

PATIENT INFORMATION BOOKLET

HOWDEN MEDICAL CENTRE

PINFOLD STREET

HOWDEN

EAST YORKSHIRE

DN14 7DD

Tel (01430) 430318

Website: www.howdenmedicalcentre.nhs.uk

**For Out of Hours Emergency Doctor Contact The
NHS 111 Service By Dialling: 111**

For Medical Emergencies Dial 999

Dr R Harrison

Dr D Rose

Dr L Skeet

Dr C May

Dr F Rehman

Dr O Idahosa

Dr I Silva

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WELCOME

Welcome to Howden Medical Centre. As a patient we hope you will find all our staff to be helpful and supportive at all times. We pride ourselves on the delivery of a quality service and trust you will find this Patient Information Booklet of use.

ONLINE SERVICES

Howden Medical Centre offers patients access to book appointments, order repeat prescriptions, view their summary care record, access their detailed coded and full medical record online. To obtain access pick up a registration form in the surgery or on our website. To expand what you already have access to online, logon on to your account and apply for the additional services you require.

If you have the NHS App and not our practice online services you will need to contact the surgery to ask for access to additional services as above

Where possible, we release a proportion of GP appointments to book online the day before at 1pm (for Monday appts 2 days before) with remainder being bookable only on the day.

If you have a child under 13 years of age you can request access as a parent.

YOU STILL NEED TO RING THE SURGERY IF:

- You want to book at GP appointment (none are available for online booking)
- You want to book a nurses appointment
- You want to book an MSK First Contact Practitioner appointment
- You require a medication review (this will be with the Pharmacist)
- You want to book late night or weekend appointments through our Enhanced Access Service

IMPROVING ACCESS APPOINTMENTS Available Evenings and Weekends

GP and Nurse appointments are available during evenings and at weekends running from different practice locations on different days. If you choose to book one of these appointments the clinician will have access to your GP Medical Records and can consult safely and effectively. If you would like to book an appointment in this service please ask reception who can check availability and book you in.

ONLINE CONSULTATIONS, QUERIES AND SELF HELP INFORMATION

No need to telephone us or book an appointment, do an online consultation instead via the Online Services page of our website. You don't need an account or login and it can be used for children and adults. You can send us administrative queries or questions as well as consulting with us regarding a medical problem and access self-help information relating to your medical problem. We aim to deal with your online consultation the next working day where possible.

no on the day capacity at the surgery to ensure Your problem is dealt with as quickly as possible.

Your responsibilities to us ...

- To access these other services when you are advised to.

WAITING TIMES

We are under great pressure of demand from patients to consult the doctors. Often, we have to fit in urgent cases and some patients may need more than the allotted times. Since we are unable to predict all these factors in advance, there may be certain times when you have to be kept waiting. Obviously we will try and ensure this is kept to within a reasonable time.

Your responsibilities to us ...

- To ensure you are not late for your appointment.
- To ensure that only one person sees the doctor per appointment.
- To be ready to tell the doctor details of symptoms, any past illnesses, medication, hospital admissions - or any other relevant information about your health.
- To remain patient and reasonable with reception staff.

APPOINTMENTS WITH OTHER CLINICIANS WORKING IN THE SURGERY

There are an increasing number of different clinical specialties and other staff members working in the surgery who you may be booked in with rather than our GP and Nursing staff. This is a initiative to employ staff through Primary Care Networks (PCNs) to work in primary care and take some of the pressure off GP and Nursing staff and provide extra capacity. They are all qualified in their field of expertise and you may be booked in with one of these staff members where appropriate. At the time of writing they include Paramedics, Advanced Nurse Practitioners, Clinical Pharmacists, Pharmacy Technicians, Musculoskeletal (MSK) First Contact Practitioners, Social Prescribers.

Your responsibilities to us ...

- To ensure you are not late for your appointment.
- Advise reception staff of your symptoms so they can book you in with the most appropriate person

OTHER SERVICES WE MAY DIRECT YOU TO

There are numerous other services which have been commissioned to bolster and provide extra capacity to primary care or where primary care is not appropriate, these include but are not limited to opticians who you can access for acute eye problems, Dentists who you can access for acute dental problems, Pharmacies who offer an ongoing widening range of services for minor conditions, Urgent Treatment Centres and NHS 111. You can access these services direct without coming through the surgery. You may be directed to these, or other services by our reception staff where appropriate, you may also be directed to them appropriately should there be

NAMED ACCOUNTABLE GP

All patients at Howden Medical Centre are registered to the practice not to an individual GP .

All GP surgeries are required to provide all patients with a named accountable GP, who will have failsafe responsibility for the coordination of a patient's overall care and support that we provide to you should the need arise. Please ask at reception if you would like to know your named GP.

