



"Trust our family to look after your family"

Practice Leaflet

Our website:

www.yorkmedicalgroup.nhs.uk

Facebook:

www.facebook.com/Yorkmedgroup

Email:

VOYCCG.YMGPostmaster@nhs.net

Telephone:

01904 439100

Our Surgeries

To contact one of our surgeries please call **01904 439100** and listen to the options available.

Acomb

199 Acomb Road, York
YO24 3AJ

Monkgate

35 Monkgate, York
YO31 7PB

Woodthorpe

40 Moorcroft Road, York
YO24 2RQ

32 Clifton

The Surgery, 32 Clifton, York
YO30 6AE

Tower Court

Oakdale Road, Clifton Moor, York

YO30 4RZ

Water Lane

Water Lane, York

YO30 6PS

Skelton

St. Giles Road, York

YO30 1XX

Welcome to the Practice

- This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.
- At **York Medical Group**, we aim to treat all our patients promptly, courteously and in complete confidence.

Training

- We are a training practice. This means hospital doctors wanting to enter general practice spend, typically, six months with us in order to gain the necessary experience they need to become family doctors. As a training practice, your medical records may be used for educational purposes. Because of this, we ask patients registering with us to sign a consent form giving permission for their records to be used in this way. On occasions, your permission may be requested to video record a consultation. You are entirely free to withhold this permission, and this will make no difference whatsoever to your care.

Patient confidentiality and information sharing

To ensure compliance with the General Data Protection Regulation (GDPR), York Medical Group must ensure that information is provided to patients about how their personal data is processed.

We take the care of your data very seriously and work hard to keep your medical records up to date and accurate. 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.
- Any other relevant information to enable us to deliver effective medical care
- Your data is collected for the purpose of providing direct patient care; however, we can disclose this information:
 - If you give consent or
 - If it is required by law
 - 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.

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 VOYCCG.YMG@postmaster.co.uk.
2. GP practices are data controllers for the data they hold about their patients[1]
3. Write to the data controller at 199 Acomb Road, York, YO24 4HD
4. Ask to speak to the Head of Operations – Tess Johnston, or Information Governance Lead, Mandy Batty

The Data Protection Officer (DPO) for York Medical Group is Dr David Geddes and he is based at Water Lane York Medical Group.

Access to Practice premises for the disabled

- All our surgeries have disabled access.

Interpreting Services & Hearing Loops

- Interpreting services are available for patients needing translation or those who are hard of hearing or deaf. Please ask at reception for more information.
- For deaf individuals and those hard of hearing, a text phone service is available on 0845-606-4647.
- Portable hearing loops are now available for those who require one from reception. They can

be taken into the doctor's room during your consultation.

- If you feel you need a longer appointment or need British Sign Language, interpreter or a translator, please ask at Reception when booking your appointment.

How to register as a patient and the services available

How to register as a patient

- If you live in our practice area and would like to register with us, please bring your photo ID and proof of address. You will be asked to complete a registration form for each person registering with the practice. In addition, all patients will be asked to complete a new patient questionnaire for each person registering with the practice. This allows us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one. If you have not been registered with a GP in the UK previously, please bring your passport, if available. If you move out of the practice area, you will need to register with a new practice as soon as you move.

The rights of patients to express a preference of practitioner

- Patients are registered with the practice, and every patient has an allocated GP. You can, at any time, express a preference for a particular doctor, and we will do our best to respect your choice. Please ask the Receptionist when making your appointment. However, not all the doctors in the practice provide all services and specific doctors may not be immediately available.
- You may not always be able to see the doctors of your choice **however you will be able to see a clinician.**

Practice Nurses and Health Care Assistants

- Our Practice Nurses and Nurse Practitioners run regular clinics at the surgery for chronic disease management, routine problems such as minor injuries, minor illness, dressings, stitch removal, childhood and travel vaccinations and women's health.
- Our Health Care Assistants hold blood taking clinics, blood pressures, ECGs, ear syringe and health checks.

Chaperones

- All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

Private Space

- If you would like to discuss a matter with reception in privacy please let your Patient Care Coordinator know and they will try to find a private space for you.

Online Services

- Patients **over 16** years of age can register to use the online service. To ensure your medical records are kept secure you will need to bring photo ID to register for this service. This enables patients to book, cancel and amend appointments. It is also possible to order repeat medications, update personal details such as address and contact phone number, view either a summary or full medical record which includes allergies, sensitivities and medications, results of tests taken and consultation information from 1st April 2016.

