



Family doctor services registration

GMS1

EMIS No:

Patient's details

please complete in BLOCK CAPITALS and tick as appropriate

<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms	Surname
Date of birth:	First names
NHS No:	Previous name/s
<input type="checkbox"/> Male <input type="checkbox"/> Female	Town and Country of birth
Home address	
Postcode	Telephone number

Please help us trace your previous medical records by providing the following information

Your previous address in the UK	Name of previous doctor while at that address
	Address of previous doctor

If you are from abroad

Your first UK address where registered with a GP

--	--

If previously resident in UK, date of leaving

Date you first came to live in UK

If you are returning from the Armed Forces

Address before enlisting

--	--

Service or Personnel number

Enlistment date

If you are registering a child under 5

I wish the child above to be registered with the doctor named overleaf for Child Health Surveillance

If you need your doctor to dispense medicines and appliances*

I live more than 1 mile in straight line from the nearest chemist

I would like them dispensed electronically to my nearest pharmacy – **Please give the name and address of your nominated pharmacy here**

***not all doctors are authorised to dispense medicines**

<input type="checkbox"/> Signature of patient	<input type="checkbox"/> Signature on behalf of patient Date ____ / ____ / ____
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SUPPLEMENTARY QUESTIONS**PATIENT DECLARATION for all patients who are not ordinarily resident in the UK**

Anybody in England can register with a GP practice and receive free medical care from that practice.

However, if you are not “ordinarily resident” in the UK you may have to pay for your NHS treatment outside of the GP practice. Being ordinarily resident broadly means living lawfully in the UK on a properly settled basis for the time being. In most cases, national of countries outside the European Economic Area must also have status of “indefinite leave to remain” in the UK.

More information on ordinary residence, exemptions and paying for NHS services can be found in the Visitor and Migrant patient leaflet at your practice.

You may be asked to provide proof of entitlement in order to receive free NHS treatment outside the GP practice, otherwise you may be charged for your treatment. Even if you pay for a service, you will always be provided with any immediately necessary or urgent treatment, regardless of advance payment.

The information you give us on this form will be used to assist in identifying your chargeable status, and may be shared, including with NHS secondary care organisations (e.g hospital) and NHS Digital, for the purpose of validation, invoicing and cost recovery. You may be contacted on behalf of the NHS to confirm any details you have provided.

Please tick one of the following boxes:

- a) I understand that I may need to pay for NHS treatment outside of the GP practice
- b) I understand I have a valid exemption from paying for NHS treatment outside of the GP practice. This includes for example, an EHIC, or payment of the Immigration Health Charge (“the surcharge”), when accompanied by a valid visa. A can provide documents to support this when requested.
- c) I do not know my chargeable status

I declare that the information I give on this form is correct and complete. I understand that if it is not correct, appropriate action may be taken against me.

A parent/guardian should complete the form on behalf of a child under 16.

Signed:		Date: DDMMYY	
Print Name:	Relationship to patient:		
On behalf of:			

HEALTH CHECK

**The Medical Centre
Beech Grove
Sherburn in Elmet
LS25 6ED**

Welcome to our Practice

Today's Date:

Please complete this confidential questionnaire as fully as possible. The information will help us to make an initial assessment of your health and invite you to attend an appointment should that be appropriate.

IF YOU ARE ON ANY MEDICATION, PLEASE MAKE AN APPOINTMENT WITH A DOCTOR AT LEAST 48 HOURS BEFORE YOU REQUIRE A REPEAT. IT WOULD BE HELPFUL IF YOU COULD TAKE THE MOST CURRENT WHITE SHEET OF THE PRESCRIPTION DOCUMENT WITH YOU TO THE APPOINTMENT TO LET THE DOCTOR KNOW THE TYPE OF MEDICATION YOU ARE ON.

Surname:

Forename(s):

Date of Birth:/...../.....

