###  Practice Brochure

 **Dr Laura Mezas,** **Dr Kizzy Dyas, Dr Rhiannon Bigham,**

 **Dr Rachael Emison**

##  Glebe House Surgery

19 Firby Road, Bedale, North Yorkshire DL8 2AT

Telephone: (01677) 422616

Fax: (01677) 424596

[www.glebehousesugery.nhs.uk](http://www.glebehousesugery.nhs.uk/)

Should you wish to have a large print version of this practice brochure please contact the surgery who will be happy to provide you with a copy.

 Glebe House Surgery is a modern purpose built surgery. The surgery is designed with the disabled in mind. There are four partners and four salaried GPs.

 **THE SURGERY IS OPEN:**

 Monday - Friday 08.00 - 18.30

Two evenings per week 18.30 – 20.00 (for pre-booked appointments)

Telephone lines for appointments open at 08.00 and for routine matters open at 08.30, although emergency calls can be made between 08.00 and 08.30.

 **HOW TO SEE THE DOCTOR**

# Registering with the practice

Patients can request registration with the practice based on the location of permanent residency. When you join the practice you will be registered with the practice as a whole, rather than with an individual doctor, however you are free to specify a ‘preferred’ doctor if you wish. All patients will be allocated a named GP. The surgery can provide you with all of the necessary forms to complete. You will also be offered a free new patient check-up with the nurse or Health Care Assistant.

 **Appointments**

 If you wish to consult a doctor or a nurse at the surgery please make an appointment. We would ask that you attend in good time and register your arrival by means of the self-check-in screen or at reception. An appointment is for one person only. Where another member of the family needs to be seen or discussed, a separate appointment should be made. If you have more than one problem to discuss and feel this could take more time please book a double appointment.

 ROUTINE appointments can be made, either personally or by telephone (01677 422616) between 8.00 am and 6.30 pm Monday to Friday. Please do not phone outside these hours. You can also book or cancel your appointment at any time on line. To access this service you need to either contact the surgery so that we can issue you with your personal confidential security number, or you can register via the practice website at glebehousesurgery@nhs.uk

 URGENT problems or problems that you feel will not wait until the first available routine appointment, will be seen during morning or afternoon surgery that same day. You should ring as soon as possible after 8.00 am in the morning to arrange an appropriate time. You will be given an appointment for that day.

 However if your problem arises later in the day and you are too unwell to wait until the following morning the doctor on emergency call is able to see emergency cases after their evening surgery. You will be asked to come into the surgery at a specific time but please be prepared to sit and wait.

 If you wish to speak to a doctor by telephone please ring to arrange a suitable time. We have a number of telephone consultation slots during morning surgery each day. The doctor will call you, which will usually be between 11.00am and 12.30pm.

If you wish to speak to a nurse by telephone please ring to arrange a suitable time. The nurse will call you back at a mutually convenient time.

 If you are unable to keep your appointment or telephone consultation, whoever it is with, we ask you to inform us in good time so that we may cancel the appointment to enable someone else to use it. Please arrive in good time and if you are unavoidably delayed please let us know as soon as possible.

 **Home Visits**

 If you are not well enough to come to the surgery, a home visit can be arranged. Please try to telephone the surgery before 11am as this helps us to plan our day. It is also helpful if you can give the receptionist some idea of the problem and how urgent it is.

 **Emergencies or Urgent Home Visits**

 In an EMERGENCY during normal surgery hours an URGENT visit can be arranged by ringing the surgery. If a doctor is available in the building a receptionist will arrange for you to speak to him/her. If all the doctors are out visiting, the receptionist will contact a doctor to deal with your problem.

 In an EMERGENCY at night or after surgery call 999.

# Out of Hours

**FOR MEDICAL ADVICE WHEN THE PRACTICE IS CLOSED PLEASE PHONE NHS 111.**
 When the surgery is closed and you are unable to wait until it opens you must ring 111. Calls to this number are free from landlines and mobiles. Please note that such calls are recorded. If you are well enough to travel you may be asked to go to see a doctor at the Primary Care Centre, located within the grounds of the Friarage Hospital, Northallerton. If you are too ill to travel a doctor will discuss with you whether a visit is the best way to deal with your problem. The doctor you see may not be a doctor from this practice. He/she will let your own doctor know of your problems the following day. Please think if your need is urgent, before using this service.

# Non-emergency hospital transport

If you are unable to find your own transport to attend a hospital appointment Yorkshire Ambulance Service offer a free transport service. You will have to ring 0845 1203192 to arrange this service. They will determine whether you are eligible for this. There is also a leaflet available at the surgery reception.

