

# **YORK HOUSE MEDICAL CENTRE**

STOURPORT ON SEVERN  
WORCESTERSHIRE DY13 9EH

## **A GUIDE FOR PATIENTS**



### **APPOINTMENTS**

Tel: Stourport (01299) 827171

### **EMERGENCY VISITS/ENQUIRIES**

Tel: Stourport (01299) 827171

### **PRESCRIPTIONS**

Tel: (01299) 827171

[www.yorkhousemedicalcentre.co.uk](http://www.yorkhousemedicalcentre.co.uk)

Fax: (01299) 872868

### **PMS PRACTICE**

(Personal Medical Services)

### **TRAINING PRACTICE**

**STAY IN TOUCH WITH OUR WEBSITE: [www.yorkhousemedicalcentre.co.uk](http://www.yorkhousemedicalcentre.co.uk)**

# WELCOME TO YORK HOUSE MEDICAL CENTRE

## PRACTICE HISTORY

Although there have been doctors in Stourport since the town began in the 1760s, the first medical practice to use York House was that of Drs Robinson and Giles in approximately 1902. York House was built by a successful merchant named Andrew York in 1789 and it passed into the hands of Dr Robinson on his marriage to Miss Worth, a daughter of the carpet manufacturing family of that name. He was joined in practice by Dr McArthur in 1933 who continued in practice until 1970 together with the two Dr Mackies. York House was sold in 1962 and No 21, sited on the foundations of the old stable block, became the practice building.

Since then the practice has expanded, new partners have arrived and the town has grown. The premises were extended in 1989 with the purchase of No 20 York Street and have since undergone another major extension with the purchase and re-amalgamation into the practice of York House itself. The surgery serves approximately 13,000 patients and is the largest doctors' surgery in the town.

## DOCTORS

Dr Wendy E Kingston  
(MB ChB Birmingham 1985 DRCOG MRCGP)  
Dr Caroline M Heath  
(MB ChB Birmingham 1988 DRCOG MRCGP DFFP)  
Dr Andrew J Cox  
(MB ChB Birmingham 1997 DRCOG MRCGP)  
Dr Christopher Wenham  
(MbChB Birmingham 2001 MRCOphth MRCGP)  
Dr Katy Trevethick  
(BSc (hons) MBChB MRCGP)  
Dr Seb Morton  
(MBChB, BSc (hons), MRCGP)

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## PRACTICE STAFF

### THE PRACTICE EMPLOYS THE FOLLOWING STAFF:

Practice Administration Manager  
Support Team Manager  
Information Technology and Communications  
Practice Nurse Co-ordinator  
12 Reception Staff  
5 Practice Nurses  
2 Health Care Assistants  
5 Administration Staff  
1 Secretary  
4 Cleaners

Mrs Katie Bush  
Mrs Cathy Pedersen  
Mrs Pamela Gill  
Mrs Amanda Fitzpatrick

### PRACTICE NURSES

The practice nurses hold surgeries and clinics throughout the week (Monday to Friday). Please contact reception on 01299 827171 to make an appointment.

### PRACTICE RECEPTIONISTS

Our receptionists are fully trained and do a very difficult job well. Please remember that if you need to be kept waiting or seem to be asked one or two irritating questions, they are carrying out our policy which is aimed at making the practice run smoothly. They have to judge the urgency of requests so please try to give the information they require. They have been told to obtain this, and are not being nosey. They are bound by the same rules of confidentiality as the doctors and nurses.

## ATTACHED STAFF

### THE FOLLOWING STAFF ARE ATTACHED TO THE PRACTICE:

District Nurse Team  
Community Staff  
Health Care Support Workers  
Health Visitors  
1 Counsellor  
1 Physiotherapist  
1 Midwife  
1 Social Worker  
1 Drug Liason Officer

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## REGISTRATION

To register with the practice you must live within the practice area and bring in your medical card or fill in a registration form at reception.

