

USING OUR SERVICES

These leaflets are your guide to Millfield Surgery, our Services and our Personnel. If you need further information, please contact Reception and we will do our best to assist you.

HOW TO:

Register with the Practice

Please call in to reception, ask to register and the receptionist will provide you with the appropriate form. Upon registration we recommend that you make an appointment with your named GP if you are taking repeat medication, for a new registration review. If you are not taking any regular medication, a health check with the Nurse or Health Care Assistant is recommended, so that we can meet you and establish your medical requirements.

See your Doctor

All surgeries are by appointment. You can see any of the doctors, but, if possible, if you are seeing a doctor regularly regarding any particular problem, please continue to do so.

Book an Appointment

GP appointments are 10mins long in all surgeries. If you require longer please specify so that we can try to accommodate this. Please phone or call in any time between 08:30am and 6pm. Alternatively you can register for our online service and book your appointment 24hrs a day. For further assistance, please see our leaflet Help and Advice with Appointments.

Book a Home Visit

As the practice covers a large geographical area, please try to see your doctor at the surgery.

If you require a home visit please try to contact the Surgery before 10:30am.

Speak to a Nurse Practitioner or a Doctor

If you feel you do not need to see the doctor but you need some advice, please let the receptionist know and we will arrange for you to speak to a triage professional on the telephone. Please try and ring **before 10am** where possible and the reception staff will take your details for a telephone call as soon as they are free.

Order a Repeat Prescription

If you have medication on repeat prescription, we ask you to order this in writing. We provide you with a re-order slip along with your prescription. Please tick the required medication and put the slip in the repeat prescription box in our porch, or at the chemist in Easingwold. You can also send this slip by post, or post it through the letter box. You can also order online if you are registered with our online service. Please see website for details. Please allow **at least two working days** before collection from the surgery or **four working days** for collection from the chemist.

If you do not have your repeat reorder slip, please write an order including the drug, strength, dosage and quantity.

Repeat prescriptions are issued monthly. All requests require 2 working day's notice to allow us to process the paperwork, and, where applicable, order the medication from our supplier. If you are posting your request or leaving it at the Chemist, please allow extra time to allow it to arrive on our premises.

Any patient who lives more than 1 mile from a pharmacy can have their medicine dispensed at the Surgery Dispensary. For more information, please see our leaflet "Dispensary Services". **Please note that our dispensary is closed between 12.30 and 2pm.**

Medication Reviews

If you are taking regular medication, you will require regular medication reviews. This may be 6 monthly or annually and you will receive a reminder when it is due on your prescription order form. Please make a routine appointment, allowing some time before your next prescription is due to avoid problems when we next issue your medication.

WHAT SERVICES DO WE OFFER?

The Nursing team, with support from the GPs offer the following services to our registered patients.

Ante-natal Care

Clinic held on Thursday morning by appointment. Booking at 7 weeks with a Midwife, and follow up at appropriate intervals. Your GP is available to provide help and advice, in particular relating to your health during your pregnancy. You will be provided with information regarding the roles of each professional when you attend for your first ante-natal appointment.

Asthma Care

Patients are advised to attend for asthma reviews annually with the Practice Nurse. Please bring inhalers.

Cervical Smears

Please make an appointment with the Practice Nurse when you have received your invitation for your cervical smear from the Screening Department of York Health Trust.

CHD/Heart Disease Care

You are advised to have an annual review with the Health Care Assistant and 6 months later with the Practice Nurse.

Child Health Surveillance

Regular health checks start just hours after birth and continue until your child begins school. These are usually with your Health Visitor and clinics are held at the Health Centre. Please contact reception for a contact number for your Health Visitor.

Contraceptive services

The Practice offers a full range of contraceptive services including long acting reversible contraceptives. Please see your GP. Follow up care is provided by the Practice Nurses.

COPD/Chronic Respiratory Disease

Diagnostic and review with Practice Nurse – please bring inhalers.

Diabetic Care

With the Practice Nurses, on a morning. 6 monthly reviews are advised.

Hypertension Care

Annual check with the Health Care Assistant for bloods, BP and a urine dip test. Ring for results 1 week later.

Immunisation

Routine childhood immunisations are given by the Practice Nurses and you will be advised on the current schedule.

Travel Immunisations are given by the Practice Nurse, and you are required to complete a travel form in advance of your first appointment in order to assist the Nurse in identifying which immunisations are needed to provide protection for your destination. We are a registered Yellow Fever Clinic.

Pneumonia Vaccines are given by the Health Care Assistant. You will be invited when you turn 65. However, if you have not received one, please ask at reception for advice.

Flu Vaccinations are given between October and November to those patients in the Department of Health target groups. If you are not sure whether you are entitled to one, please ask at reception. The Practice currently operates a Saturday morning Flu Clinic during the month of October, during which we offer only the flu vaccine. We aim to vaccinate the majority of our patients on this day. We advertise the date in advance and you will be offered this date when you book an appointment.

Minor Injury

Due to our rural location the Practice offers a minor injury service to patients with cuts/bruises or other MINOR injuries which may require assessment. We are not an A&E department. You may need to wait to be attended.

Well Person Health Checks

Health Checks are carried out by our Health Care Assistant.

Wound Care, Suture Removal and Dressings

The District Nurses are specialised in Chronic Wound Care and operate a clinic from the Health Centre. They also provide care of post-operative wounds and remove sutures. Please contact our reception for their phone number to make an appointment.

ADDITIONAL INFORMATION **OUT OF HOURS EMERGENCIES**

The NHS 111 provides Out of Hours Cover during the period 6.30pm to 8.30am weekdays, and 6.30pm Friday evening to 8.30am Monday morning. Yorkshire Doctors Urgent Care provide out of hours cover between 8 & 8.30am and 6 & 6.30pm. To ensure that your records are complete, details of out of hours consultations are passed to the practice and are retained in your records, as well as by the out of hours centre.

