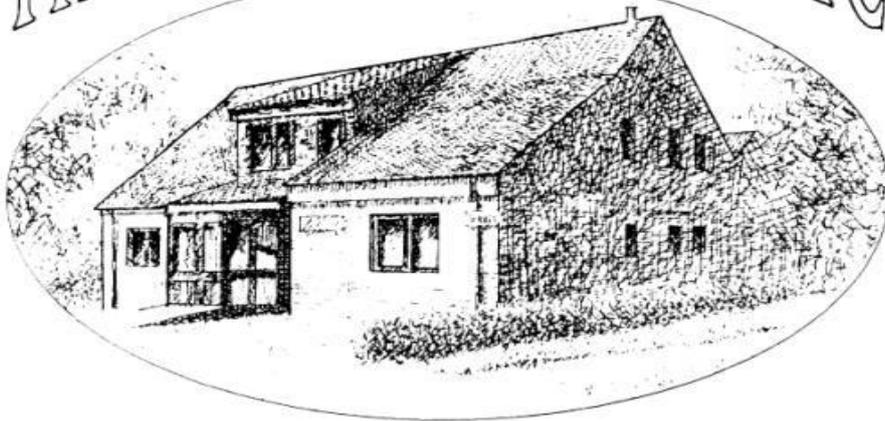


# The Surgery · Topcliffe



Topcliffe Surgery  
Topcliffe  
Thirsk  
YO7 3RP

Tel. 01845 577297

Fax. 01845 577128

[www.topcliffesurgery.co.uk](http://www.topcliffesurgery.co.uk)

Information is available in other languages on our  
website: [www.topcliffesurgery.co.uk](http://www.topcliffesurgery.co.uk)

If you require an interpreter, or a copy of this  
leaflet in large print, please ask at reception.

## **Topcliffe Surgery**

Welcome to Topcliffe Surgery. Our aim is to provide the best possible healthcare with easy accessibility in a friendly environment.

### **The Practice Team**

#### **Doctors**

Dr Charles Marcus Parker MB BS

Dr Rachel Sarah Doswell MB ChB

Dr Caspar William Wood MB ChB

Drs Parker, Doswell and Wood work together in a legal partnership. They provide *General Medical Services* through an NHS contract. The partnership is not limited. The doctors may occasionally undertake the teaching or training of other health care professionals or of persons intending to become healthcare professionals. We are a member of the Hambleton South Primary Care Network (PCN). This means that we work closely with a number of other Practices and health and care organisations to provide healthcare services to you.

#### **Practice Nurses**

Mrs Wendy Elizabeth Morris RGN

Mrs Lesley Karen Lowe RGN

The nurses work alongside the doctors and are involved in general health advice, immunisations, dressings, cervical smears, family planning etc. They are responsible for travel health advice, and also run the regular reviews for chronic diseases including cardiovascular disease, asthma, COPD and diabetes.

#### **Practice Management**

This is undertaken by Mr Stephen Craven, Practice Manager who is responsible for the day-to-day administration and running of the practice. Additional IT/Administration Support is provided by Mrs Kate Robinson.

#### **Receptionists & Dispensers**

Heather Hoyle, Jacinta Jackson, Leanne Jordison, Tracy Lenighan, Suzanne Simpson and Elizabeth Cairns - our part-time receptionist/dispensers are at the hub of the day-to-day business of the practice. They are responsible for its smooth running and are the first point of contact for our patients. They are here to help you.

We work closely with other health professionals to meet your needs:

**Health Visitors:** The Community Health Visitors are based at Thirsk Health Centre and can be contacted by telephone on 01423 542356 and in person by appointment.

**Primary Care Mental Health Worker:** The Mental Health Worker works in the Surgery on Tuesdays to give support and help to patients with mental health difficulties. She sees patients by appointment.

**Midwife:** The Community Midwife holds an antenatal clinic (by appointment) in the Surgery on Thursday mornings. You will be seen regularly throughout your pregnancy at the Practice or local hospital or both.

**District Nurses:** The District Nurses are based in Thirsk but work closely with us. They can be contacted by telephone via Thirsk Health Centre on 01845 524101.