Marital status:

Address:

Postcode:

Home tel.:

Mobile:

Weight:

Height:

Allergies:

Registered Current Chronic Diseases

CURRENT ILLNESS	DATE OF ONSET	CURRENT ILLNESS	DATE OF ONSET
Hypertension		Mental Health	
Diabetes		Depression	
Heart Disease		Kidney Disease	
Heart Failure		Epilepsy	
Atrial Fibrillation		Hypothyroidism	
Peripheral Arterial Disease		Osteoporosis	
Stroke		Rheumatoid Arthritis	
COPD		Dementia	
Asthma		Cancer	

Exercise

Do you take regular exercise? Yes / No

If yes, what sort of exercise?

How many times per week?

Smoking

Do you smoke? No / Yes If yes, for how long.....yrs How many:

The amount you have smoked / are smoking may have increased or decreased over the years, please state:-

.....

Have you given up smoking? If so, for how long

Family History

Is there any of the following in your family (father, mother, brother, sister) onset before the age of 60?

- Heart disease (heart attacks, angina) Yes / No -which family member?
- Stroke? Yes / No -which family member?
- Cancer? Yes / No -which family member?
Site of Cancer
- Diabetes Mellitus Yes / No -which family member?
- High blood pressure Yes / No -which family member?
- Respiratory Disease Yes / No -which family member?

Patient Ethnic Origin Questionnaire

This questionnaire follows the recommendations of the Commission for Racial Equality and complies with the Race Relations Act. **What is your first language**

Please indicate your ethnic origin. This is not compulsory, but may help with your healthcare, as some health problem are more common in specific communities, and knowing your origins may help with the early identification of some of these conditions.

A	White British	
B	British/mix	
C	Irish	
D	Other white	
E	W & B Caribbean	
F	W & B African	

G	White & Asian	
H	Other mixed	
I	Indian/British	
J	Pakistani/British	
K	Bangladesh/British	
L	Other Asian	

M	Caribbean	
N	African	
O	Other black	
P	Chinese	
Q	Other Ethnic	

Alcohol 16 years or over, please also complete the attached questionnaire.






IF YOU REQUIRE A REPEAT PRESCRIPTION FOR YOUR MEDICATION, PLEASE MAKE AN APPOINTMENT TO DISCUSS FURTHER

Thank you for completing this questionnaire

Forename:

Surname:

Date:

UNITS					
	Glass of Wine (175ml)	Single Measure of Spirits	Bottle of Wine	Pint of Regular Beer/Lager/Cider	Alcopop or Can of Lager

How many units per week do you drink
Never drink alcohol

AUDIT C

Questions	Scoring System					Your Score
	0	1	2	3	4	
How often do you have a drink that contains alcohol?	Never	Monthly or less	2 – 4 times per month	2 - 3 times per week	4+ times per week	
How many standard alcoholic drinks do you have on atypical day when you are drinking?	1 – 2 (score 0)	3 – 4 (score 1)	5 – 6 (score 2)	7 – 9 (score 3)	10+ (score 4)	
How often do you have 6 or more standard drinks on one	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
TOTAL						

Scoring: If your score is **5+** please complete the following questions:-

AUDIT

Questions	Scoring System					Your Score
	0	1	2	3	4	
How often in the last year have you found you were not able to stop drinking once you had started?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often in the last year have you failed to do what was expected of you because of drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often in the last year have you needed an alcoholic drink in the morning to get you going?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often in the last year have you had a feeling of guilt or regret after drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often in the last year have you not been able to remember what happened when drinking the night before?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
Have you or someone else been injured as a result of your drinking?	No		Yes, but not in the last year		Yes, during the last year	
Has a relative/friend/doctor/health worker been concerned about your drinking or advised you to cut down?	No		Yes, but not in the last year		Yes, during the last year	
TOTAL (inc Audit C total)						

Depending on your score, you may be offered an appointment with the Doctor

APPLICATION FOR ONLINE SERVICES ONLY

Please provide photo ID (passport or driving licence **AND TWO** forms of address verification with this form **at the surgery**. Or alternatively go to the **NHS APP** - <https://www.nhs.uk/nhsapp> to register without needing to visit the surgery.