This does not change in any way the care you receive, the way we run our service and the care we provide to our patients. It does not mean you will be seen by the named accountable GP, you are still able to see any GP at the practice, and the actual care you receive can be provided by any GP or a member of our clinical team as appropriate.

CONFIDENTIALITY

Your medical records are confidential for **ALL** age groups. All members of the practice team observe your right to confidentiality. The Practice Staff and Primary Care Network Staff, Health Visitor, District Nurses and administrative staff employed by the practice/Local Trusts have access to patient information. There are times when the clinical team will discuss your health with other health organisations involved in your care to ensure your health needs are met appropriately.

REGISTERING WITH A GENERAL PRACTITIONER

All patients are registered with Howden Medical Centre, not an individual GP. You will still be able request to see/talk to the GP or health care professional of your choice and we aim to facilitate this wherever possible.

On arrival at the Medical Centre you will be asked to complete a registration form and new patient questionnaire. An appointment will be made for you to attend a new patient health review with a Doctor or member of the Nursing Team.

REGISTERED PATIENTS

If you are over 75 and have not been seen within the last year, or between 16 and 75 years and have not been seen within the last three years you may request a consultation for a health review with the Support Nurse.

APPOINTMENTS

An appointment can be made by ringing 01430 430318, calling into the practice in person, using our online booking system or instead of an appointment, use our online consultation system available on our website.

You do not have to disclose what your consultation is in relation to but it does help our GPs prioritise more urgent consultations if you advise the receptionist the nature of your medical problem, this is purely so that they can note it on your appointment and the GP can see what your consultation is in respect of and in some cases if you need to be prioritised to earlier in the day.

The Medical Centre makes some of the available GP telephone consultation appointments bookable in advance the day before (Monday appointments, 2 days before) via online services.

The remaining GP consultations are made available for patients to book on the day. The practice is not always able to offer the doctor of your choice, you will sometimes have to consult with the doctor who is available on the day. We advise ringing between 8.00–8:30am to book a GP consultation.

If you can only receive a call at certain times of the day tell us the times during the day the GP can call you, or when you are not free to take a call. The GPs will do their best to call you when you have told us you will be available however this can never be guaranteed due to the unpredictable nature of general practice, patients, and what will happen during the day.

When you book onto the list for a telephone consultation with a GP. The GP will ring you on the number you have told us you will be available on and will carry out their consultation over the phone, providing you with advice or any further follow up as required, this may take many forms for example:

- If you need advice and guidance on a condition this will be provided
- Should you need a prescription this will be issued
- If a referral is required and can be done without seeing you, you will be referred
- Should you need to be signposted to another service they will provide you with that services contact information
- If the GP feels they need to see you they will arrange an appointment for you to attend the surgery
- If you attend to see a GP and a follow up appointment with them is required, they will arrange and book that appointment with you there and then

request - if it is a week day (Monday - Friday). Repeat prescriptions should be ordered in good time—we ask that you order these 7 to 10 days before they are needed. We have a week in which to process prescription requests but we aim to process these within 3 working days.

Your responsibilities to us ...

Except in cases of extreme difficulty, submit your request for a repeat prescription via your NHS App or Systmonline/Airmid, our online consultation system on our website or via our prescription ordering service accessed via our phone system.

- To give appropriate notice when ordering repeat prescriptions.
- To clearly state which medication are required when ordering repeat medication.
- To ring for your repeat prescription during the times specified on our website or in our practice leaflet.
- To bring or send us a stamped self-addressed envelope if you wish us to post your prescription,

REFERRALS

From time to time your doctor may feel it necessary to refer you to a consultant for further care. Urgent referrals are processed within the practice as a top priority. All correspondence is dealt with promptly.

Your responsibilities to us ...

- To recognise that delays in receiving a consultant's appointment are beyond our control

VISITS - DAYTIME HOME /OUT OF HOURS CALLS/NIGHT VISITS

In addition to emergencies, home visits may sometimes be necessary. Requests for these should be strictly reserved for patients who are unable to attend normal surgeries - either because they are too ill or because they are infirm.

Your responsibilities to us ...

- Not to request a home visit if you are able to come to the surgery.
- Unless an emergency arises later, to telephone the surgery between 8.30 and 10.30am for a home visit.

HEALTH, SAFETY & SECURITY

Our aim is to provide safe, healthy and pleasant facilities for all our patients.

Your responsibilities to us ...

- To drive and park safely when coming to the surgery
- Not to smoke or consume food/drink in the surgery.
- To use receptacles for litter.
- Not to bring pets to the surgery (except guide dogs).
- To keep children supervised and under control at all times.
- To wash hands after using the toilet.
- To secure cars, cycles and other belongings.
- To ensure that nothing is done by act or omission to place at risk yourself, staff, other patients or visitors to the practice.
- To let us know of any problems you find.

