

SERVICES AVAILABLE

1) **Essential Clinical Services** ie looking after patients during an episode of illness, the general GP management of chronic disease and the non-specialist care of patients who are terminally ill.

2) **Enhanced Services** ie:

Minor surgery, childhood immunisations, influenza immunisation, anti coagulant monitoring, provision of new patient testing, minor injury services, contraception fittings, vaccinations, complex wound care and extended hours

PATIENTS NOT SEEN WITHIN 3 YEARS

Where a registered patient who is aged 16-74 and within the preceding three years has not had a consultation requests a consultation the practice will, in addition and without prejudice to its other obligations in respect of that patient, provide such a consultation. The consultation will include making inquiries and undertaking examinations appropriate to the circumstances.

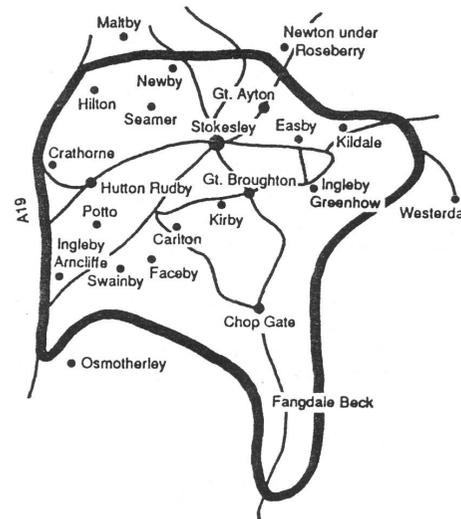
PATIENTS AGED 75 YEARS AND OVER

Where a registered patient who has attained the age of 75 years and has not had a consultation within the preceding twelve months requests a consultation the practice will, in addition and without prejudice to its other obligations to that patient, provide such a consultation. The consultation will include making inquiries and undertaking examinations appropriate to the circumstances. The consultation will take place in the patient's home if, in the opinion of the practice, it would be inappropriate, as a result of the patient's medical condition, for him/her to attend the practice premises.

CLINICAL COMMISSIONING GROUP

NHS North Yorkshire CCG
1 Grimbald Crag Court
St. James Business Park
Knaresborough
HG5 8QB
Tel 01609 767600

PRACTICE AREA



Disabled Patients: There is easy access to the health centre for disabled patients

North Yorkshire NHS Complaints Advocacy Service

Monday—Friday 9am-5pm

Tower Court
Oakdale Road
Clifton Moor
YORK
YO30 4XL

Tel: 0300 012 4212
Fax: 01904 438444
Email: helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk

Or complete an enquiry form on the website
www.helpwithnhscomplaintsnorthyorks.org

DR DUGGLEBY & PARTNERS

Dr Mark Robert Duggleby
MB, ChB, DRCOG, Leeds 1987

Dr Stephen Barclay Tawse
MBBS, BSc, DA, DRCOG, MRCGP, London
1987

Dr Michaela Elisabeth Amann
MBBS, MRCGP, DCCH, Newcastle 1983

Dr Faye Louise Parker
MB, ChB, DFFP, MRCGP, Leeds 1996

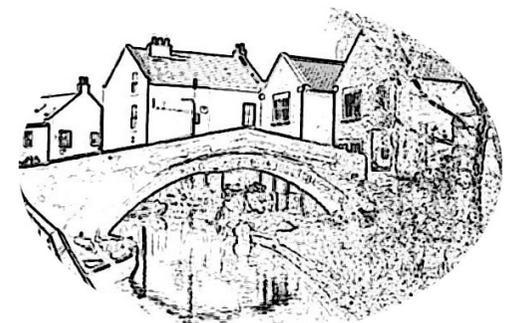
Dr William Harvey Francis
MBBS, BSc (Hons) MRCP, JCPTGP, London
1994

Dr Palani Krishnamoorthy
MB BCh BAO, B Med Sci, MRCGP
Cork 1999

Dr Duggleby & Partners is not a limited partnership

OPENING HOURS

Monday to Friday 8.00am-6.30pm



Health Centre
North Road
Stokesley
TS9 5DY
Tel: 01642 710748

REGISTERING AS A PATIENT

Please come to the reception desk and the necessary details will be taken.