Sherburn Group Practice
The Medical Centre, Beech Grove, Sherburn in Elmet, Leeds

Registration for accessing repeat prescriptions and booking appointments

Surname	Date of birth
First name	
Address:	
Email address	
Tel:	Mobile:

I wish to have access to the following online services (please tick all that apply):

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Limited access to parts of my medical record	<input type="checkbox"/>

I wish to access my medical record online and understand and agree with each statement (tick)

1. I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>
Signature:	Date:

Accessing GP Records Online

Patient Information Leaflet

Practices are increasingly enabling patients to be able to request repeat prescriptions and book appointments online.

Please note:

- **It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.**
- **If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.**
- **If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.**
- **The practice may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

Key considerations

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Information about someone else

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

Information for new patients: about your Summary Care Record

Dear patient,

If you are registered with a GP practice in England, you will already have a Summary Care Record (SCR), unless you have previously chosen not to have one. It will contain key information about the medicines you are taking, allergies you suffer from and any adverse reactions to medicines you have had in the past.

Information about your healthcare may not be routinely shared across different healthcare organisations and systems. You may need to be treated by health and care professionals who do not know your medical history. Essential details about your healthcare can be difficult to remember, particularly when you are unwell or have complex care needs.

Having a Summary Care Record can help by providing healthcare staff treating you with vital information from your health record. This will help the staff involved in your care make better and safer decisions about how best to treat you.

You have a choice

You have the choice of what information you would like to share and with whom. Authorised healthcare staff can only view your SCR with your permission. The information shared will solely be used for the benefit of your care.

Your options are outlined below; please indicate your choice on the form overleaf.

- **Express consent for medication, allergies and adverse reactions only.** You wish to share information about medication, allergies for adverse reactions only.
- **Express consent for medication, allergies, adverse reactions and additional information.** You wish to share information about medication, allergies for adverse reactions and further medical information that includes: your illnesses and health problems, operations and vaccinations you have had in the past, how you would like to be treated (such as where you would prefer to receive care), what support you might need and who should be contacted for more information about you.
- **Express dissent for Summary Care Record (opt out).** Select this option, if you **DO NOT** want any information shared with other healthcare professionals involved in your care.

If you chose not to complete this consent form, a core Summary Care Record (SCR) **will** be created for you, which will contain only medications, allergies and adverse reactions.

Once you have completed the consent form, please return it to your GP practice.

You are free to change your decision at any time by informing your GP practice.

Summary Care Record patient consent form

Having read the above information regarding your choices, please choose **one** of the options below and return the completed form to your GP practice:

Yes – I would like a Summary Care Record

Express consent for medication, allergies and adverse reactions only.

or

Express consent for medication, allergies, adverse reactions and additional information.

No – I would not like a Summary Care Record

Express dissent for Summary Care Record (opt out).

Name of patient:

Date of birth: Patient's postcode:

Surgery name: Sherburn Group Practice Surgery location (Town): Sherburn in Elmet

NHS number (if known):

Signature: Date:

If you are filling out this form on behalf of another person, please ensure that you fill out their details above; you sign the form above and provide your details below:

Name:

Please circle one:

Parent	Legal Guardian	Lasting power of attorney for health and welfare
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For more information, please visit <https://www.digital.nhs.uk/summary-care-records/patients>, call NHS Digital on 0300 303 5678 or speak to your GP Practice.

For GP practice use only

To update the patient's consent status, use the SCR consent preference dialogue box and select the relevant option or add the appropriate read code from the options below.