## Topcliffe Surgery

Our premises, including our Dispensary, are open from 08:00 to 12:30 and 13:30 to 18:15 Monday, Tuesday, Wednesday and Friday, and 08:00 to 12:30 and 13:30 to 17:00 on Thursdays.

Limited extended hours GP, Nurse and Bloods appointments (hours outside our core hours) are also available between 7:30 and 8:00am, once a week. Please ask at reception if these appointments would be more convenient for you.

**For telephone contact 24 hours a day use 01845 577297.**

**Information about services at Topcliffe Surgery can also be obtained at [www.topcliffesurgery.co.uk](http://www.topcliffesurgery.co.uk)**

### **Registering with the Practice/Named GP**

If you wish to register with the practice please obtain a registration form from reception or download one from our website. You will be registered with the practice but with a named GP who will have overall responsibility for the care and support that our surgery provides to you. This does not prevent you from seeing any GP in the practice. If you wish you may state a preference for seeing a particular doctor and this will be recorded on your computer record.

### **Making an appointment**

If you need an **interpreter** for your appointment, please ask at the time of booking. Appointments can be booked via the NHS App, the internet, in person, or over the telephone. When you make an appointment please make it clear if you wish to see a particular doctor. Please see our separate information leaflet regarding setting up and using the NHS App or opening an online access account to book appointments or order repeat prescriptions. This leaflet is available on our website or from our staff in reception.

**Appointments are routinely booked for 10 minutes. Please ask if you require longer than that. It may not be possible to deal with more than one or two issues properly in 10 minutes, so please bear that in mind when making your appointment.**

### **Doctor Appointments**

Two doctors are usually available for consultations each day, but this may be reduced during holidays or due to other commitments.

There is a mixture of appointments available for each doctor:

- half can be booked up to several weeks ahead for reviews and more routine issues
- And half can be booked on the day for the more urgent problems that need to be dealt with that day. More same day appointments will be used at times of GP absence

We are committed to providing a good, safe and accessible service. If all the appointments for that day have already been taken, but you feel your problem needs to be assessed that day, please let the receptionist know and you will be advised when to attend.

**Please try and help us to make best use of our service by planning ahead when possible. That will result in more of the same day slots being available for those who do need to be seen that day.**

## Topcliffe Surgery

### **Nurse Appointments**

The nurses offer appointments in the morning and evening with their earliest appointments being 08:00am and 14:30pm respectively. Appointments are routinely booked for 10 minutes. Please ask if you require a longer appointment.

### **Thursday afternoon**

The surgery is open until 17:00 each Thursday afternoon for Reception and Dispensary. Whilst we do not have clinical sessions on Thursday afternoons, we do have a Doctor on-call. If you have an urgent problem requiring advice or assessment, please ring the surgery number and you will be advised accordingly.

### **Home Visits**

We make home visits to those who are too ill or infirm to come to the surgery. If you are in any doubt whether a home visit is appropriate please telephone and ask. Please discuss visits with us whenever possible before 10:00am. Please do not be surprised if the receptionist asks for details of your illness as this helps us with planning priorities. The doctor may need to ring you back.

### **Telephone Advice**

We have made it easy for you to speak to the doctor or nurse on the telephone. Please telephone during the advertised surgery hours and the receptionist will arrange for the doctor or nurse to call you back, at an appropriate time depending on the degree of urgency.

### **Urgent Need & Emergencies**

**For a life threatening medical emergency dial 999.** Access to services in our core hours of 08:00-18:30, Monday, Tuesday, Wednesday and Friday (08:00-17:00, Thursdays), except Bank Holidays is by telephoning the Surgery telephone number **01845 577297**. Access to out of hours services at all other times, including evenings, weekends and Bank Holidays is by telephoning 1-1-1. The NHS 111 service is responsible for the provision of out-of-hours assessment.

**Appointments in addition to routine consultations** are offered for blood tests for warfarin and special drug monitoring, and minor surgery when appropriate, cervical smears, acupuncture, well person checks, antenatal and postnatal examinations and long acting reversible contraception. We also have appointments with either the doctor or the nurse as appropriate for chronic disease monitoring for asthma, chronic obstructive pulmonary disease, coronary heart disease and diabetes.

