

Patient Charter Leaflet

Information for patients



PATIENT'S RIGHTS TO GENERAL SERVICES

Patients have the rights to:

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice for ongoing health issues
- Receive urgent care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agree
- have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential.

YORK MEDICAL GROUP PHILOSOPHY

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

YORK MEDICAL GROUP STAFF

Partners

Dr Pauline Bolter

Dr Aaron Brown

Dr Clare Coe

Dr Paula Evans

Dr Andrew Field

Dr Rebecca Field

Dr Alice Fraser

Dr David Geddes

Dr Robin Ghosh

Dr David Hammond

Dr Astrid Henckel

Dr Mark Howson

Dr Jane Inwood

Dr William Ovenden

Dr Helen O'Malley

Dr Marie Scarsbrook

Associates

Dr Rachel Bennett

Dr Miriam Hodgson

Dr Alexander Ma

Dr McArdle

Dr Samantha Plummer

Dr Kelly Robertson

Dr Rose Smith

Dr Dylan Summers

Dr James Travis

Dr Jason Tunstall

Management

Zulf Ali—Chief Executive

Karey Bennett—Admin
Manager

Tom Berridge—PCC
Manager

Tess Johnston—Head of
Operations

Fiona Lloyd—Nurse
Manager

Polly Smith—Head of
Clinical Services

Vicki Turner—HR
Manager

Nursing Team

1 Advanced Nurse
Practitioner

6 Nurse Prescribers

12 Practice Nurses

2 Assistant Practitioners

6 Health Care Assistants

1 Treatment room nurse

Scheduling Team

HR Team

Coding Team

Finance Team

Admin Team

Secretaries

Site Leads

Lisa Ficco—Monkgate

Chloe Forth—32 Clifton

Sally Gentle—Acomb

Sophie Lumb—Water
Lane

Prue Scurr—
Woodthorpe

Ginette Williams—
Woodthorpe

Debbie Grimes—YSJ

Carol Challis—Tower
Court

We also have 44 Patient
Care Coordinators.

OUR OPENING TIMES

MONDAY: 08:00-18:00

TUESDAY: 08:00-18:00

WEDNESDAY: 08:00-18:00

THURSDAY: 08:00-18:00

FRIDAY: 08:00-18:00

SATURDAY: 08:00-13:00

These are our general opening times, we also offer early morning and evening appointments at our sites on various days. Please contact your Patient Care Co-Ordinators for our appointment availability.

CONTACT DETAILS

ACOMB/WOODTHORPE: 01904 342999

MONKGATE: 01904 206862

YORK ST JOHN: 01904 724775

WATER LANE: 01904 623259

TOWER COURT/SKELTON: 01904 479111

32 CLIFTON: 01904 653834

For general enquires or more information you can also:

Email: VOYCCG.InfoYMG@nhs.net

Visit our website: www.yorkmedicalgroup.nhs.uk

OUR PATIENT CHARTER

- You will be treated with courtesy and respect by all Practice personnel.
- An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- A non-urgent appointment with a doctor will be offered within 10 working days.
- Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask your Patient Care Coordinator for an explanation.
- We aim to answer the telephone within five rings.
- An appointment with a Practice Nurse will be available within ten working days.
- Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person, over the phone or online.

All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.

If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.

We wish to make the York Medical Group as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

APPOINTMENTS:

With a Doctor/ Nurse: For routine consultations we will endeavour to offer patients an appointment with a GP/Nurse within 10 working days. Medically urgent requests will be dealt with on the same day. We encourage one issue per appointment to avoid over running. Patients can book longer appointments to accommodate their concerns.

REFERRALS

Urgent referrals to other health and social care agencies will be made within two working days of the patient consultation. Where requested, our GPs will refer you to a private health provider.

We will normally process non-urgent referrals within seven working days of the doctor's decision to refer.

WAITING TIMES

Surgeries will normally start on time.

We aim for patients to be seen within twenty minutes of their appointment time, and in the event of a delay we will offer an explanation.

When a doctor needs to attend to an urgent clinical matter, we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

OUT OF HOURS EMERGENCIES

We will do everything possible to ensure that our system for contacting the Out of Hours Services (team) is easy to follow, reliable and effective. The telephone number of the Out of Hours GP is recorded on the surgery telephone answer phone during surgery closing times.

PATIENT'S RESPONSIBILITIES

- Courtesy to the staff at all times - remember they are working for lots of patients.

- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel.
- An appointment is for one person only - where another member of the family wishes to be seen or discussed, another appointment should be made.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time. Home visits should be medically justifiable. Patients will be encouraged to attend surgery where possible.
- Patients are asked to give 48 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
- Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.

PRIVACY AND CONFIDENTIALITY

We will respect our patients' privacy, dignity and confidentiality at all times.

