

DISPENSARY

The dispensary is open from 9am to allow dispensing patients to collect their medication. If you live more than a mile from a chemist you can elect to collect your medication from the surgery. Please call the dispensary for any enquiries **between 10-12** Please note that, under government regulations, we can only dispense drugs to patients who live more than one mile from a pharmacy and not within a 'non-controlled area'.

REPEAT PRESCRIPTIONS

For your protection and convenience repeat prescriptions can be requested in the following way. You can

- order online via our web site.
- post your request to us including a stamped addressed envelope and we will return it to you.
- ask a local chemist to obtain a prescription on your behalf.
- Please allow 48 hours (weekdays) for processing

TEST RESULTS

If the doctor asks you to ring for your test results please allow at least five working days for the results to be returned to the surgery and for the doctor to see the results and to comment on them.

SUGGESTIONS, FEEDBACK & COMPLAINTS

Any Suggestions or Feedback, positive or negative, are welcomed from patients at any time; they can be made verbally to the Reception staff, by phone or by mail or email addressed to the GP's or the Practice Manager.

Any complaints are dealt with immediately; a copy of the full complaints procedure can be obtained from the Reception Staff.

GP PARTNERS:

Dr Claire L Keenleside
MB CHB DRCOG DCH MRCGP DFFP FPCert 1989
Dr Amal R Ramdeehul
MBBCH (BAO) MRCGP CIDC 1990
Dr Charlotte E Jones
MB CHB MRCGP DRCOG DCH DFFP 1999
Dr Ian J Marfell
MB CHB MRCGP 2005

Advanced Nurse Practitioner:

Sister Sophie Bygate

Nurses

Sister Deb Garside
Sister Helen Firth
Sister Rachel Poulter
Sister Olivia Lucas

HCA's

Wendy Paul
Diane Randle

Beech House Surgery

1 Ash Tree Road
Knaresborough
HG5 0UB

Phone: 01423 542562

Fax: 01423 864450

Email: beechhousesurgery@nhs.net

Web: www.beechhousesurgery.com

Out of Hours: Call NHS111- Dial '111'

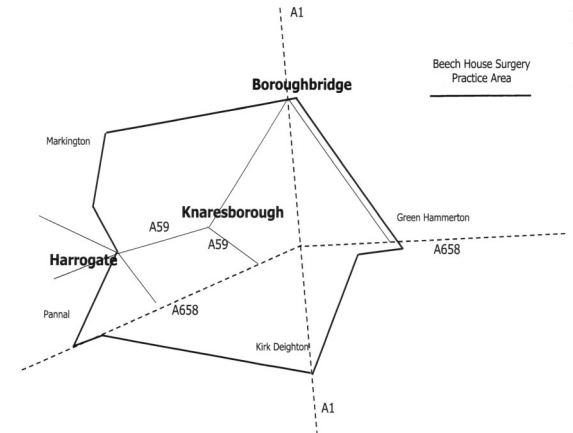
Appointment Booking, Repeat Prescriptions and access to summary medical record via Web Site

Beech House Surgery

Welcome to Beech House Surgery!

This leaflet gives information about the practice, but more detailed information is available from our reception staff and on our web site -

www.beechhousesurgery.com



The Practice is a partnership and has a **GMS** contract with Humber and North Yorkshire ICB

The Partners in the practice are the approved providers for all medical services provided under this contract. Beech House Surgery is a teaching practice supporting medical students from Leeds University.

We also train GP Registrars and Foundation Doctors at the practice

OPENING TIMES:

The surgery is open Monday to Friday between 8am and 6.30pm with our reception open throughout.

Outside these times call the Out of Hours service (NHS 111—dial '111') or 999 in an emergency.

We offer additional appointments some evenings—these are bookable in advance through reception.

APPOINTMENTS:

The Practice operates a triage system through a nominated Practice Duty Doctor for urgent or same day appointments. The purpose of this is to ensure that the patient is referred to the appropriate clinician for the appropriate level of care within an appropriate period of time.

As the number of patient contacts in general practice steadily rises and the nature of healthcare becomes increasingly complex, we believe that this is the safest way of managing increasing demand while also meeting patients' understandable desires for a timely response to their requests for urgent healthcare. Telephone triage and telephone consultations aim to improve access to care.

- All consultations are by appointment only and may be booked up to six weeks in advance.
- Telephone consultations with a doctor can also be booked.
- You may be offered an appointment with another clinician if appropriate
- An appointment is for one person only
- Appointments are for 10 minutes. Patients with more than one problem should request extra appointment time.
- Home visits will only be undertaken if there is a medical reason that prevents you from attending the surgery.
- Online Booking—available through the website with a logon and password obtained from our reception staff.
- **Please let the surgery know as soon as possible if you cannot keep your appointment. This will allow us to offer the appointment to another patient**

SERVICES WE OFFER

- Medical appointments for acute and long term or ongoing illnesses and diseases
- Maternity and antenatal services
- Sexual health and family planning advice
- Coil Fitting, Nexplanon implants
- Screening included cervical screening
- Asthma, COPD, CKD, CHD & Diabetes Clinics
- Minor Surgery including Joint Injections
- NHS Health Checks
- Dispensing
- Blood Testing
- Wound Care, Dressings and Minor Injury Services
- First Contact Physiotherapist
- Care Coordinator
- Social Prescriber
- Paramedic
- Health and Wellbeing Couch
- Mental Health Practitioner
- Clinical Pharmacists
- Pharm Technicians

OTHER SERVICES – NOT PROVIDED BY THE NHS

Beech House Surgery also carries out private work such as DVLA Medicals, Insurance Reports, Letters, etc. This work is chargeable as non NHS. Please ask at Reception or go onto the website for more information

www.beechhousesurgery.com

ACCESSIBILITY AND REASONABLE ADJUSTMENTS

The practice is wheelchair friendly in most areas with a disabled parking space, disabled toilet and automatic doors.

We have a hearing loop at reception and we are guide dog friendly.

If you require assistance for translation, interpretation, or access please let us know.

www.beechhousesurgery.com

REGISTRATION

Patients may register at reception or online through the website or:

- All Patients are assigned a named, accountable GP.
- However, Patients will not necessarily see their accountable GP for routine appointments and are entitled to choose to see any other clinician within the practice
- If you need to be seen at short notice the GP or nurse of your choice may not be available, in which case you may see someone else.
- When you register at the practice please bring full details of your previous surgery and GP.
- Please tell us if you change your name or address.
- Please register your new baby as soon as you can after the birth.
- We offer an out of area registration scheme for some eligible patients—if you are interested, ask at reception

MEDICAL INFORMATION & CONFIDENTIALITY

All patient-identifiable information is kept in the strictest confidence and will not be given to unauthorised third parties.

The rules of the Data Protection Act are rigorously applied; patients may access their medical records under the terms laid out in the legislation.

Working copies of all medical and administrative records are held on computer and accessed by staff only when strictly necessary

Information may be shared with authorised Practice Staff and other health agencies where this is necessary during the course of treatment.

CAR PARKING

The surgery has excellent parking facilities for patients attending the surgery. Please note that vehicles are left at the patients' own risk.