBY
YO21 1SD



Telephone

Medical Centre	01947 820888
Dispensary	01947 820444

Robin Hood's Bay Surgery 01947 880230

Email hnyicb-ny.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

EXTENDED ROLE SALARIED GP

Dr Colette Broadhurst, MB ChB 1992 University of Edinburgh

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
Dr Akinloye Joseph Olawamide MBChB MRCP 2011 University of Ife
Dr Bankole Ayodeji Adeyalo MBBS MRPGP MRCSEd 2011 University of Ibadan
Dr Madeleine Hilson MBBS DFSRH 2011 Hull York Medical School
Dr Femi Abidemi Abegunde MBBS 2005 University of Ilorin

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 offer an efficient and effective modern service. 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 which 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 for a practitioner you may have. They will be happy to explain the process and answer any questions.

OPENING TIMES

Whitby Group Practice:

Monday to Friday 8.00 am – 6.00 pm

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

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

Wednesday 8.30 am – 12.00 pm

Tel: 01947 880230

Whitby Dispensary:

Monday to Friday 8.00 am – 5.00 pm

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

REPEAT PRESCRIPTIONS

NHS app – this is the easiest option for ordering your repeat prescriptions.

Patient Online Access – 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. 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.

Telephone – Orders for repeat prescriptions (01947 820444) will only be taken by telephone between the following hours: 10.00 am – 12.00 pm & 2.00 pm – 4.00 pm Monday to Friday.

Details of repeat prescribing are 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. 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.

Otherwise, if you require medical assistance when we are closed, please dial 111 (a free call from landlines and mobiles) for 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.

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.

Please ask 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. If you have not been called after 20 minutes, please check in at the reception desk.

Please ask one of our receptionists about booking your 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 10 am 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 or visit you 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 best diagnostic and treatment facilities.

NURSE PRACTITIONER

We have appointed a Nurse Practitioner, who is fully trained to diagnose many common conditions.

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:

Diabetes, asthma, COPD, hypertension, coronary heart disease, treatment monitoring

Cervical Smear 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

ARE YOU A CARER OR YOUNG CARER?

If you are responsible for looking after your partner, a family member or a 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.

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. 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 before 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 videotaped. This is done solely to educate 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 cooperating with this activity.

OTHER STAFF

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

Practice Manager – Bekki Shone

Head of Operations – Vanessa Dixon

Pharmacists – Marie Newbould & Jo Lambert

Advanced Clinical Practitioners – Maddie Butler & Anna Newham

Paramedic – Louise Pugsley

Nurse Practitioner – Maxine Atkinson

Practice Nurses

Healthcare Assistants

Administrative Staff & Receptionists

Secretaries

Dispensing Staff

Housekeeping Staff

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

Receptionist

GP

Practice Nurse

Healthcare Assistant

Dispenser

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 regulated by CQC which checks 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 of people using our service. Reports from these visits are 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 complaint 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 Head of Patient Liaison 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 of 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

PRIVACY NOTICE FOR PATIENTS

Our Privacy 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 concerning 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 Privacy 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 questionnaire and post it back into 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>