

DISPENSARY

The dispensary is open from 8:30am 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 2pm and 4pm**. 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. The time to ring for results is after 2.30pm.

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 PARTNER:

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

GP

Dr Tom McAvo
MB CHB

Nurse Practitioner:

Vicky Lack

Nurses

Sister Deb Garside
Sister Helen Firth
Sister Rachel Poulter
Sister Rebecca Blackburn

HCA's

Suzanne Bebb
Wendy Paul

Phlebotomist

Sue Head

Beech House Surgery

1 Ash Tree Road
Knaresborough
HG5 0UB

Phone: 01423 542562

Fax: 01423 864450

Email: beechhousesurgery@nhs.net

Web: www.beechhousesurgery.com

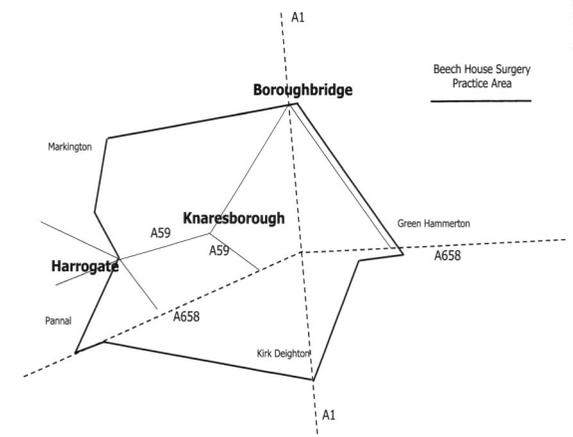
Out of Hours: Call NHS111- Dial '111'

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 **nGMS** contract with NHS North Yorkshire, York & the Humber. Information about medical services in the area can be provided by Harrogate & Rural District CCG on 01423 799300.

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.

OPENING TIMES:

The surgery is open Monday to Friday between 8am and 6pm with our reception open throughout. Outside these times, and between 1pm and 2pm, the Out of Hours service (NHS111—dial '111') takes all calls into the surgery and will direct you to the appropriate medical facility. On Mondays, GP surgeries are available from 6:30 to 7:15pm for pre-booked appointments only through our Duty GP, and on Thursdays from 7:00 am. We also operate an extended hours service one Saturday each month with Dr Ian Marfell and Dr Ramdeehul. This is strictly for Patients unable to attend during the week because of work commitments.

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 a practice nurse.
- 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**

NHS 111—for fast medical help outside GP hours—but not a '999' emergency—or if you think you need to go to A&E, call NHS 111 by dialling '111'.

PRIMARY CARE MEDICAL SERVICES

You may obtain information about services in the area by contacting Harrogate & Rural District CCG on 01423 799300.

SERVICES WE OFFER

- General Medical & Nursing Care for Illness
- Maternity Service & Ante-Natal
- Well Baby & Child Health Clinics
- Flu Immunisation
- Sexual Health Advice
- Coil Fitting, Nexplanon implants
- Cervical Cytology
- Family Planning
- Asthma, COPD, CKD, CHD & Diabetes Clinics
- Minor Surgery including Joint Injections
- NHS Health Checks
- Dispensing
- Blood Testing
- Wound Care, Dressings and Minor Injury Services
- Dispensing to Eligible Patients

Services provided at the Surgery by Others:

- Counselling/Mental Health Support
- Midwifery
- Physiotherapy

OTHER SERVICES – NOT PROVIDED BY THE NHS

Beech House Surgery is pleased to provide additional medical services not normally provided by the NHS such as Medical examinations— for HGV or other employment needs.

- ◆ Medical Certificates completed for private health insurance and other Insurance reports, fitness to travel and incapacity benefits, etc.

A fee will be payable by a registered NHS patient for one of these or other services.

DISABLED FACILITIES

The surgery is single story with level access to all areas having disabled parking spaces and a drop off point located outside the front entrance. We have disabled toilet facilities and an induction loop in the waiting area.

www.beechhousesurgery.com

REGISTRATION

Patients may register at reception. Please note:

- 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 GP or nurse 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. A photo ID will be required, either a passport or photo driving licence.
- Please tell us if you change your name or address.
- The practice does not register patients living outside the practice area
- Please register your new baby as soon as you can after the birth.

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.