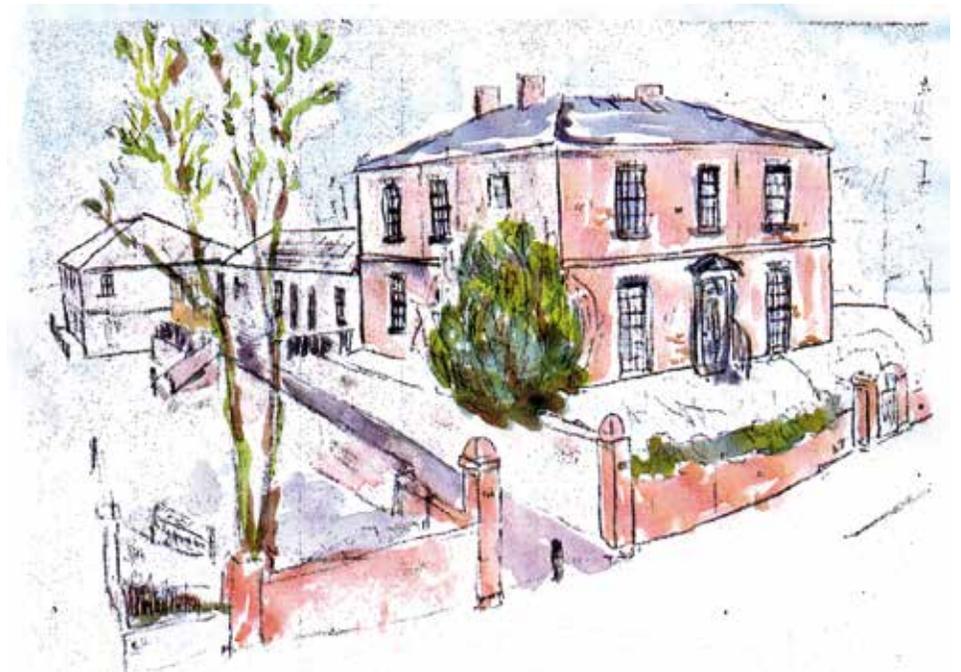


North House Surgery

NORTH STREET, RIPON HG4 1HL

TEL: (01765) 690666 FAX: (01765) 690249

www.northhousesurgery.co.uk



2018 Edition

Updated June 2018

Welcome To North House Surgery

We would like to welcome you to our practice. As a team we provide a wide range of medical services and have long been at the forefront of developments in general practice. Doctors have been practising at North House for at least a hundred years and, as health professionals, we all like to regard ourselves as 'long-established with progressive attitudes'. We combine the best of the legacy of family doctoring with the best of modern medical care in partnership with you, our patients.

THE CLINICAL PARTNERS

Dr Morag S McDowall MB ChB MRCGP Family Planning Cert
Registered 1986 Leeds

Interests include dermatology and she is the lead partner for training GP registrars, Foundation Year 2 doctors.

Dr Peter Johnson MB BChir MA (Cantab) DFFP MRCGP
Registered 2001 Cambridge

Interests include joint injections, substance misuse and sports medicine.

Dr Kate Dickinson MBBS PGCME (Joins us in August 2013)
Registered 2007 Newcastle

Interested in training medical students.

The partners practise together as a non-limited partnership.

SALARIED GPs

Dr Jennifer Henderson MBChB MRCGP
Registered 2005 Leeds

Interested in palliative care

Dr Kate Birchall MB ChB DRCOG MRCGP
Registered 2008 Birmingham

Interests include women's health and dermatology

Dr Hannah Thomas MRCGP MB ChB BSc
Registered 2007

NORTH HOUSE AS A TRAINING PRACTICE

North House is a training practice where doctors, already qualified, learn about general practice before becoming GPs themselves. With your approval you may be offered an appointment with one of these doctors.

THE BUSINESS MANAGER

Nigel Peacock is responsible for the overall management of the practice, its services and its personnel. He is accountable for all non clinical procedures and policies. He also maintains links with the wider NHS organisation to ensure that the practice remains abreast of current initiatives.