INVESTIGATIONS & RESULTS

From time to time the doctor may take various tests for the purpose of diagnosis or monitoring. You will be given some idea about the time taken for results to be received. Any treatment arising from these tests will be organised at the earliest possible time. Please note that the practice has no sway over how long test results take to be processed and sent back to us.

Your responsibilities to us ...

- To ring for results at the times advertised in the practice leaflet.

MONITORING & REVIEW

The practice has always been concerned about patient care and the quality of services that we provide. This charter enables us to record in writing those issues that are central to the 'partnership' that we seek. We will monitor and review those matters in pursuit of the quality and consistency to which we aspire.

PRESCRIPTIONS

Patients should not expect a prescription every time they visit the doctor. Requests for one-off prescriptions for routine or minor ailments for which you do not necessarily need a personal consultation with the doctor (acute prescriptions) can be requested via NHS APP or SystmOnline/Airmid in the notes section on the prescriptions ordering section, you can also do this via our online consultations facility on our website. The doctor will consider your request in the light of the symptoms you have described. We will do our best to have acute prescriptions ready on the day of your

Due to the unpredictable nature of the patient and their problem this may take longer to resolve than expected and there are times when a surgery may run behind schedule and you may have to wait. We are sorry for these delays and try our best to prevent them.

MEDICATION REVIEWS—Book with the Practice Pharmacist

For a Medication Review, contact the surgery and book an appointment with the Practice Pharmacist who undertakes all medication reviews.

CANCELLING UNWANTED APPOINTMENTS

We ask Patients to do their utmost to attend their appointments or to cancel it as soon as possible if it is no longer required. You can cancel your appointments using our online service or by telephoning the practice. Please also make sure we have your up to date mobile telephone number to utilise our text reminder service, from which you can cancel appointments from your mobile phone.

ACCESS TO NURSES VIA THE TELEPHONE

Should you wish to speak to a nurse to seek advice or guidance with a particular problem, request a call from a nurse and provide a telephone number which you are contactable on through the day.

We cannot guarantee what time they will be able to contact you so where possible please leave a number which you are contactable on at all times such as your mobile number.

ACCESS TO YOUR MEDICAL RECORDS

We would encourage patients to sign up for access to our online services or the NHS App. Once you have signed up and requested access to your full GP medical record, you can print copies of results, letters and your GP medical record yourself whenever you need them without having to contact the surgery to obtain these.

If you wish someone else to act on your behalf with regards to your medical matters and be able to contact the surgery to obtain information about you, you should have a Power of Attorney for Health and Welfare in place. If you do have one in place please provide this to us so that we can add this information to your GP medical record.

If you do not have a Power of Attorney for Health and Welfare in place, you can collect an 'Allowing Others to Speak on Your behalf' form from the surgery. This will be set up on your records detailing who can speak on your behalf, however, this only related to the practice not other services.

HOME VISITS

The decision as to whether a home visit is required is made by the doctor and is based on clinical need.

A request for a home visit can be made over the telephone on 01430 430318, please ring before 11am. Give the full name, address and telephone number of the patient with some details of their condition. Should the patient not be at their normal address please make this clear to the reception team.

If you are ringing on behalf of a friend or a relative please state your name and contact number if you feel this to be appropriate.

You will be telephoned or visited by a doctor.

OUT OF HOURS EMERGENCIES

Whatever the time you can ring the normal surgery number 01430 430318 to obtain information on emergency and out of hours services.

Outside surgery hours, 6pm – 8am Monday to Friday, all day Saturday and Sunday and Bank Holidays.

For a medical emergency you must ring 999 immediately.

If it is not an immediate medical emergency you can ring the NHS 111 Service (emergency doctor service) on 111.

Give your name, address, telephone number and the name of your own doctor or Medical Centre and a brief description of the problem.

A doctor will either ring you back, call to see you, or ask you to attend an out of hours centre, normally at Goole and District hospital.

CONFIDENTIALITY

Information on patients is kept on computer and in writing. Strict procedures and security measures are in force to prevent unauthorised access to these records. Staff would face dismissal if confidential information were to be disclosed to unauthorised parties. Information given to the doctor at a consultation is treated in strictest confidence.

Your responsibilities to us ...

- To notify us if there are any changes to your registration details - such as name, address or telephone numbers.

EMERGENCY COVER

Serious emergencies are best dealt with by the emergency services - police, fire, ambulance by dialling 999. In less serious emergencies, a general practice doctor may be appropriate. If you telephone the surgery out of hours [times other than 8am to 6pm weekdays] you will be advised to contact 111 or 999 depending on the circumstance. The out of hours service is contacted through 111, on ringing 111 they will take you through the normal triage processes, in appropriate circumstances, you may be given advice, arrangements made for you to see the on call Doctor or asked to attend an urgent treatment or emergency centre for assessment.

Your responsibilities to us ...

