

Welcome to Harewood Medical Practice



Contact

Harewood Medical Practice
The Health Centre
42 Richmond Road
Catterick Garrison, DL9 3JD

Phone: 01748 876090

Fax: 01748 876098

Email: harewood1@nhs.net

Surgery hours:
8.00am–6.00pm Monday to Friday

Extended opening hours on
Thursday: 8.00am–7.30pm

We are an NHS practice based in Catterick Garrison. We provide the full range of services expected from a GP practice and in addition we are a minor injury unit open to anyone whether registered here or not.

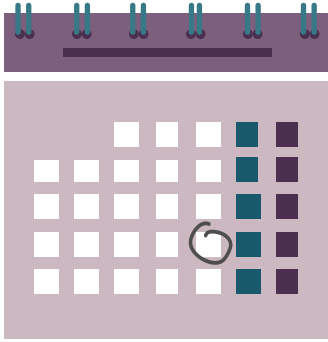
Our GPs have a range of clinical skills and specialisms and you are welcome to choose to see whichever you feel happiest with. In some cases you may wish to see the same GP each time to ensure the best continuity of care. However this may mean that you have to wait a little longer to see your preferred GP.

We also have Advanced Nurse Practitioners who, the same as the GPs, can diagnose conditions, issue prescriptions and refer patients to hospital consultants.

Within our appointment system we offer appointments on the day for patients who need to be seen and we operate a telephone triage system to facilitate this. If you require an appointment on the same day then a doctor will ring you back to discuss your needs and, with you, decide whether you need to come in or whether your problem can be dealt with over the telephone then and there. This helps us to make sure that those who need to be seen urgently can be seen urgently. We also have the usual range of face-to-face appointments where patients can come down to the surgery and see the doctor or nurse and we also offer telephone appointments (a lot of conditions can be dealt with on the phone which we hope is convenient for patients).

Patients can forward book GP appointments.

We are closed on Saturday and Sunday and bank holidays. For services at these times ring the local out of hours centre on 111.



Evening surgeries

We offer extended opening hours on Thursdays from 8.00am to 7.30pm. These surgeries are to help those who find it difficult to see a doctor during our normal opening times. If you can attend appointments during normal open hours, we would encourage you to do so. Please note that the telephones are not answered during the extended hours periods so if you need to telephone the practice please ring between 8.00am and 6.00pm. Also please note that, for your convenience, if your query is not urgent it maybe beneficial for you to ring outside of the peak hours of 8.00am to 11.30am.

Out of hours

GP services out of hours (i.e. when we are closed overnight and at weekends and bank holidays) are based in the health centre in Catterick Garrison.

To access this service call 111.

Home visits

If you are too ill to come to the surgery, please phone between 8.30 a.m and 10.30 a.m. if possible, as this enables the doctors to plan their rounds.

Online appointments booking

You can use our online facility to book routine 10 minute appointments with our doctors and appointments with our Advanced Nurse Practitioner, as well as non fasting blood appointments with our phlebotomists. You will be able to book appointments online up to eight weeks in advance, though please note that at any one time there may be only four weeks of appointments available.

To use this facility you will first need a user name and password which you can obtain from our Receptionists (01969 622391). Once you have these details simply visit our website and click '[Book an appointment online](#)' on the homepage or on [Patient services > Online account](#).

For the time being you will not be able to make online appointment bookings with the Practice Nurses; or longer appointments with the doctors (e.g. for medicals, cervical smears, minor operations, contraceptive implants etc.); or clinic appointments, and these must still be booked through our receptionists in the usual way.

Disabled access

We have easy access for disabled patients in that all our services are on the ground floor and there is step-free access to the building. In the main, we have reasonably wide doors and a suitably adapted toilet. We have some disabled car parking spaces at the front of the building close to the entrance.

Parking

We have a limited number of car parking spaces available at the front of the building and some disabled parking spaces.

There is a large public car park on Shute Road and access can be obtained to the practice via the walkway from the car park onto Richmond Road. Parking is also available at the Princes Gate shopping centre opposite the medical practice.

Please be considerate of others when parking and do not block the entrance or exit.

The building is used by many different health care staff, so in addition to the GP staff there are also health visitors, midwives, dental staff, speech therapists, as well as other health professionals who come here for sessions. We have therefore reserved the car park to the rear of the building for staff as they often need to have access to the building and go out to visit patients.