OUR PRACTICE TEAM

The Practice Nursing Team

Our Nurse Practitioner, **Carol Harrison** runs minor illness, chronic disease and sexual health clinics. Her qualifications are RGN (1988), Extended Independent Nurse Prescriber (2004), BSC Respiratory Care (2011), PG Diploma Advocacy Nursing Practice (2000) and Family Planning Certificate (2003).

Our practice nursing services are managed by **Beverley Hall** (RGN, Qualified 1994 at Bradford and Airedale College. Community Specialist Practitioner (BSc Hons), Qualified 2007 at Leeds Metropolitan University, Nurse Prescriber, Diploma in Diabetes, Completion of Diploma in Respiratory Disease October 2011, Cytology, Registered Smoking Cessation Advisor. The nursing clinics are provided by Bev and her nursing team, **Helen Smith** (RGN Qualified 1976 at St James University Hospital, Leeds, Registered Smoking Advisor) and **Ruth Butler** (RGN, Qualified 1989 at Pilgrim Hospital, Lincolnshire) Diploma in Diabetes and Respiratory Disease, Cytology.

The nurses work closely with the doctors and, in addition to administering routine treatments, run special clinics and are able to advise you on a variety of health problems.

Our two health care assistants, **Heidi** and **Jacky**, support the nurses and doctors within the practice by providing services such as phlebotomy, blood pressure reading, urine analysis, and ECG reading. This information is used by the doctors to diagnose and treat their patients.

The Practice Support Team

The practice administrative team (receptionists and secretaries) will deal with your enquiries and requests as efficiently as possible whilst respecting your confidentiality.

The Dispensers

The dispensers provide a dispensing service for patients in rural areas and those temporarily resident within the area. They are also responsible for processing repeat prescriptions for all practice patients.

EXPERTS IN EYES AND EARS

SPECSAVERS IN RIPON

Ripon 18 Fishergate. Tel 01765 694 777
specsavers.co.uk



©2012 Specsavers. All rights reserved.

Specsavers has been at the heart of Ripon for more than seven years and is open seven days a week, including an evening clinic on a Thursday. Our growing team of 14 includes three qualified optometrists and two qualified dispensing opticians who are always on hand to provide professional advice.

We have invested in the latest technology and equipment, including a digital retinal camera, which we offer as part of a standard eye examination at no additional cost. This service allows us to take a detailed picture of the back of your eye and store it for future visits so we can detect an abnormal changes.

Here's some advice from Nicola Nisbet, store director at Specsavers in Ripon to help you retain the best possible quality of hearing and vision.

- Our vision and hearing are likely to change the older we get so regular check-ups are essential. Our eye examinations are thorough and can help diagnose conditions including cataracts, diabetic retinopathy and glaucoma.
- When vision correction is required we have a wide range of quality glasses and contact lenses, and always strive to offer the most affordable price to customers. Our well-trained team is always on hand to discuss your personal requirements.
- Have an annual free hearing check. If you have any doubt about your hearing, it is sensible to seek professional advice.

To book an eye examination or hearing test, please call 01765 694 777 or visit www.specsavers.co.uk/ripon.

ADVERTISING FEATURE

Health Visitors

The health visitors run their own clinics at Community House (Allhallowgate) and help with childcare, growth and development, feeding problems and preventive healthcare in all age groups. Patients can contact the health visitors on their own direct phone line: Ripon (01765) 645932. There is an answer machine facility available; if you have need for urgent or emergency care, please ring the normal surgery number.

District Nurses

The district nursing team is based at Ripon Community Hospital and gives nursing care to housebound patients who are unable to attend the surgery. Their skills range from simple dressings, injections and nursing assessment to care of the terminally ill and palliative care. The district nurses also have their own direct line, 01423 554632 with answer machine facility; if you have need for urgent or emergency care, please ring the normal surgery number.

Community Midwife

The community midwife holds weekly antenatal clinics at North House. Antenatal appointments are also available with your own doctor.

Other Associated Staff

These professionals liaise with surgery personnel and have full use of North House facilities to provide additional services for our patients:

Primary Care Mental Health Counsellors • Community Psychiatric Nurse Macmillan Nurses

GENERAL INFORMATION

We have a large car park for the use of patients attending the surgery, a cycle rack at the North Street end of the car park and a safe pram park.

The car park is essential for less able patients. Please do not leave your car in our car park whilst you shop in the town!

