

THE PARTNERS

Dr Stephen Hanna MA, MRCS, MRCGP
University of Cambridge 2000

Dr Jeanette Lenthall MB ChB, MRCGP
Sheffield University 1994

OFFICE HOURS

Escrick Surgery

Monday to Friday

8.00am - 12.30pm

1.00pm - 6.00pm

BRANCH SURGERY

North Duffield

Main Street

North Duffield

York

YO8 5RG

Monday and Tuesday

8.00am-12.15pm

Thursday

8.00am-12.45pm

Practice Leaflet

2014

Escrick Surgery

4 Main Street

Escrick

York

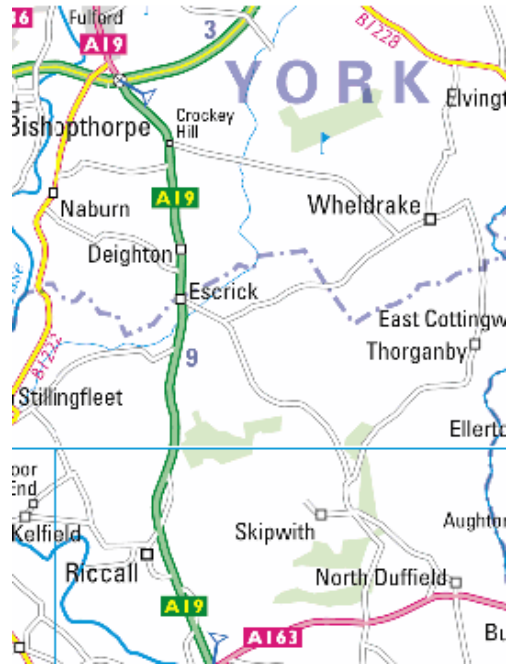
YO19 6LE

www.escricksurgeryyork.co.uk

Telephone: 01904 728243

Fax No: 01904 728826

THE PRACTICE AREA



Our registration boundaries are between the river Ouse and river Derwent extending from Broadway in Fulford to the Hull Road at Barby.
Our villages include Fulford, Naburn, Stillingfleet, Escrick, Wheldrake, Thorganby, North and South Duffield, Osgodby, Skipwith, Barby, Riccall, Cliffe

WHERE TO FIND THE SURGERIES

Escrick Surgery is situated about 200yds off the A19 behind the church in Escrick. It can be accessed by the private road between the church and the Parsonage Hotel. Ample parking facilities are provided also disabled bays. We do ask patients and visitors not to park on any of the access roads or outside the main entrance as these must be kept clear at all times. The surgery is a single-storey building and there are no steps.

North Duffield Surgery is on Main Street in the heart of the village.

Do you know your health care options?
There may be more choices than you think.

Self Care

Most minor symptoms like headaches, sore throats and stomach upsets can be treated at home with off-the-shelf medicines available from your local pharmacy, convenience store or supermarket.

NHS 111

Call free on 111 for confidential advice on symptoms, treatment and general health and wellbeing. Available 24 hours.

Pharmacy

There are 42 pharmacies in the York district providing expert advice and treatment for minor symptoms and conditions. Some are open late and on weekends and no appointment is necessary. Text 'pharmacy' to 64746 to find your nearest pharmacy.

Walk- in centre & GP Practices

The Monkgate walk-in centre is now called the Urgent Care Centre and has moved to York District Hospital on Wigginton Road, York. The Urgent Call Centre is for people with a minor illness or injury that requires urgent attention or advice.

A&E or 999

For serious injuries and symptoms that need immediate attention. A&E is a busy and costly service and therefore should not be used to access treatment or advice that could have been accessed at one of the other services listed above.

If you have symptoms such as pain or tightness in the chest or arms or any of the F.A.S.T stroke symptoms please call 999 immediately. The best chance for a long term recovery is fast and accurate diagnosis and treatment.

Do not wait for your GP surgery to open—Dial 999

SPECIAL SERVICES AND CLINICS

For all clinics and services listed below phone 01904 728243 for an appointment, unless you have been sent one by post.

CHRONIC DISEASES

All patients with any of the following conditions are asked/advised to make an appointment with the Practice Nurse for a review annually with 'the exception' of hypertension which needs to be reviewed every 6 months.

Ischaemic Heart Disease (angina, heart attack)

Hypertension (raised blood pressure)

Atrial Fibrillation

Heart Failure

Stroke/TIA

Chronic Kidney Disease

Hypothyroid (under active and on Thyroxine)

Asthma

COPD

CERVICAL SMEARS

This important test facilitates early detection of cancer of the cervix. All female patients between the ages of 20 and 65 should be tested every 3 years as a minimum, and more frequently when advised. A reminder will be sent through the post when a smear is due.

