



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

**Tel: 01977 682208**

**Website: [www.sherburnsurgery.org.uk](http://www.sherburnsurgery.org.uk)**

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

**Partners:**

Dr Dan Cottingham  
MB, ChB, MRCP, DRCOG (Aberdeen 1993)

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 Susan Murphy

MB ChB, MRCP, DGM, DCH, DFFP(Leeds 1998)

Dr Elizabeth Butler (Hull/York 2008)

BSc (Hons) MBBS 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, Wiggington 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	}	All chronic diseases (asthma & other conditions, diabetes, heart disease and hypertension)
Louise Stead BSc (Hons), RGN		

Frances Catton, SEN	}	Childhood immunisations, ear syringing, ECG, hypertension, B12 injections and smoking cessation
Julie Yeoman, SEN		

Sharon Clarkson, Health Care Assistant	}	Audiograms, blood tests, BP checks and ECG
Amy Harrison, Health Care Assistant		

## **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](http://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](http://valeofyorkccg.nhs.uk).