 **Repeat Prescriptions**

 Our repeat prescribing is computerised. There is a printed slip attached to your repeat prescription. This is a list of your regular medication, please check it. To obtain a repeat prescription please hand the slip in marking the items, which you require. Alternatively you may post the slip to us and if you enclose a stamped and addressed envelope it will be returned to you by post. Please try NOT to telephone the surgery to order your repeat prescription. An arrangement can be made with local chemists to collect your prescription from the surgery on your behalf. Full details of their services can be discussed with the individual chemists in Bedale. All pharmacies now offer an Electronic Prescription Service where prescriptions can be sent electronically direct to the pharmacy. Please ask your nominated pharmacy for details.

You can also order your repeat prescription on-line by using the internet to order any r**epeat** prescriptions that are due. To access this service you need to contact the surgery as we need to issue you with your personal confidential security numbers for you to register your details to use the this facility. Alternatively you can register for this service on our website at: glebehousesurgery@nhs.uk

 **We need at least 2 working days’ notice to provide a repeat prescription. Your repeat will be available 48 hours following receipt of your request at the surgery, excepting weekends and bank holidays.**

 **THE DOCTORS**

 The doctors at the surgery work as partners within the practice with the exception of Dr Clarke, Dr Shepherd, Dr Shahid and Dr Clements who are salaried GPs. Please choose whichever doctor you wish, but we would prefer you to see your usual doctor whenever possible. Please keep to the same doctor if possible during an episode of illness.

 All Doctors provide the usual medical services (General Medical Services), look after expectant mothers (Maternity Medical Services), provide family planning, provide all services for children (including Child Health Surveillance) and perform small surgical procedures they consider appropriate (Minor Surgery).

 **Dr Rhiannon Bigham,**
MBBS (Newcastle 1990), MRCGP, GMC No. 3479182

Available for consultation at Glebe House:

 Tuesday 08.00 – 11.30 15.00 – 17.00
 Wednesday 08.00 – 11.30 15.00 – 17.00

 Thursday 08.00 – 11.30 15.30– 17.30

 Friday 08.00 - 11.30 15.00 – 17.00

 **Dr Kizzy Dyas,**

 BSc. MB.ChB (Registered 2005 Leeds). DFSRH, MRCGP, GMC No 6128261

Available for consultation at Glebe House:
 Monday 08.00 – 11.30 15.30 – 17.30
 Tuesday 08.00 – 11.30 15.00 – 17.00
 Wednesday 08.00 – 11.30 15.00 – 17.00

 **Dr. Rachael Emison**
 MB. ChB (Leicester Warwick Medical School 2003), MRCGP and DFSRH, GMC No 6075561

 Available for consultation at Glebe House:
 Monday 08.40 - 11.30 15.10 – 18.00
 Thursday 08.10 - 11.40 15.00 – 17.10
 Friday 08.10 - 11.40 15.00 – 17.10

 **Dr Laura H. Mezas**
 Degree in Medicine, Artsexamen, Amsterdam 1994, DRCOG, MRCGP GMC No 4129031

 Available for consultation at Glebe House:
 Monday 08.20 - 11.30 15.10 – 16.40
 Wednesday 08.10 - 11.30 15.00 – 17.10

 **Dr Elizabeth Clarke – Salaried GP**
 MBBS, (Registered 2001 Newcastle) MRCGP, GMC No 6026714

 Available for consultation at Glebe House:

Monday 08.30 - 11.30
 Wednesday 08.30 - 11.30 14.30 – 16.40

Friday 08.30 – 11.30 14.30 -16.40

**Dr Tracy Shepherd – Salaried GP**

Available for consultation at Glebe House:

Tuesday 08.30 - 11.30 14.30 – 16.40
 Thursday 08.30 - 11.30 14.30 – 16.40

Friday 08.30 – 11.30 14.30 -16.40

**Dr Greg Clements – Salaried GP**

Available for consultation at Glebe House:

 Monday 08.30 - 11.30 14.30 – 16.40
 Thursday 08.30 - 11.30 14.30 – 16.40

Friday 08.30 – 11.30 14.30 -16.40

**Dr Anju Shahid – Salaried GP**

Available for consultation at Glebe House:

 Monday 09.00 - 11.50
 Tuesday 09.00 - 11.50

Thursday 08.10 – 11.10 15.00 – 17.00

 Friday 08.10 – 11.10 15.00 - 17.00

 **PRACTICE NURSES**

 Practice nurses are available for you to consult by appointment. They also attend to dressings, give immunisations, take cervical smears, take samples and perform tests requested by the doctors.

