



## Leyburn Medical Practice - Providing excellence in healthcare

### CONTACT DETAILS

#### LEYBURN MEDICAL PRACTICE

Leyburn Health Centre,  
Brentwood, Leyburn  
North Yorkshire, DL8 5EP

#### Telephone Numbers:

Appointments & Visits  
**(01969) 622391**

Prescriptions  
**(01969) 624940**

Out of Hours Emergencies  
**(0845) 0568060**

Fax  
**(01969) 624446**

Email  
**info@gp-b82078.nhs.uk**

#### Surgery Hours

Monday to Friday  
**8.30am - 6.30pm**

Saturdays

**8.00am - 11.00am**

(pre-booked appointments only)

#### Dispensary Hours

Monday to Friday  
**8.30am - 6.30pm**

[leyburnmedicalpractice.co.uk](http://leyburnmedicalpractice.co.uk)

### Welcome to Leyburn Medical Practice

All consultations with doctors and nurses are by appointment only, though accidents and emergencies will be dealt with as and when they arise. Doctors' morning surgeries are from 9:00am to 11:30am and afternoon surgeries are held from 2:00pm until 4:00pm. The daily On Call doctor's afternoon surgery runs from 4:00pm until 6:00pm. Our nurses' surgeries run from 9:00am until 12:30pm and from 2:00pm until 5:30pm. Our Nurse Practitioner sees patients from 8:30am to 11:30am and from 1:00pm to 4:00pm (1:00pm to 6:00pm on Thursdays). She does not usually hold clinics on Wednesdays. Please phone or call in to make appointments during "open" hours.

If you need to speak to a doctor, for instance about a test result, the best time to call is between 11.30 and 12 noon.

#### Saturday Morning Surgeries

We are open on Saturdays between 8:00am and 11:00am for pre-booked GP appointments only (i.e. booked by 6:00pm on the Friday before). These surgeries are to help those who find it difficult to see a doctor during normal weekday opening times. If you can attend appointments during normal open hours, we would encourage you to do so in order that those who can't may make full use of our Saturday and other additional hours surgeries. There will be only 1 doctor on duty and there will be no nurses or phlebotomists available. The Dispensary will also be closed during these additional hours.

As the PCT will continue to operate its Out of Hours service over the whole of the weekend, on Saturdays our telephone lines will be switched over to them for urgent and emergency calls. You will not therefore be able to contact us by telephone on Saturday mornings other than to leave prescription requests using our

Dispensary voicemail service (01969 624940). You will still be able to contact NHS Direct on 0845 4647 or online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).

## Out of Hours

At night and at weekends our calls are taken by the PCT Out of Hours Service. They will either give you telephone advice, ask you to attend the Primary Care Centre at the Duchess of Kent Hospital, Catterick Garrison, or offer you a home visit, as appropriate.

## Home Visits

If you are too ill to come to the surgery, please phone between 8.30 a.m and 10.30 a.m. if possible, as this enables the doctors to plan their rounds.

## THE DOCTORS

### Dr. Julia Brown

MBBS, DCh, DRCOG, MRCGP  
1992 Newcastle

### Dr. Debbie Ashcroft

MBChB, DRCOG, MRCGP  
1990 Sheffield

### Dr. Stephen Wild

MBChB, FRACGP (Aus), MRCGP  
1986 Leicester

### Dr. Bridget Laybourne

MBChB  
1996 Johannesburg

These doctors are all partners in the Practice, which is an unlimited partnership. This is a training practice, so you may see another doctor. He or she is a fully qualified doctor, who has completed at least a year in hospital (often much longer), and who is now working with us for 6 months to obtain experience in general practice.

As part of their training they are now required

to record some of their consultations on video. These recordings are normally only seen by the doctor and his or her trainer, and will only be made or viewed with your written permission.

## THE STAFF

### NURSE PRACTITIONER

Our Nurse Practitioner is Lisa Kitson. Lisa holds a first degree in Community Health Care Nursing and a Masters Degree in Advanced Practice. She has been a Nurse Prescriber since 2003. Lisa can undertake assessment and clinical management of patients with health problems or illness; take a health history; perform clinical examinations; diagnose and treat many illnesses and conditions; arrange blood tests, xrays and referral to hospital doctors; and give advice and guidance on other health related issues. Her clinical interests include Respiratory Disease, Dermatology and Sexual health.

### THE NURSES

All of our nurses have extensive nursing experience and offer a range of nurse lead services.

