

# Patient Information



**Tel: (01943) 858300**

Website: [www.chevinmedicalpractice.com](http://www.chevinmedicalpractice.com)

## **Surgery Locations:**

**Charles Street Surgery, Charles Street, Otley LS21 1BJ**

**Bridge Street Surgery, 3 Bridge Street, Otley LS21 1BQ**

**Bramhope Medical Centre, Tredgold Crescent, Bramhope  
LS16 9BR**

**Surgery Opening Hours: 8am – 6pm, Monday – Friday**



## About Us

We are a large training General Practice with three surgeries, providing a range of primary healthcare services to over 19,000 patients living in Otley, Bramhope, Pool and surrounding areas.

There are 14 GPs currently working at the practice. All patients have a named GP responsible for their overall care at the practice, so please contact us if you wish to know who this is.

### GP Partners



**Dr Charan Gogna**  
MBChB MRCGP DFFP  
PGDipENT  
GMC 3331592



**Dr Emily Hide**  
MBChB MRCGP DCH  
DRCOG DFRSH  
GMC 3255676



**Dr Dave Kendall**  
BMBS BMedSci MRCGP  
CIDC  
GMC 4198345



**Dr Emily Muirhead**  
MBChB (Hons) MRCGP  
DRCOG  
GMC 4450537



**Dr Simon O'Hara**  
MBChB FRCGP DFFP  
DOccMED  
GMC 3291209



**Dr Brett Salmons**  
MBBCh (Hons) MRGCP  
PGDipENT  
GMC 7082043



**Dr Claire Shaw**  
BMedSci (Hons) MRCGP  
BMBS DFFP  
GMC 4200299



**Dr Marcus Smith**  
MBChB MRCGP  
PGDipDerm PGDipMinSurg  
GMC 3281673

### Associate GPs



**Dr Heather Coxall**  
MBChB MRCGP  
GMC 6166434



**Dr Laura Malin**  
MbChB MRCGP  
GMC 7080704



**Dr Anita Porter** MBBS  
DRCOG MRCGP BMS Cert  
GMC 3431636



**Dr Joanna Tymms**  
MBBS MRCGP  
GMC 7041001



**Dr Meriel White**  
MBChB BA Medical Ethics  
DRCOG DFRS  
GMC 7015362



**Dr Christine Wong**  
MBBS MRCGP DCH  
GMC 7042887

## Nursing Team

The Practice has seven nurses: Shamsa Ali; Juliette Colbourne; Abbie Dobinson (student); Caroline Hyland; Rachael King; Julie Rooney; Rachel White.

We also have four healthcare assistants: Hazel Wood; Louise Hourigan; Helen Rawling; Rebecca Uttley

## Other Clinical Staff

We have the following additional clinical staff: Gill Morisini (Advanced Nurse Practitioner); Hadeel Mohamed (Pharmacist); Dawn Hubert (Community Frailty Practitioner).

## Practice Management Team

The Practice Manager is Diane Mulligan, who is supported by Tina Quantrill (Patient Services Manager), Jackie Clayton (Practice Support Manager), Carol Dabill (Clinical Services Manager).

## Patient Participation Group

We have a Patient Participation Group which meets several times a year to provide patients with an opportunity to feedback ideas and suggestions for improving our services and hear more about our plans. If you would like to learn more or become a member, please get in touch using the contact details in the section below.

## Contact Us

### General Enquiries

You can contact us through the following means:

- telephoning on (01943) 858300 during our normal surgery hours of 8am to 6pm Monday – Friday.
- accessing online services via [www.chevinmedicalpractice.com](http://www.chevinmedicalpractice.com).
- emailing on [chevin.medical@nhs.net](mailto:chevin.medical@nhs.net) (non-clinical enquiries only).
- calling in at one of our three surgeries in Otley or Bramhope.

## Out-of-Hours Assistance

If the practice is closed and you have an urgent (but non-emergency) medical concern, please contact NHS 111 online at <https://111.nhs.uk/> or call 111 (free from landlines and mobiles).

NHS 111 will assess your need, give you advice and direct you to the local service that can best help you. This service is available 24 hours a day, 365 days a year.

## Accident and Emergencies

Patients in a life-threatening or acute situation should call 999 for an ambulance or, if safe to do so, visit a hospital Accident and Emergency Department in Leeds (at Leeds General Infirmary in the city centre or St James in Burmantofts) or at Harrogate District. These services are available 24 hours a day, 365 days a year.

Examples of such emergency situations include: severe chest pains; breathing difficulties; heavy bleeding or deep wounds; loss of consciousness; serious head injury; severe allergic reaction; suspected broken bones or dislocation; overdose or poisoning.

