

Patients' Charter

YORK MEDICAL GROUP

Partners:

() identifies their surgery

Acomb – AC

32 Clifton – 32C

Monkgate – MG

Tower Court – TC

Water Lane – WL

Woodthorpe - WT

Dr Pauline Bolter (MG)

Qualified London, 1985

MB BS DRCOG DTM&H

Dr Aaron Brown (WL)

Qualified Hull & York, 2014

MBBS MRCS PGCME MRCGP

Special Interests: Minor Surgery, Men's Health/Urology (Urology Lead for Referral Support Service), LMC (GP Representative)

Dr Clare Coe (WL)

Qualified Liverpool, 2003

MB ChB BSChB MRCGP DCH

Dr Paula Evans (AC&WT)

Qualified Nottingham, 1989

BM BS BMedSci (Hons) MRCGP DCH DFRSH PGCME

Special Interests: Women's & Children's Health, Haematology, Minor Surgery, GP training and Education, Commissioning

Dr Andrew Field (32C)

Qualified London, 1990

BSc MBBS FRCS MA

Special Interests:

LMC (GP Representative), Minor surgery, Surgery in general, MSK and Orthopaedics, Men's Health/Prostate, Osteoporosis & Mental Health

Dr Rebecca Field (32C)

Qualified London, 1994

BSc MBBS MRCGP DRCOG DFFP

Special Interests: Diabetes, Mental Health, Women's Health

Dr Alice Fraser (32C)

Qualified Southampton, 2000

BM BSc MRCGP

Special Interests: Paediatrics, Mental Health

Dr David Geddes (WL)

Qualified London, 1987

MB BS DRCOGDCH DPD MRCGP

*Special Interests: Mental Health & Dermatology
Head of Primary Care Commissioning for NHS England*

Dr Robin Ghosh (MG)

*Qualified Birmingham, 1999 MBChB MRCGP
Special Interests: Musculoskeletal Medicine, Men's Health & Palliative Care*

Dr David Hammond (TC)

*Qualified Leeds, 1994
MB ChB DSc DRCOG DCH MRCGP*

Dr Astrid Henckel (MG)

*Qualified Cologne, Germany, 1993 Medical State Exam
Special Interest: Minor Surgery*

Dr Mark Howson (WL)

*Qualified Leeds, 2004
MB ChB BSc PGDipENT MRCGP
Special Interest: Ear, Nose & Throat*

Dr Jane Inwood (TC)

*Qualified Leicester, 1994
MB ChB FRCS (Eng) FRCS (oto) DCH DRCOG MRCGP DFFP
Special Interests: Ear, Nose & Throat, Women's Health & Children's health*

Dr William Ovenden (WT)

*Qualified Cambridge, 1997
MA MB BChir
Special Interests: Diabetes*

Dr Marie Scarsbrook (AC)

*Qualified Bristol, 1997
MBChB DGM DCH DFSRH MRCGP
Special Interests: Contraception and Elderly care*

Associates:

Dr Nick Bennett (32C) *Qualified Hull, 2008*

*RCSEd (Royal College of Surgeons Edinburgh)
Special Interests: Minor surgery, ENT, Plastic Surgery and Orthopaedics*

Dr Rachel Bennett (MG) *Qualified Leeds, 2005*

MBChB BSc DFSRH MRCGP

Dr Tammie Downes (TC) *Qualified London, 1995*

Bsc DCH DFFP DRCOG MBBS MRCGP

Dr Miriam Hodgson (AC) *Qualified Newcastle Upon Tyne, 2005*

*MBBS MRCGP DRCOG
Special Interest: Dermatology*

Dr Alexander Ma (AC/WT/MG) Qualified London, 2010
MBBS BSc
Special Interest: Joint Injections

Dr Elizabeth Nellist (TC) Qualified Birmingham, 2004
MRCGP DFFP DRCOG BM BS BMedSci

Dr Helen O'Malley (AC&WT) Qualified Leicester 1995
MB ChB MRCPC DFSRH MRCGP

Dr Samantha Plummer (AC&WT) Qualified Hull, 2009
MBBS MRCGP
Special Interests: Palliative Care & Paediatrics

Dr Kelly Robertson (AC&WT) Qualified Hull and York 2008
MBBS
Special Interests: Learning Disabilities, Adult Safeguarding and FY2 Clinical Supervisor

Dr Dylan Summers (32C) Qualified Manchester, 1997
MBBS MRCGP
Special Interests: Teaching and Training & Joint Injections

Dr Jason Tunstall Qualified Sheffield, 2011
MBChB MRCGP
Special Interests: MSK & Elderly Medicine

Dr Siobhan Ward (MG) Qualified Cardiff, 2008
MBBCh MRCGP
Special Interests: Mental Health & Women's Health

ALL MEMBERS OF THE SURGERY PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEET THE PATIENT'S REQUIREMENTS.

Practice Leaflet:

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk.

Surgery Premises:

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Patients' rights to General Medical Services:

Patients have the rights to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a health check on joining the practice for ongoing health issues
- receive urgent care at any time from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agree
- have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Changes to Procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of a brochure; waiting room noticeboard or individual leaflets, giving as much notice as practicable and will be announced on our website

Repeat Prescriptions:

These will be issued with a 28 day supply of medication.

Referrals:

- Urgent referrals to other health and social care agencies will be made within two working days of the patient consultation. Where requested, our GPs will refer you to a private health provider.
- We will normally process non-urgent referrals within seven working days of the doctor's decision to refer.

Test Results:

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result. Results are sent to the practice on different timescales.

Transfer of Medical Records:

The Practice will endeavour to dispatch any medical record required by the Health Authority within approximately one month and same day if the request is urgent.

Privacy and Confidentiality:

We will respect our patients' privacy, dignity and confidentiality at all times.

Appointments:

With a Doctor/ Nurse: For routine consultations we will endeavour to offer patients an appointment with a GP/Nurse within 10 working days. Medically urgent requests will be dealt with on the same day.

If there is a delay in the appointment wait (when you arrive) of more than 20 minutes we will let you know either by the self-check in screen or at the reception desk.

We are happy to update you on any delay situation if you feel that you have been waiting too long.

Home Visits:

We are unable to guarantee a specific doctor will visit you as this depends on availability and other factors. The decision to home visit will be at the doctors' discretion.

Out of Hours Emergencies:

We will do everything possible to ensure that our system for contacting the Out of Hours Services (team) is easy to follow, reliable and effective. The telephone number of the Out of Hours GP is recorded on the surgery telephone answer phone during surgery closing times.

Waiting Times:

- surgeries will normally start on time.
- we encourage one issue per appointment to avoid over running and remind patients of appointment duration. Patients can book longer appointments to accommodate their concerns.
- we aim for patients to be seen within twenty minutes of their appointment time, and in the event of a delay we will offer an explanation.
- when a doctor needs to attend to an urgent clinical matter, we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

With these rights come responsibilities and for the patients this means:

- Courtesy to the staff at all times - remember they are working for lots of patients.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family wishes to be seen or discussed, another appointment should be made.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time. Home visits should be medically justifiable
- Patients will be encouraged to attend surgery where possible
- When patients are asked to give 48 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
- Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.

*||Emis778a|shared|SuzanneH|CQC 2014|Outcome 1 - Reg 17|Patient Charter V2
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