Summary Care Record consent preference	Read 2	CTV3
The patient wants a core Summary Care Record (express consent for medication, allergies and adverse reactions only)	9Ndm.	XaXbY
The patient wants a Summary Care Record with core and additional information (express consent for medication, allergies, adverse reactions and additional information)	9Ndn.	XaXbZ
The patient does not want to have a Summary Care Record (express dissent for Summary Care Record – opt out)	9Ndo.	XaXj6



**THE MEDICAL CENTRE
BEECH GROVE
SHERBURN IN ELMET
NORTH YORKSHIRE
LS25 6ED**

Tel: 01977 682208

Website: www.sherburnsurgery.org.uk

Also The Old Hungate Hospital, Finkle Hill, Sherburn in Elmet

Partners:

Dr Susan Murphy
MB ChB, MRCP, DGM, DCH, DFFP(Leeds 1998)

Dr Catriona H Osman
MB, ChB (Leeds 1987)

Dr Jocelyn K Patel
BSc, MB, ChB, MRCP, DRCOG, Dip FP (Manchester 1997)

Dr Andrew J Peel
BMedSci, BM, MRCP, DRCOG, BS (Nottingham 1988)

Dr Emma E B White
MB, ChB, MRCP, DFFP, PGCert Education in Primary Care (Leeds 2002)

GP Associates:

Dr Fiona Begg
MB ChB (Hons), MRCP, DCH, DFRH, DRCOG (Sheffield 2005)

Dr Susan Jones
MB, ChB (Glasgow 1988)

Dr Elizabeth Butler (Hull/York 2008)
BSc (Hons) MBBS MRCP

Dr Charlotte Anderson (Hull/York 2010)
MBBS, DCH, MRCP`

Managing Partner:

Mrs Tansy Shearston BA (Hons)

SURGERY OPENING HOURS

8.00am – 6.00pm Monday – Friday

9.00am – 10.30am Saturdays (pre-booked appointments for patients who cannot attend surgeries during the week)

Late evening surgeries are usually on Thursday evenings for patients who cannot attend surgeries during the day (last appointment 7.20pm)

CONTACTING THE PRACTICE

The phone number for contacting the Medical Centre is **01977 682208** (3 lines)

At times the lines are very busy. If your call is not answered immediately, please hold on and it will be answered as soon as a receptionist is available. Alternatively you may wish to use our automated telephone service, by selecting the appropriate option from the menu and inputting your date of birth and telephone number when prompted. Please note, it is essential that we have your up to date telephone number registered in order for you to be able to access this service.

For routine calls it is often a good idea to try to avoid the busiest times, which are early mornings and late afternoons, especially on Mondays.

CONSULTING TIMES BY APPOINTMENT

Monday to Friday at various times 8.05am – 5.30pm (7.20pm if late surgery) and Saturdays 9.05 – 10.00am.

For routine appointments please ask for an appointment with the doctor you usually see. This helps to provide continuity of care.

If you are unable to attend a booked appointment, please tell us, even at short notice. Your appointment can be offered to another patient.

Unfortunately it is NOT possible to notify the Practice by telephone on a Saturday Morning if you are unable to attend a Saturday morning appointment.

It is also possible to make a GP appointment on line via the website. Please ask at Reception for information about how to gain access to this service.

EMERGENCY (URGENT) SURGERIES

These surgeries are for patients with problems that cannot wait for the next available appointment with any doctor. Please telephone the surgery and you will be given a time. You will be seen by the doctor on duty for that day. Please do not abuse this service by asking the doctor to deal with routine problems – urgent appointments are shorter than routine appointments and the doctor may not have time to deal with more than the urgent problem.

HOME VISITS

If you need a doctor and it is impossible for you to attend the surgery, a home visit may be appropriate. Please phone the surgery before 10.00am if possible ensuring that:

- a responsible person makes the request
- you give full details of the patient (name, address, phone number)
- some idea of the problem (this helps us to prioritise urgent cases)
- directions if necessary.
- A member of the practice may call you back to triage your request

If the problem is URGENT, please tell the receptionist.

