

A guide to our services



MAIN SURGERY

Churchfield Surgery,
Iburndale Lane
Sleights, Whitby
YO22 5DP

BRANCH SURGERY

Sandsend Surgery
Sandsend Road
Sandsend, Whitby
YO21 3SN

Website: www.sleightsandsandsendmedicalpractice.nhs.uk

Sleights and Sandsend Medical Practice

Practice Staff

GP Partners

Dr Graeme Little BSc MRes MBChB MRCGP

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

Dr Matthew Shaw MBBS MRCGP

GP's

Dr Ros Davies BM FRCGP PGCME

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

Registrars

We are a GP training practice who hosts a registrars for a period of 6/12 months. They are fully qualified and registered doctors who are undertaking further training to become GP's.

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

Kerry Prior

Practice Manager

Caroline Garrard

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

Opening times:

Monday to Friday 08.00-18.30

Consulting Times:

Monday to Friday

AM Surgery 08.30-11.00

PM Surgery 15.00-17.00

Early surgery Tuesday 07.30-08.00

Sandsend Surgery

Opening times:

Monday, Wednesday, Thursday

and Friday 08.00-13.00

Tuesday 08.00-18.00

Consulting Times:

Monday to Friday

AM Surgery 08.30-11.00

GP Appointments

Appointments are pre-bookable either online, at reception or on the telephone. 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 to be the seen on the same day if necessary.

Sleights and Sandsend Medical Practice

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 offer treatment for

- Asthma
- COPD
- Diabetes
- Hypertension
- Chronic Heart Disease
- Sexual Health and Contraception
- Minor Surgery
- Wound management
- NHS Free travel immunisations *please enquire at least eight weeks before travel so that the necessary course of vaccination can be completed. For all other immunisations you will need to go to a Private travel Clinic*

Please inform reception of the condition requiring treatment so the appropriate length of appointment is booked.

Healthcare Assistant

Our Health Care assistants provide a range of services to assist the doctors and the nurses including taking blood, 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.

Sleights and Sandsend Medical Practice

Well Person Clinic

All patients have the right to request a general health check. It is recommended for newly registered patients, those aged 75+ who have not had a routine check in the past year and adults under 75 who have not had a check in the past 5 years.

Telephone Appointments

If you feel you need to speak with a doctor but don't need to see them you can request a **telephone appointment** . i.e. To discuss a test result or medical certificate. The doctor will ring you on 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 10.30am.

Out of Hours

Between the hours of 6.30pm-8am a service exists for emergencies. An answering service will play on the practice telephone numbers and put you through to an out of hours service. Alternatively contact NHS 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 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 prefer to be seen without a student, please advise the receptionist.

Slights and Sandsend Medical Practice

Dispensing

As a dispensing practice we are able to offer dispensing to patients living more than 1 mile from a pharmacy. We offer dispensing at both Churchfield and Sandsend surgeries. Please inform reception of your preferred place of collection. For patients living in Goathland there is a delivery service – please ask for details. *If your prescription is urgent, please speak to the receptionist.*

Repeat Prescriptions

We need at least **three working days** to process your prescription and they can be ordered by:

- **Ordering online**
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

You are able to book GP appointments, order repeat medication and view your medical record online. Please request log in details from reception. **You will need to bring photo ID to register for the 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.

Complaints

We hope that if you have a problem you will use our complaints procedure. This will give us the best chance of putting the issue right and an opportunity to improve our practice. Please refer to the website for a copy of our 'how to make a complaint leaflet'.

Sleights and Sandsend Medical Practice

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 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 by using SMS texting to your mobile in the event that we need to notify you about appointments and other services involving your direct care. You **must** ensure that we have your up to date details. This is to ensure we are contacting you and not another person. All patient related texts and emails are recorded on your medical record and then deleted off our text service and email account.

Parking and disabled access

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

Sleights and Sandsend Medical Practice

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

Whitby Urgent Treatment Centre open 8-8 at Whitby Community hospital can treat adults and Children for Minor illnesses

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.