Harewood
Medical Practice

NHS

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

Better Access opening hours
(pre-booked appointments only)
Monday to Friday 6.30pm–8.00pm
Saturday and Sunday
8.30am–noon

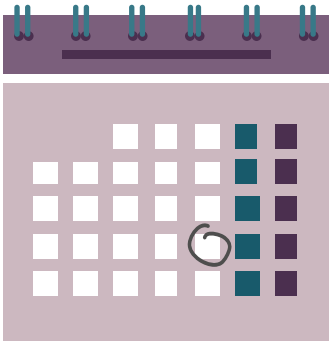
We are an NHS practice based in Catterick Garrison providing the full range of services expected from a GP practice.

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.



Appointments

Contact the surgery on 01748 876090. Our phone lines are very busy in the mornings so if you don't require a same day appointment please call in the afternoon. We offer appointments which can be booked up to a month ahead as well as appointments for patients who need to be seen on the day.

Better Access – More routine primary care appointments

More routine primary care appointments have been made available to people living in our region. Patients registered at GP practices in Hambleton, Richmondshire and Whitby can pre-book a routine primary care appointment between 6:30pm and 8pm weekdays and between 8:30am and noon on Saturdays and Sundays. This is not a walk-in service – please speak to a receptionist to book your appointment.

Online consultations

You don't always need to come into the practice to get our medical expertise. Patients can now consult online with a GP at our practice as part of a new service which could save you time and a journey. Using the online consultation service makes it easier for us to quickly decide how we can best help you with the least amount of disruption to your day. The service is free and confidential.

Simply input your symptoms online and we will call you back the same day with general advice or signposting, a telephone consultation or, if necessary, we will get you booked in for an appointment that day.

Our online consultation service is available at https://wsp.psf-live.co.uk/7026/#/portal

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 (01748 876090). Once you have these details simply visit our website and click 'Book an oppointment 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.

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.

NHS 111

NHS 111 is a fast and easy way to get the right help, whatever the time. You can call 111 or visit the website when you need urgent medical help but it's not a life-threatening 999 emergency.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Use NHS 111 when:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist in the usual way.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to call 999.

In an emergency

Call 999 in a medical emergency – when someone is seriously ill or injured and their life is at risk. Medical emergencies can include:

- loss of consciousness
- an acute confused state
- fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds

Call 999 immediately if you or someone else is having a heart attack or stroke. Every second counts with these conditions. Also call 999 if you think someone has had a major trauma. Major trauma is often the result of a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious head injury.

More information is available on the NHS website: www.nhs.uk

Home visits

We prefer to see patients in the surgery whenever possible, as we then have all the facilities available. However, where a patient cannot attend the surgery for medical reasons we will see them at home. If you feel you need a home visit please let us know as soon as possible and a GP/ANP will call you back to assess the situation. Remember: your doctor can usually see several patients at the surgery in the time that it takes to make a single house call.

Cancelling appointments

If you need to cancel an appointment, please let us known as soon as possible by calling us on 01748 876090. You can also cancel any appointment online via your online account.

You can help us!

Please be on time for your appointment by arriving a few minutes beforehand. If you are more than five minutes late for your appointment, you may not be seen.

Call recording

All telephone calls to and from the medical practice are recorded for quality and staff training purposes.

Disabled access

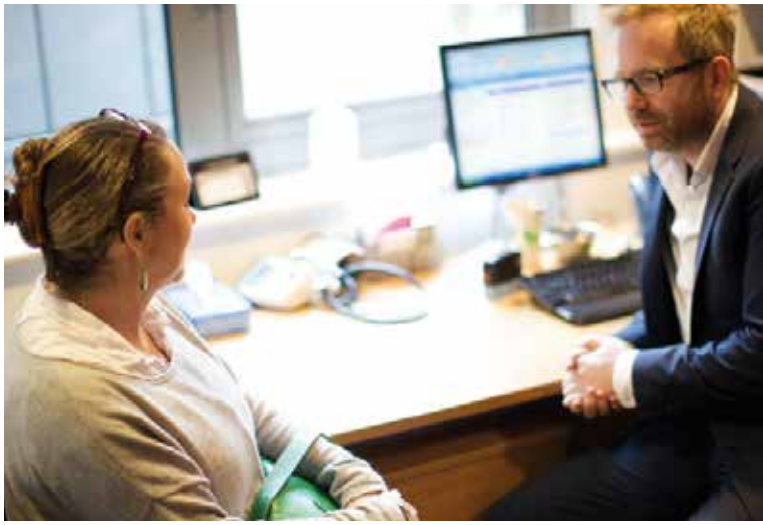
We have easy access for disabled patients in that all our services are on the ground floor and there is step-free access to the building. In the main, we have reasonably wide doors and a suitably adapted toilet. We have some disabled car parking spaces at the front of the building close to the entrance.

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.

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.