DIABETIC CARE

Patients who do not attend hospital diabetic clinics can be seen at the surgery for a regular review, usually every 6 or 12 months. Please ask for the Diabetic Clinic when making an appointment.

ABUSIVE PATIENTS

The practice operates a zero tolerance policy to patients who may be violent or abusive whilst on our premises. If this should occur we would ask the patient to leave our premises. This could lead to us having to call the police if necessary and may result in removing the patient from our practice list.

REQUESTS FOR CONSULTATIONS

All patients between the ages of 16 years and 75 years who have not had a consultation with a health professional within the last three years are entitled to have this service provided if they should wish to.

All patients 75 years plus who have not had a consultation with a health professional within the last twelve months are entitled to this service also.

CONFIDENTIALITY—PATIENT INFORMATION

Everyone working within this practice has a legal duty to maintain the highest level of confidentiality about patient information. Your medical history is recorded on our computer system and in paper records which are accessed by authorised users only. For further information about who has access to patient information please ask one of our reception staff.

If you feel that this confidentiality code has been broken in any way please follow our complaints procedure as explained further in this booklet.

DISTRICT NURSES

The team is led by Andrew Cale and work closely with the Doctors. They carry out nursing procedures in the home for those too ill or infirm to attend the surgery.

COMMUNITY MIDWIVES

The team work with the Practice and provide ante-natal, delivery and post-natal care. They also organise ante-natal and parent craft classes.

THE HEALTH VISITOR

The team monitors and advises on the health needs of the practice population, in particular the under-fives and the elderly.

DISABLED ACCESS

Both of our surgeries have disabled access. There is a ramp at Escrick surgery leading up to the main entrance door. We have disabled toilets, extra wide corridors and wide doors into consulting rooms at both practices.

HEARING LOOP

At Escrick there is a hearing loop from the reception area into the waiting room.

PRACTICE STAFF

ADMINISTRATION

Jayne Bone is the Practice Manager and she runs the Practice on a day to day basis. She can advise on administrative and non-medical matters. A dispenser, a trained team of receptionists and secretarial staff all assist in the smooth running of the Practice.

Patient satisfaction is a priority and the reception team are here to help. They may ask you for details of your problem, this is in order to assist the Doctors in prioritising urgent cases. Any information you give them will be treated in confidence.

PRACTICE NURSES & HEALTH CARE ASSISTANTS

We have a team of Practice Nurses and Health Care Assistants:

Sister Chris Norris

Sister Penny Cripps

Stephanie Marley (HCA)

Our Practice Nurses hold regular clinics for chronic disease management and routine clinics for :

- ear-syringing
- wound dressings
- stitch removal
- holiday and routine booster vaccinations
- smoking advice

Our Health Care Assistants hold regular clinics for:

- New patient health checks
- Blood tests (mornings please)
- Blood pressure monitoring
- ECGs

MATERNITY CARE

This is shared between the GP, the Community Midwife and the Hospital as appropriate. You will need to make an appointment for your 8 week Antenatal check up with the Midwife who covers your area (the receptionist will advise on this) to organise your maternity care. This is best done between 8 and 12 weeks of pregnancy.

MINOR SURGERY

Minor surgical procedures, such as joint injections and removal of lumps and bumps, can be carried out at the surgery. Consultation with a Doctor is necessary prior to any procedure. Please note that all minor surgery requested must fall within the CSU approved guidelines.

PRIVATE MEDICALS AND NON NHS SERVICES

We are happy to undertake, for patients of the practice, private medical examinations and reports for insurance companies, employers and solicitors. We can also do medicals for HGV licences and for elderly drivers. **However these services are not covered by the NHS and a fee will be charged.** The current rates are on display at Reception. When making your appointment, please tell the receptionist what it is for so that she can arrange an appointment for the appropriate length of time.

HEALTH PROMOTION

The Doctors and Practice Nurses are available to advise on healthy living including giving advice and information on stopping smoking.

IMMUNISATIONS

CHILDREN

Immunisations for children are given by the Doctor, the Practice Nurses or by the Health Visitor. We do believe that immunisations are an essential part of protecting children against serious illness. We run a computerised recall system to follow up overdue injections and also to remind older children when further injections are due. For children under sixteen parental/guardian consent is required.