- Use the 111 service if you need medical attention, do not postpone this until the Surgery re-opens.
- To be prepared to give brief but relevant details when telephoning.
- To dial 999 if the case is a serious emergency.
- Be prepared to give brief but clear contact details together with symptoms, any medication, when symptoms started and any wherever possible relevant history.

HEALTH CARE

The main aim of the practice is to provide the best possible health care and services for our patients. To this end, our staff receive training in their various fields so that they are professionally competent and able to work efficiently and effectively. The practice is constantly reviewing services in order to be responsive to patients' needs.

Your responsibilities to us ...

- To comply with recommended treatments and medication.
- To recognise that a healthy lifestyle helps maintain health.
- To ensure children are fully immunised.
- To take advantage of any health promotion activities or advice offered.

COMMUNICATIONS

We believe that effective communications play a vital part in the 'partnership' we seek. Information will be available to you in various forms. When the main surgery is closed a message on our answering machine will give details of other services to contact. Posters, leaflets and booklets will give you details of our services and a range of health related matters. Our staff will try to help you at all times in a friendly, courteous and efficient manner. We will listen to any comments you wish to make

Your responsibilities to us ...

- To recognise that our staff are very busy and to be brief yet informative.
- To communicate with us at appropriate times.
- To realise that anger or frustration must not be communicated in terms of physical or verbal abuse of staff.
- To listen and give proper consideration to advice given.
- To read any posters or literature offered.

COMPLAINTS

The practice welcomes comments or suggestions from the patients about the services we provide. If you have any complaints, then these should be addressed to the practice manager who will advise you and take appropriate action. The practice will deal with complaints fairly and as quickly as possible. It will not tolerate any verbal or physical abuse of staff or doctors.

Your responsibilities to us ...

- To consider whether a complaint is justified.
- To recognise that most complaints can be dealt with at practice level.
- To remain calm and refrain from becoming loud, abusive or violent if a complaint arises.

CONDUCT

The practice recognises that all patients have a right to be treated with courtesy and respect. It does not discriminate on any grounds including age, race, colour or creed.

Your responsibilities to us ...

- To be courteous towards doctors and staff.
- To be mindful of the proper procedure if a complaint arises.

When to use it

You will use the NHS 111 service if you need medical help or advice but it is not a life threatening situation. You will call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or your GP surgery is closed
- you can call 111 at any time if you need health information or reassurance about what to do next

For more information about NHS111 see their website at:

<https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111/>

NHS111 also have an online service available at: <https://111.nhs.uk/>

For less urgent health needs, contact your GP Surgery or local pharmacist in the usual ways. Remember you can do an online consultation with the surgery and this will normally be dealt with the next working day.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to call 999.

URGENT TREATMENT CENTRES / WALK-IN SERVICES

- The closest walk-in centre to Howden hull Urgent care Centre on the Hull Royal Infirmary Site: 01482 335180
- Urgent Treatment Centres are open 7 days a week, Goole open 7am—8pm, Beverley open 7am—11pm, Bridlington open 7am—8pm
- Details of Urgent Treatment Centres can be found at: www.chcpcic.org.uk/chcp-services/urgent-care
- **Please call 111 before accessing these services to ensure you access the most appropriate service and where possible an appointment can be made for you in advance so they are aware you are attending and your wait will be shorter when you arrive.**

REPEAT PRESCRIPTIONS

Patients that are on repeat prescription are asked to, wherever possible, use our online repeat prescription ordering service. Via the NHS App or Surgery App.

Telephone requests can be made during office hours by dialling 01430 430318 and leaving your request on the Medical Centre's automated prescription ordering line. Please listen and follow the instructions given carefully. Please speak clearly and have your medication list to hand.

We ask that you do not ring to request repeat prescriptions between 8.00 and 9.00 am as the telephone lines tend to be busy with patients ringing to arrange appointments/consultations.

We have a week in which to process and send your prescription to the pharmacy of your choice, however, we aim to have your prescription request processed within **3 working days**. It can take the Pharmacy up to a further **3 working days** to order, process and dispense your medicines safely before you collect them from your Pharmacy. **Please do keep this in mind when re-ordering your medicines and do not leave it until the last minute. We recommend you order your prescriptions a maximum of 10 days in advance, and at a minimum 7 days in advance of you requiring the medication.**

REVIEW OF REPEAT MEDICATION

All patients on medication will require a medication review, the timing of this review will be dependent on the medicines you are taking.

All medication reviews are carried out by one of the Practices Clinical Pharmacists who work within the surgery. This may take the form of a text sent to you with a few questions to reply to, or it may require a telephone consultation depending on the type and quantity of medications you are taking

This review is undertaken in the interest of your safety.

E-Referrals

E-Referrals is a system that is used when a decision has been made to refer you to a hospital. Your doctor will give you a choice of hospital you may wish to attend.