The Minor Injuries Unit at Wharfedale Hospital in Otley is able to treat cuts, bites, stings, muscle or joint injuries, and sprains. The Unit is open 8am – 11pm every day except Friday 8am – 9.30pm (including bank holidays, closed Christmas Day).

## Our Services

In addition to our standard services, we offer a wide range of additional medical services. Many of these are free to our patients as part of NHS funding, but some (such as private medical examinations) may be covered by a charge.

Our NHS-funded services include:

- the NHS Health Check for adults aged between 40-74, designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia.
- annual reviews for patients on the chronic disease register (e.g. heart disease, asthma, diabetes, COPD, hypertension) aligned to the month of their birthday.
- cervical smear tests every three years for women over the age of 65 and every five years for women over the age of 50.
- a full family planning service which includes advice on general family planning issues and associated prescriptions, possible fitting of Intrauterine Devices or 'coils', inserting reversible contraceptives which provide contraception for up to 3 years without regular check-ups or daily pill-taking.
- minor surgery in the comfort of a local surgery for procedures such as the removal of moles, cysts, and skin tags.

# Appointments

## Overview

We offer a range of appointments throughout the working week, including with GPs, Practice Nurses, Health Care Assistants, Pharmacist, Physio Advice (MSK) and Wellbeing Co-ordinator (Connect Well).

Appointments are available during our core hours of 08.00 to 18.00 Monday to Friday as well as the following extended hours:

- 07.00 to 08.00 in the morning (GP only).
- 18.30 to 20.00 in the evening (GP only).
- 09.30 – 11.15 on Saturday mornings at Aireborough Family Practice, Silver Lane Surgery, 1 Suffolk Court, Silver Lane, Yeadon LS19 7JN (GP, nurse and healthcare assistants).

Please note that there is *full disabled access* at our Charles Street and Bramhope surgeries, but *limited access* at Bridge Street. If you have any questions or concerns, please call us.

## Making an Appointment

There are two ways of making an appointment:

- calling the practice on (01943) 858300 during normal surgery hours of 8am to 6pm.
- signing-up for online services and booking an appointment through SystemOnline via our website or using an app on your smartphone or tablet (GP appointments only).

When booking an appointment, you will be asked to specify the reason for your request to allow the team to ensure you are seeing the most appropriate person. If you wish to be seen by a particular GP, please make this clear and provide us with sufficient notice.

We offer 'routine' appointments with a GP which can be booked by phone or online up to four weeks in advance. Appointments with a GP are for 10 minutes only and are restricted to the purpose for which the appointment was originally booked. Appointment slots with nursing staff may vary in duration dependent upon the nature of the need.

Some 'same day' appointment slots are available for urgent cases where the patient needs to be seen quickly. There is always a Duty Doctor available during these hours to assess patients with urgent needs. Please call the surgery first thing in the morning if you need an appointment.

## Cancelling an Appointment

If you are unable attend a planned appointment, please cancel this as soon as you are aware by calling the surgery or cancelling online.

## Telephone Consultations

We offer consultations by telephone for a Doctor or Nurse to answer quick queries from patients which do not require a face-to-face conversation. These consultations can only be booked by telephone and we will try to give you a time slot for the doctor to call, so please ensure you are available to take the call.

## Home Visits

If you are unable to attend a surgery because you are housebound or feel too unwell, please call the surgery (preferably before 10am) to arrange contact from one of the clinical team who will usually ring back to assess your medical needs and plan how we can address them.

## Non-Urgent Conditions

A patient's health and care needs can range from simple questions that are easily answered all the way to complex conditions that require immediate attention in an acute hospital. Wherever possible, we encourage patients to use self-care or use health services that are more suited to their need and which do not burden GPs unnecessarily.

If your condition is less serious or pressing, we would encourage you to consider alternative ways of seeking treatment in the first instance.

The NHS.UK website provides a comprehensive guide to conditions, symptoms and treatments, including what to do and when to get help. This supports self-care and provides advice on living well, care and support services, and where to access a range of health and care services.

All local pharmacies offer a service called Pharmacy First which gives patients with common, minor ailments (e.g. coughs, colds, sore throat, hay fever, diarrhoea, earache, skin rashes) the option of visiting a local pharmacist to receive treatment with over-the-counter medication instead of attending the surgery.

## Prescriptions

We use the NHS Electronic Prescription Service to send prescriptions electronically to a local pharmacy (or dispensing appliance contractor) nominated by patients. This makes prescribing and dispensing more efficient and convenient for patients, the practice and pharmacists.

Our aim is to process 100% of prescriptions this way, so that patients do not have to attend the surgery, wherever possible. To help us:

- nominate a local pharmacy or a dispensing appliance contractor from which you would like to get your prescriptions from by advising our reception staff.
- start using online services for ordering (and cancelling) repeat prescriptions.

