

YORK ROAD GROUP PRACTICE

PRACTICE LEAFLET



**York Road Group Practice
York Road
Ellesmere Port
Cheshire
CH65 ODB
Tel: 0151 355 2112**

More information is available on our website
www.yorkroadgrouppractice.co.uk/

USEFUL TELEPHONE NUMBERS

NHS111 (Freephone).....	111
Western Cheshire Extended Hours.....	01244 385422
Arrow Park Hospital	0151 6785111
Clatterbridge Hospital	0151 3344000
Countess of Chester hospital.....	01244 365000
Ellesmere Port Hospital.....	01244 365000
Grosvenor Nuffield Hospital	01244 680444
Murrayfield Hospital	0151 6487000
Community Team 4 Civic Way	0151 337 6450
West Cheshire Clinical Commissioning Group	01244 650364
NHS England	01244 650300
Customer Solution centre (formally PALS).....	01244 650 368
Patient and public involvement forum. (PPI)	01978 353 344
Job Centre Plus	0845 604 3719
Social Services	0151 357 4500
Citizens Advice Bureau	0151 355 3428
Relate	870 2404246
Alcoholics Anonymous	01244 377999
Chester Alcohol Service	01244 347087
Ellesmere Port Alcohol Service.....	0151 348 8270
Age Concern	0151 356 4876
Registrar @ Ellesmere Port Library	0151 357 4684
Ellesmere Port Police	0151 355 4066
Cheshire West & Chester Council	0151 356 6789

OPENING TIMES

8am – 6.30pm

SURGERY TIMES ARE BETWEEN:

8.00am – 11.30am 3pm– 6.00pm

Check at reception for your own doctor's availability.

Please remember that an appointment is 10 minutes in length and for one person only. If you need a longer appointment ask for a double appointment when booking.

If you cannot attend the appointment please remember to CANCEL it.

WHEN THE SURGERY IS CLOSED

If you need an EMERGENCY Doctor when the surgery is closed please ring the
NHS 111 Service

EXTENDED HOURS

If you work and cannot attend surgery during normal working hours you can book a pre-bookable appointment with either a GP or Nurse at Ellesmere Port Hospital from 6.30pm – 9.30pm Monday to Friday and Saturday & Sunday
10am-12noon.
0300 123 7743

TRAINING

The practice closes for training one afternoon per month.
Please telephone: 111 in an EMERGENCY

THE HISTORY OF YORK ROAD GROUP PRACTICE

The practice was originally founded in the 1940's in the Westminster area of Ellesmere Port, progressing to the premises in 102 Whitby Road in the 1960's and 3a Civic Way, Ellesmere Port in 1970. We moved to our present purpose built premises on the 3rd September 1992.

The premises are centrally located consisting of ground floor facilities, which include disabled access and toilets. We have large car parking areas including private car parking for the Doctors and staff to the rear and the Arcades covered walkway to the front.

We are a Partnership of 5 full time Doctors and 1 salaried Doctor.

Dr C J MacDonald	MB ChB	Male
Dr R D Hodges	MB ChB MRCP	Male
Dr C E Wall	BSc MA MB MRCCP	Female
Dr C M Dale	MB ChB MRCP	Male
Dr P Kanapathipillai	MB ChB	Male
Dr E O'Brien	Salaried GP	Female
Paula Shanahan	ANP	Female
Janet Jordan	ANP	Female

Since the early seventies the practice has been committed to the training of Medical Students and General Practitioner Registrars. Sometimes it may be requested that your consultation be videoed. This is for training purposes and will only be viewed by the GP registrar and his/her trainer.

Dr Wall & Dr Dale - GP Registrar trainers

Dr MacDonald, Dr Hodges – Train medical students

Mission Statement

Our aim is caring for people in the community by providing quality services and medical care.

We are a managed care organisation whose purpose is to maintain and improve the health status of patients through provision of Primary Health Care Services of good quality and acceptable cost.