To access this service, please ring the surgery number, 01347 821557, and you will be given an answering machine message, telling you which number to ring.

PATIENT CONFIDENTIALITY AND MEDICAL RECORDS

- We ask you for information to assist in your healthcare
- We keep this information, together with details of your care, because it may be needed if we see you again.
- We may use some of this information for other reasons e.g. to protect the health of the public, to assist the NHS in efficient running, planning and future training of new doctors etc.
- We may transfer information to other health professionals to assist in your care.
- Sometimes the law requires us to pass on information.
- Everyone working in the NHS has a legal duty to keep your information confidential.

Any information held on computer is protected by the Data Protection Act 1998, and its registered use is strictly controlled.

The release of any patient information for solicitors, insurers, etc. is only permitted upon receipt of a release form signed by the patient personally. The party requesting the information usually provides this form.

FREEDOM OF INFORMATION ACT

The Practice complies with the Freedom of Information Act 2000. For further information please contact the Practice Manager.

YOUR RESPONSIBILITIES

With your help, we can try and work more efficiently:

- Self-treat where possible, pharmacists are happy to advise on over the counter preparations
- Listen carefully to and follow any instructions or advice given to you by your doctor
- Keep your appointment or cancel if you find you cannot make it or no longer need it
- Treat our team with courtesy and respect, they are there to help

YOUR RIGHTS

We will provide you with:

- Access to appropriate treatment based upon need
- Courtesy and respect from all our team
- Confidentiality of information

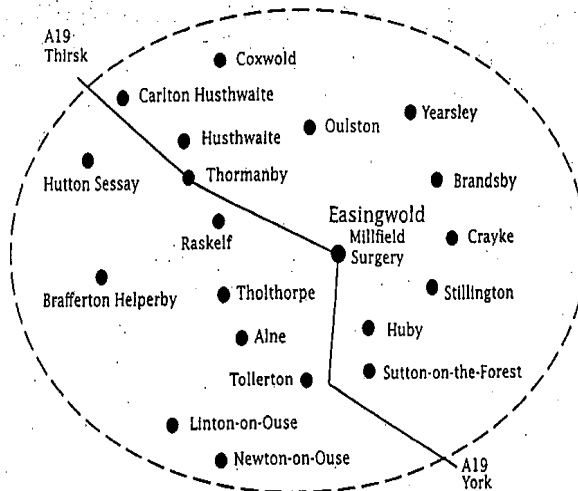
ZERO TOLERANCE POLICY

The Partners at Millfield Surgery re-affirm their commitment to do everything possible to protect staff, patients and visitors from unacceptable behaviour and their **zero tolerance** of any incident that causes hurt, alarm, damage or distress. For further information, please ask for our Zero Tolerance Policy document, which details our procedures for dealing with such events.

COMPLAINTS/COMPLIMENTS

If you have a complaint about the Practice, please contact our Practice Manager who will respond according to our complaints procedure. We are also happy to receive comments and suggestions regarding the running of the Practice.

PRACTICE AREA – NOT TO SCALE



OPENING HOURS

The surgery is open from 08:30am – 6.00pm from Monday to Friday.

SURGERIES AT MILLFIELD SURGERY.

Every day we have a triage telephone system, we also hold morning surgeries (starting at 8.30am), mid-afternoon sessions (starting at 2pm) and a late afternoon surgery (starting at 3.30pm).

Dr Boyd is available on Monday and Friday

Dr Squire is available on Wednesday and Thursday

Dr Morris is available Monday, Wednesday, Thursday and Friday

Dr Iredale is available on Tuesday, Wednesday and Thursday

Dr Fox is available on Monday, Tuesday and Thursday

Dr Huber is available on Monday, Tuesday and Friday

FURTHER INFORMATION ON PRIMARY HEALTH SERVICES

For further information on the services provided by the NHS Primary Health please contact:

NHS England
PO Box 16738
Redditch
B97 9PT

Tel: 0300 311 2233

Email: England.contactus@nhs.net

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MILLFIELD SURGERY

Millfield Lane, Easingwold
York, YO61 3JR

www.millfieldsurgery.co.uk

Tel 01347 821557

Fax 01347 823456



GP PARTNERS

Dr Lorraine Boyd MB Ch.B MRCGP (1983)

Dr Alison Squire MB Ch.B MRGCGP (1983)

Dr John Morris MB Ch B MRCGP (2006)

Dr Helen Iredale MBBS MRCGP (2004)

GP ASSOCIATE

Dr Liz Fox MBBS, MRCGP, DFFP (1990)

Dr Andreas Huber MD, MRCGP, DRGOG (2005)

PRACTICE PERSONNEL

Practice Manager: **Darren Dalzell**

Advanced Nurse Practitioners: **Lynne Gray**, MSc BSc
Hons SRN SCM

Amanda Wood BCs Hons
SRN Special Practitioner

Practice Nurses: **Helen Gardner**, BSc Hons
Health Sciences

Marianne Doyle, BSc Hons
Health Sciences

Healthcare Assistants: **Julie Sadler**, NVQ 3 in
Acute Care, Terminal Care
& Dialysis Support

Katie Johnson

Dispensary Manager: **Helena Tilley**

Dispensers: **Louise Clark**

Sam Mountford

IT Coordinator: **Barbara Wilson**

Secretary: **Kelly Inman, Sarah Fleming**

Secretary/IT Support: **Kelly Inman**

Reception Supervisor: **Kim Raymond**

Reception Team Leaders: **Kat Hindmarch**

Paula Hawksworth

Receptionists: **Belinda Channing**

Jo Robinson

Frances Shepherdson

Katy Didlick