Electronic Prescribing

- The Practice operates electronic prescribing. Patients nominate a chosen Pharmacy, request the prescription from the Practice (which can be done online) and the request will be processed and automatically sent to the chosen pharmacy. The prescription will usually be ready for collection from the chosen Pharmacy **three working days** after the request is received by the Practice.

Carers

- Do you look after someone or does someone look after you? Please let the practice know so that we can help with your care at the practice. York Carers can help – 01904 715490 and offer a Carers Emergency Card and discounts to various local services.

NHS services available from the Practice

- All GP practices are contracted to provide **Essential Services**, that is, basic treatment of ill people.
- We also provide the following **Additional Services**:
 - Cervical smears
 - Child health and immunisation: all new babies are invited for regular check- ups from eight weeks old
 - Child health surveillance, together with the health visiting team
 - Contraceptive services, including Coils and Implant insertion and removal
 - Counsellor: we provide an in-house service from locally provided counsellors
 - Immunisation for adults in relation to travel: not all travel immunisations are available on the NHS, please ask one of our Practice Nurses for details
 - Maternity services in the ante natal and post-natal period, together with the

midwives from York Hospital

We also provide the following

Enhanced Services:

- An annual flu immunisation programme
- Annual comprehensive reviews for patients with long term conditions.
- Minor surgery: minor operations are done in our specialised clinics.
- Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems

Non-NHS services

In addition to the core services laid out in the GMS contract we also offer some non-NHS services such as private certificates for employers, medical examinations for job applications, fitness to travel or HGV/PSV/Taxi for example.

A list of our charges can be found on our website or collected from reception.

When the surgery is open

Opening hours

Our sites are open between **8.00am and 6.30pm, Monday to Friday. We also offer appointments from 7:30am to 7:30pm most days at one of our sites.**

We also open on Saturday morning.

Please check our website for more details.

For urgent advice and treatment when the surgery is closed, phone the surgery on the usual number and an answer phone message will advise you of an alternative number to dial. A receptionist in the emergency call centre will answer your call. They will:

- Either arrange for you to speak to a doctor or nurse
- Or invite you to attend the centre to be seen by a doctor
- Or arrange a home visit if you are too ill to visit the centre

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.

Remember:

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use of suggested dose.
- Watch expiry dates – don't keep or use

medicines past their sell by date.

- Take all unwanted and out-of-date medicines back to the pharmacy

Contacting us

At times, the lines are busy; if your call is not answered immediately, please hold on and it will be answered as soon as a Receptionist is available.

For routine calls, it is often a good idea to try to avoid the busiest times – early mornings and late evening – especially Mondays. In an emergency, ring the surgery and tell the Patient Care Coordinator the problem our duty doctor will call you back and you may be advised to go to the nearest A&E Department.

Call NHS 111 for out of hours service.

Email VOYCCG.YMGpostmaster@nhs.net

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time.

You do not need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS 111 for details.

The Walk In Centre

The Walk In Centre has recently relocated to the **Urgent Care Centre** at York Hospital (located in the Emergency Department)

There will be a single reception point where patients will be directed to the Urgent Care

Centre or the Emergency Department depending on their needs. The Walk In Centre provides fast and convenient NHS treatment. You can see a Nurse Practitioner for advice and treatment, open 7 days a week.

NHS 111

NHS 111 is a 24-hour confidential telephone service. You can ring for clinical advice if you are feeling ill and are unsure what to do, or for health information on chronic conditions. NHS 111 can also tell you where to find your nearest GP, pharmacist, dentist or support group. You can also visit the NHS 111 online website www.nhs111.nhs.uk for health advice and information for you and your family. There is a self-help guide to treating common health problems at home, an encyclopedia covering hundreds of illnesses and conditions, and a directory of local health services such as doctors, pharmacists and dentists.

Appointments

- Ring one of our surgeries to book an appointment. You can also use the internet to book an appointment; please ask at Reception for information on how to register to use this service. If your condition is non-urgent, you will be offered the next available appointment. Our Nurses treat patients for a wide range of

common conditions.

Consultations are available face to face or by telephone appointment; surgeries take place throughout the day. An appointment may be made in person, by telephone or via our website. Normal surgery appointments are **now** every **14 minutes**, if you require longer please ask for a double appointment.

Patients can be seen at any of our surgeries - **Acomb, Monkgate, Woodthorpe, 32 Clifton, Tower Court, Water Lane and Skelton** as all medical records are computerized and accessible at any surgery.