“Come give us a taste of our quality” Hamlet, William Shakespeare

COMPLAINTS PROCEDURE

Here at York Road Group Practice we always try to give you the best service possible. There may be a time when you feel that this has not happened.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint. We would like you to let us know as soon as possible - ideally, within a matter of days or at the most a few weeks - this enables us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint. Please ask at reception for a complaints form or write to us.

Complaints should be addressed to The Complaints Administrator. They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

We hope that, if you have a problem, you will use our practice complaints procedure first. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the result of your investigation, you should contact:

**The Customer Solutions Centre
1829 Building
Countess of Chester Health Park
Liverpool Road,
Chester
CH2 1UL
01244 650368**

Patient Charter Cont'd

GP and Patient responsibilities

We will advise you about how and when to obtain the results of any investigations, procedures and tests you have undergone

It is your responsibility to contact the surgery for your results.
Please do not call before the suggested time given

We will inform you of how you can make suggestions and complaints about the service we offer

We ask you participate in completing our questionnaires so we can continually review our services

We provide an Out of Hours service for emergencies which Need to be dealt with outside of surgery hours

Please do not call out of hours service unless it is a real emergency, wherever possible it is best to wait until the next surgery, please do not attend the out of hours for routine matters.

PRACTICE STAFF

Mrs Bedford is the Practice Manager.

The practice employs a team of receptionists, plus 1 full time Secretary, 3 part time data administrators and one Medicines Manager. We participate in apprenticeship schemes with the local college to encourage young people to work and continue studying whilst they earn.

The Receptionists have a difficult job to do and are here to help you. They will assist you in making appointments, requests for home visits, answering enquiries and they perform many other administrative duties. Please remember that if you are kept waiting or seem to be asked one or two irritating questions they are carrying out our policy which is aimed at making the Practice run smoothly. They have to judge the urgency of requests so please try to give the information they require. They have been told to elicit this and are not being nosy.

CONFIDENTIALITY

You can be sure that anything you discuss with any member of this Practice – family doctor, nurse or receptionist – will stay confidential.

Even if you are under 16, nothing will be said to anyone – including parents, family members, care workers or tutors – without your permission.

The only reason why we might have to consider passing on confidential Information without your permission, would be to protect you or someone Else from serious harm. We would always try to discuss this with you first.

The practice is now a “Dementia friends” trained practice

Accessible Information

We offer a service for patients who have a disability, impairment or sensory loss and need information or communication support relating to this. Please contact the practice for more information on how we can manage your needs.

THE PRACTICE NURSES

Sister J Purnell	Part time
Sister S Harrop	Part time
Sister K Cottier	Part time
Sister S Yapp	Part time

Our Practice Nurses can help you with:-

General medical advice	Immunisations/Travel vaccinations
Dietary Advice	Contraceptive advice/ check ups
Smear Examination	HRT Checks

They also run clinics for the following:-

Asthma/COPD	Diabetes
Healthy Lifestyle	Heart Disease
Hypertension	Minor Illness
Sexual Health	Well Woman/Well Man

The nurses are also available for telephone consultations.

HEALTH CARE ASSISTANTS (HCA)

June	Part time
Sean	Part time

The Health care assistant carries out the following:

Blood tests	Blood Pressure Checks
B12 Injections	ECG tests
Flu Vaccinations	Pneumonia Vaccinations
Health Checks	Ear Care

GENERAL PRACTITIONER ASSISTANT (GPA)

Rachael	Part time
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The GP Assistant carries out the following tasks:

Completes insurance & health forms for GP's and carries out tests on patients prior to them seeing the GP e.g. Blood Tests, Blood Pressure, Temperatures, Urine dips, Pulse checks

Patient's Charter Cont'd

GP and Patient responsibilities

We will provide a chaperone during your examination, procedure or consultation if you request one.

Please inform the doctor or practice nurse and they will make appropriate arrangements

We will explain the likely effects of any medication prescribed for you.

You should not expect to be given a prescription every time you visit the Doctor. It is your responsibility to order repeat prescriptions in plenty of time. Please check cupboards before ordering to ensure you don't order items you don't need.

