The Ridings
Medical Group
Caring for our community

Practice Information

THE PRACTICE

Welcome to the Ridings Medical Group. We are a partnership of 11 General Practitioners. The practice's contract to provide General Medical Services to patients in the area is held with the East Riding of Yorkshire Clinical Commissioning Group, Health House, Willerby HU10 6DT (tel: 01482 650700). The practice provides all services included in the General Medical Services Contract. In addition, we are also contracted to provide childhood immunisations, annual flu & Covid vaccinations, minor surgery, anti-coagulation therapy monitoring, near patient testing (regular monitoring of patients taking certain types of medication), contraception device (coil fitting and removal), care for patients in care homes, post-operative care, methadone prescribing in association with a specialist drug worker, Zoladex and Implanon (contraceptive) implant insertions.

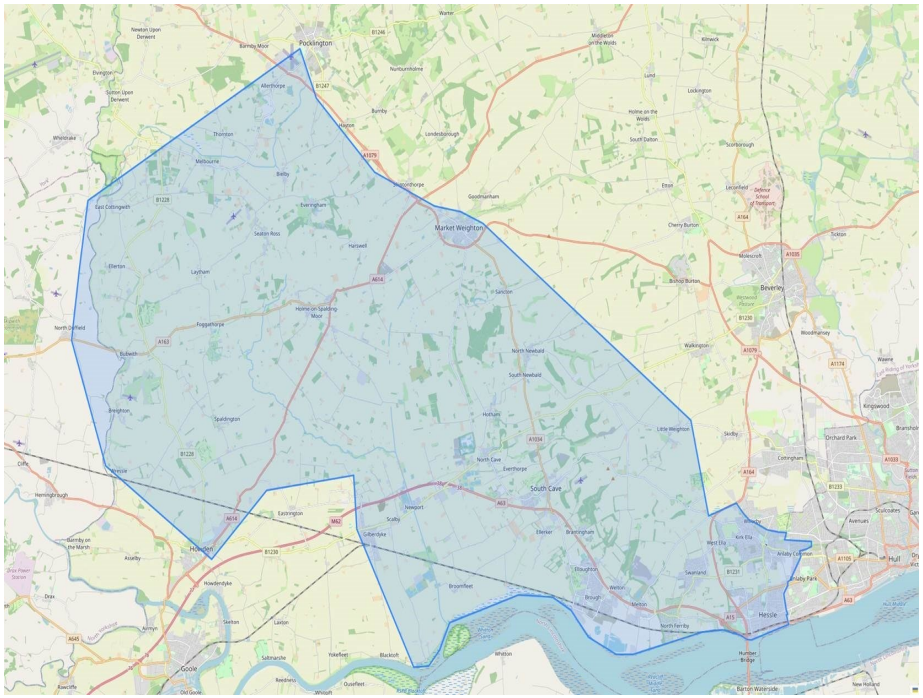
We pride ourselves on providing excellent care to our patients and will work together as Partners and staff to foster and support:

- Trust
- Accountability
- Loyalty
- Respect
- Openness
- Tolerance
- Appreciation
- A sense of humour
- Teamwork
- Reliability
- Communications
- Adaptability
- Efficiency
- Innovation
- Motivation
- Personal and professional integrity

PRACTICE BOUNDARY

The map below highlights our practice boundary. Patients living within this boundary are able to register with the practice.

If you move out of this area, you will be required to register at an alternative practice.



For further information, please refer to our website.

RISK STRATIFICATION

Risk stratification data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned or (re)admission and identifying a need for preventive intervention. Information about you is collected from a number of sources including NHS Trusts and from this GP Practice to create a risk score which then enables the GP to better meet your needs. Please refer to the website for more information. Please note that you have the right to opt out.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 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 on request.

OUR SITES

Brough Surgery

Monday, Wednesday– 8:00 am until 6:00 pm (dispensary opens 9:00am – 1:30pm, 2:30pm – 6:00pm)
Tuesday, Thursday and Friday – 8:00 am until 6:30 pm (dispensary opens 9:00am – 1:30pm, 2:30pm – 6:00pm)

Hessle Surgery

Monday, Tuesday, Thursday and Friday – 8:00 am until 6:00 pm
Wednesday – 8:00 am until 6:30 pm

South Cave Surgery

Monday to Friday – 8:00 am until 6:00 pm (dispensary opens 8:30am – 1:30pm, 2:30pm – 6:00pm)

Holme on Spalding Moor Surgery

Tuesday to Friday – 8:00 am to 6:00 pm (prescriptions can be collected 8:30am – 6:00pm)
Monday – 8:00 am until 6:30 pm

Bubwith Surgery
Highfield Road, Bubwith, YO8 6LY

Monday – 8:30 – 12:30
Tuesday – Closed
Wednesday – Closed
Thursday – 8:30 – 18:00
Friday – 8:30 – 18:00

The practice email address theridingsmedicalgroup@nhs.net is for general enquiries only.

Please note that all incoming and outgoing calls are recorded for training purposes.

www.theridingsmedicalgroup.nhs.uk

The Ridings Medical Group

@RidingsMedical

EXTENDED OPENING HOURS

Saturdays	-	9.00am - 1.00pm	At Brough Surgery
Tuesdays	-	6.30 pm - 8.00pm	At Brough Surgery
Monday	-	6.30 pm – 7.30pm	Holme Upon Spalding Moor
Wednesday	-	6.30pm — 8.00pm	At Hessle

The extended surgeries are book-in-advance appointments only. We are not able to see patients on a walk-in basis and all emergencies will be directed to NHS 111. During these hours patients will also be able to pick up repeat prescriptions and dispensed medication if you are one of our dispensing patients.

SYSTMONE ONLINE

Patients are able to sign up to use online services from the age of 16 by completing a form available at reception and providing ID. This will allow patients to book appointments online, order repeat prescriptions, view test results and view their medical record. Please note, parents are only allowed access to their children's record up to the age of 13. 13—15 year olds need to be assessed as being Gillick Competent (deemed capable of making own decisions).

WHAT IS GDPR?

GDPR stands for General Data Protection Regulations and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed.
The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA's principles. The main changes are:

- Practices must comply with subject access requests
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- There are new, special protections for patient data
- The Information Commissioner's Office must be notified within 72 hours of a data breach
- Higher fines for data breaches – up to 20 million euros

WHAT IS PATIENT DATA?
Patient *data* is information that relates to a single person, such as his/her diagnosis, name, age, earlier medical history etc.

WHAT IS CONSENT?
Consent is permission from a patient – an individual's consent is defined as "*any freely given specific and informed indication of his wishes by which the data subject signifies his agreement to personal data relating to him being processed.*"

The changes in GDPR mean that we must get explicit permission from patients when using their data. This is to protect your right to privacy, and we may ask you to provide consent to do certain things, like contact you or record certain information about you for your clinical records.

Individuals also have the right to withdraw their consent at any time.

GENERAL DATA PROTECTION REGULATION (GDPR)

The GDPR is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data. The regulation applies from 25th May 2018, and will apply even after the UK leave the EU.

WHAT GDPR MEANS FOR PATIENTS

The GDPR sets out the key principles about processing personal data, for staff or patients:

- Data must be processed lawfully, fairly and transparently
- It must be collected for specific, explicit and legitimate purposes
- It must be limited to what is necessary for the purposes for which it is processed
- Information must be accurate and kept up to date
- Data must be held securely
- It can only be retained for as long as is necessary for the reasons it was collected

There are also stronger rights for patients regarding the information that practices hold about them. These include:

- Being informed about how their data is used
- Patients to have access to their own data
- Patients can ask to have incorrect information changed
- Restrict how their data is used
- Move their patient data from one health organisation to another
- The right to object to their patient information being processed (in certain circumstances)

OUR STAFF

There are more than 190 full or part-time members of staff employed at the practice who will be happy to assist you. This includes managers, a finance co-ordinator, a finance assistant, clerical assistants, medical secretaries, receptionists, administrative assistants, clinical coders, nurse practitioners, nurses, healthcare assistants and dispensers.