### Sandra Chapman SRN

Sandra has undertaken specialist training in Coronary Heart Disease, Diabetes and Smoking Cessation.

### Janet Coates RGN

Janet has undertaken specialist training in Smoking Cessation and in Coronary Heart Disease.

### Caroline Metcalfe RGN

Caroline has undertaken specialist training in COPD.

### Debra Smith RGN

Debra is an experienced practice nurse and is our bank nurse providing cover for our nurses.

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**Phlebotomists:** Kathryn Hill & Olivia Amsden

## **SUPPORTING STAFF**

### **Managing Partner:**

Stephen Brown BA (Hons) FCCA MA

**Assistant Practice Manager:** Mandy Dargue

**Dispensary Manager:** Fluff Robinson

**Dispensary Assistants:** Rachael Wheatley  
Olivia Amsden

**Home Deliveries :** Olga Lambert

**Secretary:** Rachel Flintoft

**Office Assistant:** Harriet Manning

**Receptionists:** Elaine Rose

Maggie Fisher

Karen Mabbott

Moira Edington

## **Community Support Staff**

Access is provided to a full complement of support staff, based mainly in the same building, comprising community nurses, midwives, health visitor, physiotherapist, chiropodist and psychiatric nurses.

## **Community Paramedic**

Pete Shaw, a Community Paramedic employed by Yorkshire Ambulance Service, is based at our Practice. In a scheme unique to Leyburn Medical Practice, as well as answering Ambulance Service emergency calls, Pete is able to see and treat walk in minor injury cases, thereby complimenting the service provided by our doctors and nurses.

## **GENERAL INFORMATION**

### **The Premises**

The postal address is:

Leyburn Medical Practice,  
Brentwood,  
Leyburn,  
North Yorkshire,  
DL8 5EP.

The premises are purpose built and were opened in Spring 2004. The Community Nurses and Mental Health Team are housed in one wing of the building but retain their own separate telephone number. There is disabled access to all parts of the building.

Our local Primary Care Trust is the Hambleton & Richmondshire PCT at Station Road Business Park, Station Road, Thirsk, North Yorkshire, YO7 1PZ. Their telephone number is 01845 573800.

## **Dispensing of Medicines**

This is a dispensing practice, and if you live more than a mile out of town you can obtain your medicines from the surgery. For those who are dispensed medications from the surgery, we offer a delivery service, please enquire at the dispensary for details. Patients who live in Leyburn must have their prescriptions dispensed at a chemist, but may arrange with the chemist to have him fetch their prescription from the surgery and dispense it at the shop to save them another journey to the surgery.

## **Repeat Prescriptions**

You may order repeat prescriptions by either telephoning on 624940 or calling in to the surgery. There is also a prescriptions box in the entrance hall for you to drop off written requests to save queuing. Patients are also encouraged to order repeat prescriptions through our website whenever possible ([leyburnmedicalpractice.co.uk](http://leyburnmedicalpractice.co.uk)). We operate a voice-mail system for the Dispensary, so if we are unable to answer the telephone you can use this to leave us your repeat prescription request or query if you have one. Please bear in mind that we need two working days' notice for all repeat prescriptions to be certain that we have the item in stock etc. This applies also to non dispensing patients to allow time for a doctor to review and sign your prescription, however if you need something urgently we will try to help you. Every so often you will be asked to complete a form regarding your repeat medications so that we

can assess whether they need to be reviewed.

## **Fit Note**

Fit Note is the informal name for the Statement of Fitness for Work which replaced sick notes from 6 April 2010.

You do not need a Fit Note for the first seven days of illness and we cannot provide one free of charge for that time (you can sign yourself off during that period using a self certification form obtainable from your employer). If you're sick and off work for more than seven days you will need to make an appointment to see a doctor to obtain a Fit Note. The seven days include days that you don't normally work, so when you work out how long you've been off sick, you should include weekends and bank holidays. On the fit note, your GP can advise that either you are 'not fit for work'; or you 'may be fit for work'.

## **Clinics**

At the surgery we offer family planning, non scalpel vasectomies, cervical screening, acupuncture, travel immunisations, minor surgery, COPD, asthma, hypertension, diabetes and heart disease monitoring, smoking cessation and weight loss advice. Most of these services are available during normal surgery time, though sometimes you may be invited to a specific clinic. Patients aged 16-74 may request a routine health check every 3 years. Patients aged 75 or over may request an annual routine health check. We also provide a weekly community ultrasound service in partnership with South Tees Hospitals NHS Foundation Trust.

