



BEECH GROVE MEDICAL PRACTICE

www.beechgrovemedicalpractice.co.uk

A Guide for Patients



Acomb Health Centre

1 Beech Grove

Acomb

York YO26 5LD

Tel: (01904) 791094

Fax: (01904) 788231

Welcome to BEECH GROVE MEDICAL PRACTICE

Beech Grove Medical Practice is a small group practice with a team of three doctors, two practice nurses, a health care assistant and the usual managerial, clerical and primary health care staff.

We try to offer a first class, friendly and professional service to our patients.

We hope this booklet contains useful information on how to use the services we provide and outlines how we can work together, with our patients, to provide a caring, confidential and courteous service.

THE DOCTORS

Dr S John Schofield	MB ChB (1980 Manchester) MRCP MRCGP
Dr Catherine Wallace	MB ChB (1997 Liverpool) MRCGP
Dr Barbara Watson	MB ChB (1986 Leeds) MRCGP

PRACTICE MANAGER

Mrs Susan Petty	Institute of Leadership and Management (2004)
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PRACTICE NURSES

Sister Sheila Cockerill	RGN
Sister Moira Boast	RGN
Margaret Reeson	Health Care Assistant

THE PRACTICE TEAM

Apart from the doctors and nurses, we have a team of staff who help the surgery run smoothly and offer you the best possible service.

Practice Manager

Our practice manager, Susan Petty, is responsible for the day-to-day running of the practice. She is available between 8.30am and 1.30pm Monday to Friday, to help with administrative or non-medical aspects of your health treatment and to discuss any suggestions or complaints you may have.

For the latest information click to: www.beechgrovemedicalpractice.co.uk



Start your day with a smile...

Providing the best in dental care in a relaxed and friendly atmosphere. The practice has been purpose built for dentistry and is equipped to a very high standard. Always sensitive to your needs, we are particularly keen to help nervous patients.



services offered:

- Orthodontics (eg crooked teeth)
- Endodontics (root canal work)
- Home visits/domiciliary
- Denture services
- Restorative treatment
- Crown and bridgework
- Preventative dentistry
- Children's dentistry
- Emergency cover
- Second opinions
- Minor oral surgery
- Dental implants
- Hygienist

CLIFTON MOOR
DENTAL CENTRE

Tower Court Health Centre
Oakdale Road, Clifton Moor, York YO30 4RZ
Tel: 01904 479777
Fax: 01904 479181
www.cmdental.co.uk

Smile with Style!

Going to the dentists may be something that fills you with dread, whether it's to have a check up, a filling or an extraction. But dentistry has changed so much for the better and the aim now is for healthy mouths that stay healthy via regular check-ups. Teeth are for life and can last a lifetime if they are looked after properly.

You may be surprised to learn that, according to the Adult Dental Health Survey (UK) of 1998, about three-quarters of the population have some form of gum disease and more teeth are lost through gum disease than decay. So regular visits to the dentist are vital to not only monitor tooth decay, but also to help prevent gum disease.

However, dentistry is no longer just a case of filling and extracting teeth, as it was for many years. Nowadays, many people turn to cosmetic (aesthetic) dentistry as a way of improving their appearance, much as they would try a new hairstyle or perhaps even cosmetic surgery. The treatments can be used to straighten, lighten, reshape and repair teeth. Cosmetic treatments include veneers, crowns, bridges and tooth-coloured fillings.

Speak to your dentist who will be happy to advise you exactly what is available, and the costs involved, to give you a smile to be proud of.

To advertise your business in our booklet call 0800 612 1516



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"We are a long-established business that prides itself on the personal care and attention we give to all our clients," said Carol Bell, who runs the business alongside her husband Brian.

"We take the time to get to know our clients and their requirements, and visit them in their own home or place of work to make sure the floor covering that they order is right for them.

"Our prices are at least as competitive as larger carpet stores, and there are no hidden fees with us for accessories such as gripper rods and underlay."

They also have their own experienced team of carpet fitters and Carol added: "We take care of everything, from free quotation through to fitting."

For more information, call freephone 0800 542 1045.

Advertising Feature

A spring clean all the year round!

Think back to how good you felt just after taking delivery of a new suite, or perhaps just having had a new carpet fitted. New furnishing has a smell all its own, doesn't it and for the first month or so, extreme care is taken.

However, as with all things, 'life' soon intervenes and all too soon the new furnishings become, quite literally, 'part of the furniture'.

Obviously it would be impractical, not to mention prohibitively expensive, to replace furnishings and carpets every six months or so – BUT you can enjoy many of the benefits of new furnishings by having your home or office cleaned regularly by a local, reputable firm.

What a treat to come in from work and be able to just walk in and sit down and enjoy your home without having to rush round and clean it. Or perhaps you have been ill or are just getting older and slowing down and not able to really keep on top of the cleaning as you like it.

Many local contractors offer a range of services for your home, so contact your local contractor who will be delighted to explain the range of services they offer, all designed to give you and your home or office a real lift, and create a healthier environment. So don't wait for spring. Contact your local contractor and enjoy the benefits right now!

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Receptionists

We have a team of receptionists who are fully trained and do a difficult job well. Sometimes they may need to ask one or two questions to judge the urgency of your request, but the information you give will always be treated in confidence as they are bound by the same codes of conduct as the doctors. Please treat all staff with respect. If we are all polite to each other any problems can be solved both quickly and amicably.

Practice Nurses

The practice nurses are available to advise you on many aspects of health care and are fully qualified in the following:

- | | | |
|--------------------------|-------------------------------|--------------------------------------|
| Well person checks | New patient health checks | Cervical smears |
| Blood pressure | Family planning/contraception | Maternity services |
| HRT checks | Baby immunisations | Suture removal |
| Wound dressings | Dietary advice | Urine testing |
| ECGs (heart rate checks) | Travel advice | Smoking cessation advice and support |

Vaccination, eg Tetanus, Flu

Health Care Assistant

- | | | |
|----------------|----------------|-----------|
| Blood taking | Blood pressure | Dressings |
| Suture removal | Ear syringing | |

STAFF ATTACHED TO THE PRACTICE

The North Yorkshire and York Primary Care Trust also employs health visitors, district nurses, midwives, chiropodists and physiotherapists who also work from within the health centre.

Health Visitors Tel: 724872

Health visitors are primarily involved in the promotion of good health, health education, advice and support, and the prevention and detection of ill health.

They advise on matters relating to family and child health and also assess children's development and undertake health education work with teenagers, the middle-aged and the elderly.

Community Nurses Tel: 724872

The community nurses care for those unable to attend the surgery who need dressings, injections and other specific treatments.

They also aim to provide health promotion, health education and advice and support to all patients and their carers.

The Community Midwifery Team

The midwives will share both your antenatal and postnatal care with your doctor.

SURGERY HOURS

The surgery is open from 8.30am - 6.00pm Monday to Friday, although early morning and late evening appointments are available for those patients that may find it difficult to attend during normal surgery hours.

APPOINTMENTS - TEL: 791094

We operate an appointment system, which means that all consultations are by appointment only. Appointments can be made in person at reception during surgery hours or by telephone.

If you consider that you need an urgent appointment that day, it helps if you give a brief outline of the problem to the receptionist who will make appropriate arrangements. Please make a separate appointment for each person.

We try to keep to appointment times but some problems may take longer than usual and the doctor may occasionally be called out to an emergency. You may therefore be seen later than your appointment time. Please be patient and understanding.

Doctors' Consultation Times

We offer various morning, afternoon and evening surgeries.

If you have an appointment that you are unable to keep, please let the surgery know as soon as possible and always before the time of the appointment. Any cancelled appointments can then be given to others who need them.

Practice Nurse (PN) Consultations Times (by appointment)

We offer various morning, afternoon and evening surgeries.

TELEPHONE ADVICE

Your doctor is happy to discuss, or advise on, some matters over the telephone. We would, however, request that, if possible, your name and a brief explanation of the problem should be left with the receptionist. This will then be passed on to the doctor and you will be advised of the best time to call back and speak to the doctor.

HOME VISITS

The doctors would prefer to see you at the surgery where all the necessary equipment and resources are available. If, however, you are genuinely too ill to come to the surgery, then please let us know as early as possible in the morning. A doctor may telephone you back to discuss your problem prior to, or in place of, a visit.

OUT OF HOURS

Between 6.00pm and 8.30am Monday to Friday and all day at weekends and bank holidays, the practice will be closed. During these hours the practice is covered by the local out-of-hours service.

If you require urgent medical attention when the surgery is closed, please telephone 01904 791094 and listen to the whole message.

For the latest information click to: www.beechgrovemedicalpractice.co.uk

PRESCRIPTIONS

If you are on long-term medication you will be given a computerised prescription. The prescription will have a list of your drugs attached and you should retain this to use when ordering a repeat prescription. Please tick the items you require.

Repeat prescriptions may be requested:

1. By post, enclosing a stamped addressed envelope if the prescription is to be returned.
2. Personally at the reception desk by putting your request in the box situated on the wall in the waiting room.
3. By e-mail to: repeat.prescription@gp-b82095.nhs.uk
4. Or via our website: www.beechgrovemedicalpractice.co.uk

In order to avoid mistakes and ensure your safety, we do not accept requests for repeat medication over the telephone. In exceptional circumstances eg if you are housebound, it may be possible to waive this, but this must be negotiated with your GP or the practice manager.

Local chemists collect prescriptions from the surgery daily, so please indicate whether or not you would like your prescription sent directly to the chemist of your choice or whether you would prefer to collect it from the surgery. Please remember that there are certain medications that cannot be prescribed without first seeing the doctor.

PLEASE ALLOW 48 HOURS FOR YOUR PRESCRIPTION TO BE PREPARED.

TESTS AND X-RAY RESULTS

Please telephone for any results after 2.00pm Monday to Friday, when the doctors will have seen the results for that day and when the staff have more time to help. You will also find that telephone lines are less busy at that time.

Most blood test results are available within 72 hours although some can take up to two weeks. X-ray results may take two to three weeks.

Results for any patients over 16 can only be given to the patient personally or with written consent of the patient, to protect confidentiality.

MEDICAL CERTIFICATES

You do not need a doctor's medical certificate for any illness lasting seven days or less. You may be required to complete a self certification form; this is available from your employer. For any illness lasting longer than seven days you will either need to see the doctor or arrangements will be made for a telephone consultation with the doctor.

NEWLY REGISTERED PATIENTS

If you would like to register with the practice, please bring your medical card with you, but do not worry if you can't find it as you will be able to fill in a form at reception. The receptionists will be able to help you with any questions you may have.

All patients have a right to express a preference for a 'usual' doctor and may do so when registering.

All newly registered patients over the age of 16 will be asked to complete a questionnaire and have a consultation with the practice nurse before their registration is completed. Medical treatment is available from the date of registration.

For the latest information click to: www.beechgrovemedicalpractice.co.uk

OTHER SERVICES

Minor Surgery

The practice is able to offer certain minor operations in the surgery. Your doctor will usually be able to tell you what procedures can be performed.

Family Planning

Advice and a full range of contraceptive methods are provided, including pre-conceptual advice. There is also an emergency post-coital contraception service available.

Antenatal Care

Full antenatal care is provided by the midwives in association with the doctors.

Cervical Smear Tests

We encourage women aged 25 - 49 to have a cervical smear every three years and women 50 - 64 every five years (or more frequently if indicated).

All women in these age groups will be automatically called and recalled; the cervical smear will be taken by one of our practice nurses, or a doctor if you prefer.

Breast Screening

Breast screening is performed on women from 50 - 65 years of age, every three years. This is a national programme and women will be automatically called and recalled.

Child Health

All the doctors in the practice are approved to do child health screening. We strongly recommend that all children be immunised as and when due.

Young Persons And Adult Immunisations

During the winter months we offer flu vaccinations to everyone over the age of 65 and anybody who has chronic heart, lung or kidney disease or diabetes.

Pneumonia vaccine is also recommended for all those over the age of 65 and in the same high risk groups for flu. This is a one-off vaccine and can be given at any time of the year.

Travel Immunisations

Anyone planning holidays abroad should check with reception well before they are due to travel so that any necessary immunisations can be completed in time.

Anti-malarial medication is not available on the NHS and therefore will be charged for.

Asthma Clinic

Please ask at reception for asthma appointments.

