

Teaching practice

The practice is a teaching practice and occasionally trainee GPs and student nurses may, as part of their training, be required to sit in with the clinician training them during consultations with patients. You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP or student nurse will not sit in on your consultation.

Appointments and accessing practice services

Our appointment lines are open between 8:30am and 5:30pm Monday to Friday. Should you wish you book in, contact the surgery on **01751 471292** and select **option 2**.

SystmOnline

Reception staff can provide you with your log in details to access our SystmOnline. Through here you can book appointments and order repeat prescriptions.

Engage Consult

The engage consult link can be found on our website. You can use this service to easily contact the surgery to request help for non-urgent medical problems and administrative queries and get a timely response.

Emergency Appointments

If you have an **urgent problem**, you may telephone on the day, and you will be offered a telephone appointment in the first instance with the most suitable clinician.

Please note that these urgent appointments are for one urgent problem only and they may run late due to the nature of the appointments booked in them.

Home Visits

If you are medically unable to get to the surgery, please contact Reception to organise a home visit. Please note, the home visiting doctor may phone you before visiting.

Services we provide

Along with routine appointments, the practice offers the following services:

- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations.
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Well-Person clinics** – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our patients.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** - We also offer the following clinics and checks: annual long term health checks, antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction and much more. Enquire with Reception for further information.

Research

Pickering Medical Practice is proud to be a research active practice, taking part in a wide range of medical research studies. We have been accredited as a 'Research Ready' practice by the Royal College of General Practitioner (RCGP) by completing training and meeting strict standards including understanding the legal and ethical requirements that research accreditation involves.

Usually only a small number of patients at the Practice will be eligible for any one study. Most researchers are very specific about the criteria that people need to meet to recruit patients into their study. Please see the research notice board or research folders in the waiting rooms for updates on the current studies we are hosting.

Opening hours

Mon– Friday	8am	6:30pm
Saturday	closed	closed
Sunday	closed	closed

Please note that we close our surgery gates between 1pm-1:50pm but our phonelines remain open.

We also have a surgery in Thornton-Le-Dale where we run limited clinics. Please ask Reception for further details.

Stonedale Surgery, 5 Whitbygate,
Thornton-Le-Dale, YO18 7RY

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk

Are you using the right service?

SELF-CARE  What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7)  Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
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GP ADVICE  Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE  Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999  Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke
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Providing NHS services

Patient Information Leaflet



Southgate
Pickering
YO18 8BL

Telephone Number:
01751 471296

Email address:
hnyicb-voy.pickering-b82033@nhs.net

Website:
www.pickeringmedicalpractice.co.uk



Pickering Medical Practice is a partnership providing NHS Services under an NHS England Medical Services Contract.

Available in other formats and languages upon request.

The Practice Team

Practice Manager - Siobhan Gorman

Doctors

Dr James Coppack (1989, Westminster)
MB, BS, DGM, DCH, MRCP

Dr Swaminathan Thiagarajan (1998,
Karnataka) MBBS, MRCP, DFRH

Dr Anthony Bishop (2001, Manchester)
MB, ChB, MRCP, BSc. DOccMed
(Diploma in Occupational medicine)

Dr Frances Jacobs (1995, Leeds) MB,
ChB, DCH, MRCP, MRCP

Dr Nicola Buchan (2000, Dundee) MB,
ChB, MRCP

Dr Jennifer Argile (2010, Sheffield) MB,
ChB, MRCP, DFRH

Dr Rosie Jones (2005, Aberdeen) MB,
ChB, DCH, FSRH, MRCP

Dr Samuel Boam (2018, Newcastle)
MBBS, MMedSci, Oncology, MRCP

Nurse Practitioners

Helen Miller – RGN, MSc Health Studies,
Advanced Nurse Practitioner

Kirstie Vincer - BN (Hons), BA (Hons),
RM, MSc Advanced Clinical Practice, Dip
Long Term Conditions (Respiratory)

Lucy Martin - BSc (Hons) Health and
Social Care –First Contact, Dip Health,
and Social Care, RGN

The Practice Team

Practice Nurses

Hazel Featherstone, RGN, ONC

Ria Flinton, RGN, Diabetic Nurse

Rebekah Roberts, RN Adult

Katie Prest, RGN Adult

Sarah Atkinson, RGN, Diabetic Nurse

Emma Horrigan, BSc Hons in Adult Nursing

Lucy Gavigan, Nurse Associate

Healthcare Assistants

Helen Smith, Senior HCA

Linda Timson, HCA

Kathleen Fenwick, HCA

Tracey Story, Phlebotomist

Other Services

You may be referred to one of the below
options if your medical issue is more suited
to be treated elsewhere.

NHS 111 –

Our staff may advise you to ring 111 if we
are unable to help.

Urgent Care Centre –

Malton Urgent Care Centre is located at:
Middlecave Road, Malton, YO17 7NG.
Tel: 01653 693041

They are open between 9am-8pm.

Your local Pharmacy -

Your local pharmacy can provide
confidential, expert advice on common
illnesses and complaints and offer a range
of over-the-counter treatments.

In an emergency dial 999

Disabled Access

Access to the surgery is free from steps
and steep slopes. The main entrance door
is electronically operated. All patient areas
are wheelchair accessible, and a disabled
toilet is provided. There is a disabled
parking bay in the car park behind the
surgery and we also have a lift to the first
floor.

Prescriptions/repeat prescription

Your GP will write any prescription that
they determine you require. Repeat
prescriptions can be ordered in the
following ways:

In person –
Dispensary is open 9am-1pm and
then 1:50pm-6:30pm, Monday to
Friday.

You can drop your paper repeat slip
into the chemist or into the surgery,
either at the dispensary desk or in the
letterbox if we are closed.

Online 24 hours a day –
Please ask at reception if you would
like to register for online access, you
will need some photo ID.

On the telephone –
Call 01751 471296 and press option 3
between 2pm - 5pm only. Please note
that the phonelines can be busy, so
please try to use one of the above
methods where possible.

**Please allow 3 working days for
collection (excluding weekends and
bank holidays) when ordering repeat
prescriptions.**

Dispensing practice

We are only permitted to dispense
medication to people who are 1 mile as the
crow flies from a local chemist.
People living in the Pickering area are to
use the following chemists - Yorcare in
Pickering (01751 472550) and Beckside
Pharmacy in Thornton le Dale (01751
476968).

Patients' rights and responsibilities

Patients have the right to be treated with
respect, dignity, confidentiality and,
whenever possible, promptly. Patients are
expected to use the appointment system
appropriately, be punctual and treat all
staff with courtesy.

Unacceptable behaviour

Our staff work hard to provide you with the
best possible service. Please treat them
with the respect and courtesy they
deserve. We do not tolerate violent or
abusive behaviour towards staff members.
Anyone behaving in an unacceptable
manner risks removal from the Practice
list.

Patient data

All clinical and administrative staff have an
ethical as well as a legal duty to protect
patient information from unauthorized
disclosure and in accordance with UK data
protection regulations. The patient privacy
notice is available on the Practice website.

Comments, suggestions, and complaints

If you would like more information about
any of the services we provide, or wish to
make a complaint or comment, please ask
a member of staff, telephone, or visit our
website for further information on how to
do this. Details are shown on the front of
this leaflet.

Patient Participation Group

We have an active Patient Participation
Group (PPG), ensuring that our patients
are involved in decisions about the
services provided by the practice.
Further information about our PPG is
available on our website.

This leaflet was produced from the Patient
Information Leaflet Policy dated December
2023.