



PATIENT INFORMATION BOOKLET

Index	Page No.
Our Practice Team	1
How our Nursing Team can help	1
Patient Services Team	2
Booking appointments	2
Online Access	3
Making the most of your appointment	3
Opening Times	3
When we are closed	3
Other services available	4
Referrals to a specialist	4
Patient Participation Group	4
Patient confidentiality	5
Chaperone Policy	5
Violence Policy	5
Compliments and Complaints	5
Non-NHS Services (fees apply)	5
Useful contact numbers	6

Wetherby Surgery
Wetherby Health Centre
Hallfield Lane
WETHERBY LS22 6JS

Tel: 01937 585 669
Email: wetherby.surgery@nhs.net

Welcome to Wetherby Surgery

Wetherby Surgery is a 3 partner, semi-rural Practice situated in the small town of Wetherby located within the City of Leeds Metropolitan Borough. We are contracted to the NHS West Yorkshire Integrated Care Board.

We hope this booklet will give you some useful information about the practice and answer many of your questions. If you need to know more, please do not hesitate to contact our Patient Services Team in the first instance.

Our Practice Team

Our team list is below as at 21st December 2023, please check our website for the most recent team details.

Doctors

Dr Maria Edstam
Dr Robertson
Dr Joanna Buk-Filak

Advanced Nurse Practitioner

Sheena Thomas

Advanced Clinical Practitioner

Lewis Johnson

Home Visiting Paramedic

Sarah Barrow

Practice Nurse

Joanne Hans

Health Care Assistant

Tracy Richards
Hayley Duckworth

Practice Manager

Helen Quiney

Helen is responsible for the overall smooth running of the practice. She has been given this responsibility by the Managing Partner Mrs Stephanie Drury and is supported by the Patient Services Team the Dispensing Team and the Clinical Support Team.

How Our Nursing Team Can Help

To help you understand the different roles, and who might be best to help you, please find below further information about our nursing team

Advanced Nurse Practitioner

An Advanced Nurse Practitioner is a highly qualified and further educated Registered Nurse to Masters degree level. ANPs can assess a patient, make a diagnosis and provide treatment, just like a doctor. They do this within a clearly defined scope of practice that is agreed by the GPs.

Advanced Clinical Practitioner

Advanced clinical practitioners (ACPs) are healthcare professionals, educated to Master's level or equivalent, with the skills and knowledge to allow them to expand their scope of practice to better meet the needs of the people they care for. ACPs are deployed across all healthcare settings and work at a level of advanced clinical practice that pulls together the four ACP pillars of clinical practice, leadership and management, education and research.

Home Visiting Paramedic

Home visiting was traditionally carried out by GPs, but it is now becoming increasingly difficult for GPs to do, and many doctors surgeries, such as ours, are utilising the medical skills of paramedics who are now carrying out home visits to alleviate the pressure on GPs. Paramedics working within primary care possess the knowledge, leadership and complex skills needed for home visiting, and some are independent prescribers.

Practice Nurse or Treatment room Nurse

A Practice Nurse or Treatment room Nurse would provide basic nursing procedures such as; injections, immunisations, ECG's, dressings and ear syringing. They may also do basic reviews such as asthma.

Health Care Assistant

Health Care Assistants undertake specific training to allow them to provide a skilled support service to the nursing team and can take blood samples, take your blood pressure, perform ECGs, NHS health checks and other support services

Patient Services Team

Our Patient Services Team will greet you when you call the practice or come to the reception desk. The Patient Services Team have prepared a team charter to explain what they will do for you and what you can do to help them give you the best service they can.

Patient services team charter - *What we will do for you*

- ✓ Treat you with courtesy and respect at all times
- ✓ Ask questions to help direct you to the right person to give you the care you need.
- ✓ Answer your questions as quickly and as fully as we are able. If we need to speak to someone else to get an answer, we will explain this.
- ✓ Keep the contents on your health record confidential
- ✓ Keep you informed when surgeries are running late.
- ✓ Prepare your repeat prescription within 2 working days of the request.
- ✓ Refer you for a second opinion when you and your GP agree it is needed.
- ✓ Give you access to your health records, subject to any limitations in the law.
- ✓ Give you a full and prompt reply to any complaints you make about our services.

Patient services team charter - *What you can do for us*

- ❖ Treat us with courtesy and respect at all times.
- ❖ Be patient with the questions we ask, the doctors ask us to do this so we can direct you to the most appropriate person in the team to help.
- ❖ Listen to our suggestion regarding the right person in the team for you to speak to or see and then make an informed choice.
- ❖ Ask for a home visit only when the patient is unable to attend the surgery through illness or infirmity, requesting the visit before 10.00am unless urgent.
- ❖ Keep to your appointments and let us know as early as possible if you are unable to attend.
- ❖ Request your repeat medications no later than 2 working days before you will run out.
- ❖ Let us know when you change your name, address or telephone number.
- ❖ Tell us about any complaints or misunderstandings as soon as possible to allow us to deal with them.
- ❖ Tell us when we've done well



Booking Appointments

Appointments can be made by telephoning **01937 585 669** using our automated service; by calling in at the surgery or you can register for our online booking system (please also read the sections on same day appointments, home visits and routine appointments).