We will review your long term medical needs at agreed times

It is your responsibility to ensure you attend your review appointments

If we believe you need a second opinion we will try to help you get this,

You have the right to ask for a second opinion

We will visit you at home if you are housebound or too ill or frail to attend the surgery

Facilities for examination and treatment are better at the surgery, the less time the doctor spends travelling the more time he has available for patients.

Please do not ask for home visit unless you are housebound or too ill or frail to attend the surgery

Please do not request a home visit on the grounds of lack of transport.

Patients Charter

You will be treated as a partner in the care you receive

Being a partner means we have a responsibility to each other

You will be treated as an individual and given courtesy and respect at all times. You have the right at all times to be treated confidentially

We ask you treat Doctors and all the staff with the same courtesy and respect at all times

We will provide details of all our services on our practice website and within our practice leaflet which you are entitled to a copy of

You are responsible to familiarise yourself with the services we offer

We will try to answer the phone promptly and courteously

We ask that you try to avoid calling during busy periods for non-urgent appointments

You will be able to see your doctor with 20 minutes of your appointment time

Please do everything you can to keep your appointment; it is your responsibility to tell us as soon as possible if you can't attend

You will be offered an explanation if your doctor over runs this time, if we are running late bare with us because on another occasion it may be you

Please try to be punctual if your arrive late this may cause delays and inconvenience to the other patients

Wherever possible we will give notice of any cancelled clinics or surgery

You must remember to tell us if you no longer need your appointment

ATTACHED CLINICAL STAFF

MULTI-DISCIPLINARY TEAM

We have a team of professionals based in The Workplace Hub, Coronation Road, you can contact them directly on 0300 303 3936. The team consists of Community Nurses, Community Matron, Social Worker, Occupational therapists & physiotherapists.

DRESSING CLINIC

This service provides a local dressing clinic for our patients at Stanney Lane Clinic on Mon- Fri 8.30-4pm by appointment only. Please call 0151488 8846

MIDWIVES & HEALTH VISITORS

The Midwifery teams are based at local Child Centres located around Ellesmere Port and you will be offered an appointment at your nearest centre by the Midwife. Or you can choose the One to One community based midwife service.

The health visiting teams are also located at the children's centres, they are allocated by postcode. Their contact number for your nearest centre can be obtained from the practice.

COMMUNITY PSYCHIATRIC NURSE

Access to this service is via referral from Doctor.

WELLBEING CO-ORDINATOR

The wellbeing co-ordinator is based in Practices across Ellesmere Port community (Tuesday in York Road). Patient can either be seen in their own home or in one of the local practices Monday- Friday. They can help patients with any social, non-medical issues they are experiencing.

PHYSIO FIRST SERVICE

The Physiotherapy service is based at Ellesmere Port Hospital. Initial assessments are now carried out in the Practice on a Monday between 1-4pm by our Community Physiotherapist

HOW TO REGISTER AT SURGERY

All patients wishing to register must produce 2 pieces of Identification and complete practice registration forms. A routine health check appointment will be made with the Health Care Assistant (you must bring a urine sample with you). If you are on any medication you will also be booked an appointment with Doctor. (Please bring your medication with you)

The Practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.

We use an interpreting company to interpret for non-English speaking patients and we allocate a longer appointment to allow for this. The reception staff have a printed form to assist them in identifying the language spoken.

HOW TO SEE YOUR DOCTOR IN SURGERY

The telephone lines open daily between 8am and 6.30pm. The lines are usually very busy between 8 and 9am and we would ask patients to call after 9am for pre-bookable appointments or home visit requests.

On-the-day appointments

All on-the-day appointments are now triaged by a clinician. When you call you will be asked by the receptionist for a brief description of the problem, You will be either offered a minor illness appointment with the Nurse prescriber or a telephone consultation with the Doctor.

The triage doctor will decide to either deal with your problem on the telephone or bring you down for an appointment usually later the same day.

The Doctor will call you back on the telephone number you have given, using a withheld number. Please ensure you are available on the number given as the doctor will only try twice to contact you.