If you have nominated a dispenser and ordered your requirements online, you should no longer have to collect a paper repeat prescription from the surgery. Instead, if the repeat prescription is pre-authorised, you can go to the nominated pharmacy (or dispensing appliance contractor) to pick up your medicines or medical appliances. Please allow the dispenser sufficient time to download the prescription order and prepare your items, but your waiting time will be largely down to the capacity of pharmacists on the day.

We routinely issue prescriptions for up to two months' supply (56 days) of medication, with a few exceptions three-monthly (e.g. HRT) and six-monthly (e.g. the contraceptive pill).

Please note that we no longer accept telephone requests for repeat prescriptions, so these need to be made either online, by making a request in person at Charles Street or Bramhope reception (not Bridge Street), or by post.

In some circumstances, a repeat prescription request will need to be authorised by a GP before a pharmacist can dispense, for example if this relates to a controlled drug or the prescription period has expired.

Where routine prescriptions require a GP's approval, please allow 48 hours (or 2 working days) for appropriate safety checks, generating the prescription, signing and transferring this to the dispenser. Last minute requests place unhelpful demands on a stretched system.

We aim to review all patients on repeat medication at least annually and in some cases six-monthly. This is to ensure you are tolerating your medications and review the problems for which they were first prescribed. Our Practice Nurses undertake the majority of these, while GPs focus on patients with more complex needs.

## Tests & Results

### Timescales for Routine Test results

Following a test, you may be anxious to know the results as quickly as possible. However, it is vital that you allow sufficient time for test results to be processed, returned to the practice and reviewed by clinical staff and the following minimum timescales apply:

- Blood and Urine tests (5 working days after receipt by the lab).
- X-Rays (10 working days after scan).
- MRI, Ultrasound and CT (10 working days after investigation).
- Cervical Smear (4 to 5 weeks from date of smear).

### How to get your test results

If your results are normal, we will not routinely call to advise you. You will be contacted by the GP if there are any queries about your results.

If you wish to call us about your results once the minimum timescale has elapsed, please call the surgery after 2pm. However, it is important that you do not make an appointment to follow these up unless you have been requested to do so by the GP or nurse.

Sometimes we cannot give full results over the phone. If the result is complicated, or if the doctor wants to see you about the result, we will offer you an appointment.

Please note that for reasons of patient confidentiality, we are only able to disclose results to the patient concerned or to a named individual for whom the patient has given us written permission to disclose such medical information.

## Online Services

The Practice offers the following online services via SystemOnline:

- booking, cancelling, and viewing appointments (enabling you to book appointments up to 6 weeks in advance up to a maximum of three appointments).
- requesting medication and repeat prescriptions (enables you to request medication, view outstanding prescription requests, and nominate or change a pharmacy to pick up prescriptions).

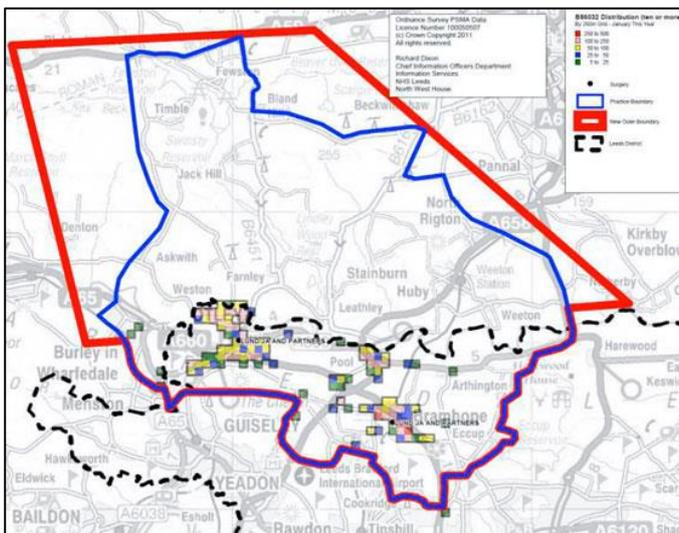
- patient records (enables access to your summary patient record, including information on allergies, sensitivities and medication).
- adding or changing patient contact details.
- completing surveys and questionnaires.

If you are a patient already registered with the Practice, you can register for access to online services via SystmOnline. Please speak to a Receptionist and confirm your identity using photographic ID (passport or driver's licence) and proof of address (e.g. utilities bill).

Following validation, you will be sent an email with an account ID code and a validation code to log-in to SystmOnline. You can then access online services via the icon on the website home page or by downloading the NHS app or SystmOnline app from the Google Play Store or Apple Store for use on your smartphone or tablet.

## New Patient Registration

The Practice is able to register new patients within our authorised practice boundaries (see the map below). This area covers Otley, Bramhope, Pool and Arthington in the Leeds metropolitan district as well as Weston, Askwith, Huby, and Fewston in Harrogate District.



