

# Harewood Herald

Harewood PPG newsletter

## Harewood Medical Practice – your health is our priority

We are an NHS practice based in Catterick Garrison providing the full range of GP practice services as well as 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. We also have Advanced Nurse Practitioners who, the same as the GPs, can diagnose conditions, issue prescriptions and refer patients to hospital consultants.

We offer appointments on the day for patients who need to be seen and we operate a telephone triage system to facilitate this. This helps us to make sure we can see those who need to 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. We also offer telephone appointments; a lot of conditions can be dealt with on the phone which we hope is convenient for patients.



## Patient Participation Group (PPG)

Harewood Medical Practice PPG is run by patients for patients and acts as a link between the practice and its patients. The group exists to give patients a voice in the organisation of their care, to give feedback on patients' needs, concerns and interests and to support communication within all areas of the practice. Meetings are held every six weeks at the practice, usually in the evenings.



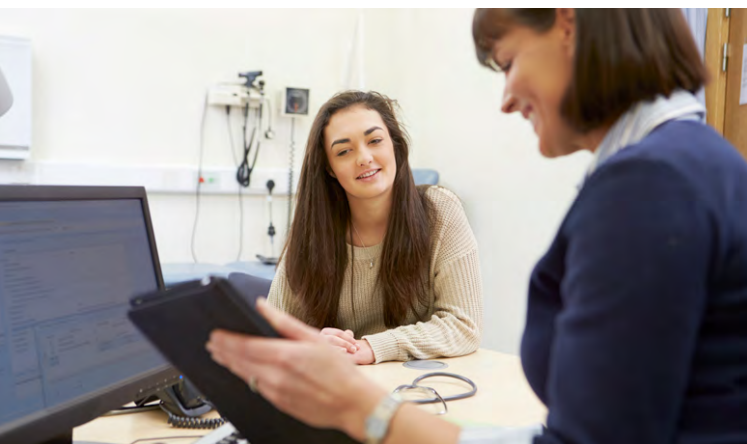
## We are looking for new members to join the PPG

In particular patients under the age of 45 – although more than 70% of Harewood's patients are under 45 there are currently no members of the PPG within that age group.

If you are registered with the practice and are interested in becoming a member please contact Carly Bamford on 01748 876090 or email her at [carly.bamford@nhs.net](mailto:carly.bamford@nhs.net). Thank you!

## Our services

- Phlebotomy service
- Minor injuries service
- Minor surgery
- Family planning
- Nurse led chronic disease clinics including diabetes, respiratory disease and heart disease
- Violent patients enhanced service
- Alcohol and substance misuse
- Military communities enhanced service
- Piloting GP psychologist model of care
- Nepali interpreter
- Minor ailments service



## Better Access to GP services

Better Access is an NHS England funded service designed to provide access to primary care services outside of normal GP surgery opening hours. It is run throughout Hambleton, Richmondshire and Whitby by our local GP Federation, Heartbeat Alliance, who are providing evening sessions during the week and Saturday morning sessions covering services such as:

- GP appointments
- Nurse Practitioner appointments
- Practice Nurse appointments
- Physiotherapy.

The services are offered in locality hubs and the hub for Richmondshire patients is based at Harewood Medical Practice. To book an appointment please contact our Reception Team on 01748 876090.



## Do you have an online account?

To help our patients manage their healthcare we offer online accounts via SystemOnline. 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 account please contact reception on 01748 876090 or call in to the surgery. You can find out more on the website:

[www.harewoodmedicalpractice.com/index.php/patient-services/online-account](http://www.harewoodmedicalpractice.com/index.php/patient-services/online-account)

## Ordering medication

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 (see above)

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.

Please note that 48 hours' notice is required for repeat prescription requests.



# Who are our GPs?

## Dr Fern Cooper

Dr Cooper was a GP registrar at our other practice at Leyburn and, on qualifying, joined the team at Harewood. She is developing clinical interests in diabetes and dermatology and has previously worked in plastic surgery. Dr Cooper is currently on maternity leave.

## Dr Kathryn Green

Dr Green previously worked in York and originally joined the Practice as a locum doctor. She is the prescribing lead GP for the Practice and is also the lead GP for our Drug and Alcohol Service. Dr Green usually works on Tuesdays, Wednesdays and Fridays.

## Dr Rebecca Owen

Dr Owen previously worked 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 developing her role as the practice safeguarding lead. Dr Owen usually works on Mondays and Wednesdays.

## Dr Sarah Willson

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 Willson usually works on Mondays, Tuesdays and Thursdays.

## Dr Stephen Wild

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). Dr Wild usually works on Mondays, Wednesdays, Thursdays and Fridays.

## Preparing for a visit or stay in hospital – Information for patients with memory problems and their carers

A stay in hospital can be worrying and stressful so South Tees Hospitals NHS Foundation Trust has put together a leaflet with information and advice for patients and their carers. It contains:

- Space for you to write down important information such as the date, time and location of your appointment as well as the contact name/number so that you have all the information in one place.

- A checklist of things you might want to bring with you
- Information about the 'Forget me not' scheme which helps staff to get to know you
- Space for you to write down any questions you would like to ask
- Contact details for local carers' organisations and for South Tees Hospitals NHS Foundation Trust.

Download the full leaflet from our website:  
[www.harewoodmedicalpractice.com/index.php/useful-links-and-information/](http://www.harewoodmedicalpractice.com/index.php/useful-links-and-information/)



# Ex-Forces support in North Yorkshire

Ex-Forces Support North Yorkshire is rolling out a range of services aimed at raising awareness of the issues faced by older and ex-members of the armed forces and enabling them to lead fuller lives.



You are eligible for our support if you used to serve in any branch of the armed forces – for whatever amount of time – or if you completed National Service. You can also access support if you were employed in the Merchant Navy to support the military at any time. You must be 65 years old or older.

There is a wide range of advice, guidance and hands-on support on offer to ex-forces within the region:

- Healthy lifestyle advice and resources
- Support to keep warm, safe, and maintain independence
- Opportunities to take part in new activities or revisit old hobbies and interests
- Befriending and home visits
- Financial support and grants
- Help and advice for carers and families
- Specialist advice and advocacy
- Ex-Gurkha outreach and community work
- Trips, events, and days out
- Volunteering

Overall the service seeks to ensure that older veterans receive the care, value and recognition they deserve in later life.

To find out more about the available services or to see if you are eligible for support, please get in touch with a member of the friendly team:

Telephone: 01904 704 177

[exforces@communityfirstyorkshire.org.uk](mailto:exforces@communityfirstyorkshire.org.uk)

Open: Monday to Friday, 9am–5pm

## Useful information and resources

The Harewood Medical Practice website has links to organisations and resources as well as a list of useful phone numbers for health and social care information and advice.

[www.harewoodmedicalpractice.com/index.php/useful-links-and-information](http://www.harewoodmedicalpractice.com/index.php/useful-links-and-information)

## Harewood Medical Practice opening hours

Our opening hours are 8:00am to 6:00pm Monday to Friday.

Morning surgery usually takes place between 8:30am and 12:30am and afternoon surgery between 1:30pm and 6:00pm.

## How to contact us

Telephone: 01748 876090

Fax: 01748 876098

Email: [harewood1@nhs.net](mailto:harewood1@nhs.net)