ACCESS TO MEDICAL RECORDS

Inevitably, the practice holds medical information on its patients. This is contained in electronic form in computer files and in writing. You have rights under the Data Protection Act, the Access to Medical Reports Act and the Access to Health Records Act. Unless required otherwise by law, we will not give information or release records without your written consent. Since practice time is expended on this non-NHS work, administration costs are payable - depending on the service provided. Details of costs and services are available on request.

Your responsibility to us ...

- To ensure that proper documentation is completed.
- To give proper notice and allow appropriate time for us to respond to requests.
- Where required, to pay fees required in cash.

APPOINTMENTS

You can ask to consult the doctor of your choice - but this may not always be possible on the day or time of your choosing. In those circumstances, if you are unable to wait, you will be offered an alternative consultation with a doctor who is consulting in the surgery.

Your responsibilities to us ...

- To understand that there is often a heavy demand for appointments.
- To consider whether an appointment with the doctor is really necessary.
- To notify us as soon as possible if you wish to cancel an appointment.
- To remain patient with reception staff.

CONSULTATIONS

Consultations are used to diagnose, advise and treat or reassure patients. They vary in length according to individual needs. Although the doctor is under great pressure, every effort will be made to ensure that you understand your diagnosis and treatment.

Your responsibilities to us ...

- To be ready to confirm details of symptoms, any past illnesses medication, hospital admissions or any other relevant information about your health.
- To be as clear and as brief as possible.
- To understand that the doctor has your best interests at heart.
- To ask if you are unsure about what is being said to you.
- To bear in mind that medication is not always necessary.

Patient's Responsibilities

- If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10:30am if at all possible.
- Urgent appointments are for urgent medical problems. Please speak to a Receptionist if you require a sick note or repeat prescription or use the online services available to request these.
- We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist. If you are booked for Telephone consultation this is not for a specific time, you are on a list which the Doctor will triage and ring these most urgent first .
- Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.

Accessibility, Complaints, Comments and Suggestions

- All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- We wish to make Howden Medical Centre as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

PHARMACY TREATMENT AND EMERGENCY PRESCRIPTIONS

Pharmacies can provide treatment for minor illness, you do not need to contact the surgery for these conditions in the first instance, you can go to a Pharmacy.

If you run out of your medication over a weekend when the surgery is closed, you may be able to obtain an emergency supply of your medication from a Pharmacy . We would always advise you in these instances to contact 111 in the first instance.

MEDICAL STUDENT TRAINING

The practice is a teaching partner of Hull York Medical School.

Medical students are taught at the practice on a Wednesday. You may be asked by your doctor if you wish to participate in the teaching by taking part in a face-to-face consultation with a medical student. Or consenting to have medical student present during your consultation.

Year 5 Medical Students work in the practice undertaking consultations with patients, they debrief at the end of every consultation with their supervising GP .

REGISTRARS

The medical centre is an accredited practice for training Doctors intending to become General Practitioners. Registrars are qualified Doctors who are undertaking GP specific training. You can expect to receive the quality of service you would expect to receive from your own GP.

CHAPERONES

All patients are entitled to have a chaperone present at any consultation, examination or procedure where they feel one is required. The chaperone may be a family member, friend, or member of our staff, but in the case of intimate examinations, a clinically trained member of staff is more appropriate.

Whenever possible we would ask you to make this request at the time of booking the appointment so that arrangements can be made and so that your, or other patients, appointments are not delayed in any way. When this is not possible we will endeavour to provide formal chaperones at the time of the request. However, occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our Chaperone Policy.

SMEAR TESTS

These are routinely performed by the Practice Nurses. When making an appointment please advise the receptionist so they can make the appropriate length appointment. Should you have not received your test result within 4 – 6 weeks please contact the Medical Centre.

CONTRACEPTIVE ADVICE:

Is given by the, Practice Nurses, Nurse Practitioner and Doctors. However if you want oral contraception, either initiation of oral contraception or ongoing monitoring or supply of oral contraception prescriptions, this service is now provided by Community Pharmacies.

Community Pharmacies provide the supply of the Combined Oral Contraceptive Pill up to and including 49 years of age, and the Progesterone Only Pill up to and including 54 years of age.

Please contact the Pharmacy of your choice for Oral Contraception prescriptions.

For Intrauterine Contraceptive Devices (coil) contact the Family Planning Service.

EMERGENCY CONTRACEPTION:

Services are available from the Practice Nurses, Nurse Practitioner and the Doctors.

IUCD (COIL) and IMPLANT FITTING

This service is not provided at the surgery. For family planning you can attend the Family Planning Service in Goole, contact them on 01482 336336. For IUCD for anything other than contraceptive purposes make an appointment with a GP.

MINOR SURGERY

This is offered by arrangement with your doctor.