Harewood Medical Practice

Our team

Harewood Medical Practice is run by the partners of Leyburn Medical Practice who are:

- Dr Julia Brown (Senior Partner)
- Dr Debbie Ashcroft
- Dr Stephen Wild
- Dr Bridget Laybourne
- Dr Dylan Owen
- Stephen Brown (Managing Partner)
- Mandy Dargue (Managing Partner)

Our doctors

Dr Fern Coxon – GP

Dr Coxon was a GP registrar at our other practice at Leyburn and, on qualifying, has joined the team at Harewood. She is developing clinical interests in diabetes and dermatology and has previously worked in orthopaedics.

Dr May Hawkesworth – GP

Dr Hawkesworth has developed interests in gastrointestinal and haematological disorders, as well as having a specialist interest in skin disorders and mental health problems. She works two days a week.

Dr Rebecca Owen – GP

Dr Owen worked for a number of years in Harrogate and also works as a GP hospitalist in ambulatory care at the Friarage Hospital, Northallerton. She has clinical interests in family planning and women's health and is also developing her role as the practice safeguarding lead.

Dr Sharon Smart – GP

Dr Smart has worked as a GP in Newcastle and the north east and for ten years was the editor of NHS Clinical Knowledge Summaries (CKS PRODIGY). At the start of 2016 she returned to the UK having spent the previous 18 months running a Lifeline Clinic in Namibia. Dr Smart is the practice prescribing lead.

Dr Jessica Stephens – GP

Dr Stephens worked for a number of years as a GP in London and the south east and moved to North Yorkshire in 2015. She joined Harewood Medical Practice in 2016 and works at both Harewood and our other practice in Leyburn.

Dr Sioban Watt – GP

Dr Watt has developed an interest in women's and children's health as well having a specialist interest in substance misuse. She works three days a week.

Dr Sarah Willson – GP

Dr Willson originally worked at Harewood Medical Practice in early 2015. She then spent some time working at a practice in County Durham and returned to Harewood in September 2016. Dr Willson has an interest in family planning and women's health and is developing an interest in respiratory medicine.

Dr Stephen Wild – GP

Dr Wild is a GP partner at Leyburn Medical Practice and is the lead GP partner for Harewood Medical Practice. Amongst his clinical specialisms and interests he leads the practice's no scalpel vasectomy service for which we have contracts for patients in North Yorkshire, County Durham Dales and Armed Services (North). He works one day a week at Harewood.

Consultant psychologist

Harewood Medical Practice is hosting a unique pilot in which we have a consultant psychologist on secondment from our local mental health trust who is working in a similar way to a GP. **Cathy Byard** has held a number of senior psychologist posts, most recently as lead psychologist in Stockton Child and Adolescent Mental Health Services.

Cathy works as a GP in the practice with a remit of mental health, rather than physical health, seeing patients (adults and children) who are able to self-refer for a wide range of mental health concerns. Appointments, available within 48 hours, offering patients direct access to a mental health professional who can offer assessment, psycho-education, brief intervention, signposting and referral where necessary. Cathy also offers more in depth work with those patients for whom early intervention could avert significant deterioration.

Our nurses and healthcare team

Carol McArthur – Advanced Nurse Practitioner

Carol can diagnose patients problems, issue prescriptions and refer patients to consultants in secondary care. She works four days a week.



Fiona Morrison – Advanced Nurse Practitioner

Fiona can diagnose patients problems, issue prescriptions and refer patients to consultants in secondary care. She works four days a week.

Liz Maxwell – Practice Nurse

Liz oversees the asthma clinics and has an interest in smoking cessation. She is a qualified Contraception and Sexual Health Nurse. Liz works three days a week.

Jane Martin – Practice Nurse

Jane is the lead nurse for cervical cytology, childhood immunisations and learning disabilities. She also specialises in managing patients with diabetes and respiratory diseases such as asthma and COPD. She works five days a week.

Andrea Corfield – Healthcare Assistant

As a healthcare assistant Andrea does things like dressings, blood pressure, ECG, phlebotomy. She works four days a week.

Michael Jackson – Clinical Pharmacist

Mike is a clinical pharmacist embedded with the medical practice carrying out prescribing and medication reviews and supporting doctors and patients with prescribing and medication advice.

Our management team

Stephen Brown – Managing Partner

Stephen is a qualified accountant by profession who has held a number of senior finance roles in the NHS and public sector housing. He also worked as a consultant for PriceWaterhouseCoopers in their public sector team. Stephen is a director of Heartbeat Alliance, our local GP federation.

Mandy Dargue – Managing Partner

Mandy has worked as practice manager at Leyburn Medical Practice for a number of years and is now spending most of her time working as managing partner at Harewood.

Our reception and admin team

Caroline Nockels (Office Supervisor)

Juliet Dunn

Louise Hamilton

Jillian King

Michelle Kirk

Anila Rai (Anila also acts as our Nepali interpreter)

Barbara Stirk

Heather Williams

Carol Wilson

Harewood Medical Practice

Register as a patient

At the moment you need to attend the surgery to register. We will make the forms available on the website as soon as possible.