 They run clinics for the following:

 Diabetes, Asthma, Cardio/vascular, Hypertension, Child Health, Audio (hearing tests), Cryotherapy (wart/verruca), Winter Wisdom clinic (including flu/pneumonia vaccination). Travel advice is available within normal treatment room sessions.

 You may meet any of our four practice nurses as they have differing work commitments. We also employ three Phlebotomists and a Health Care Assistant, who will assist the practice nurse team with taking blood and various tests.

Our Practice Nursing Team:

**Sister Kathleen Boon,** R.G.N

**Sister Claire Pilling,** RGN

**Sister Helen Sayer,** R.G.N

**Sister Clare Hickman,** R.G.N

**Sister Kirsty Lane**, RGN

**Sarah Foster, Health Care Assistant**

**Kellie Cartwright, Health Care Assistant**

 **OFFICE STAFF**

 The Practice Manager and Assistant Practice Manager work with a team of twelve receptionists and secretaries. Any of the staff will be pleased to help you with your queries.

 **STAFF TRAINING**

 The surgery will be closed once a month for staff training. The date of this training will be published within the surgery and on the surgery website: glebehousesurgery@nhs.uk

 **SUPER CLEANERS**

 Glebe House is maintained to its high standard by our cleaning team.

 **OTHER PROFESSIONAL STAFF**

 Working with the practice at Glebe House Surgery and in the Health Centre at Sussex Street in Bedale are the community nursing team: - district nurses, health visitors, midwives, psychologist, primary mental health care worker, social worker, chiropodist, speech therapist, family planning doctors, and dieticians. The telephone number for the Health Centre is 01677 425111.

 **OTHER SERVICES**

 **New Registration Medicals**

 All new patients registering with the practice are invited to attend for a registration medical. We hope you will make use of this service and help us by filling in a simple questionnaire on your past medical history, before attending.

 **Antenatal Care**

 This is available from your doctor here at the surgery and the midwife who is based at Bedale Health Clinic. The initial appointment with the midwife is booked here at the surgery but the actual appointment to see the midwife is always at Bedale Health Clinic. Follow up appointments are made by the midwife.

**Child Health (including Child Health Monitoring)**

 All the doctors look after babies and children and see children for Child Health Surveillance in their surgeries. Health visitors attend and are also available for developmental checks and advice. The practice nurses immunise children.

 **Immunisation**

 Immunisation is encouraged for both adults and children. Please ask the receptionist for further details.

 **Children and Young People under 14 years**

 We would very much prefer to see children accompanied by their parents, except in exceptional circumstances.

**Cervical Smears**

 This is a simple test, which detects changes in the neck of the womb, which may lead to cancer in later years if not treated. It is usually performed by the practice nurse or your doctor if you prefer. The criteria for routine smears is currently undergoing change. Women are being screened from 25 years to 65 years. For those aged between 25 years to 49 years, routine screening will be performed every 3 years, for those aged between 50 years to 65 years, routine screening will be performed every 5 years.

 **Family Planning Services**

 Contraceptive services are available from your doctor upon request. Dr Laura Mezas and Dr Emison fit coils and contraceptive implants.

 **Travel Advice**

 For advice regarding foreign travel and immunisation before foreign travel, please make an appointment to see the practice nurse, allowing at least eight weeks for the immunisations.

# Long Term Condition Management Clinics

For Asthma, Diabetes, Cardio/vascular, Hypertension, COPD, these are Nurse led clinics offering specific testing and advice for long term medical conditions.

# Smoking Cessation

We constantly monitor patients smoking status and encourage smoking cessation initiatives. The practice policy is to promote smoking cessation at each appropriate opportunity. If you are a smoker and would like to quit, please ask at reception for further information. All our medical staff are happy to provide information or referrals to smoking cessation clinics or support networks.

 **Winter Wisdom Clinic**

 For advice regarding health in cold weather and immunisation against influenza. This is particularly important for the elderly and those with conditions such as heart disease, lung disease, diabetes and kidney disease.

# General Health Checks

We offer an annual health check to all patients over 75 years of age, who have not consulted one of our medical practitioners during the year. The health visitor will be happy to see you, or visit you in your home, to discuss your general health and well-being.

We are also happy to offer a general health check with our practice nurse or health care assistant to any patient, between the ages of 16 and 75, who has not consulted one of our medical practitioners during the last 3 years.

 **Minor Surgery**

 We are happy to offer appropriate minor surgical procedures.