MATERNITY CARE

Antenatal and postnatal care is given by the doctors. To arrange an appointment with the Community Midwife at Goole and District Hospital please ring 01405 720720 extension 4079. The Midwife will offer advice and guidance on services available.

BREASTFEEDING

We welcome breastfeeding on the premises. If you would like somewhere private to breastfeed your child please ask at reception and they will take you to a suitable room.

PRACTICE CHARTER

Our Responsibilities

We are committed to giving you the best possible service by working in partnership with you. You will be treated as an individual and with courtesy and respect at all times regardless of circumstances.

Following discussion with you, you will receive the most appropriate care given by qualified people and no care or treatment will be given without your informed consent.

Our Philosophy

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Patient Rights to General Medical Services

- To be offered a health check on joining a doctor's list the first time.
- To have appropriate drugs and medicine prescribed.
- To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- To choose whether to take part in research or medical student training.
- To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- To receive a full and prompt reply to any complaints they make about the care they receive at Howden Medical Centre

OTHER USEFUL TELEPHONE NUMBERS

Health Visitor and School Nurse	01482 689689
District Nursing Team	01482 247111
Registrar of Births and Deaths	01482 393600
Social Services	01482 393939
Citizens Advice Bureau	0800 144 8848
Humber and North Yorkshire	01482 672006
Integrated Care Board (ICB)	

IMMUNISATION AND ADVICE FOR ROUTINE AND FOREIGN TRAVEL:

If you are travelling outside the UK, you should check that you are up to date with all routine vaccinations including Tetanus and MMR. You may also need extra travel vaccinations. We only provide travel vaccinations that are available on the NHS and free of charge. They are:

- Tetanus (given as combined diphtheria/tetanus/polio jab)
- Typhoid
- Hepatitis A
- Hepatitis B (in some circumstances)
- Cholera
- MMR

All other vaccines required for your travels will need to be arranged and paid for with a private travel clinic.

To check which vaccinations you might need and to allow sufficient time for them to become effective please ensure you **contact us at least 12 weeks prior to your journey and complete a separate Travel Questionnaire for each person travelling**. You can return it to us by email or post

A member of the team will contact you within 2-4 weeks to advise you of any vaccinations needed and to arrange appointments in the Travel Clinic. We will not be able to offer you an appointment at short notice.

For further information and links to useful websites see Travel Vaccinations information under Services on our website.

CHILD IMMUNISATION/CHILD HEALTH SURVEILLANCE

Available at the surgery through the Nursing Team—must be booked in advance.

CHILD HEALTH CLINIC

Book an appointment with a GP advising reception what it is for.

SOCIAL PRESCRIBING

Appointments made through GPs and Nurses at the surgery and can help with any problem such as social isolation, housing and financial problems, help completing forms, if you do not know where to go for help contact them, they may be able to advise.

DRUG AND ALCOHOL SERVICE

Appointments made through GPs and Nurses at the surgery.

MENTAL HEALTH AND WELLBEING

Appointments made through GPs and Nurses at the surgery.

RETINAL SCREENING

Booked through the Retinal Screening Service

TEST RESULTS AND HOSPITAL LETTERS

Results can take anything from a week to three weeks to arrive at the Medical Centre. If you need to see a doctor regarding the result of a test, please check that we have received it before making an appointment.

We ask that you contact the practice in person one week after the test has been taken, and to ring wherever possible after 10am. To protect confidentiality, we can only give the test results to you personally.

It can sometimes take several weeks to receive a letter from a hospital consultant. If you need to see the doctor following a hospital attendance, please check that we have received the relevant letter before making your appointment.

Please note, if a test has been ordered by a consultant, not by the practice, the consultant will receive that test result, please contact the consultant if you have not heard back regarding consultant ordered tests.

NON-NHS SERVICES

From time to time you may request a letter, report or certificate from your doctor which is outside the core medical services provided by the NHS. You will be asked to pay for these services as they are private services.

A list of fees is available on request from reception and displayed in the waiting room.

INDICATIVE GP APPOINTMENT AVAILABILITY TIMES

Morning surgery is 9:00 AM — 12:20 PM. Afternoon surgery is 3:20 PM — 5:35 PM. Our Enhanced Access Evening surgery* runs from 4:00 PM — 8:00 PM (Wednesday's only).