MAKING APPOINTMENTS

Please make appointments by calling at the reception desk or telephoning the receptionist between 8.00am and 6.30pm on Monday to Friday. For book on the day appointments please call between 8-8.30am the day you want to come in. This is our busiest time so please only call for appointments during this time. Please inform us in good time if you are unable to attend for your appointment.

Urgent cases can be seen the same day, but not always by your chosen doctor or at your preferred time.

WHEN THE SURGERY IS CLOSED

The Health Centre is closed from 6.30pm to 8.00am next day during the week and from 6.30pm on Friday until 8.00am Monday.

If you need a doctor urgently when the surgery is closed, please telephone the surgery as normal and you will be given the number for the Out of Hours Assistance. You may be given advice over the telephone, you may be asked to visit the Primary Care Centre which is based at the Friarage Hospital in Northallerton, or a doctor may visit if that is felt to be more appropriate.

Please remember only **urgent** calls should be made during this time; routine calls for appointments, test results, prescriptions etc., should be made when the Health Centre is open.

CONFIDENTIALITY

A separate leaflet about the use of patient information is available on request.

HOME VISITS

If you are too ill to come to the Health Centre, please try to telephone to request a home visit before 10.00am. Since we cover a large area, early information helps in planning journeys and seeing the maximum number of patients.

REPEAT PRESCRIPTIONS

If you need regular prescriptions and the doctor does not need to see you every time, you may request a prescription by post, online via our website, e-mail or by calling in at reception. We require 24 hours notice for a prescription to be collected from the surgery and the chemist request 3-5 working days before collection. Please speak to one of the receptionists about online or e-mail ordering of prescriptions.

PRIVATE FEES

All of your NHS medical care comes from your doctors free of charge. However, some services such as medicals and claim forms are not covered by the NHS and there will be a charge for these. Please ask for details.

VIOLENT OR ABUSIVE PATIENTS

Where a patient is violent or abusive steps may be taken to remove them from the patient list with immediate effect.

TRAINING

The practice is involved in the training of future general practitioners. These are fully qualified doctors who are gaining experience of general practice under our supervision, after working in hospital. Occasionally doctors may ask for your permission to record the consultation as part of their training. Please help if you feel able, but you may ask for the recording to be switched off or erased at any stage.

NHS 111

**Telephone 111 when it's less urgent than 999.
Use when it is not a life threatening situation.**

THE PRACTICE TEAM

SALARIED GP Dr Sarah Pearson

The **CLINICAL PRACTITIONER**, Jenny Cooper can deal with minor ailments and can prescribe.

The **PRACTICE NURSES**, Kate Atkinson RN and Samantha Rogers RN and our Healthcare Assistants Sharon Hartshorn and Julia Wood can be seen by appointment for dressings, injections, inoculations, removal of stitches, ear syringing, blood tests, cervical smears, travel advice etc.

The **PRACTICE MANAGER** is Joanne Mcelwee

The **OFFICE MANAGER** is Jackie Dixon.

The **RECEPTION STAFF** help with the smooth running of the practice. We have four full-time and five part-time administration/reception staff. They answer the telephones, make appointments, take repeat prescription requests etc. They are there to help you and answer any questions you may have.

COMMENTS ON SERVICE

We hope you are happy with the service you receive from the practice but occasionally things do go wrong. If you have any comments (good or bad) about the service you receive, or the operation of the practice, please let one of the doctors or the Practice Manager know.

NAMED GP FOR ALL PATIENTS

In order that we comply with NHS guidelines all patients registered at Dr Duggleby and Partners, Stokesley Health Centre will be allocated a named GP.

This does not affect the care you receive and you are still able to see the GP of your choice where possible.

If you would like to know the name of your named GP please ask at the reception desk.