Simply come to the surgery and request registration forms. Registration with the practice is immediate once the forms are completed. Your medical records will then be requested from your previous GP; some are now received electronically which is very quick but some are still received as the paper notes which can take about two weeks.

It is easier if you register before you need an urgent appointment, so if you are new to the area please register with the practice as soon as possible to avoid delay should you need an appointment.

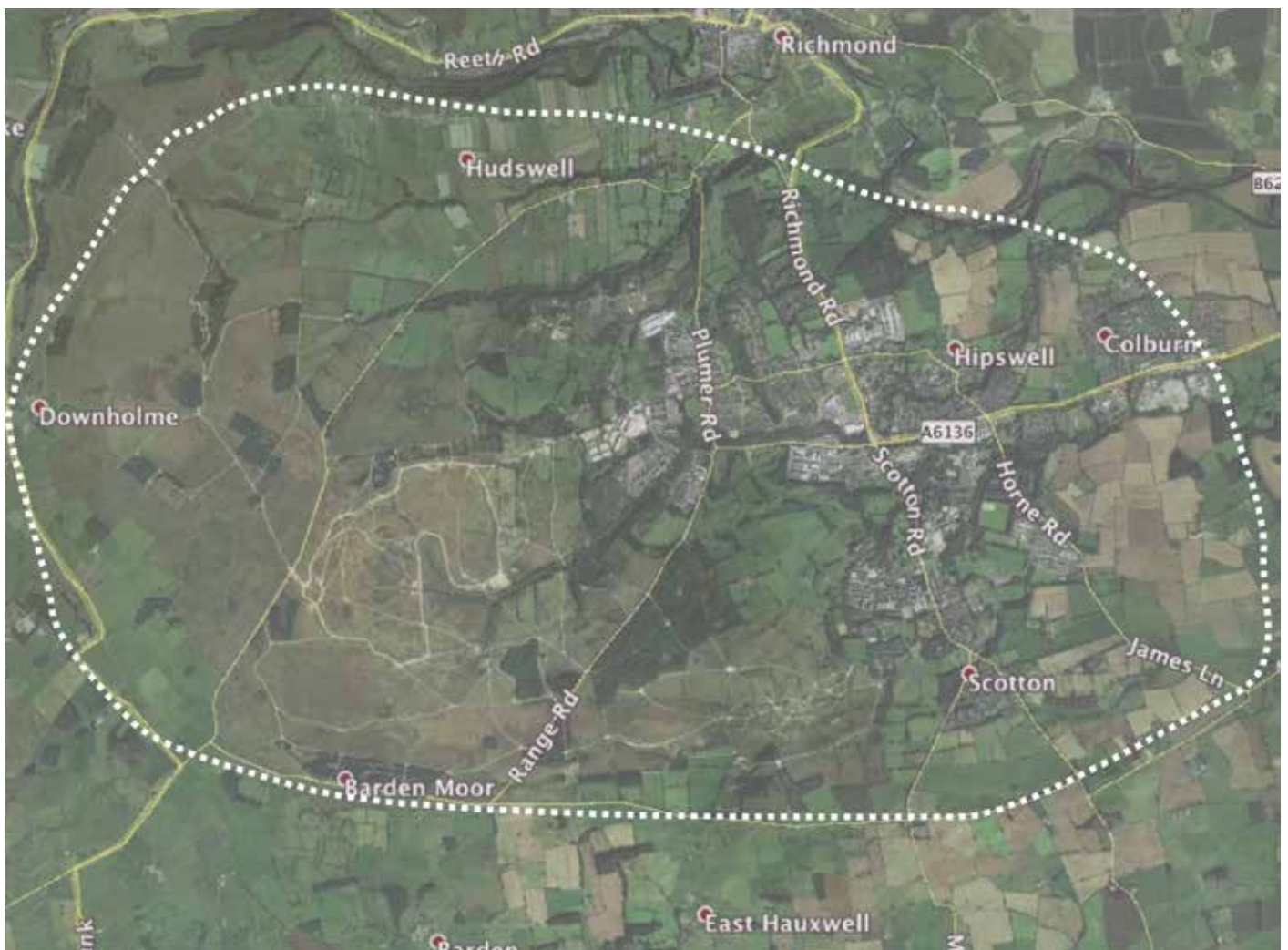
A contract of mutual respect

As a practice we want to foster good practice/patient relationships. Harewood Medical Practice strongly supports the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Out of area registration

If you move outside of our normal boundaries or already outside of them it is still possible to register with us on a restricted basis as an out of area patient. The restriction is that we will not provide you with home visits, which instead will be provided by the nearest doctors' practice to where you live. Please ask at Reception if you are interested in this type of registration, for which some further clinical restrictions may apply depending on your healthcare needs.