Dr R W Harrison is available Wednesday (AM & PM), Thursday (AM & Evening*), Friday (AM & PM)

Dr D Rose is available Monday (AM & PM), Wednesday (AM & PM), Thursday (AM)

Dr L Skeet is available Monday (AM & PM) and Tuesday (AM & PM)

Dr C May is available Tuesday (AM & PM) and Friday AM & PM)

Dr O Idahosa is available Wednesday (AM & PM), Thursday (AM & PM), Friday (AM & PM)

Dr I Silva is available Monday (AM & PM), Tuesday (AM & PM), Wednesday (AM & PM)

Dr F Rehman is available Wednesday (AM & PM), Thursday (AM & PM) (Dr Rehman's clinic times are different to that above)

Paramedic — provides practice based appointments Tuesday AM

Practice Pharmacist— provides medication reviews and deals with medication queries and change of medication from clinical letters Monday to Thursday

MSK First Contact Practitioners - provide appointments Tuesday, Wednesday and Thursday

We have a number of Locum GPs and ANPs who may work for the practice

Registrar(s) - we have Registrar(s) working at the practice providing clinics

Year 5 Medical Students — we have year 5 medical student at the practice providing clinics supervised by a GP

Office Hours Monday – Friday 8:00 AM – 6:00 PM

Telephone availability Monday – Friday 8:00 AM – 12:30 PM and 1:30 PM – 6:00 PM

Urgent Medical Attention – NHS 111 service (out of hours service) on 111. For medical emergencies you should always ring 999 not the surgery.

For test results or to speak to a receptionist regarding your prescription phone after 10am and press 3

This will direct your call to the reception team. We ask that you do not ring for test results until after 10am when the telephone lines are not so busy.

For appointments press 4

This will direct your call to the reception team for any questions and queries or to book consultations/appointments with a GP or Nurse

For all other enquiries press 5

You call will be connected to the next available receptionist

To hear these options again press 6

This will direct your call to the beginning of the greeting.

Or hold on to be connected to a member of staff

WEBSITE AND FACEBOOK

Please visit our website www.howdenmedicalcentre.nhs.uk. This is updated on a regular basis. You can also complete an online consultation or ask queries or questions via that service. You can obtain self help information via our website. You can also join us on facebook and get a wide range of updates and information on wide ranging services.

PATIENT GROUP

Howden Medical Centre has a patient group who meet with the practice, discussing issues, improvements and services both internal and external to the practice. They are also involved in a number of projects and fundraising for the practice.

For further information please look at the patient group page of our website or the patient group board in the waiting room.

MEDICAL EXAMINATIONS

Insurance, Taxi, HGV, Pre-employment, Motor Sports, Diving Medicals, etc, are performed at the Medical Centre.

Ask at reception for details and cost.

THE NURSING TEAM

The Medical Centre has six members in the nursing team. Our nurses are available to see patients for the full range of nursing services we are required to provide. Please advise reception what your appointment is for and they will book you in with the appropriate member of the team.

Specific Areas of Management

- Liz McLachlan (Nurse Practitioner) - Diabetes
- Fenella Linsey (Practice Nurse) - Asthma, COPD and other Respiratory Conditions
- Natalia Nikonowicz (Practice Nurse) - Heart Health
- Gill Richards (Support Nurse) - Warfarin Management and Heart Health
- Anita Drake (Practice Nurse) – Community Patient Reviews
- Shirley Simpson (Health Care Assistant) - Warfarin Management

If however you have more than one condition, as far as possible your management will be undertaken by one named nurse. If you have Diabetes you should see Liz, COPD or a respiratory condition you should see Fenella, irrespective of your other conditions.

PCN CLINICAL STAFF WORKING IN PRACTICE

A number of staff employed through our primary care network work within the surgery, some providing clinics. These include:

- Paramedics
- MSK First Contact Practitioners
- Social Prescribers
- Clinical Pharmacists
- Advanced Nurse Practitioners
- Pharmacy Technicians

THE ADMINISTRATION TEAM

PRACTICE MANAGER 1 full time – Joanne Jennison, BA (Hons), PGCert

Business administration & management, staff, facilities & contract management, co-ordination of health service delivery, liaison with NHS & Non NHS organisations, agencies, regulators and bodies. Non-medical problems may be brought to the Practice Manager including concerns, suggestions or complaints.

FINANCE MANAGER 1 part time – Sarah Gray

Financial accountability of the practice. Financial liaison with the NHS England and other external agencies.

SECRETARY 3 part time

Secretarial duties and external liaison with NHS and private organisations.

ADMINISTRATIVE ASSISTANT 7 part time

Administrative duties, data quality analysis and audit, project management

RECEPTION SUPERVISOR 1 part time

Monitoring all areas of reception, rota planning for clinical and non clinical staff, managing and maintaining the appointments system, assisting the practice manager with service delivery implementation and coordination

RECEPTIONIST 8 part time

Reception duties include telephone answering, message handling, dealing with patient and clinician queries, running of the appointment system, prescription administration and administrative duties.

HEALTH VISITOR and DISTRICT NURSE

The **HEALTH VISITORS** can be contacted by phoning 01482 689689. The **District Nursing Team** can be contacted by phoning 01482 247111.

TELEPHONE SYSTEM

First thing in a morning our lines are very busy. We would ask patients who are ringing regarding test results or to order prescriptions, to please phone after 10:00am. Keeping the phone lines free for patients needing to make appointments.