The Ridings Medical Group Partners (No of sessions in brackets)

Robert Horsley	MBBS BSc DRCOG, MRCGP (Male)
Anne Jeffreys	MB ChB DCH DRCOG MRCGP (Female)
Naila Loqueman	BSc MB BS MRCGP DFFP DipOccMed (Female)
Katherine Martin	MB ChB MRCGP BCs DRCOG DFSRH (Female)
Keith Richardson	MBChB (Male)
Aroop Sen	MBBS MRCGP (Male)
Tab Tinker	MBChB DRCOG DFFP (Female)
Mohamed Mansoor	MBBS MRCGP (Male)
Laurent Bare	A M (Male)
Richard Holmes	MBBS (Male)
Joshua Kearsley	MBChb (Male)

Salaried Doctors

Sue Partridge	BMedSci BM BS DRCOG MRCGP (Female)
Saladin Hameed	MBBS MRCGP (Male)
Sarah Howard-Knight	MBBS MRCGP (Female)
Ashwaq Al-Hadith	MBChB (Female)
Amanda Crawshaw	MBChB (Female)
Hollie Jefferson	MBChB (Female)
Priya Koshy	MBBS (Female)
Rathinam Priya	MBBS (Female)
Eve Burns	MBChB (Female)
Sarah Sellens	MBChB (Female)
Prabhu Velayutham	MBBS (Male)
Ntaye Joshua-Jack	MBBS (Male)
Moganadeven Ramasay	MB BS (Male)
Katie Williamson	MBBS (Female)
Kerri Sinclair	MBChb (Female)
Xenophon Kassianides	MBBS (Male)
Joseph Klakus	MBBS (Male)
Jill Burns	MBChb (Female)
Savitry Soumya	MB BS 2001 (Female)
David Evans	BM BS 2014 (Male)
Johnny Ahamaraezenma	MB BS 2018 (Male)
Sikandar Ayoub	MBBS 2014 (Male)

ADVANCED CLINICAL PRACTITIONERS

They are highly trained and experienced and hold a number of advanced qualifications in health care. They can assess, diagnose and treat a wide range of minor ailments (e.g. tonsillitis, chest infections, cystitis and eye infections), give healthcare advice and give urgent treatment for chronic respiratory conditions. They can prescribe when appropriate and will refer patients to another member of the health care team if needed (e.g. doctor, practice nurse, dietitian).

PRACTICE PHARMACIST

They provide information & advice about the safe & effective use of medications. They monitor progress with medications & making medication change suggestions if needed. They also evaluate conditions amd make appropriate medication recommendations.

PHYSICIAN ASSOCIATE

Physician associates (PAs) are dependent healthcare professionals who, in general practice, work as part of the multidisciplinary team with supervision from a named GP Clinical Supervisor (GP CS).

MSK PRACTITIONER

They can help with diagnosing, assessing and treating problems with muscles, bones and joints. They help improve problems by exercise and stretching. They reduce the need for medicines or surgery and they work alongside the rest of the primary care team to help improve patients health.

You will find a list of the clinicians we have on the next page:

USEFUL TELEPHONE NUMBERS

Brough Surgery South Cave Surgery Holme upon Spalding Moor Surgery Bubwith Surgery Hessle Surgery	01482 668668
NHS 111	111
Health Visitors (All sites)	01482 689689
District Nurses (All sites)	01482 247111
Community Midwife	01482 382742
Brough Pharmacy	01482 667371
Elloughton Pharmacy	01482 669596
Boots Pharmacy, South Cave	01430 422296
Holme Pharmacy	01430 861871
Hull & East Yorkshire Hospitals	01482 328541
Beverley Community Hospital	01482 886600
Goole & District Hospital	01405 720720
Spire Hull & East Riding Hospital	01482 659471
Hull Nuffield Hospital	01482 623500
York Hospital	01904 631313
Social Services	01482 393939
Hessle Pharmacy	01482 642226
Cohens Pharmacy (Hessle)	01482 647611

YOUR HEALTH RECORD

A health record is created and updated for you by the practice. This contains all the clinical information relating to your health conditions and treatment and includes some community and hospital information. You are able to view your record online—please see details about Systmone Online at the front of this booklet.

ACCESS TO HEALTH RECORDS

You are entitled by law to have access to the medical information we hold. Please apply in writing to the practice manager. A fee may be charged together with the cost of any photocopies if required. For more information, ask for a leaflet at reception.

From time to time, information about your health may be shared with other health care professionals involved in your treatment. More information on the data we hold and what it is used for can be found in the NHS leaflet entitled 'Your Medical Record' which is available from reception. The practice holds computerised health records and is registered under the Data Protection Act.

SUMMARY CARE RECORDS & ADDITIONAL INFORMATION

Your summary care record will be used in emergency care across the NHS and contains information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had. If you do not want a summary care record you can opt out by filling in the appropriate opt-out form available from reception.

