



# Welcome to Harewood Medical Practice

## **Contact**

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

Phone: 01748 876090

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

## **Surgery hours**

Monday to Friday: 8.00am–6.00pm  
(excluding Bank Holidays)

## **Better Access opening hours**

(pre-booked appointments only)

Monday to Friday: 6.30pm–8.00pm

Saturday and Sunday: 8.30am–12noon

## About us

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 may wait a little longer to see your preferred GP.

We also have Advanced Nurse Practitioners who 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).

During the COVID-19 pandemic, we were operating a full day triage service. This was to ensure patients were receiving the quickest possible response to their healthcare needs while assisting us to manage the increasing demands for urgent appointments. This also ensured that we kept our patients and staff safe by minimising COVID-19 infection risks through a reduction in the number of people coming into the surgery and patients were able to discuss medical matters with a clinician up to our daily closing time of 6pm.

As of the 5th of July 2021, to the present date, the triage service is only in operation until 12.20pm and thus if a response to a medical problem is needed, patients are advised to contact the surgery before 12.20pm each day.

This change has allowed us as a medical practice to continue to provide a good caring service with the capacity to see patients face to face where appropriate and provide us with the time to see and assess patients who have complex requirements while managing our increased acute workload more efficiently.

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.

## Online consultations

You can contact us online about any medical, administrative or prescription issue. You don't need an app; simply enter your details and we'll get back to you within two working days. Please do not use the online form for urgent or emergency requests – contact the surgery in the normal manner.

<https://florey accurx.com/p/B82104>

The submitted forms will only be read during office hours. The forms will not be read at weekends (Saturdays and Sundays) or on bank holidays. They will not be read Monday–Friday between the hours of 18.00–08.00.

Please contact 111 during out of hours or 999 if it is an emergency.



## Online appointment booking

*Please note that this online service has been paused temporarily due to the Covid restrictions in place. We will advise, in due course, when this service will be reinstated.*

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 username and password which you can obtain from our Receptionists (01748 876090).

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.

## 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.

## 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](http://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

*Please note that the online version of this service has been paused temporarily due to the Covid restrictions in place. We will advise, in due course, when this service will be reinstated.*

If you need to cancel an appointment, please let us know 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 Heartbeat:

- Stephen Brown (CEO)
- Emma Crumpler (Business Operations Manager)
- Dr Stephen Wild (Senior GP / Clinical Director & Clinical Lead for CICC)
- Dr Debbie Ashcroft (Senior GP / Clinical Leadership & Research Lead)

## Our doctors

### Dr Stephen Wild – GP

Dr Wild is a senior GP and is the lead GP 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 three days a week at Harewood.

### Dr Zoe Fox – GP

Zoe joined us as a GP retainer in 2020, having moved from Somerset to Yorkshire. Her professional interests include women's health, mental health, and quality improvement. Her usual day in practice is Monday.

### Dr Debbie Ashcroft – GP

Dr Debbie Ashcroft is a senior GP in the practice. Her main areas of interest are cancer, palliative care, and dermatology. She is the practice lead for safeguarding. Her usual working days are Tuesdays.

### Dr Kalyan Kopparchy – GP

Dr Kalyan Kopparchy has been working in the NHS since 2014 and has trained in a wide range of specialities across the north east of England. He became a GP in 2020. His usual working days are Monday, Tuesday and Wednesday. Dr Kopparchy is fluent in four languages.

## Our nurses and healthcare team

### Darrel Mulholland – Advanced Nurse Practitioner

Darrel has worked around Hambleton and Richmondshire as a qualified District Nurse and then as a Community Specialist Practitioner in Darlington prior to joining us as an Advanced Nurse Practitioner. Darrel can diagnose patient problems, issue prescriptions, and refer patients to consultants in secondary care.

### Howard Neale – Nurse Practitioner

Howard has worked internationally for many years as an offshore medic based on drilling rigs in many parts of the world. He can carry out a very wide range of clinical assessments and treatments for patients of all ages.

### Sam Cotgrave – Nurse Practitioner

Sam is an advanced nurse practitioner and qualified midwife with many years' experience in the Hambleton and Richmondshire area including the Army and civilian GP practices and also continues their work with the out of hours GP service. Sam can diagnose, treat and manage all conditions including referrals to secondary care.

### Abi Macmillan – Lead Nurse

Abi started with us in 2021 and leads the practice nursing team while providing general nursing, immunisations and cytology.