Diabetic Clinic

This clinic is held weekly on Thursday mornings. Please contact reception for further details.

OTHER INFORMATION

Confidentiality

The practice holds information about patients, which is private and sensitive, in both paper and electronic form. Unless the patient consents, this information will not be made available to anyone other than the staff of this practice or other medical professionals who need access in the course of their duties. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patients.

Suggestions, Comments And Complaints

There is a practice complaints procedure to deal with comments, suggestions and complaints. In the event of a complaint please ask to speak to the practice manager.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

Access For The Disabled

Beech Grove Medical Practice has access for the disabled and a parking space is available.

Zero Tolerance

The practice supports the NHS Zero Tolerance Campaign. We ask patients to treat GPs and practice staff courteously, without violence or abuse.

Freedom Of Information - Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

Our Responsibilities To You

- We are committed to giving you the best possible service.
- People involved in your care will give you their names and ensure you know how to contact them.
- When requesting an appointment you will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 20 minutes in the waiting room without receiving an explanation for the delay.
- We will arrange a home visit as appropriate for those who are too ill to be brought to the surgery.
- Patients will be treated as individuals and partners in their health care, irrespective of their ethnic origins or religious and cultural beliefs.
- We will give you full information about the services we offer. The practice will offer advice and information on:
The steps that can be taken to promote good health and avoid illness. Self-help which can be undertaken without reference to a doctor in the case of minor ailments.
- All your records will be kept confidential at all times.

Your Responsibilities To Us

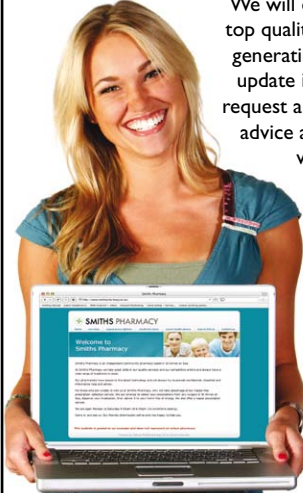
- Help us to help you.
- Please let us know if you change your name, address or telephone number.
- Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise other sick patients will have to wait longer.
- Please only ask for a home visit if the patient is too ill to come to the surgery.
- Please avoid telephoning during peak times for non-urgent matters.
- Test results take time to reach us so please allow at least 72 hours for blood tests and up to three weeks for x-ray results, and ring after 2.00pm.
- Please treat all doctors and practice staff with the same courtesy and respect you would expect to receive from them.

SOME USEFUL TELEPHONE NUMBERS

Age Concern	(01904) 627995/621020
Alcohol Service	(01904) 652104
Alcoholics Anonymous	(01904) 644026/National Helpline 0845 769 7555
Alcoholics Advisory Service.....	(01904) 652104
Beech Grove Medical Practice.....	(01904) 791094
Bootham Park Hospital.....	(01904) 725274
Citizens Advice Bureau.....	0844 826 9705
Emergency Dental Service.....	(01904) 725422
Family Planning Clinic	
Acomb.....	(01904) 724872
Monkgate.....	(01904) 725432
Harrogate District Hospital.....	(01423) 885959
Health Visitors.....	(01904) 724872
Leeds General Infirmary	(0113) 243 2799
NHS Direct.....	0845 4647
North Yorkshire & York PCT.....	(01904) 724004
Nuffield Hospital	(01904) 715000
Registrar of Births, Marriages & Deaths	(01904) 654477
Samaritans.....	(01904) 655888
Sexual Health Clinic - Monkgate (Including confidential HIV testing)	(01904) 725417
Social Services.....	(01904) 554141
St James' Hospital	(0113) 243 3144
St Leonard's Hospice	(01904) 708553
York District Hospital General	(01904) 631313
Appointments.....	(01904) 726400
York NHS Walk-in Centre.....	(01904) 674557
Useful Website	
NHS Direct.....	www.nhsdirect.nhs.uk

For the latest information click to: www.beechgrovemedicalpractice.co.uk

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NOTES

Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

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So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on **0800 612 1408**. You'll be glad you did!

Advertising Feature

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for Drs Schofield, Wallace & Watson of Acomb

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BEECH GROVE MEDICAL PRACTICE

Practice Area



Practice Location