Additional information can now be added to your Summary Care Record (known as an Enhanced Summary Care Record). This will give a clinician additional information about you such as medical conditions, end of life planning and record of DNACPR (do not resuscitate) preferences. Please ask at reception for further information.

Name	Qualifications	Special skills/interests
Dawn White	RN (Part 1) MA	Nurse Practitioner, Independent prescriber, women's health and male and female family planning.
José Sans Besada	MPharm	Practice Pharmacist, Trainee Advanced Care Practitioner, anticoagulation, respiratory conditions.
Anca Militaru	Pharmacist – PCN	Polypharmacy reviews - new patient medications. HRT, Contraception.
Richard Li	Pharmacist – PCN	New patient medications, polypharmacy reviews
Nathan Otley	PCN - Paramedic	Elderly medicine (Carehomes) , emergency procedures and basic life support, minor illness management
Natalie Rafferty	Trainee ACP	Women's health
Alex Smith	PCN - Paramedic	Elderly medicine (Carehomes) , emergency procedures and basic life support, minor illness management
Ryan Ward	PCN - Paramedic	Elderly medicine (Carehomes) , emergency procedures and basic life support, minor illness management
Claire Carter	PCN - Paramedic	Elderly medicine (Carehomes) , emergency procedures and basic life support, minor illness management
Georgia O'neil	ACP	Nurse Practitioner, Independent prescriber, emergency procedures and basic life support, Minor Ops.
Jennifer McGeachy	ACP	Nurse Practitioner, Independent prescriber, Diabetes specialist.
Ryan West	ACP	Joint injections, post natal checks, learning disability reviews Elderly medicine (Carehomes)
Julie Bognar	Pharmacist – PCN	New patient medications, polypharmacy reviews
Dina Mikhail	Pharmacist – PCN	New patient medications, polypharmacy reviews
Steven Flower	MSK	Physiotherapy, Joint injections, Independent prescriber.
Anthony Hill	MSK	Physiotherapy, Joint injections.
Sarah Huggins	MSK	Physiotherapy, Joint injections.

PRACTICE NURSES

The practice nurses assist the doctors with patient care. Their duties include giving injections, cervical smears, annual contraceptive and coil checks and chronic disease management. When booking an appointment with the practice nurse you will be asked what treatment you are attending for. This is to help the nurse prepare for your appointment before you arrive. Our practice nurses are:

- Karen Emsley
- Julie Greenwood
- Anna Ward
- Louise Bower
- Laura Fielder
- Victoria Jordan
- Imogen Kinsley
- Deby Rose
- Dawn Fawcett (Research Nurse)

HEALTHCARE ASSISTANTS

Our health care assistants assist our practice nurses in a variety of ways. Their duties include taking blood samples and blood pressure readings, ECGs, removal of sutures, simple dressings, NHS health checks, Vitamin B12 injections and flu injections.

Our health care assistants are:

- Lorna Atkinson
- Joanne Lloyd
- Judith Shepherd
- Ashley Bayram
- Emma Wiseman
- Tina Chappell
- Zoe Scargill
- Henna Gray
- Leia Hindley
- Sarah Rick
- Eleanor Thompson
- Leanna Parker

ZERO TOLERANCE

We pride ourselves on good working relationships with patients.

The Ridings Medical Group wishes to provide a safe and secure environment for staff, patients and visitors.

To ensure that we can provide this, these are examples of unacceptable behaviour:

- Threatening or abusive language involving swearing, shouting or offensive remarks
- Derogatory racial or sexual remarks
- Malicious allegations relating to members of staff, other patients of visitors
- Causing damage/stealing from the Practice's premises, staff or patients
- Theft
- Violence
- Threats or threatening behaviour
- Obtaining drugs and/or medical services fraudulently
- Defamatory remarks on social media towards staff or the practice (we always encourage you to contact the practice in the event of any issues)
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot.

The practice may decide to remove violent or abusive patients from the list.

A copy of our policy is available on request from reception or on our website.

CHRONIC DISEASE MANAGEMENT

Our nurses hold regular clinics to help with the care of patients with respiratory disease (including asthma and chronic obstructive pulmonary disease), vascular disease (including heart disease and stroke) and diabetes. You will routinely receive a recall for an annual review. An appointment can be made in these clinics without being referred by your doctor.

