

A Guide to our services



MAIN SURGERY
Churchfield Surgery
Iburndale Lane, Sleights
Whitby YO22 5DP
Website
Email

BRANCH SURGERY
Sandsend Surgery
Sandsend Road
Sandsend, Whitby
YO21 3SN

Sleights and Sandsend Medical Practice

Practice Staff

GP Partners

Dr Margaret Jackson MBChB MRCGP DRCOG DIPHTHER FPCert.
Cert Clin Ed.

Dr Graeme Little BSc MRes MBChB MRCGP

Dr Simon Stockill BSc (Hons) MBBS MSc DCH DFSRH,
MRCGP

GP's

Dr Nicola Hall

Dr Matthew Shaw

Registrar

Dr Eric Ibekwe

Nurse Practitioner/Practice Nurse

Bryony Crossling

Maria Lopez

Practice Nurses

Rachel Lees

Caroline Allen

Jess Shaw

Healthcare Assistant

Deeanne McCabe NVQ level 3

Jamie Dixon

Victoria Lund

Practice Manager

Caroline Garrard

Other Attached Staff

District Nurses, Health Visitor, Mental Health Nurse, Psychotherapy Team, Community Midwives and Podiatry

Sleights and Sandsend Medical Practice

Surgery Information

Sleights and Sandsend Medical Practice serves Sleights and Sandsend as well as Whitby and its surrounding villages (see practice area map). Opening times and consulting times are as follows, by appointment only.

Churchfield Surgery Iburndale Lane Sleights YO22 5DP

Opening times:

Monday to Friday	08.00-18.00
Closed between	13.00-14.00

Consulting Times:

Monday to Friday	
AM Surgery	08.30-11.00
PM Surgery	15.00-17.00
Extend surgery Tuesday	06.45-11.00

Sandsend Surgery Sandsend YO21 3SN

Opening times:

Monday, Wednesday, Thursday and Friday	08.00-13.00
Tuesday	08.00-18.00
Closed between	13.00-14.00

Consulting Times:

Monday to Friday	
AM Surgery	08.30-11.00

GP Appointments

Appointments are pre-bookable either at reception on the telephone or on-line. Patients will be offered the next available appointment with the GP of choice. If no preference is given the next free appointment will be offered. Please inform the receptionist if an urgent appointment is required, special arrangements can be made

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Nurse Practitioner

The Nurse Practitioner can diagnose and treat most minor illness. Infants under 1 year and pregnant women should be seen by a Doctor.

Practice Nurse

The practice nurses offer appointments Monday to Friday and hold the following clinics:

- Asthma
- COPD
- Diabetes
- Hypertension
- Chronic Heart Disease
- Sexual Health and Contraception
- Minor Surgery
- Wound management
- Travel - Advice and immunization, please enquire at least eight weeks before travel so that the necessary course of vaccination can be completed.

Please inform the receptionist of the clinic appointment you require so the appropriate length of appointment is booked. All appointments are pre-bookable at reception or on the telephone.

Healthcare Assistant

Our Health Care assistants provide a range of services to assist the doctors and the nurses including taking blood (venepuncture) Smoking Cessation, new patient health checks and a number of other health care investigations. Appointments available Monday to Friday.

Chaperone Policy

The practice policy is to offer a chaperone for all intimate examinations.

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Well Person Clinic

All patients have the right to request a general health check. It is recommended for newly registered patients, those aged 75 or over who have not had a routine check in the past year and adult patients under 75 who have not had a check in the past three years.

Telephone Advice/Appointments

If you feel you need to speak with the doctor but do not need to see a doctor you can request a **telephone appointment** - for example, for a test result or to discuss a medical certificate. The doctor would ring you at home at (or around) the appointment time. Please discuss with the receptionist if you're not sure if a telephone appointment is appropriate.

Home Visits

Wherever possible we prefer to see patient in the surgery but if a home visit is necessary requests should be made before 10.00am

Out of Hours

Between the hours of 6.30pm-8am a service exists for emergencies. An answering service will reply on the normal practice telephone numbers and put you in contact with an out of hours service.

Alternatively contact NHS 111 on **111**. Further information and a symptom checker facility can be found at <https://www.nhs.uk/conditions/>

How to Register

You can register via our website or visit the practice at either surgery to complete the necessary forms. An appointment for a new patient health check with the Healthcare Assistant will be arranged

Education and Training

Medical students are attached to the practice. The receptionist will inform you if a student is present with the doctor. If you would

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Dispensing

As a dispensing practice we are able to offer dispensing to patients living more than one mile from a pharmacy. We offer dispensing at both Churchfield and Sandsend surgeries. Please inform reception/dispensary of your preferred collection place.

Repeat Prescriptions

We need at least **two working days' notice** to process your repeat prescription and can be ordered by:

On-line ordering

Please ask reception for registration details. Once registered this is a quick and simple way to order your repeat prescriptions

Post or hand in your request

Online Service

Freedom of Information Act

The practice complies with the Freedom of Information Act. A full copy of our practice policy and guidance is available on request.

Confidentiality and your personal data

Confidentiality is of the utmost importance to the practice. We comply fully with the Data Protection Act and all information is kept securely. Our Privacy Notice is available on our website <http://www.sleightsandsandsendmedicalpractice.nhs.uk> and at the surgery. We comply with the General Data Protection Regulation Act 2018 (which replaces the Data Protection Act 1998)

Communication by Email and Text

We may contact you using SMS texting to your mobile phone in the event that we need to notify you about appointments and

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other services that we provide to you involving your direct care, therefore you must ensure that we have your up to date details. This is to ensure we are sure we are actually contacting you and not another person.

All patient related texts and emails will be recorded on your medical record and then deleted from our text service and email account.

Parking and disabled access

Parking and wheelchair access at Churchfield Surgery is available. There is a disabled person toilet off the waiting room. Please ask the staff for any help you may need.

PLEASE NOTE that patients use the car park at their own risk. Disabled access, hearing loop and disabled toilet is available at Sandsend

Patient Participation Group

The group works with the Practice to provide practical support and co-operation between doctors, staff and patients. The latest newsletter is displayed on the Surgery notice board providing further details. If you are interested in joining the group or our virtual participation group (ideal for those who would like to express their views but do not have time to attend meetings), please ask for details at reception.

Responsibilities of the patients

We ask that patients inform the practice if they are unable to attend an appointment. Violent patients will not be tolerated and after a formal warning will be removed from the practice list.

Complaints

We hope that, if you have a problem, you will use our Practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. Please ask a receptionist for

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The Practice Area



Other local NHS services

Call NHS 111 on **111** - for free expert NHS health advice and information 24 hours a day or log onto www.nhs.uk

For Minor injuries contact minor injuries department Whitby Hospital, Springhill, Whitby N Yorks YO21 1EE 01947 604851

Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis.