



# A Guide to our services



- Dr Alena Billingsley
- Dr Jonathan Hagan
- Dr Mike Jobling
- Dr Caroline Bowey
- Dr Mary Clatworthy
- Dr Kath Hodkin
- Dr Ruth Walker
- Dr Vanessa Martin



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[www.scottroad.org.uk](http://www.scottroad.org.uk)

## **Practice Clinical Staff**

### **GP Partners**

Dr Alena Billingsley MBChB, BSc MRCGP DFSRH  
Dr Mary Clatworthy MA MBBS MRCP MRCGP  
Dr Jonathan Hagan MBCnB MRCGP MRCS  
Dr Kath Hodkin MBChB, DRCOG MRCGP  
Dr Mike Jobling MBBS, MRCGP DCH DRCOG DFSRH  
Dr Ruth Walker MBChB MRCGP

### **GP's**

Dr Caroline Bowey MBBS DMS DRCOG  
Dr Vanessa Martin MBChB MRCGP DF SRH LocSDI  
Dr Colette Robbins MBBS MRCGP DCH

### **Clinical Pharmacist**

Mr Wasim Akram

### **Advanced Nurse Practitioner**

Sue Carter

### **Minor Illness Prescribing Nurses**

Linda Hoop (Nurse Manager)  
Jackie Darlison  
Elaine Harrison

### **Prescribing Nurse**

Sarah Richards

### **Practice Nurses**

Jan Harrison  
Louise Thompson

### **Health Care Assistant**

Andrea Hunt  
Lesley Townsley

## **Surgery Information**

We provide a full range of NHS GP services from one site and set ourselves high standards in terms of quality of care. We are very keen on working with patients to try to prevent ill health as well as looking after people with illness or disability. Our team all work hard to ensure you have the best possible clinical care. We also have an active patient participation group which help us to shape both current and new services.

We are a teaching practice for the Hull York Medical School and are committed to helping the teaching and training of the medical staff of the future.

Our dedicated team are here to treat those minor ailments that occur as well as providing specialist management of long-term conditions and clinics covering a wide range of healthcare issues. Technology also means you can now do a lot of things from the comfort of your home such as order a repeat prescription or cancel an appointment.

## **Opening times**

Surgery telephone lines are open Monday to Friday from 08:00 until 18:00, with the exception of a Thursday lunchtime when we are closed from 12.00 until 14.00 for staff training purposes. If you require urgent medical advice the practice telephone number will provide you with the number for the Out of Hours GP service.

## **Extended opening times**

To accommodate patients who find it difficult to attend appointments during normal opening hours, we offer limited extended opening. These appointments must be booked in advance.

Extended opening surgery times are as follows:

- Alternate Monday/Tuesday mornings: 06:55 - 08:00 (GP appointments only)
- Every Tuesday evening and alternate Monday evenings: 18:30 - 20:05 (GP, Nurse and Health Care Assistant appointments)
- Alternate Saturday morning: 08:30 – 10:00 (GP, Nurse and Health Care Assistant appointments)

### **Booking an appointment**

Appointments can be booked at reception, on the telephone or online. Appointments are generally booked up to 14 days in advance with a Doctor, or a month in advance with a Nurse or Health Care Assistant. If you need medical attention on the day please contact us as early as possible. You will then be telephoned by a GP or Nurse from the Same Day Care Team. If the matter cannot be dealt with over the telephone then the clinician will arrange a face to face appointment.

### **Advanced Nurse Practitioner and Minor Illness Nurses**

The Minor Illness Nurses are able to deal with the following ailments;

|               |                 |                    |
|---------------|-----------------|--------------------|
| Acne          | Earache         | Morning After Pill |
| Asthma        | Eczema          | Piles              |
| Abscess/Boils | Female problems | Scabies            |
| Cold Sores    | Hay Fever       | Skin Rashes        |
| Constipation  | Heartburn       | Sore Throats       |
| coughs        | Infections      | Thrush             |
| cystitis      | Insect Bites    | Vaginal discharge  |

### **Practice Nurse**

Our Practice Nurse team can deal with a range of health problems;

|               |                             |                    |
|---------------|-----------------------------|--------------------|
| Asthma        | Dressings                   | Immunisations      |
| Contraception | Health Promotions           | Travel Vaccination |
| Diabetes      | Long Term Condition Reviews |                    |

Each team member has specific skills and responsibilities. The receptionists are fully trained to point you in the right direction.