FLU VACCINATIONS

Flu vaccinations are available to patients over the age of 65 or living in a care home and to those of any age with chronic heart, kidney or lung disease (including asthma), diabetes or poor resistance to infection. Eligible children can also be vaccinated during these times.

FOOT CARE

Podiatry (chiropody) 01482 247111 (Option 9). A referral is required by your GP to access this service. At your first appointment you will be assessed to establish your medical/podiatric need. The podiatrist will then decide if you require a short course of treatment followed by discharge or whether you need regular ongoing care for your feet.

PHYSIOTHERAPY

We now have Physiotherapy appointments we can offer at the Surgery. Our trained care navigation team may offer a physiotherapy appointment rather than a GP appointment, if it is something that they can help with.

DISTRICT NURSES

District nurses work closely with the practice , they can be contacted on:
Brough, South Cave, HOSM, Hessle & Bubwith
Tel: 01482 247111

MIDWIVES

Brough, South Cave & Hessle patients, if you think you are pregnant, you can contact a midwife in any of the following ways:
Webpage: www.hey.nhs.uk/maternity/pregnant
Call: 01482 605304
Email: hyp-tr.direct.access@nhs.net

HOSM & Bubwith patients, if you think you are pregnant, you can contact a midwife in any of the following ways:
Telephone: 01904 721490
Webpage: https://www.yorkhospitals.nhs.uk/our-services/a-z-of-services/maternity-services/

Your midwife will arrange antenatal appointments and visits for after your baby is born. If you need a midwife urgently, please telephone the Women's & Children's Hospital on 01482 875875.

INTEGRATED SPECIALIST PUBLIC HEALTH NURSES (FORMALLY HEALTH VISITORS & SCHOOL NURSES)

The public health nurses specialise in promotion of health to children, young people and their families. They can give advice, guidance and support to parents on many topics including bedwetting and behaviour management. Health Visitors & School Nurses have traditionally met the needs of children of different age groups. These have now been brought together under one group to allow for greater continuity of care.

They can be contacted on:
Brough, Hessle, South Cave, HOSM & Bubwith: 01482 689689

REFERRALS

From time to time your doctor may refer you to a specialist for further treatment or investigations. Where possible an appointment will be made for you by the doctor or our medical secretaries using the electronic referrals system which is linked to the hospital. You will be given or sent a unique booking reference number (UBRN) and password which can be used to rearrange or cancel an appointment.

What to do and where to go if you become ill or are injured.

NHS
East Riding of Yorkshire
Clinical Commissioning Group

SELF-CARE	Got a common illness?	Treat yourself at home with a well-stocked medicine cabinet and a first aid kit.
NHS 111	Feeling unwell and don't know where to go?	Talk before you walk. Contact NHS 111.
PHARMACY	Need advice about a minor ailment, illness or common problem like infections, diarrhoea or headache?	Go to your local pharmacist for advice.
GP	Need care for an ongoing illness or are concerned about your health?	Call your GP for an appointment. If it's out of hours ring NHS 111.
URGENT TREATMENT CENTRE / 8 TO 8 CENTRE	Need urgent care for an injury or illness that is not serious, life or limb threatening?	Visit an Urgent Treatment Centre between 7am and 11pm. NHS 111 may arrange an appointment at an 8 to 8 Centre between 8am and 8pm. **Urgent Treatment Centres:** **Beverley:** Swinemoor Lane HU17 0FA **Bridlington:** Bessingby Road YO16 4QP **Goole:** Woodland Avenue DN14 6RX **8 to 8 Centres:** **Driffield:** Bridlington Road YO25 5JR **Withernsea:** Queen Street HU19 2QB
A&E 999	Got a serious injury or life-threatening illness?	Call 999 or go immediately to A&E.

Choose well.

Talk before you walk. Contact NHS 111
choosewelleastriding.co.uk

YOUR RIGHTS & RESPONSIBILITIES

You can expect to be treated by an appropriate doctor/nurse at an appropriate time. You can expect your medical information to be kept confidential. You can expect to be treated courteously whenever you contact or visit the surgery and we would ask that you treat our doctors and staff the same way. We would expect you to arrive on time for your appointments and to cancel them as soon as possible if you are unable to attend.

If you repeatedly do not keep your booked appointments, and no reasonable explanation is given, you may be asked to register elsewhere. We would expect you to ring before 10.30am to request a home visit and to allow at least 48 hours for a repeat prescription to be signed.