In addition there is ramped access for wheelchairs. We have a practice wheelchair for patients who need help getting into or around the surgery. Please ask the reception staff if you would like to use our wheelchair. If you would like assistance entering the front entrance please ring the bell. There are two disabled parking bays near the ramp.

HOW TO REGISTER WITH THE PRACTICE

To register with the practice please contact the reception team.

NAMED GPs FOR PATIENTS

All patients have a named GP. Please contact the surgery if you want to know the name of your GP. Although patients have a named GP, you can still make appointments with any of our GPs. You can also ask to change your named GP and we aim to accommodate this request wherever possible.

Attract more business by placing your advert here. Simply call 0800 0234 196.

www.northhousesurgery.co.uk

Clock Tower Dental Care

- Family Dental Practice
- Anxious Patients Welcome
- Cosmetic Dentistry
- Implants
- Individual Care, Advice and Attention
- Full Smile Makeovers

Telephone: 01765 602161

3 North Parade, Ripon HG4 1ES
www.clocktowerdentalcare.co.uk

Time to Smile

Time to Smile

IT'S time to smile at Clock Tower Dental Care, where the experienced team of dentists and hygienists offer a range of general and cosmetic dentistry treatments.

"We are an independent, family practice that takes a preventative approach to dentistry," said business manager Lynn Sloss, whose husband, Dr Donald Sloss, is the practice's principal dentist.

"Our professional team can help with everything from examinations, polishes and fillings to the very latest cosmetic techniques and treatments, all at prices that many people find surprisingly affordable."

The practice takes a preventative approach, educating their patients on how best to look after their teeth and gums.

"Our aim is for people to keep their teeth as healthy as possible, because keeping the mouth in top condition is important," added Lynn. "With the right care and attention teeth can last a lifetime.

"This approach also plays a part in the cosmetic treatments on offer. We use the least invasive treatments we can, because although we want to correct the parts of a person's smile they are unhappy with, we also want to retain their own teeth wherever we can."

For those looking to create the smile they've always dreamed of, there is a range of treatments on offer, including crowns, bridges, implants and teeth whitening.

To find the latest techniques, Dr Sloss and his team travel the world to learn the latest dental procedures, bringing them back to his patients in Yorkshire. "We do all we can to give the best care around," Lynn said.

For more information, call (01765) 602161, or visit www.clocktowerdentalcare.co.uk.

ADVERTISING FEATURE

HOW TO MAKE AN APPOINTMENT

You can make an appointment:

Via [On-line 24 hour access \(www.northhousesurgery.co.uk\)](http://www.northhousesurgery.co.uk)

By Telephone **(01765) 690666**

Monday to Friday 8.00am - 6.00pm

In Person at Surgery Reception

Monday to Friday 8.00am - 6.30pm

Contact reception desk for more details.

You will usually be asked to come to the surgery for your appointment. The surgery is well equipped for examinations and treatment, and, of course, your full medical records are to hand. Surgery consultations with either your doctor or the nurse are by appointment only. Alternatively, you may be offered a telephone consultation with the doctor.

Our Appointment System

ROUTINE APPOINTMENTS

Routine appointments may be booked up to four weeks in advance. We encourage patients to see their usual doctor for routine appointments to ensure continuity of care but understand that this can be a problem if you are restricted to particular days and times. We aim to offer you an appointment within five working days for routine problems.

APPOINTMENTS FOR URGENT PROBLEMS

We operate a 'triage' system for URGENT problems. This is managed by the duty doctor on a daily basis in order to prioritise patients who have the greatest clinical need to see a doctor or other health professional within 24 hours ie the same day or the next day.

If you feel that you need urgent attention and require an appointment for the same day, you will be offered a telephone slot with the duty doctor who will call you back to discuss your symptoms (usually within 90 minutes so it is important that you are available when the doctor calls back). A course of action will be agreed with you which will either be a face-to-face consultation with a doctor, a face-to-face consultation with a nurse or your problem may be managed over the phone.

We ask that you give the receptionists as much information as you feel able to in order to assist the duty doctor to manage the workload. This means that the receptionist can red flag any particularly urgent requests so the duty doctor deals with those patients first on very busy days.