We are able to accept new patients from within the blue boundary line on the map.

The red boundary line defines a wider area within which existing registered patients may remain with the Practice if they move house.

To register as a patient, please follow these simple steps:

1. Download and complete an NHS Family Doctors Services Registration form (GMS1.pdf) and our New Patient Registration form from our website or pick-up copies of these from a Surgery Reception.
2. Bring the completed forms to a Surgery Reception together with two forms of documentation to validate your identity and address details. One must be photographic ID (e.g. passport, drivers' licence), whilst the second should provide proof of address (e.g. a recent utility bill or rent book).
3. To complete the process, we will also ask you to attend the surgery for an initial appointment so that we can fully understand your care needs.

You will be registered at the Practice with a named GP who will be accountable for your overall care, but you are free to see any of the doctors or nurses.

Once you have been accepted as a patient your medical records will be transferred to us and you can begin to use our services. It can sometimes take up to three months to

receive notes from your previous practice and it would be helpful if you could inform them that you are moving to us.

Finally, as part of our ambition to maximise our use of technology where possible, we would ask that you sign-up for online services when you register to make your interactions with the surgery as easy as possible.

## Policies

### Equality of Treatment

We are committed to the fair and respectful treatment of all patients regardless of their race, gender, age, sexual orientation, religion, social class or occupation, and medical condition.

### Zero Tolerance

We operate a 'zero tolerance' policy regarding actual or threatened physical violence and verbal abuse directed towards staff, patients and other persons which makes them to fear for their safety or feel uncomfortable. We reserve the right to remove violent/verbally aggressive patients from our list with immediate effect.

### Privacy Notice

In the course of your treatment as a patient, we will collect and process 'personal data' about you, that is information relating to you as a living, identifiable individual. As such, we are required to comply with the provisions of the Data Protection Act and General Data Protection Regulation (GDPR) 2018 in terms of how we collect, look after, use or otherwise process your personal data.

A detailed GDPR Privacy Notice can be found on our website which explains how we comply with legal requirements more fully.

### Chaperones

All patients are entitled to have a chaperone (for example a family member or friend) present for any consultation, examination or procedure where they feel one is required. If you would like someone to accompany you during an examination, please make this request when booking your appointment so that appropriate arrangements can be made.

## Compliments and Complaints

We make every effort to provide the best possible service to patients at all times and welcome your comments and feedback. A feedback form can be found on the Practice's website.

If you feel that your needs are not being met or have a concern about the service you have received, please contact the Practice Manager in writing via any of the surgery addresses provide or via email to [diane.mulligan@nhs.net](mailto:diane.mulligan@nhs.net). We can also provide you with a copy of our Complaints Procedure on request.

## Useful Contacts

### Local Hospitals

Leeds General Infirmary, Great George Street, Leeds LS1 3EX. Tel: (0113) 2432799

St James University Hospital, Beckett Street, Leeds LS9 7TF. Tel: (0113) 2433144

Harrogate District Hospital, Lancaster Park Rd, Harrogate HG2 7SX. Tel: (01423) 885959

Wharfedale Hospital, Newall Carr Road, Otley LS21 2LY. Tel: (0113) 392647

### Local Pharmacists

There are six pharmacies located in Otley, Bramhope and Pool:

Boots, 28-32 Kirkgate, Otley LS21 3HJ Tel: (01943) 462077 (Mon-Sat, 09.00 – 17.30)

Otley Pharmacy, 14A Market Place, Otley LS21 3AQ Tel: (01943) 968101 (Mon-Fri, 07.00-23.00; Sat, 07.00-20.00; Sun, 10.00-17.00)

Cohens, 35 Kirkgate, Otley LS21 3HN Tel: 01943 462014 (Mon-Fri, 08.30-18.00; Sat, 09.00-17.00)

Cohens, 1 Bridge Street, Otley LS21 1BQ Tel: (01943) 463070 (Mon-Fri, 08.30-18.00; Sat, 09.00-11.00)

Stancliffe's, 4 The Parade, Breary Lane, Bramhope, LS16 9AF Tel: (0113) 2842884 (Mon-Fri, 09.00-12.30, 14.00-18.30; Sat, 09.00-12.30)

Pool Pharmacy, Main Street, Pool-in-Wharfedale, LS21 1LH Tel: (0113) 2841039 (Mon-Fri, 09.00-12.30, 14.00-17.30; Sat, 09.00-12.30)

### Extended Access Hub

Aireborough Family Practice, Silver Lane Surgery, 1 Suffolk Court, Silver Lane, Yeadon LS19 7JN (appointments via Chevin Medical Practice only).

### Social Services

Leeds Adult Social Care Tel: (0113) 2224401

Leeds Children's Social Care Tel: (0113) 2224403

North Yorkshire County Council Social Care Tel: (01609) 780780