If you are violent or abusive to a member of the practice or attached staff or any person on the practice premises, the police will be informed and you may be removed from the practice list immediately and asked to register elsewhere.

ACCESS FOR THE DISABLED

There is disabled access through the main entrance doors and disabled toilet facilities at our four main surgeries. We have disabled parking bays at each site and a wheelchair is available on request at these sites. We also have electronic doors at all of our sites apart from Bubwith which has an assistance bell.

COMPLAINTS & SUGGESTIONS

The practice operates a complaints procedure in line with NHS guidelines. A leaflet detailing the procedure is available from reception or via our publications section on our website. Our aim is to give the highest possible standards of service and we will try to deal swiftly with any problems that may occur.

We welcome comments and suggestions on how we could improve our services. If you have a comment or suggestion, please let a member of staff or the practice manager know as appropriate.

BOOKING TRANSPORT TO THE HOSPITAL

If you need an ambulance to take you to the hospital for either an out-patient appointment or for admission etc., and your condition and circumstances make it inappropriate to travel by any other means, please telephone the ambulance booking service direct on 0300 330 2000.

Please note that this is not an emergency service – please dial 999 in the event of an emergency.

Self care is the best way to treat common illnesses and injuries using a range of medicines and a first aid kit. Speak to your local pharmacist for advice on how to treat common illnesses and minor injuries.

Call NHS 111 (18001 111 for deaf or hard of hearing) are there so you can **talk before you walk** by getting advice on the most appropriate place to go 24 hours a day, 365 days of the year. You will be given clinical advice and appointment may be made for you at an Urgent Treatment Centre, 8-8 Centre our with the Out Of Hours GP service.

Visit your local pharmacy where you can receive confidential advice and treatment for common illnesses such as:

Raised temperature/fever
Coughs/colds/flu
Ear infections/earache
Urine infections/cystitis
Head lice
Diarrhoea/vomiting
Skin infections/rashes
Allergic reactions
Conjunctivitis
Emergency repeat prescriptions
Emergency contraception

Your local pharmacies are:

Boots (South Cave), Market Place, 01430 422296
Brough Pharmacy, Brough Shopping Park, 01482 667371
Elloughton Pharmacy, Main St, 01482 669596
Holme Pharmacy, Rush View, 01430 861871
Boots (Market Weighton), Market Place, 01430 872267
Cohen's Pharmacy (Market Weighton), Medforth St, 01430 250350
Hessle Pharmacy, 225 Boothferry Road, 01482 642226
Cohens Pharmacy (Hessle), 11 Hull Road, 01482 647611
Boots Pharmacy (Hessle), 2 The Square, Hessle 01482 648512

Your GP Surgery can provide you with a wide range of health service including advice on health concerns, how to prevent becoming unwell, vaccinations, examinations and treatment, monitoring of ongoing health conditions and prescriptions for medicine. Read this leaflet to see what we can offer.

E-consultation is available at this surgery via Florey if you feel that your condition could be treated without an examination—see our website for details and a link.

Urgent Treatment Centres can provide assessment, advice and treatment on urgent illnesses or injuries that are not serious, life or limb threatening such as:

Cuts & grazes	Minor eye injuries
Sprains and strains	Minor back injuries
Simple broken bones	Emergency contraception
Wound/wound infections	Skin infections/rashes
Minor burns/scalds	Allergic reactions
Minor head injuries	Urine infections
Insect/animal bites	Raised temperature/fever

Based in Beverley, Bridlington & Goole, urgent treatment centres are open 7am-11pm 7 days a week. You can either walk into an Urgent Treatment Centre or *talk before you walk* by calling 111 first.

8 to 8 Centres have qualified nurses who can assess minor injuries including:

Cuts & grazes	Minor burns/scalds
Sprains and strains	Minor head injuries
Wound/wound infections	Insect/animal bites

THIRD PARTY CONSENT FORMS

To protect patient confidentiality, we usually insist that patients ring in themselves to collect test results or messages from doctors. We appreciate in some instances this may not be possible. If you wish your medical information to be given to a third party i.e. family member/carer, there is a form that you can complete. The Third Party Consent Form is also available to download from our website or can be obtained from reception. Third party lasts a year and needs to be renewed annually. In many cases, accessing your online record instead will remove the need for this.