Practice area



Patient services

We offer the full range of GP services you would expect at any surgery. In addition we have a consultant psychologist working as part of the GP team and we are a minor injury centre. All services can be accessed by contacting the reception for an appointment.

Our patient services include...

- Mental health
- Maternity services
- Family planning
- Sexual health
- Cervical screening
- Travel immunisations
- Patient services
- Minor injuries
- Asthma clinic
- Heart disease monitoring
- Smoking cessation
- Diabetes
- Weight loss advice

Repeat prescriptions

You can get a repeat prescription by:

- Placing a repeat prescription request form (ie the green tear off slip on the reverse of your prescription) into the red repeat prescribing box in reception or posting it to us

- Ordering via your online account

If you do not have a repeat request form, please ensure that your name, address and the items you require are clearly indicated in your note/letter.



In order to process the large number of requests each day, please note that 48 hours notice is required for repeat prescription requests.

Online accounts

To help our patients manage their healthcare we offer online accounts via SystemOnline. Users must register for an online account and can then log in to access services via the internet. With an online account you can:

- book some on-the-day appointments
- order your repeat medication
- view future appointments
- cancel appointments
- access your Summary Care Record

To register for an online account please contact reception on 01748 876090 or call in to the surgery.



Test results

When telephoning for test results, please ring between 11.00am and 3.30pm. Please note that x-rays, hospital letters and results may take two to four weeks to come back to the practice.



If you want to see a doctor about results or hospital letters, please check with the receptionist that the letter/result is back first before making an appointment.

Please note that due to patient confidentiality and data protection we will only give out results to the person they relate to, unless that person has given prior permission for their release or if they do not have the capacity to understand the results.

Chaperone policy

Harewood Medical Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a clinically trained member of staff.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you would like to see a copy of our chaperone policy or have any questions or comments regarding this please ask at Reception or contact the Managing Partner.

Your medical records

All our medical records are now kept on computer, however you may rest assured that the information remains confidential under the terms of the Data Protection Act and accepted medical ethics. Your records are held under the guardianship of the NHS and information from them will only be passed on to outside agencies with your express written permission. If you require to see your medical records, you may do this in the presence of a doctor, who may need to explain the terminology to you, and so you will need to make a special appointment for this.

Your electronic patient record and data sharing

Today, electronic records are kept in all of the places that you receive healthcare. These places usually only share information from your records by letter, fax, or phone. At times this can slow down your treatment and mean that important information is hard to access when it is needed, especially in times of urgency.

Harewood Medical Practice however uses a computerised clinical records system called SystemOne that allows the sharing of full electronic records across different healthcare services. As an organisation concerned with your healthcare, it is our policy to enable your data to be shared unless you tell us otherwise.

You have the right to tell us not to share your information and you can make this decision at any time and for any occasion. You can also limit the sharing of your information to specific healthcare services (and you can ask them not to share with us the information that they have recorded about you). You can change your decision at any time too.

If you have any queries or concerns please do not hesitate to speak to your doctor or one of the managing partners who will be happy to discuss them with you.

Harewood Medical Practice

Harewood Medical Practice Patient Participation Group

Are you a patient at our practice?

Would you like to be more involved in the practice?

Could you spare a couple of hours periodically to respond to our questions?

If you have answered 'yes' to the above questions, we would love to hear from you and involve you in our group. Please contact Mandy Dargue on 01748 876090 to register your interest or alternatively email her at: mandy.dargue@nhs.net. Thank you!



Useful telephone numbers and websites

Patient relations – Hambleton, Richmondshire and Whitby CCG

01609 767607

Email: hrwccg.patientrelations@nhs.net

PALS (Patient and Advisory Liaison Service)

0800 06 88 000

Leyburn Clinic (Community) 01969 622125

Community physiotherapist 01969 623959

Dentist (Leyburn) 01969 622132

Friarage Hospital, Northallerton 01609 779911

Horizons (alcohol and substance misuse)

01723 330730

Healthbox (free information service) 0800 665544

Langhorne Chemist 01969 622160

NHS 111 111

Registrar of births, marriages and deaths

01609 780780 (ext. 2602)

Richmond Volunteer Centre 01748 822537

Samaritans 01609 776161

Smokefree Life 0800 2465215

or 01609 663023

or text QUIT to 66777

Social services 0845 0349410

Patient – www.patient.info

NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group –

www.hambletonrichmondshireandwhitbyccg.nhs.uk

Your Health Voice – www.yourhealthvoice.org