EMERGENCIES AND CASUALTIES

In an emergency ring the surgery and tell the receptionist the problem. It may be appropriate to take the patient straight to a hospital Accident & Emergency Department. The nearest are:

- Pontefract General Infirmary, Friarwood Road, Pontefract WF8 1PL
- York Hospital, Wigginton Road, York YO31 8HE
- St James's University Hospital, Beckett Street, Leeds LS9 7TF
- Leeds General Infirmary, Great George Street, Leeds LS1 3BR
- The New Selby War Memorial Hospital, Doncaster Road, Selby YO8 9BX (nurse-staffed minor injuries unit) – open from 7.30am – 10.00pm

To call an emergency ambulance, dial 999.

OUT OF HOURS

Care of our patients out of hours (weekday evenings and nights, Saturdays, Sundays and Bank Holidays) is the responsibility of NHS England.

If you require a doctor and the surgery is closed, ring the surgery number and a recorded message will give you the Out of Hours number to ring (0330 123 0762 6.00pm to 6.30pm or 111

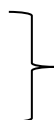
6.30pm to 8.00am). A doctor will then ring you back. You may be

- Given advice over the phone
- Asked to attend an Unscheduled Care Centre
- A GP working for the Unscheduled Care Centre may visit you, if appropriate.

Your doctor will be notified of the details of any such care the next working day.

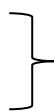
PRACTICE NURSES

Wendy Youngs, BSc (Hons), RGN
Louise Stead BSc (Hons), RGN



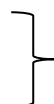
All chronic diseases (asthma & other conditions, diabetes, heart disease and hypertension)

Frances Catton, SEN
Julie Yeoman, SEN



Childhood immunisations, ear syringing, ECG, hypertension, B12 injections and smoking cessation

Sharon Clarkson, Health Care Assistant
Amy Harrison, Health Care Assistant



Audiograms, blood tests, BP checks and ECG

CERVICAL SMEARS

Cervical smears are recommended every 3 years from 25 – 50 years of age, and every 5 years from 50 – 65. You should be notified if your smear is due, but if in doubt, do ask. Routine smears are performed by all the nurses during any of their surgeries.

CONTRACEPTION

We offer a fully comprehensive family planning service in normal surgery times. If required, a female doctor or nurse is generally available. Annual pill checks can be done by a nurse.

If you require a contraceptive coil or implant fitting, please discuss with your doctor or nurse first.

MINOR SURGERY

We are often able to do minor surgery here at the Medical Centre for selected minor surgical procedures. If the doctor thinks such treatment is appropriate, they will ask you to make an appointment.

MATERNITY CARE

We provide a maternity medical service, and work closely with local midwives. We have attached midwives from York Hospital. Once pregnancy is confirmed you will be asked to attend an antenatal clinic with the midwife and further care will be planned. Depending on circumstances and patients' choice, care can be arranged with York, Pontefract, Leeds General Infirmary or St James's Hospitals.

Parentcraft classes for future mothers and fathers are held regularly, arranged by the midwives and health visitors.

OTHER SERVICES

We can refer patients to other agencies such as community nursing, midwifery, community psychiatric nursing, MacMillan nursing and social services. The Medical Centre offers facilities for physiotherapy, chiropody, alcohol and drug advice, as well as some visiting consultant services such as psychiatry.

PRESCRIBING & DISPENSING

As a dispensing Practice, we are able to provide medicines to some of our patients. Normally this is for people who live more than a mile from a chemist. The dispensary is open during Surgery opening hours and on Saturdays 9.00am – 10.30am. Medication not in stock can normally be obtained within 24 hours.

Medicines can be delivered to the Ulleskelf Post Office on Wednesday and Friday mornings.

The Government requires either that a prescription charge is paid for each item, or the back of the prescription is signed to explain reasons for exemption.