### **Carers**

If you have a disability or a need for someone to help look after you please let us know. There are often extra facilities available to you. Similarly, if you are a carer, or help look after someone else, even if he or she is not a patient of this practice, please let us know.

### **Facilities for the Disabled**

We have a parking bay for disabled patients and a ramp for access to the building. We have ground floor consulting rooms and toilet facilities. A hearing loop is available.

## Topcliffe Surgery

### Dispensing, Prescriptions & Medication Reviews

#### Dispensing

We are able to dispense medicines for the majority of our patients, but we are not allowed to dispense for patients who live within a mile of a pharmacy as the crow flies. This applies to patients living in Thirsk and Sowerby who must take their prescriptions to a pharmacy. All other patients should present their prescriptions at the dispensary counter after seeing the doctor or nurse.

#### Repeat Medication

If you are on repeat medication it will normally be managed in one of two ways:

1. "Autos": For medications that fit neatly into 4-week cycles (e.g. in boxes of 28 tablets) we will automatically print the prescription or dispense the medicine, as appropriate, in anticipation ready for collection.
2. "Repeats": For repeat medication where we cannot anticipate when you will need it (e.g. cream or painkillers) we will print/dispense it for you only when you tell us that you need it - **but please note that with effect from 1<sup>st</sup> February 2017 we do require a FULL three working days' (72 hours) notice.** It is best to re-order by ticking the required items on the right hand side of your repeat prescription form and posting it in the box in reception, or via the mail. Alternatively you can use our website (ask at reception for details). We will take requests by phone, but this method is prone to errors and is not encouraged. If ringing in please call after 11am.

If you are a patient for whom we are not allowed to dispense you may leave stamped addressed envelopes with us, or use a pharmacy prescription collection service, rather than collect your prescription from us direct. We will make out your prescription within 72 hours but please remember that using the post or other method will add extra time before your medication is available. Obtaining appliances will take longer than three working days.

**PLEASE REMEMBER: ALLOW THREE WORKING DAYS BEFORE COLLECTION FOR ALL REQUESTS FOR REPEAT MEDICATION.** This applies to both dispensed medication and prescriptions to be taken to the pharmacist.

**Please note that in line with national policy guidelines, it is practice policy to dispense ONE month's supply of medication at any one time.**

Government legislation requires that all prescriptions collected, except those exempt on age grounds, have to be signed for by the person who collects the medication. If you are exempt from payment you must **CROSS** the box that has the appropriate exemption and sign the form at the bottom, remembering to show dispensing staff your proof of exemption. If you pay for your prescriptions you must fill in the amount you have paid and sign to say that the money has been collected from you. **Please remember - It is NOT the responsibility of the dispenser to fill in your form.**

#### Medication Reviews

All repeat medication must be reviewed at intervals to ensure that it continues to provide benefit and is not detrimental. If you are on repeat medication we will ask you to come into the Surgery to discuss your medication with the doctor or nurse at regular intervals, usually once every six months or a year. This may also involve routine blood or other tests, e.g. blood pressure.

## Topcliffe Surgery

### Medication Required Urgently

Please try and plan ahead so that you do not run out of your medication. If you do require a medicine urgently please contact the Surgery. Your request will be dealt with by the Dispensary during its opening hours, and at other times by one of the doctors at the Surgery or by the GP Out-of-Hours Service accessed via NHS 111.

The following core timetable will be subject to change in the event of holidays or sickness.

### DOCTORS' APPOINTMENTS

Monday	08:00-10:30	Drs Parker & Wood
	14:00-18:00	Drs Parker & Wood
Tuesday	08:00-10:30	Drs Doswell & Wood
	15:00-18:00	Dr Doswell
Wednesday	08:00-10:30	Drs Parker & Wood
	15:00-18:00	Dr Wood
Thursday	08:00-10:30	Drs Doswell & Wood
	13:30-17:00	On call Doctor only
Friday	08:00-10:30	Dr Doswell & Dr Wood
	14:00-18:00	Dr Doswell & Dr Wood

### NURSES' TIMETABLE

Monday & Wednesday	08:00-11:30	Appointments
	15:00-18:00	Appointments
Tuesday & Friday	08.30-12.30	Appointments
	14.30 - 17.30	Appointments
Thursday	From 08.00	Appointments
	13:30-17:00	On call Doctor only

**LUNCHTIME CLOSING:** 12.30-13.30 Monday to Friday

**NB.** When the surgery is closed at lunchtime or on Thursday afternoon when we have no formal clinical appointment sessions, a doctor is available on call **for medical emergencies only**. Please ring Practice Services North on 0300 123 3112 for assistance.