Please note that the surgery is closed between 1pm & 2pm every day.

Our phone lines are open Monday to Friday from 8am – 6pm. We have an automated telephone booking system which we encourage you to use. However, if you find this difficult during opening hours it is always possible to speak to one of the Patient Services Team by holding on the line.

If you ring the surgery outside of our opening hours there is a message giving you instructions for how to seek help.

Same Day Appointments

The surgery has a procedure for people who feel their medical problem needs to be dealt with on the day.

A number of appointments are released on the same day with the duty practitioners (these are GP's and Nurse Practitioners). These are intended for patients with urgent problems that need to be seen on the same day.

The clinician will then contact each patient and either deal with their problem over the phone, ask them to come to surgery or arrange an appointment in the next few days as appropriate, or in some cases, ask the Patient Services Team to contact the patient and arrange the appropriate appointment.

Any patient who feels their medical problems need to be dealt with that day should be able to access the surgery in one of the ways above and should NOT be asked to ring again the following day. When booking a same day appointment, the Receptionist will ask you about the nature of the problem. This is so they can direct you to the best clinician for your problem.

Home Visits

If your illness prevents you from visiting the surgery you can be visited in your own home. Requests for home visits should be made between 8.00am and 10.00am if at all possible. If a home visit is appropriate a GP will arrange this.

Routine Appointments

If you wish to book an appointment with a specific GP for a non-urgent issue, such as a routine follow up appointment, you can book online, by phone (including the automated service) or at reception.

Appointments can be pre-booked up to four weeks in advance and are available on a first come first served basis.

Online Access

If you would like to register for our online booking system please visit our website at:- www.wetherbysurgery.co.uk or ask at reception.



The surgery provides secure online access for patients via our clinical system software suppliers, SystmOne. This access will allow you to book appointments with GP's. You can also order your repeat medication online and review your detailed record, including test results.

If you have parental responsibility for a child up to the age of 12, you have full responsibility and full access to their records.

From the age of 12 your child can come to consultations on their own provided the clinician is comfortable that the child is able to make their own decisions. 12-16 year olds can also have their own online access but a clinician has to approve competency.

If a parent wants online access for a child aged 12-16, they must have a signed consent from the child (Proxy Access) then the parent can have access to booking appointments and repeat medications but **NOT** the medical record. If the parent wants access to the medical record, we will need the child's signed consent and a clinician will have to see the child to confirm this decision.

Making The Most of Your Appointment

When booking a GP appointment, plan ahead to ensure you are able to cover everything you want to discuss.

If you have a number of problems, please request a double appointment.

List your symptoms so you don't forget them and write down when they started and what makes them better or worse within a 24-hour period.

Please remember that if your appointment overruns it has a knock-on effect on every other appointment booked into that clinic.

You can bring a friend or relative if you are worried.

Be honest about what you think may be causing the problem, and don't be embarrassed. Your doctor will have heard it all before. Ask the GP to repeat and explain anything you don't understand. If the doctor uses a medical term you are not familiar with, ask what they mean or ask them to write it down so you can look it up later.

Opening Times

Please see below for building opening times

	Morning	Afternoon
Monday	08.00 - 13.00	14:00 - 18:00
Tuesday	08:00 - 13:00	14:00 - 18:00
Wednesday	08:00 - 13:00	14:00 - 18:00
Thursday	08:00 - 13:00	14:00 - 18:00
Friday	08:00 - 13:00	14:00 - 18:00
Weekend	Closed	Closed

When we are closed

In an emergency call **999**.

111 is the NHS non-emergency number. You should call this number if you feel your problem is urgent, but you do not feel that it is a medical emergency. When you call 111 you will speak to a highly trained advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and direct you to the best form of medical care for you. They will arrange for you to see a GP if required.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

If you ring the surgery out of hours there is a recorded message that includes details of our Out of Hours service.

For non-urgent matters you can also speak to a pharmacist at your local chemist, who will be able to advise you if over the counter treatments are available or direct you elsewhere as appropriate.

Other Services Available

We also offer the following services: -

- Management of Chronic Diseases
- Contraceptive Services
- Cervical Screening
- IUCD Fitting
- Child Health Services
- Vaccinations & Immunisations
- Maternity Services
- Influenza Vaccinations
- Minor Surgery
- Blood Monitoring
- Minor Injury Treatment
- Medical Examinations
- Carers Register

For more details on the services we offer please ask at reception

Referrals to a Specialist

Your GP should tell you at the point of referral if it is a 2 week wait, urgent or routine referral - each has a different process.

