

Services we offer:

- **Maternity Service & Ante-Natal**
- **Well Baby & Child Health Clinics**
- **Sexual Health Advice**
- **Coil Fitting**
- **Contraceptive Implants**
- **Cervical Cytology Clinic**
- **Family Planning**
- **Travel Health advice & Immunisations**
- **Asthma & Diabetes Clinics**
- **Minor Surgery & Cryotherapy**
- **Smoking Cessation**
- **Health 'Check-ups'**
- **ECG's**
- **Dispensing**
- **Medication advice**
- **Phlebotomy**



Services provided at the Surgery by Others:

- **Counselling**
- **Physiotherapy**
- **Health Visiting**
- **Midwifery**

**Dr W F Watson
Dr Jane S Carradine
Dr A J Keogh
Dr Claire L Keenleside
Dr A R Ramdeehul**

Nursing Staff:

Deb Garside	Practice Nurse
Helen Firth	Practice Nurse
Rachael Poulter	Practice Nurse
Emma Littlejohn	Practice Nurse
Suzanne Bebb	Health Care Assistant
Wendy Paul	Health Care Assistant
Sue Head	Phlebotomist

Administrative Staff:

Nick Bentley	Practice Manager
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Beech House Surgery

Patient Contact Information Form

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Email & Text
Communications

Beech House Surgery

1 Ash Tree Road
Knaresborough
HG5 0UB

Phone: 01423 542562

Fax: 01423 864450

Web: www.beechhousesurgery.com

Email: surgery@gp-b82069.nhs.uk



Dear Patient

We would like to make it easier for patients to give their views about their experience when making appointments, speaking to clinicians and when attending the practice etc. We would like to be able to ask the opinions of as many patients as possible and we are asking if you would provide your email address so that we can contact you every now and again. The intention is to provide you with information about the practice, such as any changes in our services, and also ask you a question or two in the form of an automated questionnaire.

Responses to questionnaires will be of great use to our new Patient Reference Group which has been formed to represent the views of our patients and the wider community, and to be 'critical friends' who can suggest ways to improve and/or augment our services.

Also, we would like to use text messaging to contact our patients about appointments and other information.

If you are willing to be contacted by email and/or text, please complete the consent form below and return to the surgery.

Are you willing to be contacted by email? YES/NO

Are you willing to be contacted by text? YES/NO

Name:	
DOB:	
Email:	
Mobile:	
Signed:	

Common questions and answers

Q Why are you asking people for their contact details ?

A We would like to be able to contact people occasionally to provide information and ask them questions about the surgery and how well we are doing to identify areas for improvement?

Q Will my doctor see my responses ?

A If your doctor is responsible for making some of the changes in the surgery they will see patients' responses.

Q Will the questions you ask me be medical or personal ?

A We will only ask general questions about the practice and your experiences accessing it.

Q Who else will be able to access my contact details ?

A Your contact details will be kept safely and securely and will not be shared with anyone else.

Q How often will you contact me ?

A Not very often; we do not want to be intrusive but want to establish better communications with a wider group of patients.

Q What is a patient reference group/patient participation group ?

A This is a group of volunteers who represent our patients and the wider local community, who will help to ensure that all our patients are receiving a good service and who will assist the practice to develop our services further.

Feedback from patient questionnaires will be of great value when discussing how services might be improved.

Q What if I no longer wish to be on the contact list or I leave the surgery ?

A We ask you to let us know if you leave or do not wish to receive further messages and we will amend our records.

Patient Notes:

- **Surplus Drugs**—dispose of any surplus drugs that you might have safely through the surgery. Drop them in for disposal by us—even if you have 'over-stocked'.
- **Stroke Awareness**—did you know that high blood pressure can increase the risk of stroke. Come and have your blood pressure checked —make an appointment with one of our Health Care Assistants.
- **Self-Care**—there is now considerable health support for a variety of ailments on the internet. e.g.

<http://www.patient.co.uk>

<http://www.bbc.co.uk/health/>

While we are always available for our patients to consult with, these sites and more offer patients a lot of good information.

There is also a lot of information on our own web site—see address below.