### MIDWIFE

Thursday	From 09:30	Appointments
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### MENTAL HEALTH WORKER

Tuesday	From 09:30	Appointments
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### COUNSELLOR

Friday	From 09:30	Appointments
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## Topcliffe Surgery

### Information on Services

#### **Cervical Smears**

It is recommended that women aged 25-49 have a cervical smear test every 3 years and women aged 50-65 have one every 5 years. Smears are carried out by our Practice Nurses. If appropriate you will be sent an invitation to attend for a cervical smear.

#### **Travel Immunisations & Advice**

Our Practice Nurses are able to advise you on health matters for travel abroad. You may need several weeks to complete a course of immunisations so please give them 8 weeks notice when ever possible. A travel health questionnaire is available from reception or our website and should be completed and returned to the Surgery. Please note the surgery only provides NHS travel vaccinations. You may need to attend a private travel clinic and pay for non NHS travel vaccinations and malaria medication.

#### **Well Person & NHS Health Checks**

From time to time we may invite you for a well person/ health check of blood pressure, cholesterol etc. However, you can ask to see the nurse for a check if you wish to do so.

#### **Family Planning**

All the doctors are trained in family planning. The nurses can deal with the renewal of contraceptive pills or Depo-Provera injections. Dr Doswell is able to provide a full contraceptive coil and implant service. Please make an appointment to discuss your needs with her.

#### **Complementary Medicine**

We are happy for our patients to see an osteopath or chiropractor. If you intend to consult one, we suggest that you discuss your intention with us first to check on suitability. Drs Parker and Doswell also offer acupuncture.

#### **Minor Injuries**

From 1<sup>st</sup> April 2019, minor injuries such as cuts, sprains and minor burns can no longer be dealt with at the surgery. If you require assistance for a minor injuries please call NHS 11 or attend your local hospital.

#### **Minor Surgery**

We offer a minor surgery service. An initial consultation with a doctor is required to enable them to assess the problem. A follow-up appointment with the doctor and nurse will then be made as appropriate.

#### **Mammography**

The Mammography Screening Service will invite women in the appropriate age groups for a mammogram (usually once every 3 years). You will be asked to attend at a local venue.

#### **Other Services outside the NHS**

Certain medicals e.g. HGV licence medicals and some certificates e.g. private sickness certificates are not part of the National Health Service. We are able to provide these services as appropriate but will usually charge a fee. Please see the notice in the Surgery for the scale of charges.

## **Topcliffe Surgery**

### **Test Results**

We ask that you make it your personal responsibility to find out the results of any tests, X-rays etc that we have requested, with the exception of cervical smears where the results will be sent to you direct. Please ring after 10.30am in the morning, or after 2.00pm in the afternoon, to get your results. Occasionally however the nurses do telephone patients with test results. If there is an answer phone they will leave a message requesting that you contact the Surgery. If you do not want messages left on your answering service please let us know. Please note: Your results are confidential to you and will not be given to anyone else without your express permission. Exceptions to this apply for young children (when the results will be given to a parent or guardian) and when another doctor needs to know.

### **Your Rights & Responsibilities as a Patient**

You have the right to be shown respect for your privacy, dignity and religious or cultural beliefs without discrimination. You have the right to confidentiality concerning all your contacts with us from each member of the Practice Team. You have a right to see your medical record. You may also request a chaperone for examinations when available and for extra privacy during conversations with receptionists and dispensers if you so require. You have a responsibility to be considerate and courteous at all times towards the Practice Team and other patients. You are required to attend in good time for appointments so that others are not kept waiting.