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)

Our doctors

Dr Fern Cooper– GP

Dr Cooper 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 plastic surgery.

Dr Kathryn Green – GP

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 – 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 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.

Our nurses and healthcare team

Jo Hutchinson – Advanced Nurse Practitioner

Jo provides our minor ailments service.

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.

Romy McGuigan – Advanced Nurse Practitioner

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

Caroline Blackburn – Advanced Nurse Practitioner

Caroline provides care for patients at our local care home and is our Respiratory lead.

Amy Kerr – Practice Nurse

Amy joined as a treatment room nurse after spending a number of years working on the Ambulatory Care Ward at the Friarage Hospital. She works at the practice two days a week providing general nursing and cytology and is currently undertaking training in respiratory conditions.

Emma Stanley – Practice Nurse

Emma has a wide range of nursing skills and provides a general nursing service for our patients one day a week. She is currently undertaking diabetes training.

Emma Prior – Practice Nurse

Having previously worked in Germany as a child health nurse, Emma now provides us with general nursing, with a special interest in wound care. She is currently undertaking training in diabetes.

Zoe Whensley – Practice Nurse

Zoe joined us from secondary care where she was working as an emergency practitioner. She now provides us with general nursing care, and is training in respiratory conditions and cytology.

Debra Smith – Nurse Prescriber

Debra holds specialist chronic disease clinics for patients with asthma and COPD, hypertension and cardiovascular disease.

Janet Singleton – Diabetes Specialist Nurse

Janet provides specialist care for patients with diabetes.

Tom Scrivin – Phlebotomist
Tom is trained in phlebotomy ECG and routine patient observations and is currently waiting for a place in medical school.

Sheena Watkinson – healthcare assistant
Sheena has previous experience in mental health and care homes. She now runs phlebotomy and INR clinics with us and can carry out routine patient observations.

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.

Our reception and admin team

Caroline Nockels
Juliet Dunn
Louise Hamilton
Jillian King
Michelle Kirk
Anila Rai (Anila is also our Nepali liaison contact)
Barbara Stirk
Carol Wilson
Nicola Deacon
Claire Syme

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.

We welcome new patients from the following area: Catterick Garrison, Brompton on Swale, Scotton, Hipswell, Colburn, Tunstall, Richmond and Hudswell.

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 are 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. You would also have to be registered as a non-dispensing patient, meaning you would need to collect your medication from a selected chemist/ pharmacy rather than from the practice. 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. All services can be accessed by contacting the reception for an appointment.

Our patient services include...

- Mental health
- Family planning
- Sexual health
- Cervical screening
- Asthma clinic
- Heart disease monitoring
- Diabetes

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 an online account and would like to set one up, please drop in at reception.

In order to process the large number of requests each day, please note that 48 hours notice is required for repeat prescription requests. We do not accept repeat prescriptions over the phone.

Online accounts

To help our patients manage their health-care we offer online accounts via SystmOnline. 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 SystmOne 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 the managing partner who will be happy to discuss them with you.

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 call us on 01748 876090 to register your interest or alternatively email harewood1@nhs.net. Thank you!

Useful telephone numbers

PALS (Patient Advisory Liaison Service) – 01609 767607

The Friarage Hospital, Northallerton – 01609 779911

The Memorial Hospital, Darlington – 01325 380100

James Cook University Hospital – 01642 850850

NHS111 (non-emergency medical helpline) – 111

Northallerton Registration Office (births, deaths and marriages) – 01609 780780

NHS Patient Transport Service (free of charge) – 0300 330 2000

NHS Patient Transport Service (24hr cancellation line) – 0330 333 9970

Community Care Car Scheme (mileage charge) – 01642 710190

Richmondshire Community and Voluntary Action – 01748 833773

Health Visitors, Richmond – 01423 542250

Citizens' Advice Bureau, Richmond – 01748 823862

Websites

North Yorkshire Connect – https://northyorkshireconnect.org.uk
A community directory for North Yorkshire offering local information from community and voluntary organisations that can provide advice and support. It also lists activities and things to do.

NHS Veterans' Mental Health Transition, Intervention and Liaison Service
Do you need help? If you are a member of the armed forces approaching discharge or a veteran and you are experiencing mental health difficulties, please use the information below to get in contact with your local service.
Contact: Anna Burke Email: vwals@nhs.net
Tel: 0191 441 5974

NHS – www.nhs.uk
For health information, online symptom checker, services in your local area and much more.

NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group – www.hambletonrichmondshireandwhitbyccg.nhs.uk

HR Carers (Hambleton and Richmondshire Carers) – hrcarers.org.uk
Email: info@hrcarers.org.uk
Telephone: 01609 780872

Patient – patient.info
Symptom checker, health information and medicines guidance

Veterans' Gateway – www.veteransgateway.org.uk
Information, advice and support for veterans.

Your Health Voice – yourhealthvoice.org
Public health resource for people and patients in the Hambleton, Richmondshire and Whitby area