REPEAT PRESCRIPTIONS

It is possible to order repeat medication on line via the practice website. Please ask at Reception for information about how to gain access to this service, or look at the practice website for further information.

If the doctor has agreed that a prescription can be repeated, you can order a repeat prescription by ticking the boxes on the right hand side of the prescription form, and returning it to the surgery. Forms can be left at reception at either Beech Grove or the Old Hungate Hospital in working hours, posted through the letterboxes out of hours. This form also tells you when the doctor needs to see you for review of your treatment. If you have lost your form, replacements are available at reception. Please allow 2 working days for prescriptions.

Housebound patients may telephone for repeat prescriptions, but we discourage others from doing this, as it tends to block the phone lines for urgent problems.

Pre-paid prescriptions can be delivered to the Post Office at Ulleskelf by arrangement. However any queries regarding this medication must be directed to appropriate clinical staff at the surgery and not to the Post Office staff.

HELP WITH LONG-TERM DISEASES

Many people have medical problems that persist for a long time, such as asthma, raised blood pressure, heart disease or some mental health problems. We believe that the best way to manage these is to maintain registers in our clinical records of people with such problems, and invite them periodically for review by the doctor or nurse. If you have concerns about this, please discuss them with us.

In addition, anyone on long-term or repeat medication will be asked to attend from time to time for a medication review.

TEACHING

The Practice is attached to the Hull York Medical School. Medical students spend some weeks in the Practice learning about medicine and how general practice fits into it. Part of this will involve sitting in on surgeries by the doctors and other members of the team.

Your permission will be requested before such a consultation. You are entirely free to withhold such permission, and this will make no difference whatsoever to your care.

ACCESS

The main surgery buildings are accessible to people with disabilities. If we fall short of your special needs, please tell us. Home visits are available to those unable to get to the surgery though we believe that if it is at all possible for a patient to attend the surgery, they then have access to all the facilities and team based in the surgery.

REGISTRATION

To register as a patient of the Practice, please ask at reception at the main surgery in Beech Grove.

We would request all of our newly registered patients over the age of 6 years to complete a New Patient Health Questionnaire which will be given to you when you register. If possible, it would be appreciated if you could hand it in to the receptionist before leaving the Surgery.

ONLINE ACCESS

If you're a patient at our practice you can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet.

You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view your GP medical record and more.

If you already use Patient Access you can continue to use it. You can use the NHS App as well.

For more information go to www.nhs.uk/nhsapp

OUR AIMS

We aim to provide an excellent service, to be responsive to your needs and efficient in providing general medical care.

- Appointments can be booked up to two weeks ahead, and appointments at shorter notice are made available each day.
- If a problem is more urgent, emergency surgeries are held each morning and afternoon.
- You can expect to be dealt with courteously and efficiently.
- Your confidentiality will be respected. Medical details may be shared if necessary with other members of the clinical team, but are not available to third parties.

To do this we need your support and cooperation. So, for example,

- Please attend in good time for appointments. If you do not keep to time, we have no hope!
- Please cancel your appointment if you are unable to attend. Wasted appointments cost us time, and frustrate others trying to make appointments.
- Please do not attend the emergency surgeries with non-urgent problems.
- Aggression, either physical or verbal, towards us or any of our staff is not acceptable and will result in removal from our Practice list.
- If you feel you would like a chaperone to be present during a physical examination by a doctor or other health professional then please let the receptionist know so that this can be arranged.
- A room away from the reception desk is always available for discussions.

COMPLAINTS

If you have any concerns about the standard of service we provide, or if a problem arises, please speak in the first instance to the Managing Partner, Mrs Tansy Shearston on 01977 682208.

We are an independent Practice within the NHS Vale of York Clinical Commissioning Group. Their address is West Offices, Station Rise, York, YO1 6GA. Telephone 01904 555870. Website valeofyorkccg.nhs.uk.