### **Confidentiality**

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those dealing with you can give you the best possible advice and care. If you are aware of any errors of fact that have appeared in your record please ask us to amend or correct your record. The information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your record, please contact our Practice Manager.

### **Data Protection and How We Use Your Medical Records**

We need to hold personal information on our computer system and in paper records. Please help us to keep your records up-to-date by notifying us of any changes in your circumstances. Doctors and staff have access to your medical records to enable them to provide the best possible care.

- This practice handles medical records in-line with laws on data protection and confidentiality
- We share medical records with those who are involved in providing you with care and treatment including the Hambleton South Primary Care Network (PCN) of which we are a member

## Topcliffe Surgery

- In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill
- The practice uses carefully selected third party service providers to process data on our behalf. We will always have an appropriate agreement in place to ensure that the data is secure and that they do not use or share the information other than in accordance with our instructions
- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- You have the right to be given a copy of your medical record.
- You have the right to object to your medical records being shared with those who provide you with care
- You have the right to object to your information being used for medical research and to plan health services
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. PLEASE SEE THE PRACTICE PRIVACY NOTICE on the website or speak to a member of staff for more detailed information about your rights
- Websites offering further sources of information:
  - Visit our website: [www.topcliffesurgery.co.uk](http://www.topcliffesurgery.co.uk)
  - [www.nhs.uk/using-the-nhs/about-the-nhs/your-health-records/](http://www.nhs.uk/using-the-nhs/about-the-nhs/your-health-records/)
  - [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) or tel: 0300 123 3020
  - [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) or tel: 0300 303 5678
  - Ask at Reception

**Please note:** information relating to your medical records and test results etc are confidential to you and will not be given to anyone else without your express permission. Information will not be disclosed to family, friends, spouses or partners unless we have your prior consent.

### Complaints

If you have any complaints about our services or personnel please let us know. The Practice complies with the NHS Complaints Procedure. Our Complaints Manager is the Practice Manager. The Senior GP Partner acts as the Practice's Responsible Person for complaints. If you have a small complaint that we should be able to resolve quickly please speak to a member of the Practice Team who will undertake to resolve the matter for you. If you are not satisfied with the outcome or have a larger complaint then this should be made orally to the Complaints Manager in person, who will make written notes, or your complaint should be submitted in writing. You may request a copy of the Practice's complaints information leaflet which explains our complaints procedure. If your problem leads to a complaint you should let us know without delay. If you cannot do this then you should make a complaint within twelve months of the incident which caused the problem or within twelve months of the problem coming to your attention.

### Comments & Suggestions

If you have comments about our services or suggestions for improvements please speak to any member of the Practice Team or drop a comment slip into the comments boxes in the

## **Topcliffe Surgery**

practice waiting rooms. Our Practice Manager is also pleased to hear directly from patients. Please ask if you wish to speak to the Practice Manager.

### **Friends & Family Test**

The Practice also participates in the national Friends & Family Test. Patients may be invited to give their views by completing a short questionnaire when attending the surgery for an appointment.

### **Violent & Abusive Behaviour**

Patients who are violent or abusive towards the doctors, staff or other person present on the Practice premises will be removed from the Practice list. This may be with immediate effect and the involvement of the police, or after written warning.

### **Raising a Concern**

If you are concerned that a child or vulnerable adult is being abused you can report this to North Yorkshire Social Care Team on 0845 034 9410. You can also discuss this with the doctor.

### **Topcliffe Patient Participation Group**

The patient participation group is a relatively new concept that many surgeries in the country are now embracing. It provides one way for patients to express their thoughts about how their surgery is run and how they feel it can be improved. It can also consider the bigger picture, for example how GP commissioning is going to affect them and what services the patients feel they need in their locality. It is an excellent way for GPs to understand and appreciate their patient's thoughts and needs and adapt their daily practice and premises where appropriate and achievable.

Topcliffe has already formed a small group to discuss the surgery's needs, and to help us construct a questionnaire to be distributed to our patients each year. This includes general questions on the personnel and service we provide, but also more specific issues relevant to the practice which will change each year.