Prebookable/Follow-up appointments

These can be booked up to four weeks in advance.

You can book appointments on line, but you will need to register in the practice to access this service.

WE MAY USE SOME OF THE INFORMATION FOR OTHER REASONS

Anyone who receives information from us about you is under a legal duty to keep it confidential.

You may be receiving care from another organisation as well as the NHS. To enable us to work together for your benefit, we may share information.

We may use some of the information for other reasons, such as to help us protect the health of the public generally, e.g. Notification of infectious diseases. Reports will extract the information from your records. This in turn enables the NHS to run efficiently by making plans for the future, using the figures passed to them, and looking at ways the numbers can be reduced. Training the staff, enabling them to carry out a review so that the care they provide is always of the highest standard.

Information may also be needed to carry out medical and other health research for the benefit of everyone. Research projects are always approved by a local research ethics committee. If anything to do with research involved you personally, you will be contacted to see if you are willing to take part.

Improvements and advances in medical care and treatment can only occur by monitoring current practices. Sometimes managers and planners as well as researchers may need to examine records to assist in this process. All data that could identify you personally is removed.

In addition, the NHS maintains a number of registers for diseases such as cancer, to allow the NHS to plan the services it provides. These registers are used to monitor the effectiveness of treatments, therefore over time improve the outcomes for specific conditions. Tests and the transferring of your data is carried out under secure and carefully controlled conditions. The law controls the sharing of very sensitive personal types of data. We continually review ways in which confidentiality improvements can be made.

It is important for us to know and understand the views of our patients and users of our service including carers. If you provide consent your friends, relatives and carers can be kept up to date with the progress of your treatment.

HOW TO ACCESS YOUR RECORDS

In line with government guidelines we have now enabled patients to have online access to view their medical record. Being able to see your medical record might help you manage your medical conditions. It also means that you can access it from anywhere in the world should you require medical

treatment. To apply for access to your records please bring two forms of identification (one being photo ID) to the surgery where you can complete a form and a receptionist will print out your log on details.

Patients under 18yrs can have access to a summary of their records which includes medication and allergies

If the GPs feel it is detrimental to a patient's health to allow them to view their records, their application will be refused and a letter of explanation will be given.

SUMMARY CARE RECORD

The record will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had.

The record will be available to authorised healthcare staff providing your care anywhere in England, but they will ask your permission before they look at it. It means if you have an accident or become ill, healthcare staff treating you will have immediate access to important information about your health.

Children under 16 will automatically have a summary care record unless a parent or guardian chooses to opt them out.

You can choose not to have a summary care record and you can change your mind at any time by informing us.

WHO TO CONTACT FOR FURTHER INFORMATION

If at any time you would like to know more about how we use your information and how it is maintained, handled and looked after, you can speak to the person in charge of your care or to the Caldicott guardian here in the Practice.

Here at York Road your Caldicott guardian is Cathy Bedford or visit the NHS web site on www.NHS.uk/confidentiality.

HOME VISITS

Doctors are happy to do home visits for patients who are too ill or frail to attend the surgery, but as they are time consuming it is much appreciated

if patients can come to the surgery. Requests for home visits are taken up to 11.30am. Please explain to the receptionist what is wrong so that more urgent calls can be seen to first.

E-CONSULT

This is a service that allows patients to consult with a GP online. It also offers an alternative to calling or coming into the surgery for common, more minor problems. Using this service can also help patient's access self-help service and alternative options available (e.g. pharmacy & symptom checkers). Patients simply follow the instructions on screen and answer the questions, once completed the practice will receive an email and respond to this within 48 hours. You can access this service on the Practices website.

EMERGENCIES – WHEN SURGERY IS CLOSED

If you need a Doctor in an emergency when we are closed please call 111 This is a Freephone number and they will re-direct your call to other services if it is need.

In the event of a power failure the telephone answering machine may not work. The police and ambulance service will be notified and will help you to get in touch with the doctor on call.