Please let us know if you would like us to call you back and feel free to bring a friend or relative to accompany you to your appointment.

To adhere to patient confidentiality we will only discuss medical information with the patient unless consent has been given.

Our Practice Nurses also hold regular surgeries with **15-minute** appointments.

You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit before 10.30 am
- Ringing for the results of tests after 1.00 pm

Changes to Appointments

To ensure you see the right clinician at the right time for your condition we are making some changes to our appointment system and our phone system. This project is called "Right First Time".

We believe our patients generally know how quickly they need to be seen. From mid-September, our PCCs (Patient Care Coordinators) will ask you how quickly you feel you need to be seen along with some questions about your condition. The appointment choices will be:

- **Same Day Care**
- **Care within 2-5 days (Soon)**
- **Care after 5 days (Routine)**

The information you give, along with our Care Navigation Framework will help our PCCs direct you to the most appropriate care.

York Medical Group's new "Honest Day" pilot is now live. We have created a more manageable working day for our GPs which includes time for visiting, staff interruptions, refreshment and clinical admin as well as a manageable number of patient contacts. The previous GP working day was not sustainable, leading to high levels of GP sickness and

resignations.

For this reason, please bear in mind that if you have a patient query, your GP may not be able to answer your query immediately. The Patient Care Coordinators (PCCs) have allocated time each day when they can get advice from the GP and answer any queries.

Making Phone Bookings from Tuesday 24th September 2019

To ensure we can answer Same Day Care requests promptly and allow for the extra time taken for you to answer the PCCs questions we will need to separate Same Day Care calls from Routine Calls.

For Same Day Care Appointments:

We will have TWO sessions each working day (Mon-Fri) allocated especially for Same Day Care bookings.

Please ring between: 8:45 - 10:15 for morning bookings or 14:00 - 15:00 for afternoon bookings.

A Same Day Care Clinician will be with the PCCs taking your call. The PCC will liaise with the Same Day Care Clinician who will assess your case and give guidance for the most appropriate clinician for you to see. This twice a day, Same Day Care booking service, is available between these times only.

For Routine Appointments:

Please phone between:

8:00 - 8:45

10:15 - 14:00

15:00 - 18:00

For Queries:

For all non-appointment related queries please ring between:

9:00 - 11:00

13:00 - 17:30

Routine Appointments

The changes to our clinical team have enabled YMG to offer more routine appointments to our patients across all sites. We have also been able to increase appointment times to 14 minutes to allow clinicians to provide the best care for our patients and complete any necessary admin work associated with your appointment.

Please note if you have an emergency that is life threatening, you will need the Emergency Department – call 999

Home visits

If possible please try to telephone before 10.30 am. A doctor or nurse will phone you back, as it may be that your problem can be dealt with by telephone advice, or it may be more appropriate to arrange a

hospital attendance. Home visits are only available for patients who are too ill to attend the surgery.

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. There are also better facilities for examining and treating patients at the surgery.

Extended Hours

For patients who work full time and find it difficult to make an appointment with the doctor or nurse during normal surgery hours, we have extended our opening hours.

- Monday – Friday Early and late appointments from 7:30am – 7:30pm most working days
- Saturday mornings appointments will be available from 8.00 am to 1:00pm
- Evening and Weekend appointments are also available at other Practices across York who offer the Improved Access Service. Please ask your PCC for further details.

These surgeries can be booked in advance.

Please note the telephones will **not** be operational during these extended hours.

Repeat prescriptions

- If you take medication on a long-term basis, you can ask for a repeat prescription online, by post (returning the tear off portion of the prescription), fax, or in person at the surgery.
- To use the internet to order a repeat prescription; please ask at Reception for information on how to register to use this service. You can also order your prescription and request delivery to a pharmacy of your choice. Please allow **three working days** before collecting from your chosen pharmacy.
- For your own safety, we do not take prescription requests by phone. Please allow **three working days** for collection and please collect **after 3pm**.
- A 28/56 day supply of any medication will be supplied. This is to try and reduce prescription wastage in the NHS.

Test results

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate, unless that person has given prior permission for the release of the results or they are not able of understanding the results.

Patients can register for the Online Access to view test results or request for their results to be sent via text message. You will need to register/consent for this service. Please ask your PCCs for further details.

Health checks

If you are aged 75 or over and have not seen the Doctor for a year, you can request a health check.