**Travel Clinic** This is a weekly nurse led travel clinic for anyone requiring travel health advice. The Clinic takes place on a Tuesday afternoon.

**Maternity Clinic** This is run by the midwife on a Tuesday afternoon once pregnancy has been established by the doctor in a normal surgery.

**Baby Clinic** This is held by the Health Visitor on Wednesday mornings, and appointments for immunisations and health checks are sent out automatically.

## **Other Services**

At the surgery we offer family planning (including vasectomy), cervical screening, acupuncture, travel immunisations, minor surgery, asthma, diabetes and heart disease monitoring, smoking cessation and weight loss advice. Most of these services are available during normal surgery time, though sometimes you may be invited to a specific clinic. Patients may request a routine health check every 3 years.

## **Non NHS Services**

Certain services we provide, such as HGV and sporting medicals and insurance claim forms, are not covered by the NHS, and we have to make a charge for them. You should enquire about charges when you make the request.

## **Complaints**

We try to give you the best possible care and attention. However if you feel unhappy about something, please ask to see the Practice Manager, who will try to address your concerns. If we are unable to satisfy your concerns, we will be able to inform you on how to take things further if you so wish.

## **Your Medical Records**

All our medical records are now kept on computer, however you may rest assured that the information remains confidential under the terms of the Data Protection Act and accepted medical ethics. Your records are the property of the NHS and information from them will only be passed on to outside agencies with your express written permission. If you require to see your medical records, you may do this in the presence of a doctor, who may need to explain the terminology to you, and so you will need to make a special appointment for this.

## **Chaperone Policy**

Leyburn Medical Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a clinically trained member of staff.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of 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.

If you would like to see a copy of our Chaperone Policy or have any questions or comments regarding this please ask at Reception or contact the Practice Manager.

## **HOW TO REGISTER**

### **Your Rights and Responsibilities**

You may register with this practice if you live within our practice area. The only other grounds than geographical for refusing to accept a patient would be a previous breakdown in the relationship with the GP, or a history of violence.

To register, just ask at Reception and you will be given a registration form to complete and a

questionnaire about your medical history. Your registration is then immediate, and you will eventually receive a new Medical Card with your new details through the post.

You may register with any doctor of your choice, though you may not always be able to get an appointment with that doctor at short notice. You will be able to see the on-call doctor for an urgent problem within 24 hours, but if you want to see a particular doctor, you will be offered the next available appointment with that doctor.

If you are not able to keep an appointment, please let us know as soon as possible so that someone else can use it.

We would ask that at all times you show respect to our staff

We reserve the right to take steps to have any patient who is violent or abusive removed from our list after due warning

### **Change of Name or Address**

It is most important that you inform us of any changes, and let us have a telephone number, so that hospital appointments etc. do not go astray.

## **COMMUNITY ULTRASOUND SERVICE**

A generous legacy from a grateful patient and help from the Friends of the Friarage Hospital have allowed the Practice to buy a state of the art Philips ultrasound scanner with technology that allows images to be stored and archived using facilities at the Friarage Hospital in Northallerton. The scanner can be used to help to diagnose many illnesses, including those of the gallbladder, kidneys, liver, testes and pancreas, as well as for pelvic investigations including gynaecological and bladder scans

The weekly service for routine, non urgent ultrasound scans is available for Leyburn Medical



**USEFUL TELEPHONE NUMBERS**

|   |   |
|---|---|
| PALS (Patient and Advisory Liaison Service) | <b>0800 06 88 000</b>   |
| Leyburn Clinic (Community)                  | <b>01969 622125</b>   |
| Community Physiotherapist                   | <b>01969 623959</b>   |
| Dentist (Leyburn)                           | <b>01969 622132</b>   |
| Friarage Hospital, Northallerton            | <b>01609 779911</b>   |
| NHS North Yorkshire and York                | <b>01423 815150</b>   |
| HARCAS(Alcohol Abuse Service)               | <b>01609 764105</b>   |
| Healthbox (Free information service)        | <b>0800 665544</b>  |
| Irving's Chemist                            | <b>01969 622160</b>   |
| NHS Direct                                  | <b>0845 4647</b>  |
| NHS Direct on-line                          | <b><a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a></b> |
| Registrar of Births, Marriages and Deaths   | <b>01609 780780 (ext. 2602)</b>                                       |
| Richmond Volunteer Centre                   | <b>01748 822537</b>   |
| Samaritans                                  | <b>01609 776161</b>   |
| Social Services                             | <b>01609 779999</b>   |