Our telephones work on a call queueing system, this tells you your queue position and allows you to hold on or choose to have a call back when your number reaches the front of the queue. Please be aware if you choose a call back you must be ringing from the number you can receive the call on. Our phone system will only try to call you back once, if you do not answer, have no signal or are engaged when it rings you it will not ring you again.

The options available on the telephone system are as follows, please listen carefully to the options.

On calling 01430 430318 you will hear the following options:-

If your call is:

If you are calling from a Health or Social Care Organisation and need to speak to one of our staff members press 1

This option is not for patients, it is only for staff from Health and Social Care Organisations who need to contact us regarding a patient

To order a repeat prescription press 2

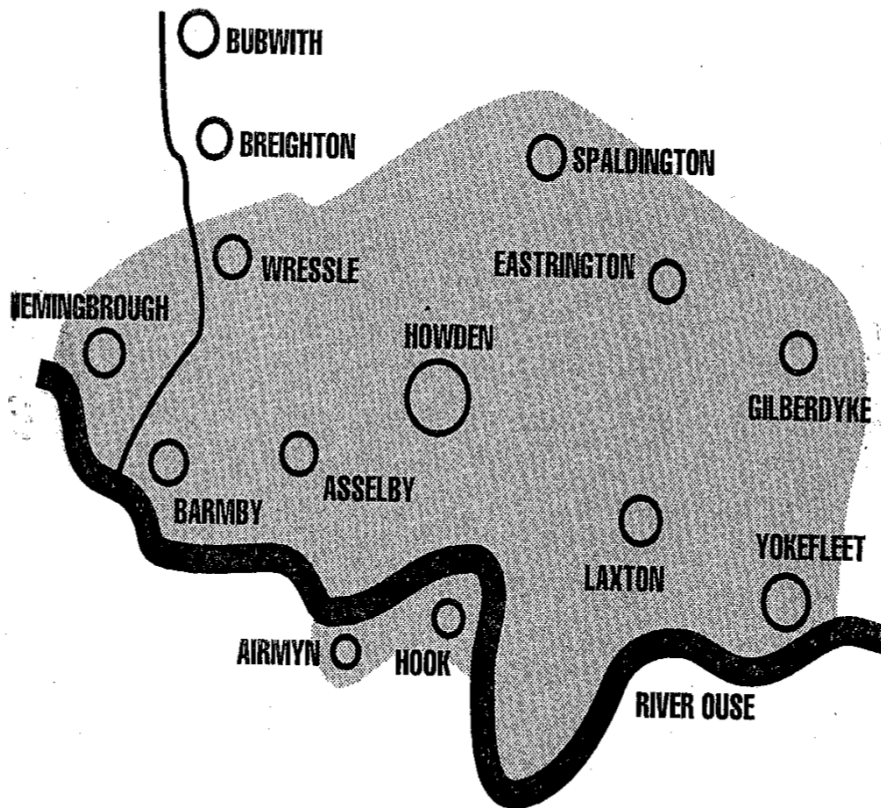
This will direct your call to an automated message system. The message will give you instructions on how you can request a repeat prescription or the option to leave a message on our automated prescription service.

If you use the automated service you will need to give your full name, date of birth, and a contact telephone number and state clearly the items you require.

We ask that you speak slowly and clearly to enable the reception team to detail your requirements accurately.

HOWDEN PRACTICE BOUNDARY

The map below shows the area in which patients are accepted (inclusive of Bubwith & Breighton)



DISABLED ACCESS

The Medical Centre is a single storey building with full access and facilities for the disabled.

Guide dogs are welcome throughout the building.

An induction loop is in place for Hearing aid users. Please switch hearing aids to the 'T' position and advise reception who can get the induction loop in place and turned on.

This leaflet is available in large print please contact the Practice Manager.

CONCERNS, SUGGESTIONS, COMPLAINTS & COMPLIMENTS

Our aim is to give you the highest possible standard of care and we try to deal swiftly with any problems that may occur. Howden Medical Centre operates a practice complaints procedure as part of the NHS system for dealing with complaints. Please contact the Practice Manager who will give you further information or pick up a Patient Complaints and Comments leaflet available from reception.

It is important for us to get feedback both positive and negative so please do feed back the good things and good experiences you have had at the medical centre as well as any problems to ensure we get a balanced view.

PATIENT FEEDBACK

We welcome suggestions as to how we might improve our services to you but also on what we are doing well.

Please write to the Practice Manager or your usual doctor.

ZERO TOLERANCE

The Doctors, Nurses and staff at Howden Medical Centre treat all patients with courtesy and we ask all patients to offer the same. The practice has a zero tolerance approach to verbal abuse and aggression over the telephone or face to face.

Patients may be asked to de-register if this type of behaviour is displayed towards any member of our team.