In an emergency

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**. Accident and Emergency departments are open **24 hours a day, 365 days** a year and can assess serious injuries and provide emergency treatment. **A&E** is for life-threatening illnesses and injuries and should only be used in a real emergency. Unnecessarily using A&E puts tremendous strain on A&E doctors, nurses and paramedics. For minor illnesses and injuries that need urgent care you can contact a GP, even out of hours, or visit the Urgent Care Centre (please see page 16).

If you have a medical emergency between 6 and 6.30pm Monday to Friday please ring 0300 123 0762

If you are unsure about which service you need, you can contact **NHS 111** (please see page 17).

Voluntary Services

We want to make you aware of the services that are currently available to you:

- Ways to Wellbeing – Is a Social Prescribing Service that recognises that issues such as social isolation, physical inactivity, being a carer or having debt impact on an individual's mental and physical health but do not have a medical solution. We provide a connecting service and work to support individuals to find solutions within their community. We have appointments at Acomb and 32 Clifton on alternate Friday's. Please speak to your GP for more information.
- Musical Connections – Every Wednesday 13:30-15:00 (term time only) at Tower Court and every Monday 13.00 – 14.00 (term time only) at Acomb Methodist Church music & singing for enjoyment, health & well-being. If you attend the Acomb session and book transport with Fleetways taxi you can get free travel arranged.
- Citizen Advice Bureau – You can talk to Citizens Advice about benefits, work, debt and money, consumer issues, housing, family and relationships, law and courts, immigration and health. Clinics are held at Tower Court alternate Wednesday's 10.00 – 13.00 and Thursday afternoons and Acomb Tuesday afternoons and alternate

Wednesdays 10:00-13:00 (please speak to your PCC's to book an appointment).

- Alzheimer's Society - Monthly clinics at Tower Court, last Tuesday of the month, 13.00-16.00 offering support to patients affected by memory loss or dementia and also support for their family or carers.
- Employment Support Service – is your health condition preventing you accessing, remaining or returning to work? Kelley our Health and Disability Employment Adviser is available for advice at the clinic run at Acomb on the first Wednesday of the month from 11.30 – 17.00.
- Talking Point – Talking Points provide the opportunity for people to have face to face conversations with adult social care staff in a community setting. We offer advice, information and support in relation to adult social care. We will be providing a weekly drop in at Monkgate on a Wednesday between 2pm-3pm or appointments between 3pm and 5pm. To book an appointment please call 01904 555111.
- York Women's Counselling – Are you worried that you or someone you care about are showing signs of disordered eating patterns? A free women only 18+ counselling service is provided by a BACP Registered Counsellor at The Priory Street Centre every Monday 09.00

- 15.30. Please contact Rebecca on 07849 368140 for further information.
- In-House Counselling – York Medical Group provides an in-house counselling service run by a range of counsellors, including some completing counselling diplomas. The counsellors are volunteers and not employed by the practice but are all supervised in line with regulatory guidelines. Please speak to your GP for further information or a referral.
- NHS care for the Armed Forces community- The NHS is responsible for providing all hospital and most community services for serving personnel (except for mental health, general practice and rehabilitation services). The NHS also provides nearly all community, general practice and hospital services for the families of serving personnel, reservists and veterans. Included as part of this are the following dedicated services and initiatives to support the Armed Forces community.
For further information, email: england.armedforceshealth@nhs.net or visit www.nhs.uk/using-the-nhs/military-healthcare/

The rights and responsibilities of patients

You will be treated with respect and will be consulted throughout your care. Being a patient at York Medical Group means you have responsibilities too.

We will:

- i. Work in partnership with you to achieve the best medical care possible
- ii. Involve you and listen to your opinions and views in all aspects of your medical care
- iii. The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take for good health and a healthy lifestyle

We would respectfully ask that you:

- o Let us know if you intend to cancel an appointment or are running late (either by phone or you can cancel appointments online). If you are running late we may not always be able to see you, please check with the Patient Care Coordinator.
- o Treat staff with courtesy and respect. Patient Care Coordinators (Reception staff) may have to ask some personal questions to assist us in providing you with the best service
- o Inform the practice staff of any alterations in

- your circumstances, such as change of surname, address or telephone number.
- o Please ensure that we have your correct telephone number and email address.

As a patient, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavoring to keep you healthy.

The practice considers aggressive behavior to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures and the practice may request removal of any patient who continuously displays any of the above.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

Complaints/Comments

- We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly,

and as amicably, as possible. Simply contact a Site Lead who can set the wheels in motion. You can also email the Complaints Team or collect a complaints leaflet from reception. VOYCCG.YMG-Complaints@nhs.net. Further written information is available on the complaints procedure from reception.

