



"Trust our family to look after your family"

32 CLIFTON

32 Clifton, York, YO30 6AE

ACOMB

199 Acomb Road, York, YO24 4HD

MONKGATE

35 Monkgate, York, YO31 7PB

SKELTON

St Giles Road, Skelton, York, YO30 1XX

TOWER COURT

Tower Court, Oakdale Road, Clifton Moor, York, YO30 4RZ

WATER LANE

Water Lane, York, YO30 6PS

WOODTHORPE

40 Moorcroft Road, Woodthorpe, York, YO24 2RQ

Telephone: 01904 439100

YORK ST JOHN'S UNIVERSITY

Quad East, York St John's University, Lord Mayor's Walk, York, YO31 7EX

Telephone: 01904 439101



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Bank Holiday Cover

Over the Christmas period, to cope with anticipated high demand appointments on Christmas Eve, New Year's Eve, 27th December and 2nd January have been changed to Soon and Same Day Care.

Improved Access

YMG work with York Improved Access Appointments system. We often have Nurse/GP appointments available at Tower Court, as well as other IA Sites across York. Please ask if these are available if your PCC or phone handler has not offered this. Other York Practices are using these to good effect and taking advantage of the extra appointments these provide.

Phone Pilot

On Thursday afternoon, 12th December 2019, the Same Day Care phone lines were opened up to all calls without any queue restrictions. The phones were busy initially but patients did not wait more than 30 minutes before their call was answered. We will continue to trial and monitor carefully. Another pilot will take place on Tuesday, 17th December and if successful, again on Wednesday, 18th December. If this method continues to work well we will make it standard procedure for Same Day Care callers between 0845-1015 and 1400-1500 each weekday.

Signposting Sheet

Our PCCs use a clinician-approved signposting tool to guide you to the right appointment. Please allow them time to check this and advise you when you call.

Medication Review

We now have a dedicated Pharmacy Team who can deal with Reviews for:

- Medication query (urgent and non-urgent)
- Repeat Medication – if you have run out
- Side effects of medication
- New medications from hospital needing adding to repeat medication (we will need an accurate written list from the other healthcare organisation)

The pharmacy team cannot deal with:

- Routine/Urgent Medication review for : mental health, pain management, opioids and HRT

Repeat Prescriptions

Please allow 72 hours for prescriptions to be processed and remember to take weekends and bank holidays into account. Your prescriptions will be available for collection after 3 pm.

Walk Ins

It is possible for you to walk in and book an appointment however we urge you to try calling first. You will still be asked the same questions at the desk, which some patients are finding is uncomfortable for them. We are trying to make our phone lines as available as possible with the number of call handlers we have on duty on any given session. If you do choose to walk in, you may be asked to wait up to 30 minutes for your request to be triaged by the duty clinician. This may be done either with you waiting at the surgery or being called back.

Query Line

For queries please choose the query option. You will not get through to appointments or Same Day Care by choosing the query option.

Text Messaging and Text Messaging Results

To improve patient service, reduce delay in patients receiving results and reduce the number of admin tasks, staff may ask you for consent for text messages and for text messaging results. If you are happy with this option, please let the staff know, even if you are not prompted to do so. They will amend your record to reflect this.

Home Visits

If you are requesting a home visit, please do this as early in the day as possible so we can manage our visit load. You may be asked a number of questions about the patient's condition. Please be ready to answer these.