NON-NHS SERVICES

From time to time you may request a particular report, letter or certificate from your doctor, or perhaps request a medical examination for a particular purpose. Services such as these lie outside the range of core medical services provided by the NHS and you will be asked to pay a fee. A schedule of fees is on display in the waiting room at each site.

DOCTORS IN TRAINING

The Ridings Medical Group forms part of the Hull Vocational Training Scheme for General Practice. This is a three-year training scheme for fully qualified doctors (GP Registrars) intending to specialise in general practice. During their time with us, the registrars fulfil all normal duties. At times, their consultations with patients are recorded for training purposes, with your prior consent.

The practice also providing training to year 1, 3, 4 & 5 medical students, as well as training for nursing students and our own clinical staff. You will be kept fully informed, and your consent will be sought, if your care will be observed or given by someone who is in training.

In addition to hosting GP Registrars, we also host GP Returners. GP Returners are fully qualified GPs who are returning to general practice after a break.

Your co-operation in seeing them occasionally, rather than your usual doctor, is appreciated.

Based in Driffield & Withernsea, 8 to 8 centres are open 8am-8pm 7 days a week. You cannot walk into an 8 to 8 centre and will need to call 111 first who will assess your symptoms and direct you to an 8 to 8 centre if appropriate.

Accident & Emergency or 999 should only be used for the most serious, life or limb threatening emergencies and only dial 999 if you think you need an emergency ambulance. Symptoms of serious illness include:

Life threatening choking	Severe injury
Chest pain	Broken bones (where the bone sticks out or severe deformity)
Stroke	
Blacking out	Large/deep cuts
Severe blood loss	Stab wounds
Severe breathing difficulty	Severe burns

Please remember that A&E is for real emergencies. If you are in doubt, talk before you walk and call NHS 111.

REGISTERING AT THE PRACTICE

You can register online through the following link—Register with a GP surgery (gp-registration.nhs.uk)

You can also register via completing a registration form and you will need your NHS number which can be obtained from your previous general practice. You will be asked to fill in a new patient questionnaire giving details of any past medical conditions or allergies you may have.

If you are a new patient to the practice and take regular medication please let the receptionist know as soon as possible. We will ask you to make an appointment with a practice pharmacist and ask you to bring details of your medication to our dispensary where details can be added to your computerised medical record.

The results will then be passed to your new GP and will again help them give you the best possible care.

You will be allocated a named GP when you register. New patients joining the practice may express a preference as to which doctor they wish to see and we will accommodate this if possible. You do not have to see your named GP and can choose who you would like to see. Please try and see the same practitioner if you need a second or further consultation in relation to the same condition.

Please note you will be given a registered site which will be the one closest to your home address. You may be offered cross site booking for appointments however currently we don't offer booking of appointments for patients at all 5 sites.

Home Visits

Whenever possible, please come to the surgery as more facilities are available. If a home visit is necessary because you are too ill or infirm to get to the surgery, please telephone **before 10.30am if at all possible**.

East Riding of Yorkshire Clinical Commissioning Group have advised us that the following is their definition of 'Housebound':

Patients are eligible for home visits for routine treatment are offered only when a patient is unable to leave their home due to physical or psychological illness as this type of appointment takes much more time than if the patient is able to make it into their local clinic or GP surgery.

E*ach patient's eligibility for home visits will be individually determined by the clinician, based on the above definition and patients assessed as not meeting the criteria for housebound will be*

OTHER SERVICES AVAILABLE AT THE PRACTICE

MINOR SURGERY
This is offered following discussion with your GP and patients will be put on a waiting list.

MATERNITY CARE
All the doctors provide this service for their own patients in co-operation with the midwives and health visitors.

FAMILY PLANNING
We offer confidential advice on all family planning matters and coil fitting. We can also administer contraceptive injections and contraceptive implants at the surgery.

CHILDHOOD VACCINATIONS
These can be booked with any of the practice nurse at our main sites. Advice on childhood immunisations can be requested from the health visitor, doctor or nurse.

HOLIDAY VACCINATIONS
The practice nurses provide advice and vaccination for all foreign travel. Please complete a holiday questionnaire (available at reception and via the website) and return it to the surgery *at least eight weeks* before you intend to travel. The nurse will then check if you require any vaccinations and any necessary appointments can be made. Both the Brough and South Cave surgeries are registered yellow fever vaccination centres. Some vaccinations may incur a charge. Students travelling abroad on a gap year should allow as much time as possible before travelling to have their vaccinations.