#### **Minor Injuries**

The nurses are available to offer advice and treatment of minor injuries, where appropriate, from 9.00 – 12.00 and 3.30- 5.30 p.m. More serious injuries and injuries that may require an x-ray will be referred to Accident & Emergency at the Friarage Hospital, Northallerton. Please remember, we are not an emergency service.

 **FURTHER INFORMATION:**

 **Patient's Medical Records**

 Your written and computerised medical records are confidential. However, please note that as well as your doctor, members of the Primary Health Care Team (i.e. district nurses, health visitors etc.), and on occasions the Primary Care Organisation Pharmacist, now have access to your medical records, when necessary. There is further information at the back of this leaflet regarding the privacy and confidentiality of your medical records.

 **Disabled Patients**

 The surgery is designed to provide easy access for wheelchairs. (There is a lavatory suitable for use by disabled persons - please ask at reception). There is also a wheelchair on the premises for use by patients needing assistance whilst attending the surgery.

#### **Baby change facilities**

Are available inside of the Disabled Toilet which is situated in the inside corridor to the right of the reception desk.

**Car Parking**

 The doctors provide car parking for patients. During busy periods of the day you may find the car parks are full. Cars can be left on the roadside of Firby Road itself if you are unable to find a space.

 Please do not park in the doctors/staff car park situated on the left, in the ambulance bay, or outside the marked spaces within the surgery grounds to avoid making difficulties for other drivers. Parking across the pavement is particularly hazardous.

 **Teaching**

 A medical student may be with the doctor or nurse when you are seeing them. You will be told beforehand. If you wish to be seen by the doctor alone, please let us know.

 **Specimens**

 Blood, urine specimens and swabs, which are to be sent to the hospital, need to be taken before 1pm. If you think you may need these, please make a morning appointment and bring any samples in during the morning only. Samples can only be received when a doctor or nurse has authorised them.

 **Your comments and right to complain**

 If you have any comments or criticisms of the service you have received from the surgery, please contact our Practice Manager (Martin Baggaley) at the reception desk or by telephoning 01677 422616. There is also a practice complaints leaflet available on request

**Policy for Violent and abusive patients**

Our practice staff are here to help you. Our aim is to be as polite and helpful as possible to all patients. If your consider that you have been treated unfairly or inappropriately, please speak to the reception staff who will be happy to address your concerns and direct you in the most appropriate course of action to ensure your complaint is quickly and fairly dealt with. However, shouting and swearing at Practice staff will NOT BE TOLERATED under any circumstances and patients who are abusive may be removed from the patient list. Please help us to help you.

 **Smoking Policy**

 Glebe House is a No Smoking Area

#### LARGE PRINT PRACTICE BROCHURE

Should you wish to have a large print version of this practice brochure please contact the surgery who will be happy to provide you with a copy.

 **Your local Clinical Commissioning Group**

 **Glebe House Surgery is a member of the Hambleton, Richmondshire and Whitby Clinical Commissioning Group**

 **Hambleton Richmondshire and Whitby Clinical Commissioning Group**
 Civic Centre
 Stone Cross
 Northallerton
 North Yorkshire
 DL6 2UU

 Main telephone: 01609 767600
 Fax: 01609 767601
 Email: HRWCCG.HRWCCGenquiries@nhs.net

**Care Quality Commission**

 Glebe House Surgery is registered with the Care Quality Commission who have a duty to inspect and regulate GP surgeries. **To contact the CQC, or for more information, please visit the CQC website at** [www.cqc.org.uk](http://www.cqc.org.uk/)

 **Alphabetical list of villages:**

 We have patients in Bedale and the following villages:

 Ainderby Quernhow Hunton Patrick Brompton Burneston Kirkby Fleetham Pickhill
 Carthorpe Kirklington Scruton
 Crakehall Leeming Sinderby
 Exelby Leeming Bar Snape

 Fencote Londonderry Thornton Steward Finghall Middleton Quernhow Thornton Watlass Hackforth Morton on Swale Well Hornby Newton le Willows

This surgery does not cover military personnel or civilians who live within the boundaries of RAF Leeming.

 If in doubt whether you are in our practice area, please ask.

**PRIVACY AND CONFIDENTIALITY
OF YOUR MEDICAL RECORDS**
Your medical record is a lifelong history of your consultations, illnesses, investigations, prescriptions and other treatments. The doctor-patient relationship sits at the heart of good general practice and is based on mutual trust and confidence. The story of that relationship over the years is your medical record. At Glebe House we store some of our patients' medical records on our practice computer system.