2 week wait - you should hear from appointment booking service within 4 days

Urgent - your GP would like for you to be seen more quickly than routine waiting times - but the hospital will review the referral and they should contact you within 4 days if they class as urgent or within 2 weeks.

Routine - this may take 2-3 weeks.

If you have not heard from the hospital within the times specified, please **DO NOT** ring the surgery, please ring the hospital and ask for appointment booking service.

Patient Participation Group (PPG)



The PPG are a group of people who meet four times a year. They represent the patients at Wetherby Surgery.

They review patient comments/ feedback and work with the practice team to make improvements.

They work with the practice team to produce an annual report outlining how the surgery has been improved based on patient feedback

The group aim to: -

- Provide feedback on patients' needs, concerns and interests and challenge the Practice constructively whenever necessary.
- Serve as a 'safety valve' for dealing with grumbles and complaints about the Practice - representing patients, but also helping them to understand the Practice's viewpoint.
- Communicate information about the community which may affect healthcare.
- Give patients a voice in the organisation of their care.
- Be as representative of the patient population as possible.
- Contribute to Practice decision making and consult on service development and provision.
- Promote good health and higher levels of health literacy by encouraging and supporting activities within the Practice and promoting preventive medicine.

The PPG is always looking for new members. If you are interested in joining, please give your contact details to a member of Reception staff or contact us via the website page for the PPG.



Repeat Prescriptions

We would like all patients to understand that it takes 2 working days to authorise and prepare your repeat prescriptions.

Please help us by putting your request in for repeat medication no later than 2 working days before you will run out.

Why do we need 2 working days?

- For the prescription to be generated
- For your doctor to authorise it

Please don't leave it to the last minute to order your repeat medication - watch out for bank holiday weekends as they often catch patients out!

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. However, staff are bound by the Data Protection Act and GDPR where information regarding vulnerable adults or children has to be shared with other agencies.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please call the Surgery.

You may also ask for copies of letters written about you by the GP or other health professional. Please ask during your GP or nurse consultation or contact the surgery or look at our website for more information.

Chaperone Policy

Patients are entitled to a chaperone during their consultation with a GP or Nurse. The GP or Nurse will be able to offer you a chaperone before an examination is performed.

A GP can also request a chaperone be present during an examination.

Violence & Abusive Behaviour Policy

We aim to treat our patients courteously at all times and expect our patients to treat our staff in the same respectful way.

We have a zero tolerance to threatening, abusive or violent behaviour against any of our staff or patients, such behaviour is unacceptable and will not be tolerated.

If a patient is violent or abusive, they will be asked to stop, if they persist, we may exercise our right to take action to have them removed immediately, if necessary, from our practice list.

Compliments and Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint, in the first instance, you can raise your concern with any member of our surgery team, who will pass it on to the most appropriate member of staff.

Further written information is available regarding the complaint's procedure from reception or on our website.

Non-NHS Services (fees apply)

Some services provided are not covered under our contract with the NHS and therefore attract charges and these can take up to 40 days to complete. Examples include the following :-

- Medicals for pre-employment, sports and driving requirements (PSV, Taxi, Occupational Health etc)
- Insurance claim/cancellation forms
- Prescriptions for taking medication abroad
- Holiday cancellation letters & TWIMC Letters
- Private sick notes & Private prescriptions
- Vaccination certificates / Private immunisations / Private Blood Tests
- Fitness to Travel certificates
- Firearms Licencing: Shotgun/firearm certificates & Medical forms
- Court Exemption Letters
- GP signature / stamp
- Certificate completion

The fees charged are based on the British Medical Association (BMA) suggested scales.

For more information on why GPs charge fees for non-NHS services please visit:-

<https://www.bma.org.uk/pay-and-contracts/fees/why-doctors-charge-fees/why-does-my-doctor-charge-fees>

Useful Numbers

Hospitals

Harrogate District Hospital	01423 885 959
Leeds General Infirmary	0113 243 2799
St James' University Hospital	0113 243 3144
York District Hospital	01904 631 313
Spire Leeds Hospital	0113 269 3939
Spire Methley Park Hospital	01977 518 518
Nuffield Leeds Hospital	0113 834 3948
Nuffield York Hospital	11904 715 000
BMI The Duchy Harrogate Hospital	01423 567 136
Selby War Memorial Hospital	01904 724 300

Local Pharmacies

Boots - Wetherby, Horsefair Centre	01937 581 676
Boots - Wetherby, James Street	01937 583 783
Day Lewis Pharmacy, Crossley Street	01937 582 182
Cohen's Chemist - Boston Spa	01937 842 985

Local Dentists

Glen Lea Dental Suite	01937 583 502
York Place Dental Practice	01937 583 028
Ashby Dental & Implant Clinic	01937 580 530
Hopkins Dental	01937 582972
Smile Dental Care - Tadcaster	01937 413 193



Wetherby Surgery