DIETITIAN
A community dietitian is available by referral through your doctor or nurse.

DISPENSING

If you live more than a mile from the local pharmacy or are visiting our practice area temporarily, you can choose to collect your medication from one of our in-house dispensaries.

South Cave Dispensary:	Monday to Friday 8.30am 1.30pm & 2.30 - 6.00pm
Brough Dispensary:	Monday to Friday 9.00am - 1.30pm & 2.30 - 6.00pm Saturday 9.00am - 1.30pm
Bubwith Dispensary:	Monday to Friday 8.30am—12.00 & 1.00pm - 6.00pm

TEST RESULTS & HOSPITAL LETTERS

Please try to telephone in an afternoon for the results of any tests. Results normally take at least a week to arrive at the surgery. If you need to see the doctor regarding the result of a test, please check that we have received it before making an appointment. To protect patient confidentiality we can only give test results to you personally.

You can now view some test results on your online record. Please speak to reception about registering for this service. It is particularly good for patients who have blood tests on a regular basis as part of monitoring their health conditions.

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

expected to attend a clinic or surgery setting. Individual circumstances will be monitored and where an individual and/or health care professional assesses that the patient's needs have changed, the patient's housebound status will be reviewed.

"There is a fairly wide-held belief that patients have an automatic right to a home visit from a GP within core hours (8am to 6.30pm). This is not in fact the case.

"Practices will reach a "reasonable opinion" about whether to attend to a patient at their residence based upon information received on the condition of the patient, and whether it would be inappropriate to expect the patient to attend the practice premises.

"There is nothing to prevent the GP from arranging for the referral of a patient without first seeing the patient, in cases where their medical condition makes that course of action appropriate.

If a patient is encouraged to come into the surgery, it is often on the basis that this is where the best care can be provided. The specialist equipment is located at the practice, tests can be carried out more easily there, and drugs issued."
RCGP, 2015

REPEAT PRESCRIPTIONS

If you are a new patient to the practice and take regular medication please let the receptionist know as soon as possible. We will ask you to make an appointment with a practice pharmacist and ask you to bring details of your medication to our dispensary where details can be added to your computerised medical record. Once details of your medication have been added, you can order future repeat prescriptions as detailed overleaf.

Please allow 48 hours before collecting your prescription or medication from the surgery or 72 hours if collecting your medication from the local pharmacy. This will give the doctor time to complete the necessary review of your medication before signing the prescription.

We provide an electronic prescription service which means we can send your signed prescription electronically to a pharmacy of your choosing to save you having to collect your paper prescription from the surgery. To sign up to this service please speak to your preferred pharmacy or ask at reception.

We are pleased to be able to offer a free delivery service, of repeat prescriptions, to our Brough, South Cave and Little Weighton dispensing patients. If you would like your medication delivered, please ask one of our dispensers for a prescription delivery registration form and details of delivery days.

ARE YOU ELIGIBLE TO BE DISPENSED TO?

We can only **dispense** medication to anyone who lives more than one mile away (**as the crow flies**) from a chemist. If you live within one mile of a chemist you can get your medication from any chemist but not the surgery dispensary. These are NHS **rules** which we have to follow strictly and are not set by the practice.

	Brough Surgery	South Cave Surgery	Holme Upon Spalding Moor & Bubwith Surgeries	Hessle Surgery
By telephone	01482 668668 Option 3 and then option 1 Lines open: 10.00—14.00	01482 668668 Option 3 and then option 2 Lines open: 10.00—12.00	01482 668668 Option 3 and then option 3 Lines open: 10.00—12.00	01482 668668 Option 3 and then option 4 Lines open: 10.00—14.00
By email *	trmgprescriptions@nhs.net or via NHS app/ systmonline	trmgprescriptions@nhs.net or via NHS app/ systmonline	trmgprescriptions@nhs.net or via NHS app/ systmonline	trmgprescriptions@nhs.net or via NHS app/ systmonline
In person *	Please bring your repeat prescription request slip to the surgery or fill in a request slip when you arrive. Please note our receptionists are unable to process medication requests.			
By post *	If you would like your signed prescription posting back to you, please enclose a stamped addressed envelope.			

* Please remember to include full details including your name, date of birth, address and the medication required.