### **Health Care Assistants**

Our Health Care Assistants provide a range of services to assist the Doctors and Nurses including blood pressure monitoring, ECGs, health checks and dressings.

### **Chaperone Policy**

If you feel you would like a Chaperone present in your consultation, please advise reception at the time of booking your appointment. They will be more than happy to arrange this for you.

### **Telephone Consultation**

If you feel you need to speak with the Doctor or Nurse but do not need to see them face to face you can request a telephone appointment. Please discuss with the receptionist if you're not sure if a telephone appointment is appropriate.

### **Home Visits**

Where ever possible we prefer to see patients in surgery but if a home visit is necessary requests should be made before 10.30am

### **Out of Hours**

If you need urgent medical help when the surgery is closed please ring NHS111. Before you ring this number be prepared with;

- The name, address and date of birth of the person who is ill
- The name of the Doctor that the ill person usually sees
- The nature of the problem

You will then be called back and either given telephone advice about the problem or invited to go to a primary care centre (Selby Hospital) where you will be seen by an Out of Hours clinician.

### **NHS111**

This service is available for support and advice 24 hours a day. You should use the NHS111 service if you urgently need medical help or advice but the situation is not life threatening.

Call 111 if:

- You need medical help fast but it's not a 999 emergency
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next.

### **Medical Students (Hull York Medical School)**

We have students attached to the practice as part of their training.

### **Fitness to work notes**

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website. After 7 days of absence your employer will normally require a doctor's note – you will need to make an appointment to see your General Practitioner. However, if you have already been seen by a GP or a Specialist Doctor you may not need an appointment and might be offered a telephone consultation instead.

### **Repeat prescriptions**

Once your medication has been set up by your Doctor, and as long as the date for your medication review has not expired, it is possible for you to request repeat prescriptions without seeing your GP. Repeat prescriptions can be obtained by:

- Leaving your prescription request in the post box in the reception foyer
- Posting the request slip to the surgery
- Via the NHS app (please see our website for details)
- Via our online services (SystemOnline) – please ask at Reception for access

Please allow two full working days for collection.

### **Parking and disabled access**

Parking and wheelchair access are available at the surgery. There are two disabled toilets, one off the main waiting room and the second in the same day care area.

### **Complaints**

We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. Please ask at reception for a copy of our complaint leaflet or see the practice website.

### **Patient Participation Group**

The Patient Participation Group (PPG) aims to represent the views of patients; to identify areas for improvement and find solutions; and support the practice in making changes to service provision. Details of their recent meetings can be found on the website. If you are interested in joining the group please sign up on the website or ask at reception for further details.

### **Freedom of Information Act**

The practice complies with the Freedom of Information Act. A full copy of our practice policy is available on request.

### **Confidentiality and your personal data**

Confidentiality is of the utmost importance to the practice. We comply fully with the Data Protection Act and all information is kept securely.

Our Privacy Notices are available at the surgery and on our website [www.scottroad.org.uk](http://www.scottroad.org.uk) . We comply with the General Data Protection Regulation Act 2018 (which replaces the Data Protection Act 1998).

## **Rights and Responsibilities of the Patient**

### **Our commitment to you:**

- \* You will be treated as a partner in the care and attention you receive
- \* You will be treated as an individual and will be given courtesy and respect at all times irrespective of your ethnic origin, religious beliefs, personal attributes or the nature of your health problems
- \* Following discussion you will be given the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent.
- \* You have the right to see your health records, subject to any limitations in law. Your records will be kept confidential.
- \* We will give you full information about the services we offer. Every effort will be made to ensure that you receive any information which
- \* directly affects your health and the care being offered
- \* All staff involved in your care will be identified by name
- \* When attending the surgery you can expect to be informed of any excessive delays
- \* The practice is committed to monitoring the care given to you by secondary care organisations such as hospitals.

### **Your Responsibility to us:**

- \* Come to the surgery wherever possible. If an appointment has been made you are responsible for keeping it. If you are unable to come please cancel your appointment. The time can be available for someone else.
- \* If several family members are ill please make an appointment for each of them
- \* Some consultations are unexpectedly long. It may be that arrangements have to be made to get a patient into hospital immediately. These can be unpredictable and may cause delays. You will be informed of the delay and we ask that you are patient.
- \* The doctor can see many more patients in surgery than when out visiting. Most children can be brought to the surgery and will be seen more promptly than if a home visit is requested. Home visits are for people whose medical condition means that they cannot leave the house for medical reasons.