



South Milford Surgery

Patient information booklet

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**South
Milford
Surgery**
 High Street
 South Milford
 Leeds LS25 5AA
01977 682 202

Welcome to South Milford Surgery

South Milford Surgery serves a patient population of over 9,500.

It has a main surgery in South Milford and two branch surgeries based in Micklefield and Thorpe Willoughby.

We hope this booklet will give you some useful information about the practice and answer many of your questions. If you need to know anything else please do not hesitate to contact our Patient Services Team in the first instance.

Our practice team

Our team list is below as at 1st September 2018, please check our website for the most recent team details.

Doctors

Dr Anne C.M. Mackenzie (f)

Dr Steve G. Lovisetto (m)

Dr Shaun O'Connell (m)

Dr Emma Cooper (f)

Dr David Whiter (m)

Dr Tristan Courtis (f)

Dr Peter Kemp (m)

Dr Mary Wilsom (f)

Dr Miriam Hodgson (f)



Nurse Practitioner

Sister Rosie Murray

Nurse Clinical Lead

Sister Julie Caskie

Senior Practice Nurses

Sister Jane Scot

Sister Kirsteen Wilkinson

Health care assistants

Ms Jenny Hitchcock

Mrs Jane Harper

Phlebotomists

Mrs Julie Walker

Mrs Susan Thomas

Mrs Tanya Guest

Practice manager

Stephanie Drury is responsible for the overall smooth running of the practice.

Stephanie is supported by both the patient services team, dispensing team and the clinical support team.

How our nursing team can help

To help you understand the different roles, and who might be best to help you, please find below further information about our nursing team

Nurse practitioner

The nurse practitioner is a highly trained nurse with qualifications to prescribe and to deal with minor illness and urgent care. Their role and responsibilities may include:

- Diagnosing, treating and helping patients manage acute and chronic illnesses conducting physical examinations and interpreting medical history.
- Ordering and performing diagnostic tests and procedures.
- Acute illnesses are ones such as; flu or chest infections and chronic diseases are ongoing conditions such as; asthma or diabetes.

Senior practice nurse

A senior practice nurse will undertake many of the nursing procedures at the surgery, such as; child immunisations, ECG's, dressings and injections.

The senior nurses are also trained to perform annual reviews with patients who have long term chronic conditions such as diabetes, COPD or heart disease.

They undertake separate training for each type so not every nurse will undertake all types of reviews if they haven't completed training for all.

In addition senior nurses will perform smear tests and pill checks and other contraceptive work but again they must have passed the specific training for this work.



Practice nurse or Treatment room nurse

A practice nurse or treatment room nurse would provide basic nursing procedures such as; injections, immunisations, ECG's, dressings and ear syringing

They may also do basic reviews such as asthma.

Health care assistant (HCA)

The HCAs undertake specific training to allow them to provide a skilled assistance to the nursing team.

Our HCA's take blood, run ECG's, do blood pressure checks and can give flu vaccinations and B12 injections.

Two are also trained in ear syringing and simple dressings.

Phlebotomist

A phlebotomist is a person who is trained to take blood samples only. Many of our healthcare assistants have started out as phlebotomists and we have supported their training to learn more skills and become HCA's.

Patient services team

Our patient services team will greet you when you call the practice or come to the reception desk. The patient services team have prepared a team charter to explain what they will do for you and what you can do to help them give you the best service they can.



Patient services team charter

What we will do for you

Treat you with courtesy and respect at all times.

Ask questions to help direct you to the right person to give you the care you need.

Answer your questions as quickly and as fully as we are able. If we need to speak to someone else to get an answer we will explain this.

Keep the contents of your health record confidential.

Keep you informed when surgeries are running late.

Prepare your repeat prescription within 2 working days of the request.

Refer you for a second opinion when you and your GP agree it is needed.

Give you access to your health records, subject to any limitations in the law.

Give you full and prompt reply to any complaints you make about our services.

Patient services team charter

What you can do for us

Treat us with courtesy and respect at all times.

Be patient with the questions we ask, the doctors ask us to do this so we can direct you to the correct person in the team to help.

Listen to our suggestion regarding the right person in the team for you to speak to or see and then make an informed choice.

Ask for a home visit only when the patient is unable to attend the surgery through illness or infirmity, requesting the visit before 10.00am unless urgent.

Keep your appointments and let us know as early as possible if you are unable to attend.

Request your repeat medications no later than 2 working days before you will run out.