OUT OF HOURS CENTRE

The Doctors participate in the CWP “Out of Hours Co- Operative” with the other practices in Ellesmere Port. This service is based at Ellesmere Port Hospital; you will be directed to this via NHS 111 Service if needed.

EXTENDED HOURS SERVICE

The Practice participates in the Western Cheshire CCG extended hours service for patients who are unable to attend their GP practice during normal opening hours. The service is based at Ellesmere Port Hospital. This service is by pre-bookable appointments only on 01244 385422 (For either GP, Nurse, Physio, Phlebotomist, or Well-being co-ordinator)

CARE HUB

CareHub is a directory of services and providers that patients can access to enable Self-Care. These providers are at both national and local level. You can find information on a range of topics that include health support issues, financial aid, volunteering, arts, activities and social groups

This can be accessed via our Practice Website

LATE ARRIVALS

We are unable to see patients who arrive late for their appointments. It is practice policy if you arrive late for your appointment you will be asked to re-book on another day

PATIENTS WHO DO NOT ATTEND FOR APPOINTMENTS

We always ask that patients cancel their appointments if they are unable to attend and the appointment can then be offered to another patient.

Due to the number of patients failing to attend for their appointment this means that you may not be able to see the doctor on the day you wish to.

In an attempt to try and resolve this, the practice has developed the following policy. If you fail to attend appointments without informing us we will write to you asking if there are any specific problems preventing you from letting us know. **If you repeatedly fail to attend for appointments you may be removed from the practice list and have to find an alternative GP Practice.**

HANDING IN SAMPLES

The courier collects our samples at 1.30pm. We are unable to accept samples after the collection time. If you are handing a sample in to the Nurse please **DO NOT KNOCK OR WALK STRAIGHT INTO THE TREATMENT ROOM.**

RESULTS OF INVESTIGATIONS

Four days after your test please contact the practice for your result.

We do not give out pregnancy test results on the telephone. We are unable to state if a result is even back. You have to have an appointment with the nurse for these results.

THE NHS IS DEDICATED TO PROTECTING YOUR INFORMATION

Everyone working for the NHS has a responsibility and a legal duty to protect your personal information, so that it is disclosed to unauthorised bodies or people.

Your information is recorded on paper and in computer files. It is treated with strict confidential care. We need to move electronic information about you from one computer system to another, by extracting the data and modifying it ready to be passed on. Tests are made regularly on the data to check that it is getting transferred correctly.

YOUR DATA AND THE NHS

This part of our leaflet explains why the practice, hospitals and other community services in Cheshire ask for information about you, how we use the information and the how we make sure the information is kept confidential.

WHY WE ASK FOR PERSONAL INFORMATION

In order to provide the best possible healthcare, we need to maintain proper records of your health and make sure that it is available to the relevant people whenever and wherever possible.

The doctor needs to make notes about any diagnosis, test result; treatments including drug prescriptions and other information that you provide that are relevant to the treatment of your condition. Nurses and other health professionals will have access to these records, and will add their own notes, as part of your overall healthcare. Secretaries, receptionists and other clerical staff need access to some of your records in order to complete administrative tasks such as booking appointments and for communicating with you and health care professionals.

REPEAT PRESCRIPTIONS

Patients can order prescriptions in the following ways:-

- Computer slip marked with wanted items via the box at reception
- On-line
- Via the local chemists service
- Via postal service (with a SAE for return)
- Request slips are provided if patients forget their computer slip. Fill these out and put the slip into the box at reception.
- **We do not take requests via the telephone**

ELECTRONIC PRESCRIPTION SERVICE

We can now send you prescriptions electronically to your local chemist of choice. If you wish to use this service you will need to inform us or register with your chosen chemist. Prescriptions take 48 hours to be processed Monday-Friday. Therefore they will be ready for collection after 2pm two working days after being requested.

Please remember to leave enough time over weekends and bank holidays for your prescription to be processed.