DUTY DOCTOR SYSTEM QUESTION AND ANSWER SHEET

No Question

- 1 What is a triage system?
- 2 What will the duty doctor do?
- 3 What are the different courses of action?
- 4 Can I get to see a doctor within two days of contacting the surgery?
- 5 What is appropriate?
- 6 Can I see my usual doctor?
- 7 What happens if I have spoken to the doctor and arranged a plan of action but I now feel worse?
- 8 What happens if I am unhappy with the course of action which the doctor has suggested?

Answer

Triage is the prioritising of patients based on clinical need.

The duty doctor will call you back and discuss your symptoms and problems with you. The doctor will then decide with you what the best course of action is.

Following your discussion it may be that the telephone advice given is sufficient or the doctor may either: (i) complete a prescription for you to collect; (ii) arrange for you to have an appointment that day or at some time in the future with a doctor, nurse practitioner or practice nurse or (iii) arrange for you to have a home visit by a doctor or a member of the community nursing team.

YES. If the duty doctor considers it appropriate then you will get an appointment on that day or the next working day.

Where your symptoms or problems would benefit from prompt medical care or there are other mitigating circumstances that make a prompt appointment the best course of action. The duty doctor may not offer you an urgent appointment in certain cases, for example where you have had a minor problem for some time and have just reported it and may arrange a routine appointment instead.

For routine appointments, booked up to four weeks in advance, you should be able to see your usual doctor unless you are restricted to particular days and times when it may be a problem.
For more urgent appointments the duty doctor may decide that it is more important that you see any doctor sooner. However the duty doctor could also decide that it is important that you see your usual doctor to maintain continuity of care and, if this is the case, the doctor will arrange that for you.

If this happens then call the surgery again and speak to the duty doctor. The doctor will always be available to follow up on any worsening of symptoms.

We are very keen to ensure our patients are satisfied with the service we offer. If you are dissatisfied, please contact the practice manager, Nigel Peacock, in the first instance and he will try to make sure that your concerns are resolved as quickly as possible. If you remain dissatisfied, the practice manager will be able to give you a copy of the complaints leaflet and explain how to do this.

Telephone consultations are available. Please ask the receptionist when booking your appointment.

An appointment with a doctor is for 10 minutes.

Please be aware that this time is generally sufficient to talk about one or two problems you may bring, and no more. We are aware of the waiting time for others behind you in surgery. Your doctor may ask you back on another occasion if you bring more than two problems. Alternatively, a 10 minute appointment will be sufficient to use for your annual medication review if you are taking regular medications, but it is difficult to fit in additional problems at this time. If you feel your problems are complex or will need extra time to discuss, please feel free to ask reception for a double appointment ie 20 minutes. Please try to let us know well in advance if you are unable to keep your appointment.

ADDITIONAL APPOINTMENT SERVICES

Self Check-in For Booked Appointments With Your Doctor

We have installed an automated self check-in system near the reception desk. This allows you to check in automatically for your appointment, by using your date of birth. Please ask at reception if you need any help using this.

Appointment Booking Via The Internet

You can now book an appointment with your GP online www.northhousesurgery.co.uk. To use the website we must issue you with a password first. Please call the surgery or enquire at the practice reception desk for further details.

It is not yet possible to make complex appointments via the internet, ie double appointments, such as 20 minutes with the doctor, appointments for cervical smears or joint injections with the GP. We hope this service will be available in the future.

Text Reminders

To help improve our patient services we are able to send you a free reminder via text before your appointment. Should you no longer need your appointment; early cancellation will enable us to provide care to another patient. If you would like to sign up for this service please ask for a form at the reception desk.

Chaperones

You can request a chaperone to be present during your appointment or your GP or nurse may arrange for one to be present. As this will be a trained member of staff advance notice may be required.

Audio Loop

We have an audio loop for the hard of hearing.

F. LOWLEY & SON LTD

Independent & Locally Owned
Est. 1879

Funeral Director

Mr T.E. Bassitt

Complete Funeral Service

- 24 Hour Personal Attention •
- Private Chapel Of Rest •
- Complete Joinery Service • Domestic & Commercial •

Tel 01765 602294
13 Low Skellgate, Ripon HG4 1BE



Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £26 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call
0800 612 1408

or email us at payasyougo@opg.co.uk

OPG - HELPING THE SMALL BUSINESS
GROW FOR OVER 40 YEARS

HOME VISITS

Telephone Ripon **(01765) 690666**

Home visits are for truly housebound patients. It is much better to attend the surgery whenever possible. This allows the doctors to look after you much better using our wide range of surgery facilities. However, if a home visit is essential, please telephone the surgery **before 10.00am** whenever possible.