ADULTS

Vaccinations are usually given by the Practice Nurses after authorisation by a Doctor. Most holiday vaccinations can be given here except for TB. The Nurses can also advise on which injections are needed for your particular holiday destination. We stock most vaccines, but some less common ones may need to be ordered. There may be a fee for this service as not all vaccinations and holiday treatments are covered by the NHS.

Please note that most vaccinations need a period of time to take effect before you are protected. Ensure that you have left enough time for your vaccinations to take effect before commencing your holiday.

Each autumn we run a Flu injection campaign. This is particularly important for those most at risk, i.e. the elderly, patients with asthma, diabetes, and those with chest and kidney problems.

NEW PATIENTS

We welcome new patients who wish to register and who live in the area of the practice. To register as a new patient you need to collect a registration form from reception at Escrick or at North Duffield surgeries. When you have completed this form return it to the practice along with proof of identification and we will then process your registration. New patients are encouraged to make an appointment with the Health Care Assistant for a health check.

When registering as a new patient you have a right to express preference of practitioner.

CHANGE OF PERSONAL DETAILS

Please keep us informed if you change your name, status, address or telephone number. This means that you receive information promptly as well as ensuring that you are recalled for cervical smears, immunisations and mammograms at the appropriate time.

If your new address falls out of the Practice boundaries we will ask you to register with another Practice closer to your home.

TO SPEAK TO A DOCTOR

The best time to ring for urgent advice is between 8.00 and 10.30 am each day. To discuss blood results please telephone the Surgery a week after samples have been taken. It is your responsibility to contact the surgery for your own results.

SAMPLES

Any samples requested should be handed into reception before 12 noon Monday to Friday, clearly marked with the name of the person who produced the sample. Any samples brought to the Surgery after 12 noon may not be able to be processed as they will have missed the daily collection for the Laboratory.

TRAINING PRACTICE

Escrick is recognised as an approved Training Practice. This means that, for a period of 6 or 12 months, an experienced Doctor who wishes to specialise in General Practice, may be working under the supervision of the Partners in order to gain further experience. They are called GP Registrars and will participate fully in the weekly timetable. They may consult either alone or with one of the Partners. From time to time as part of this training process you may be asked permission for your consultation to be videoed. This will never occur without your permission. The videoed consultation will only be viewed by one of the Partners, to assess/teach the GP Registrar and will be erased after use.

SUGGESTIONS

If you have any suggestions as to how we may improve any of our services, please write them down and put them in the box in the waiting room at Escrick or North Duffield or address them to the Practice Manager.

COMPLAINTS

If you feel you have cause for complaint about any of the services provided by the Escrick Practice, please address the complaint to the Practice Manager or any of the Doctors, who will acknowledge it within two working days. They will investigate your complaint and respond within 10 days. An information leaflet explaining our complaint procedures is available. A copy can be obtained by asking one of our reception staff.

UNDERGRADUATE MEDICAL STUDENTS

With effect from October 2010 we will be teaching undergraduate medical students at the practice on Tuesdays and Thursdays during term time. They will be seeing patients whom have been invited to the surgery by our Doctors.

This will not in any way interfere with the normal running of the Practice and they will not be seeing any patients without prior knowledge.

We are very excited at being able to offer these students the opportunity of training in a busy rural practice.

CHANGES

From time to time we may introduce new services or modify existing ones. We will endeavour to keep you as informed as possible about these changes. Watch out for notices posted up in the Surgery and also for our Newsletter for the latest information. Copies are available at Escrick and North Duffield Surgeries.

DENTAL PROBLEMS

We strongly recommend that patients who have dental problems seek a consultation with their own dentist, as GP's are not trained to treat these.

MINOR INJURIES

Unfortunately we are unable to provide some minor injuries services. This includes treating injuries that require deep stitches or may need an X-ray. In the event of such an injury please attend either The New Selby War Memorial Hospitals Minor Injury Department or York District Hospitals A&E Department.

DISPENSARY

For all patients, except those who live less than a mile from a dispensing chemist, the practice will dispense medicines. If your prescription is for an item not normally stocked, it can usually be obtained within 48 working hours.

REPEAT PRESCRIPTIONS

Following consultation with your GP you may be able to obtain certain medicines on a repeat prescription, however periodically you will be asked to attend for a review.

To order your medication tick the items required on the computer slip and hand it in or post it to Escrick or North Duffield Surgery. You can also order repeat prescriptions by telephone during opening hours or via our website (you will need to register for this service).

Please give at least 48 (working) hours notice for your prescription to be dispensed.

Please help us to reduce waste by only requesting the medication you need.