Your GP is responsible for the accuracy and safekeeping of your medical records. You can help us to keep it accurate by informing us of any change to your name, address etc. and by ensuring that we have full details of your important medical history. We take regular action to protect your records from accidental loss or damage. We keep secure back-up copies of all our computer records.

The GP Out of Hours Service provides your urgent out of hours medical care. To ensure that your records are complete, details of out-of-hours consultations are passed to the practice and are retained in our own medical records system.

If you move to another area or change GP, we will send your medical records to the Health Authority to be passed on to your new practice. However, we will keep a copy of all computer entries into your records whilst you were registered with us.

**Your Right to Privacy**

You have a right to keep your personal health information confidential between you and your doctor. This applies to everyone over the age of 16 years and in certain cases to those under 16. The law does impose a few exceptions to this rule, but apart from those (listed in details below), you have a right to know who has access to your medical records.
 **Who Else Sees My Records**

There is a balance between your privacy and your safety, and we will normally share some information with others involved in your health care, unless you ask us not to. This could include doctors, nurses, therapists and technicians involved in the treatment or investigation of your medical problems.

This practice is involved in the teaching of medical students and the training in General Practice of young doctors. If you see a medical student or GP Registrar during a consultation, they may be given supervised access to your medical records.

Our practice and district nurses, midwives and health visitors all have access to the medical records of their patients. It is our policy to have a single medical and nursing record for each patient. We firmly believe that this offers the best opportunity for delivering the highest quality of care from a modern primary care team. Our practice staff have limited administrative access to the medical records system. They notify the Health Authority of registration and claim details and perform various filing tasks on the medical records.

All our doctors, nurses and staff have a legal, ethical contractual duty to protect your privacy and confidentiality.

**Where Else Do We Send Patient Information**
We are required by law to notify the government of certain diseases (e.g. meningitis) for public health reasons. The law and Coroners courts can also insist that GPs disclose medical records to them. Doctors cannot refuse to co-operate with the courts without risking serious punishment. We are often asked for medical reports from solicitors. These will ALWAYS be accompanied by the patient's signed consent for us to disclose information. We will not normally release any details about other people that are contained in your records, (e.g. wife, children, parents etc.) unless we also have their consent.

Limited information is shared with health authorities to help them organise national programmes for public health such as childhood immunisations, cervical smear tests and breast screening.

GPs must keep the health authorities up to date with all registration changes, additions and deletions. We also notify the health authority of certain procedures that we carry out on patients (contraceptive and maternity services, minor operations, night visits, booster vaccinations) and other "item of service" procedures, where we are paid for performing these procedures.

Social Services, the Benefits Agency and other Government agencies may require medical reports on you from time to time. These may not include your signed consent to disclose information. Failure to co-operate with these agencies can lead to patient’s loss of benefit or other support. We will normally assume that you wish us to complete these reports in your best interest unless you specifically ask us not to do so.

Life Assurance companies frequently ask for medical reports on prospective clients from the GP. These are ALWAYS accompanied by your signed consent form. GPs must disclose 'all relevant medical conditions' in the report unless you ask us not to do so. In that case, we would have to inform the insurance company that you had instructed us 'not to make a full disclosure' to them.

**General Practice Extraction Service, (GPES)**

 Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

 It is important that the NHS can use this information to plan and improve services for all patients. NHS England would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help provide a full picture. This will allow NHS England to compare the care you received in one area against the care you received in another.

 Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone.

 How your information is used and shared is controlled by law and strict rules are in place to protect your privacy.

We need to make sure that you know this is happening and the choices you have.

For further information about GPES, including what to do if you do not want your information including in the extraction process, please pick up a leaflet at reception.

**How Can I Find Out What's In My Medical Records?**

We are required by law to allow you access to your computer and written medical records. If you wish to see your records, please contact our Practice Manager for further advice. All requests to view medical records MUST be made in writing to the surgery. We are allowed to charge a small fee to cover our administration and costs. You can contact the Practice Manager by calling the surgery on 01677 422616.

We have a duty to keep your medical records accurate and up-to-date. Please mention any errors of fact that may have crept into your medical records over the years. After all the records are yours and it is important that they are as accurate as possible!

**What We Will Not Do!**

To protect your privacy and confidentiality, we will not normally disclose any medical information over the telephone or fax unless we are sure we are talking to you. This means that we will not disclose information to family, friends or colleagues about any medical matters at all, unless we know that we have your consent to do so.
Our staff will not disclose any details at all about patients over the telephone. Please do not ask them to - they are instructed to protect your privacy!

Finally, if you have any further queries, comments or complaints about privacy and your medical records, then please contact the Practice Manager, at the surgery, or talk to your own GP.