DUTY CHEMIST

There is a duty chemist who covers bank holiday/Weekends, their details are published in the local press or on the chemist's door or window. They can also be found on our practice website. Emergency prescriptions can also be requested via 1-1-1

PRESCRIPTION COLLECTION/DELIVERY SERVICE

This service is provided by most Pharmacy stores and will save you coming to surgery to order and collect your prescription. You will need to make arrangements directly with the Pharmacy of your choice.

FORMS, LETTERS ETC

The Doctors would appreciate if you have any letters, insurance forms or would like a passport form signing, if you could leave them at the front desk rather than make an appointment. These are all non-General Medical Services and therefore will incur a fee. You will need to pay when you drop the form off, the receptionist will advise you when to pick the form up.

E – REFFERALS

If your GP wants you to see a specialist at the hospital they will complete an electronic Referral. The referral will be sent to the hospital and the choice team will then contact you with an appointment.

If you have any problems with your hospital appointment please don't contact the practice but contact the hospital appointments hotline on 01244 366663

TEXT MESSAGING SERVICE

We now use text messaging for contacting patients. If you do not wish to receive this service please contact us to opt out

ZERO TOLERANCE

The Practice will not tolerate patients who verbally or physically abuse a member of the Primary Health Care Team, whilst attending the surgery or speaking on the telephone. Any person found to be abusive either verbally or physically would be removed from the practice list in line with practice policy.

SUGGESTION BOX

We are always open to ideas for improving our service. There is a Suggestion Box located in reception with suggestion leaflets nearby. We welcome suggestions from the patients.

PATIENT PARTICIPATION GROUP

You may like to join our patient participation group who meet quarterly at the Practice or our virtual group via Email. Please ask for more details at reception.

CARERS REGISTER

The practice holds a carer's register and asks anyone who looks after somebody to let reception know so we can add you onto this register. One of the receptionists is our carer link and can signpost you to useful services or groups and will help with your claims.

CHILD IMMUNISATIONS

We have immunisation clinics on Tuesdays. Your child will be sent an appointment automatically from the Health Agency. If you miss the appointment please contact the surgery to re-schedule another appointment.

CHILD HEALTH SURVEILLANCE

These are also held on Tuesday mornings by appointment. We ask you attend your child Health appointment prior to your immunisations.

DIABETIC CLINIC

The practice clinics are held on Wednesday mornings.

INFLUENZA VACCINATIONS

From September all patients over 65years of age and patients who fit the medical criteria are offered a flu vaccination.

Any registered carer on our list will be offered the vaccine and any health care workers who present proof of employment can also be vaccinated.

Children aged 2 & 3 will be offered nasal flu in practice

Children in reception and classes 1,2,3,4 & 5 will be given the nasal flu at school.

MINOR ILLNESS CLINIC

The Nurse Clinicians are able to treat certain minor illnesses which save the patient having to wait to see the Doctor. Please ask at reception for a full list of conditions.

MINOR SURGERY

The Doctors carry out minor surgical procedures. These clinics are by special arrangement via your doctor.

SEXUAL HEALTH

We offer all forms of contraception including pills, injections, implants and intra uterine devices (coils) We also offer Chlamydia testing. This service is provided by both our nurses and GPs. Please ask at reception for more details.

CONTRACEPTION & SEXUAL HEALTH CLINICS

Stanney Lane Clinic.....0151 3503304

Fountains Clinic Chester 0300 3231300

West Cheshire College drop in 11.30-2pm Mon/Tues/Wed/Thurs

For more information please contact reception and we can give you a leaflet.

NHS HEALTH CHECKS

The practice offers free NHS health checks to patients who are aged between 40-74 years, without a diagnosis of a chronic disease. This is a 20 minute appointment with the HCA and is based on straight forward questions and measurements such as age, sex, family history, height, weight and blood pressure.

LEARNING DISABILITY APPOINTMENTS

This is an annual appointment with the practice nurse where She will check the patient's height, weight, blood pressure, Cholesterol and any other outstanding checks

X – RAYS

The X - Ray department at Ellesmere Port Hospital is open between 10am and 4pm most days (except Wednesday) by appointment only. Certain specialist tests have to be carried out by appointment at the Countess of Chester Hospital X – Ray Dept.