Let us know when you change your name, address or telephone number.

Tell us about any complaints or misunderstandings as soon as possible to allow us to deal with them.

Let us know when we have done well.

Booking appointments

Appointments can be made for all three surgeries by telephoning 01977 682202, using our automated service, by calling in at the surgery or you can register for our online booking system (please also read the sections on same day appointments, home visits and routine appointments).

Please note that the surgery is closed between 1pm & 2pm every day.

Our phone lines are open Monday to Friday from 8am – 6pm. We have an automated telephone booking system which we encourage you to use. However if you find this difficult during opening hours it is always possible to speak to one of the patient services team by holding on the line.

If you ring the surgery outside of our opening hours there is a message giving you instructions for how to seek help.

Same day appointments

The surgery has a procedure for people who feel their medical problem needs to be dealt with on the day.

A number of appointments are released on the same day with the duty practitioners (these are GP's and nurse practitioners).

These are intended for patients with urgent problems that need to be seen on the same day.

The clinician will then contact each patient and either deal with their problem over the phone, ask them to come to surgery or arrange an appointment in the next few days as appropriate or, in some cases, ask the patient services team to contact the patient and arrange the appropriate appointment.



Any patient who feels their medical problems needs to be dealt with that day should be able to access the surgery in one of the ways above and should NOT be asked to ring again the following day. When booking a same day appointment the receptionist will ask you about the nature of the problem. This is so they can direct you to the best clinician for your problem.

Home visits

If your illness prevents you from visiting the surgery you can be visited in your own home. Requests for home visits should be made between 8.00am and 10.00am if at all possible. If a home visit is appropriate a GP will arrange this.

Routine appointments

If you wish to book an appointment with a specific GP for a non-urgent issue, such as a routine follow up appointment, you can book online, by phone (including the automated service) or at one of our receptions.

Appointments can be pre-booked up to four weeks in advance and are available on a first come first served basis.

Online access

If you would like to register for our online booking system please visit our website www.southmilfordsurgery.co.uk or ask at reception.

The surgery provides secure online access for patients via our clinical system software suppliers, Systmnone. This access will allow you to book appointments with GP's. You can also order your repeat medication online and review your detailed record, including test results.

If you have parental responsibility for a child up to the age of 12 you have full responsibility and full access to their records. When your child turns 12 we suggest you contact the practice - there are a few options at this point.

From the age of 12 your child can come to consultations on their own provided the clinician is comfortable that the child is able to make their own decisions. 12-16 year olds can also have their own online access but a clinician has to approve competency.

If a parent wants online access for a child aged 12-16 they must have a signed consent from the child then the parent can have access to booking appointments and repeat medications but NOT the medical record. If the parent wants access to the medical record we will need the child's signed consent and a clinician will have to see the child to confirm this decision.

Making the most of your appointment

When booking a GP appointment plan ahead to ensure you are able to cover everything you want to discuss. If you have a number of problems then please request a double appointment. List your symptoms so you don't forget them and write down when they started and what makes them better or worse within a 24 hour period.

Please remember that if your appointment overruns it has a knock on effect on every other appointment booked into that surgery.

You can bring a friend or relative if you are worried.

Be honest about what you think may be causing the problem, and don't be embarrassed. Your doctor will have heard it all before. Ask the GP to repeat and explain anything you don't understand. If the doctor uses a medical term you are not familiar with ask what they mean or ask them to write it down so you can look it up later.



Please see below for the opening times for:

South Milford Surgery, High Street, South Milford, Leeds LS25 5AA.

	Morning	Afternoon
Monday	08:30 - 13:00	14:00 - 20:30
Tuesday	07:00 - 13:00	14:00 - 18:00
Wednesday	08:30 - 13:00	14:00 - 18:00
Thursday	08:30 - 13:00	14:00 - 18:00
Friday	08:30 - 13:00	14:00 - 18:00
Saturday	closed	closed

Please see below for the opening times for:

Micklefield Surgery, 24 Churchville Terrace, Micklefield, Leeds, LS25 4AR.

	Morning	Afternoon
Monday	08:30 - 12:00	15.00 - 18:00
Tuesday	08:30 - 12:00	no surgery
Wednesday	08:30 - 12:00	15.00 - 18:00
Thursday	08:30 - 12:00	no surgery
Friday	08:30 - 12:00	no surgery
Saturday	closed	closed

Please see below for the opening times for:

Thorpe Willoughby Surgery, 12 Fox Lane, Thorpe Willoughby, Selby, YO8 9NA.