EMERGENCIES AND OUT-OF-HOURS SERVICE

Urgent medical care is provided by the Out of Hours Service from 6.00 – 6.30pm on weekdays. To access this service patients should ring the normal surgery number and they will be transferred automatically.

NHS 111 will provide urgent care for patients from 6.30pm to 8.00am Monday to Friday, over the weekend and throughout all bank holidays. To access this service please dial 111. If you have a life threatening medical emergency please dial 999.

TELEPHONE ENQUIRIES

The practice staff are always happy to help you with your enquiries. If you need to speak to your doctor or the practice nurse, please telephone before 9.00am and the receptionist will arrange for your doctor or nurse to call you back as soon as possible, though it may not always be on the same day.

If you have a touch-tone telephone, you may be able to access the surgery service you require by following the instructions as they are given. If you do not have a touch-tone telephone, please do not worry, as your call will be transferred automatically to the switchboard who will be able to assist you.

PRESCRIPTIONS

It is not necessary to see your doctor each time if you are continuing to take the same medication. Your doctor can decide to repeat your prescription.

The quickest way of ordering repeat prescriptions is online via our website (www.northhousesurgery.co.uk). To use the website we must issue you with a password first. Please call the surgery or enquire at the practice reception desk for further details. Once set up, you can order repeat prescriptions 24 hours per day and will save you time. Alternatively you can return the prescription slip to the surgery yourself or put it in the post. Please allow A FULL 72 HOURS' NOTICE (excluding Saturday and Sunday ie: three working days) between the receipt of your order by the practice and collection of your prescription.

For patient safety reasons we do not accept requests for repeat prescriptions over the telephone. This is in line with guidance from the British Medical Association.

PRACTICE SERVICES

As well as looking after your general health and wellbeing, every doctor provides a full range of particular services such as maternity, contraceptive, minor surgery, minor injury and child health surveillance services.

www.northhousesurgery.co.uk

Let our practice
publications
promote your
business
for you!



To place an eye catching
advertising feature in our vitally
important Practice Booklets and
our indispensable Appointment
Cards and Website
simply phone Veronica Smith
now on **0800 612 1516.**

ENCOURAGING BETTER HEALTH

Our doctors and practice nurses offer you health promotion as a special service. You can make an appointment with them to discuss those lifestyle problems which affect your health, such as smoking, alcohol, drugs, diet and exercise. You can decide together what to do about them. North House provides you with the following services:

New Patient Health Checks

If you are a new patient, either the nurse or doctor will offer you a health check. You will be asked by reception when registering to make a new patient health check with the doctor or nurse before seeing them for any other appointment except in an emergency.

Over 75 Health Checks

This is your opportunity not only for a general check-up but also to raise any other health problems concerning you.

Winter Flu Vaccinations

We offer these to patients who are either over 65 or have special problems such as chronic heart, lung or kidney disorder; they are also available to all diabetic and asthmatic patients. Flu vaccinations start in October each year. In certain cases, the doctor or nurse will also advise vaccination against pneumonia.

Cervical Cytology (Smear Tests)

The practice nurse is available to undertake these examinations.

Family Planning

You can discuss all aspects of contraception with our practice nurses and GPs.

Travel Vaccine And Advice (Practice Nurse)

If you are going abroad, you can make an appointment with the practice nurse to discuss immunisation and problems such as deep vein thrombosis (DVT), safe drinking water and first aid travel kits.

Please see our website for more details or ask at reception.

Smoking Cessation Help And Advice

All our doctors and nurses will help and encourage you to stop smoking. With your permission, they will refer you to the practice Smoking Cessation Advisors who are specially trained to help you.

Weight And Dietary Advice

You can discuss advice on healthy eating, weight control and diet for certain medical complaints.

Exercise On Prescription

You can ask your doctor about schemes now available to patients whose health may benefit from more exercise.

CLINICS

North House also offers a range of special clinics.

Diabetic, Respiratory and Healthy Heart appointments are available each weekday.