- You can also choose to leave a voicemail on our complaints answerphone which is available via our phone system under the “queries” option.

However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to PALS (Patient Advice and Liaison Service) at

York Hospitals NHS Foundation Trust,

Wigginton Road

York YO31 8HE

Tel: 01904 726262

Minicom: 01904 673429

Email: pals@york.nhs.uk

Fax:01904 726862

OR

National Commissioning Board

Central Contact Centre

POBox 16738

Redditch B97 9PT

Tel: 0300 311 2233

Email: England.contactus@nhs.net

If you feel you need help and support to make a complaint about any part of the NHS you can contact the **Independent Complaints Advocacy Service (ICAS)** who offer free, independent and confidential support. They can be contacted: **Cloverfield Advocacy, Tower Court, Oakdale Road, Clifton Moor, York YO30 4XL Tel: 01904 557644** or through the Citizens Advice Bureau.

Vale of York Clinical Commissioning Group

The area served by York Medical Group is in the district covered by the Vale of York Clinical Commissioning Group. This CCG is responsible for ensuring you get all the services you need. For details of all primary care services in the area, look at your CCG guide to Primary Care Services at www.valeofyorkccg.nhs.uk or get the information you need at www.nhs.uk The CCG also produces Your Guide to Local Services. You can contact them at: **West Offices, Station Rise, York YO1 6GA; Tel: 01904 555870**

Lifestyle information

Smoking

- We are keen to give all our patients who smoke

as much help as possible to stop. The City of York Council also offer online support at:
www.nhs.uk/smokefree

Walking

- Even the smallest effort can improve your quality of life and make you feel healthier and livelier. As walking is a very good exercise which most people are able to do, and don't need special equipment for, then why not get started on your fitness campaign? Simply start by walking for 15 or 20 minutes at a brisk enough pace to get your heart beating faster, three times a week, regularly. When you can easily walk for an hour, you are ready to move on to swimming, cycling or running!

Healthy eating

- A healthy diet doesn't need to be a boring one. Health experts tell us we are all eating too much fat, salt etc, but what exactly does this mean? Why not speak to your doctor/nurse or pick up some of our information leaflets so you can enjoy a healthier diet? Or visit www.nhs.uk/change4life

Travel Clinic

• Yellow Fever

Our Monkgate Surgery is a Yellow Fever Centre offering the vaccination to registered and non-

registered patients at a cost of £63.

Referrals

- If your Doctor has referred you routinely to the hospital, please give at least 21 working days for any information to be sent to you from the GP (Christmas/Easter/Bank Holidays will require extra time). If you have been referred to a service in the Community, please give at least three weeks before you contact us requesting follow up. This information will be sent directly from the service you have been referred to.

Our Doctors

Partners:

() identifies their surgery

Acomb – AC

32 Clifton – 32C

Monkgate – MG

Tower Court – TC

Water Lane – WL

Woodthorpe - WT

Dr Martin Block (AC)

Qualified London, 2000

MA MBBS MRCGP DRCOG DCH

Dr Pauline Bolter (MG)

Qualified London, 1985

MB BS DRCOG DTM&H

Dr Clare Coe (WL)

Qualified Liverpool, 2003

MB ChB BSchB MRCGP DCH

Dr Andrew Field (32C)

Qualified London, 1990 BSc MBBS

FRCS MA

Special Interests:

LMC (GP Representative), Minor surgery, Surgery in general, MSK and Orthopaedics,

Men's Health/Prostate, Osteoporosis &
Mental Health

Dr Rebecca Field (32C)

Qualified London, 1994
BSc MBBS MRCGP DRCOG DFFP
Special Interests: Diabetes, Mental
Health, Women's Health

Dr Alice Fraser (32C)

Qualified Southampton, 2000
BM BSc MRCGP
Special Interests: Paediatrics, Mental Health

Dr David Geddes (WL)

Qualified London, 1987
MB BS DRCOGDCH DPD MRCGP
Special Interests: Mental Health & Dermatology
Head of Primary Care Commissioning for NHS England

Dr Robin Ghosh (MG)

Qualified Birmingham, 1999 MBChB
MRCGP
Special Interests: Musculoskeletal
Medicine, Men's Health & Palliative
Care

Dr David Hammond (TC)