### Kelly Glaister – Practice Nurse

Kelly started with us in 2021 and provides general nursing, immunisations and supports respiratory medicine

### Emma Stanley – Practice Nurse

Emma started with us in 2021 and provides general nursing, immunisations and cytology.

### Janet Singleton – Diabetes Specialist Nurse

Janet provides specialist care for patients with diabetes.



### **Joy Parrington – Bank Practice Nurse**

Joy has specialist skills in respiratory medicine and helps with our smear clinics and childhood vaccinations and immunisations.

### **Alison Mulligan – Healthcare Assistant**

### **Andrea Rostowitz – Healthcare Assistant**

## **Our management team**

### **Stephen Brown – CEO of Heartbeat**

Stephen is a qualified accountant by profession who has held several 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 the CEO of Heartbeat, our local GP federation.

### **Emma Crumpler – Business Operations Manager**

Emma has previously worked in the UK and internationally in various management positions, most recently at Cummins Ltd. Emma brings extensive knowledge of business operations, management and continuous improvement experience and skills to the practice.

## **Our reception and admin team**

### **Michelle Kirk – Team Leader**

### **Katie Allenby**

### **Harriet Manning – Systems & Services Manager**

### **Caroline Nockels**

### **Juliet Dunn**

### **Louise Hamilton**

### **Jillian King**

### **Keegan Hillary**

### **Barbara Stirk**

### **Carol Wilson**

### **Nicola Deacon**

### **Claire Syme**



## **Register as a patient**

Patient registration forms can be found on the website for you to print, complete and return to the practice in person, via the postal service or by email.

Alternatively, 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 received electronically which expedites the process, but some are still received as the paper notes which can take up to 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, 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.





# Patient services

We offer a 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 (i.e. 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.

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 healthcare 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 always being followed 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 the places that you receive healthcare. These places usually only share information from your records by letter 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 the managing partner who will be happy to discuss them with you.

## Practice privacy notice

Harewood Medical Practice has a legal duty to explain how we use any personal information we collect about you, as a registered patient, at the practice. Staff at this practice maintain records about your health and the treatment you receive in electronic and paper format.

### What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

### How we will use your information

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest.

The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

In order to comply with its legal obligations, this practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, this practice contributes to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form, for example, the clinical code for diabetes or high blood pressure.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.



## Maintaining confidentiality and accessing your records

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO).

You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

## Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Harewood Medical Practice; this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

## Invoice validation

Your information may be shared if you have received treatment to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

## Opt-outs

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering to opt out online (national data opt-out programme) or if you are unable to do so or do not wish to do so online, by speaking to a member of staff.

## Retention periods

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

## What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice's data controller via email at [harewood1@nhs.net](mailto:harewood1@nhs.net). GP practices are data controllers for the data they hold about their patients<sup>1</sup>
2. Write to the data controller at Harewood Medical Practice, 42 Richmond Road, Catterick Garrison, North Yorkshire, DL9 3JD
3. Ask to speak to the Business Operations Manager, Emma Crumpler

The Data Protection Officer (DPO) for Harewood Medical Practice is David Million.

## Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit [ico.org.uk](https://ico.org.uk) and select 'Raising a concern'.

## Changes to our privacy policy

We regularly review our privacy policy and any updates will be published on our website, in our newsletter and on posters to reflect the changes. This policy is to be reviewed October 2022.

<sup>1</sup> BMA GPs as data controllers under the GDPR





# 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, 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](mailto:harewood1@nhs.net).

Thank you!



## Useful resources

### 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/organisations

**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](mailto:vwals@nhs.net)  
Tel: 0191 441 5974

**NHS** – [www.nhs.uk](http://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](http://www.hambletonrichmondshireandwhitbyccg.nhs.uk)

**HR Carers** (Hambleton and Richmondshire Carers) – [hrcarers.org.uk](http://hrcarers.org.uk)  
Email: [info@hrcarers.org.uk](mailto:info@hrcarers.org.uk)  
Telephone: 01609 780872

**Patient** – [patient.info](http://patient.info)  
Symptom checker, health information and medicines guidance.

**Veterans' Gateway** – [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)  
Information, advice, and support for veterans.

**Your Health Voice** – [yourhealthvoice.org](http://yourhealthvoice.org)  
Public health resource for people and patients in the Hambleton, Richmondshire and Whitby area.