In addition to this small group which meets face to face each year, we also have a growing number of people willing to be involved by email. This is our "virtual" patient participation group!

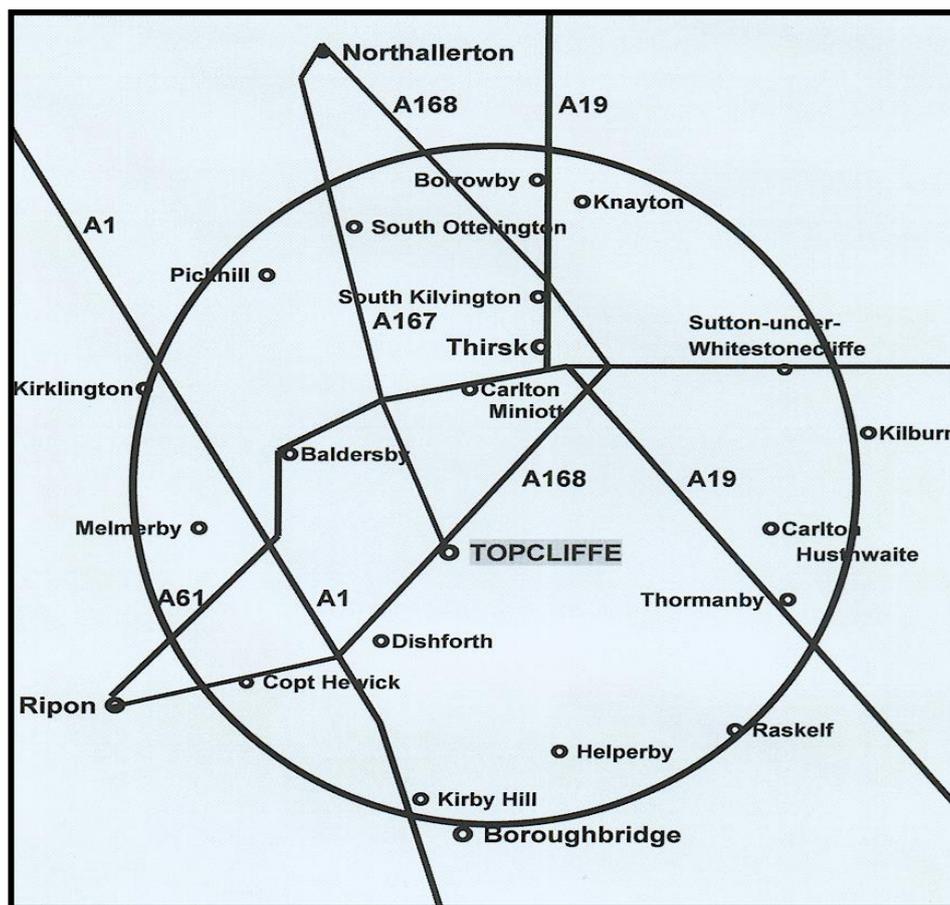
Neither of these options to be involved is onerous and it would only involve a small number of emails each year requesting your opinion.

If you would like to be involved either in the face to face meetings and/ or by email, please complete the sign-up form which is available in surgery from reception or you could go onto our website ([www.topcliffesurgery.co.uk](http://www.topcliffesurgery.co.uk)) and follow the link on the right hand side of the home page screen to sign up.

## **Topcliffe Surgery**

### **NOTES**

## Topcliffe Surgery Practice Area



This also includes Gatenby, Burneston, Carthorpe Theakston & Newby Wiske to the east & north

### Surgery Address and Contact Details

Topcliffe Surgery  
Long Street  
Topcliffe  
Thirsk  
North Yorkshire  
YO7 3RP  
Telephone 01845 577297  
Fax 01845 577128  
[www.topcliffesurgery.co.uk](http://www.topcliffesurgery.co.uk)

For a life threatening medical emergency dial 999

### NHS 111 Service

Calls to the NHS 111 service are free from both  
landlines and mobiles

Telephone 111

### Nearest NHS Walk-In Centre

31-33 Monkgate  
York  
YO31 7WA  
Opening hours: Monday to Sunday 8am-6pm

October 2019