NON-URGENT APPOINTMENTS

We run a computerized appointment system and our team of receptionists are here to assist you. Please try to book appointments a few days in advance and if, for any reason, you cannot keep your appointment, please let us know. It can then be offered to someone else.

Appointments last for 10 minutes and are for one person only. If you feel you need longer than a normal appointment please mention it to the receptionist at the time of booking. If you also need an appointment for your child please inform the receptionist and ask for a double appointment.

We try hard to run to time, but unexpected illness and complications can cause delays. The receptionist will try to keep you informed of any delays.

URGENT APPOINTMENTS

Urgent cases will be seen the same day, usually during the morning Daily Advice Surgery.

HOME VISITS

If you need a home visit because you are too ill or incapacitated to come to the surgery, please telephone 01904 728243 before 10.00am if possible. We adopt a policy of encouraging attendance at the surgery as generally most things can be dealt with more efficiently there.

When you do request a home visit the receptionist will either put you straight through to the Doctor running the Daily Advice Clinic or the receptionist will ask the Doctor on duty to call you back.

THE FAMILY MEDICINE BOX

Here is a list of useful medicines and dressings with a description of their uses. All are quite inexpensive and may well cost less than a prescription. They are worth keeping at home in readiness for minor illnesses and accidents.

Please note that all medicines should be kept in a box in a locked cupboard, well out of the reach of children. Instructions on the packets should be strictly followed.

Paracetamol Tablets

For the relief of pain and fever in adults and teenagers.

Paracetamol linctus (Calpol)

To treat temperature and pain in young children.

Calamine lotion

For soothing stings, bites and sunburn.

Antihistamine tablets

For stings, nettle rash and allergic reactions.

Antacid medicine or tablets

For indigestion.

Antiseptic solution

For cleaning cuts and grazes.

Sterile dressing plasters

For minor cuts.



3 inch wide crepe bandage

To keep dressing in place and support sprains and bruises.

THE PRACTICE CHARTER

We aim to:

1. Provide high-quality patient centred primary care.
2. Treat all patients with dignity, respect and honesty.
3. To maintain patient confidentiality.
4. To offer same-day appointments for medically urgent problems.
5. To offer non-urgent appointments within 48 hours.
6. To keep patients who are waiting to be seen informed of any unexpected delays greater than 30 minutes.
7. To send referral letters within 48 hours if urgent and within 5 working days if non-urgent.
8. The decision on whether to visit a patient at home is at the doctor's discretion.
9. To ensure safe, clean suitably equipped premises.

Your responsibilities:

1. To arrive for appointments on time, as late arrivals can often be the cause of the doctor running late.
2. To cancel appointments promptly, when appropriate, so someone else may attend instead.
3. To ask for a home visit only if too ill or incapacitated to attend the surgery and, when possible, to make the request before 10.00am.
4. An appointment is for one person only; where another member of the family needs to be assessed, another appointment should be made.
5. To notify the practice promptly of any changes of name, status, address or telephone number.
6. To give at least 48 hours notice for repeat prescriptions.
7. To treat the practice staff, as you would wish to be treated yourself.

USEFUL TELEPHONE NUMBERS

Escrick Surgery	01904 728243
NHS 111	111
Out of Hours (6.00pm-6.30pm weekdays)	0330 123 0938
Urgent Treatment Centre at York District Hospital	01904 631313
New Selby War Memorial Hospital A&E	01757 724300
York District Hospital	01904 631313
Family Planning, Monkgate, York	01904 630351
Bootham Park Hospital	01904 654477
St Leonards Hospice	01904 708553
Social Services:	
- York	01904 61316
- Sherburn	01977 684545
- East Yorks	01759 304699
Registrar of Births & Deaths:	
North Yorkshire	01904 654477
East Riding of Yorkshire	01759 303614
Samaritans	0845 7909090

CLINIC HOURS

There are Clinics held throughout most of the day with the main hours being shown below. They vary from day to day for individual doctors. Details may be obtained from the receptionist.

From time to time the surgery may close for longer during lunch for staff training.

Escrick Surgery

Monday	8.30 - 11.00am	3.30 - 6.00pm
Tuesday	8.30 - 11.00am	3.30 - 6.00pm
Wednesday	8.30 - 11.00am	3.30 - 6.00pm
Thursday	8.30 - 11.00am	3.30 - 6.00pm
Friday	8.30 - 11.00am	3.30 - 6.00pm

Each weekday morning there is Daily Advice Clinic held from 8.30am – 11.00am

BRANCH SURGERY

North Duffield

Monday	8.40 – 11.00am
Tuesday	8.40 – 11.00am
Thursday	11.00 – 12.00pm