	Morning	Afternoon
Monday	08:30 - 12:00	no surgery
Tuesday	08:30 - 12:00	no surgery
Wednesday	08:30 - 12:00	no surgery
Thursday	08:30 - 12:00	no surgery
Friday	08:30 - 12:00	no surgery
Saturday	closed	closed

When we are closed



In an emergency call **999**.

111 is the NHS non-emergency number.

You should call this number if you feel your problem is urgent but you do not feel that it is a medical emergency. When you call 111 you will speak to a highly trained advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and direct you to the best form of medical care for you. They will arrange for you to see a GP if required.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landline and mobile phones.

If you ring the surgery out of hours there is a recorded message that includes details of our out of hours service.

For non-urgent matters you can also speak to a pharmacist at your local chemist who will be able to advise you if over the counter treatments are available or direct you elsewhere as appropriate.

Other services available

We also offer the following services:

- * Management of Chronic Diseases
- * Contraceptive Services
- * Cervical Screening
- * IUCD Fitting
- * Child Health Services
- * Vaccinations & Immunisations
- * Maternity Services
- * Influenza Vaccinations
- * Minor Surgery
- * Drug Misuse
- * Blood Monitoring
- * Minor Injury Treatment
- * Medical Examinations
- * Carers Register

For more details on the services we offer please ask at reception.

Patient participation group (PPG)

The PPG are a group of people who meet four times a year. They represent the patients at South Milford Surgery and the branch surgeries at Micklefield and Thorpe Willoughby

They review patient comments/ feedback and work with the practice team to make improvements

They work with the practice team to produce an annual report outlining how the surgery has been improved based on patient feedback

The group aim to:



- Provide feedback on patients' needs, concerns and interests and challenge the Practice constructively whenever necessary.
- Serve as a 'safety valve' for dealing with grumbles and complaints about the Practice - representing patients but also helping them to understand the Practice's viewpoint.
- Communicate information about the community which may affect healthcare.
- Give patients a voice in the organisation of their care.
- Be as representative of the patient population as possible.
- Contribute to Practice decision-making and consult on service development and provision.
- Promote good health and higher levels of health literacy by encouraging and supporting activities within the Practice and promoting preventive medicine.

The PPG is always looking for new members. If you are interested in joining please give your contact details to a member of reception staff or contact us via the website page for the PPG.

Referrals to a specialist

Your GP should tell you at the point of referral if it is a 2 week wait, urgent or routine referral - each has a different process.

2 week wait: you should hear from referral support within 4 days

Urgent: your GP would like for you to be seen more quickly than routine waiting times - but the hospital will review and referrals support will contact you within 4 days if they class as urgent or within 2 weeks.

Routine: the referral support team will contact you - this may take 2-3 weeks.

If referrals support has not contacted you within the times above please contact patient services team who will give you a number to ring.

Repeat prescriptions

We are a dispensing practice and dispense for about half of our patients (depending on where they live).



We would like all patients to understand that it takes 2 working days to authorise and prepare your repeat prescriptions

Please help us by putting your request in for repeat medication no later than 2 working days before you will run out.

Why do we need 2 working days?

- For the prescription to be generated
- For your doctor to authorise it
- If we dispense your medication we also need time to dispense and order more medication ready for the next person.

Please don't leave it to the last minute to order your repeat medication – watch out for bank holiday weekends as they often catch patients out!

Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. However, staff are bound by the Data Protection Act and GDPR where information regarding vulnerable adults or children has to be shared with other agencies.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please call the Surgery.

You may also ask for copies of letters written about you by the GP or other health professional. Please ask during your GP or nurse consultation or contact the surgery or look at our website for more information.

Chaperone Policy

Patients are entitled to a chaperone during their consultation with a GP or Nurse. The GP or Nurse will be able to offer you a chaperone before an examination is performed.

Violence Policy

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar respectful way.

We have a zero tolerance to threatening, abusive or violent behaviour against any of our staff or patients, such behaviour is unacceptable and will not be tolerated.

If a patient is violent or abusive, they will be asked to stop, if they persist, we may exercise our right to take action to have them removed, immediately if necessary from our practice list.

Compliments and Complaints

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.

To pursue a complaint please contact Pauline Tidswell, Patient Services Manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.





Please add useful numbers or information here



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