Qualified Leeds, 1994
MB ChB DSc DRCOG DCH MRCGP

Dr Astrid Henckel (MG)

Qualified Cologne, Germany, 1993 Medical State
Exam

Special Interest: Minor Surgery

Dr Mark Howson (WL)

Qualified Leeds, 2004

MB ChB BSc PGDipENT MRCGP

Special Interest: Ear, Nose & Throat

Dr Jane Inwood (TC)

Qualified Leicester, 1994

MB ChB FRCS (Eng) FRCS (oto) DCH DRCOG MRCGP
DFFP

Special Interests: Ear, Nose & Throat, Women's
Health & Children's health

Dr William Ovenden (WT)

Qualified Cambridge, 1997

MA MB BChir

Special Interests: Diabetes

Dr Marie Scarsbrook (AC)

Qualified Bristol, 1997

MBChB DGM DCH DFSRH MRCGP

Special Interests: Contraception and Elderly care

Dr Helen O'Malley (AC&WT)

Qualified Leicester, 1995
MB ChB MRCPCH DFSRH MRCGP

Associates:

Dr Rachel Bennett (MG)

Qualified Leeds, 2005
MBChB BSC DFSRH MRCGP

Dr Miriam Hodgson (AC)

Qualified Newcastle Upon Tyne, 2005
MBBS MRCGP DRCOG
Special Interest: Dermatology

Dr Alexander Ma (AC/WT/MG)

Qualified London, 2010
MBBS, BSc
Special Interest: Joint Injections

Dr Kelly Robertson (AC&WT)

Qualified Hull and York, 2008
MBBS
Special Interests: Learning Disabilities, Adult
Safeguarding and FY2 Clinical Supervisor

Dr Dylan Summers (32C)

Qualified Manchester, 1997

MBBS MRCGP

Special Interests: Teaching and
Training & Joint Injections

Dr Jason Tunstall (MG)

Qualified Sheffield, 2011

MBChB MRCGP

Special Interests: MSK & Elderly
Medicine

Dr Siobhan Ward (MG)

Qualified Cardiff, 2008 MBBCh,

MRCGP

Special Interests: Mental Health &
Women's Health

Dr Tracy McArdle (TC & MG)

Qualified Aberdeen 2001

MBChB MRCGP DRCOG DFFP

Special Interests: Teaching

Dr Rosemary Smith (32C & WL)

Qualified Leeds 2008

MBChB MRCGP FAEG DRCOG

DFSRH

Special Interests: Teaching &
Women's Health

Dr Anna Hammond(AC)

Qualified York 1994

MBChB DRCOG. DFRSH FRCGP

MClinEd SFHEA

Useful telephone numbers

York Mind – 01904 643364

www.advocacy@yorkmind.org.uk or email office@yorkmind.org.uk **York Mind** is a free, confidential and independent service that can help you and act on your behalf:

- Help you decide what to do
- Tell you about your rights
- Go to meetings and appointments
- Find out information and who to contact
- Speak out on your behalf
- Help you fill in forms
- Assist you to access specialist advice and support – eg benefits and legal advice

York Carers Centre If you are caring for someone, York Cares Centre can provide you with support and information on topics such as benefit entitlement, access to respite care or maybe simply being there to provide a kindly ear when things get too much.

York Carers Centre - 01904 715490

www.yorkcarerscentre.co.uk 17 Priory Street York YO1 6ET

Organ Donation

Every year the lives of thousands of people are saved or transformed through organ transplantation. For more information about donating an organ, visit

www.organdonation.nhs.uk or phone 0300 123 23 23, donation cards are also available at the surgery, you can also register on line.

Give Blood

To find out venues and dates of where you can give blood visit www.blood.co.uk or phone 0300 123 23 23

Out of Hours/NHS 111 (6:30pm – 8:00am, including weekends and Bank Holidays)

NHS Choices www.nhs.uk

York NHS Urgent Care Centre 01904 631313

Health Visitors 01904 552322

Family Planning Clinic 01904 630352

Baby friendly care www.unicef.org.uk
Advice on breastfeeding

North Yorkshire Stop Smoking Service 01904 663310/
724110

Independent Domestic Abuse Service 01904 646630

Victim Support 01904 696455
In an emergency phone 999

Age UK 0800 169 6565
www.ageuk.org

In an emergency phone: 999

We hope this information has been useful for you, if you have any further questions please visit our website **www.yorkmedicalgroup.co.uk** or contact us on **01904 439100**.

Follow us on Facebook and Twitter @YorkMedgroup