Diabetic Appointments

Diabetic patients, whether controlling their condition with diet, tablets or with insulin injections, should be reviewed regularly as regards their general health. The aim of the practice is to keep all people with diabetes in good health and, whenever possible, prevent complications of diabetes by good control of blood sugar levels and blood pressure readings. We will carry out checks of blood pressure, eye and foot health. Blood tests will be offered to participating patients one week before the clinic date.

Respiratory Clinic

The purpose of this clinic is to enable accurate diagnosis and treatment of those people with asthma and chronic lung problems. We aim to raise awareness, allowing you to manage your own condition.

Healthy Heart Clinic

Patients with current or past diagnosis of angina or a similar heart condition will be reviewed in this clinic on an annual basis. We will carry out checks of blood pressure and review treatment as appropriate. Blood tests will be checked prior to clinic attendance to measure cholesterol.

Travel Clinic

Patients who are planning to travel can attend the travel clinic which is held on Tuesday evening between 4.30–7.30pm. Please see our website for more details or ask at reception. Please be aware some vaccinations are free on the NHS, others you will have to pay for. Reception can advise you on this.

Antenatal Clinic

By appointment with the midwife.

Clinics are held each Tuesday from 9.10 - 10.30am with the midwife, or with your own doctor by appointment.

Minor Surgery

You can make arrangements with your own doctor to have minor surgery. Each of our partners is registered with North Yorkshire Family Health Services to carry out minor surgical procedures. These can be performed after prior arrangement with your own doctor.

Medical Examinations

You can also make arrangements to be examined for HGV/PSV/elderly driving licences and for insurance purposes, by appointment; you will need to pay for these services. Please see website for full price list or ask at reception.

CHILDREN'S CLINICS

If your child is unwell, please see your GP in normal hours.

Please note that baby changing and feeding facilities are available on request.

Child Immunisation Clinic

The practice nurses hold childhood immunisation clinics on Tuesday 4.00 - 5.00pm and Wednesday 10.30 - 11.50am.

Well Baby Clinic

By arrangement with the health visitors.

Child Development Assessments

Monthly sessions - by appointment, to which you will be invited when appropriate.

OTHER NHS SERVICES

Ripon Community Hospital

Minor Injuries

This department is in Ripon Community Hospital, Firby Lane, Ripon and is open from 8.00am until 9.00pm every day including weekends and bank holidays.

Outpatients

Consultants in most specialties hold regular outpatient clinics at Ripon Hospital, which also houses its own physiotherapy and X-ray departments. Your own doctor can refer you to these services.

Inpatients

If you need inpatient treatment, you may be able to be cared for in Ripon Hospital by your own doctor.

WALK-IN CENTRE

The nearest NHS walk-in centre to North House Surgery is situated at 31 Monkgate, York. The walk-in centre is open Monday to Sunday 8.00am - 6.00pm.

OUR PRACTICE CHARTER

Your Medical Records - Privacy And Confidentiality

1. Your medical records are a history of your health - your illnesses, prescriptions, investigations and any other treatments you have had
2. You have a right to keep your personal health information confidential. The relationship with you and your doctor is special
3. We now keep your records on our practice computer system, so we are able to share information among all those responsible for your care - unless you ask us not to. Remember, all members of our team have signed confidentiality agreements in their contracts

4. We need to find the right balance between watching over your personal privacy and providing good health care - which may depend on those who care for you having access to information
 5. You have the right to see - and correct - your records whether these are on the computer or in writing. There may be a small charge for administration and photocopying
 6. Sometimes we must release medical information about you to other people or organisations. This can happen in the following ways:
 - Life or health insurance companies, and sometimes solicitors, may need information but only with your consent. Benefit agencies also ask us for details which we provide, since it is in your interest that we do so
 - Health authorities need anonymised information both for statistical reasons and as the basis for making payments to the practice
 - The law sometimes requires information for public health reasons, for example about illnesses such as meningitis. Law courts can also make doctors disclose medical records to them and they cannot refuse to co-operate
- (Further details about the practice's policy on privacy and confidentiality are available on request)

WHAT YOU CAN EXPECT FROM US

1. You will be treated as an individual and will be given courtesy and respect at all times
2. You have the right to be treated confidentially
3. Your religion and cultural beliefs will be respected
4. You will be given a time to see a doctor or practice nurse in accordance with our appointments system. They will do their best to see you promptly but if there is a substantial delay for any reason, you will be given an explanation
5. You can ask for a home visit if you are not well enough to attend the surgery, but the decision remains with your doctor
6. Remember we will need your authority in writing if you want a relative or friend to obtain any information about your health care, including any test results. Confidentiality rules are very strict
7. If your doctor believes that you need a second opinion, he or she will arrange this
8. When you register as a new patient, you will be offered a health check with the doctor or nurse
9. Your repeat prescriptions will normally be ready within 48 hours (two working days) of your request being received at the surgery
10. We will normally answer the telephone as promptly as possible and with courtesy
11. We will do our best to explain things clearly and simply. If you are in doubt or want more details, just ask

HOW YOU CAN HELP US

1. Let us know if you cannot keep your appointment or may be late
2. Arrive in plenty of time for your appointment
3. Remember that your appointment is for 10 minutes and the appointment is for one patient at a time, unless you make other arrangements with your doctor
4. Try to come to the surgery if you can. We can see four or five patients at the surgery in the time it takes to do one home visit
5. Be prepared to give our staff information that helps them assess the urgency of your request for advice/appointment/visit. We, of course, respect your privacy at all times
6. Remember that we are governed by strict rules of confidentiality and we will not give any information about your health care (including test results) to any other person (friends or relatives) unless we have your written authority to do so
7. Call after 10.00am to make routine or follow-up appointments - the phones won't be so busy
8. Tell us if you change your name, address or telephone number (land line and mobile numbers). Also, if you have a hospital appointment you will need to contact the hospital to inform them of your change of address
9. Make sure we receive copies of any discharge letters, medication lists or other information you may have been given after attending hospital appointments
10. Remember that our staff are here to assist you, but do welcome a degree of courtesy, and we do have a policy of zero tolerance towards violent, threatening and abusive behaviour. If you do not respect the rights of our staff, we may have no choice but to inform the police and make arrangements for you to be removed from our medical list

PATIENTS PARTICIPATION GROUP

If you would like to join our Patient Participation Group please ask reception for a form.

SUGGESTIONS

If you would like to make comments on our service please ask to see our business manager, Nigel Peacock or, alternatively, leave your written suggestions in the box at the surgery entrance. We are always pleased to hear how we can improve our services and include new ideas.

COMPLAINTS

We aim to provide a high standard of healthcare which closely suits your needs. However, if you are dissatisfied with the service you receive from any member of the practice team, please address your concerns to Nigel Peacock (Business Manager). He will ensure that your problem is investigated promptly and within the NHS complaints procedures. You can also contact the North Yorkshire Complaints Advocacy Service. They can be contacted on 0300 012 4212.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2009 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from the manager.

PATIENT PRIVACY NOTICE

To understand how we protect your data and what your data rights are, read the Patient Privacy Notice at www.northhousesurgery.co.uk or ask reception for a copy.

DATA PROTECTION

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the business manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

NOTES

USEFUL TELEPHONE NUMBERS

North House Surgery	01765 690666
Health Visitors	01765 645932
District Nurses	01423 554632
Community Midwife	01423 885959
Community Mental Health Team	01765 60759
NHS 111	111
Harrogate Community Alcohol Team	01423 553562
Ripon and District Hospital	01765 602546
Harrogate Hospital	01423 885959
Leeds General Infirmary	0113 2432799
Friarage Hospital, Northallerton	01609 779911
St. Michael's Hospice	01423 879687
St. James University Hospital	0113 2433144
York District Hospital	01904 631313
Harrogate and Rural District Clinical Commissioning Group.....	01423 859632
North Yorkshire Family Health Services	01904 694700
Patient Relations Service	0800 0688000
Social Services	01423 568099/0845 034 9494
Social Security	01423 832800
Citizens Advice Bureau	03444 111 444
Alcoholics Anonymous	0113 2454567
Samaritans	01423 525352
North Yorkshire AIDS Hotline	01904 640024
RELATE	01423 502173
Boots Pharmacy	01765 602087
Day Lewis Pharmacy (North St)	01765 602031
Day Lewis Pharmacy (Westgate).....	01765 602109
Morrisons Pharmacy.....	01765 605690

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.

The Area Served By North House