New patients will be registered with York House Medical Centre as opposed to an individual GP partner. All new patients registering with the practice are offered the chance to have a full health check. It takes a while for medical records to arrive from previous GPs so we ask all new patients to complete a brief questionnaire regarding their medical history.

## SURGERY OPENING TIMES

Surgery doors are open 8.00am - 6.30pm most days. There are two late night surgeries, the days for these vary.

The normal hours for seeing the doctor are 8.30am - 1.00pm and 2.00pm - 6.30pm Monday to Friday. This may be subject to variation but you will be told when you make your appointment.

Times for other clinics are available from reception.



## WHAT TO DO WHEN THE SURGERY IS CLOSED

If you need to contact a doctor in an emergency when the surgery is closed then ring **NHS111** just dial 111, this will be answered by a trained member of staff and they will direct you to the most appropriate service. All the doctors work closely together and any relevant medical information the patient who contacts the service is passed on to the surgery the following morning so as to keep your own doctor informed. The surgery is closed on Saturdays, Sundays and bank holidays.



## NHS 111

In the case of urgent need when the practice is closed you can call NHS 111 to speak to a triage nurse. Your needs will be assessed and advice offered or arrangements made for you to see a doctor. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

CALL 999 IN AN EMERGENCY. CHEST PAINS AND / OR SHORTNESS OF BREATH CONSTITUTE AN EMERGENCY.

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## HOW TO BOOK AN APPOINTMENT WITH THE DR

You can book an appointment for the doctor online by visiting our website [www.yorkhousemedicalcentre.co.uk](http://www.yorkhousemedicalcentre.co.uk) and registering for Patient Access this also enables you to order repeat prescriptions. You can also telephone the surgery to book an appointment with a doctor of your choice when they are next available. You can also book a non-urgent telephone consultation online by filling in the request form.



If you feel you need to see the doctor on a more urgent basis then you will need to book a telephone consultation with the doctor, please call 01299 827171 and our reception team will take your name and telephone number. They will ask you for a brief explanation of your problem. Please be assured that the information given is treated in strict confidence. This is very helpful to the doctor who will be calling you back on the telephone.

The doctor will then telephone you and discuss your problem and will decide the best action to take. This may be advice on the telephone, or a prescription or you may need to come in to see the doctor or nurse practitioner. The doctor will arrange the appointment with you. The appointment will usually be for the same day.

The doctor will always try to call you back as soon as possible, but please be aware that some days are busier than others such as a Monday. In most cases you should expect a call within 1-2 hours so we do ask that you stay in at home if you have given us your home telephone number or keep your mobile close to hand until the doctor has called you. If you are at work and need the doctor to call after a specific time then please let the receptionist know.



If you are currently seeing a particular Dr, then the receptionist can arrange for that particular Dr to call you.

This ensures that patients always get to see a Dr quickly when they need to.

## CHAPERONES

**Chaperones**

**If you feel you would like a Chaperone present at your Consultation, please inform your Doctor / Nurse, who will be more than happy to arrange this for you.**



Chaperones are most often required or requested where a male examiner is carrying out an intimate examination or procedure on a female patient

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required.

This is usually for an intimate examination or procedure. The chaperone may be a family member or friend, but on occasions a formal chaperone may be preferred. If you

think you will require a chaperone it is advisable to ask for one at the time of booking your appointment so that arrangements can be made and the appointment is not delayed in any way. The Healthcare Professional (doctor or nurse) may also require a chaperone to be present for certain consultations.

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## HOME VISITS

If you request a home visit because your illness makes it impossible for you to come to the surgery, telephone Stourport 827171 as early as possible and, except for emergencies, before 10.30am. Non-urgent visits requested after that time may be postponed until the following day at the discretion of the doctor. Please be prepared to give brief details of the nature of the illness so that the doctor can assess its urgency.

A doctor may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a district nurse, or indeed arrange a hospital attendance.

**Home visits are only available for patients who are housebound because of illness or disability.**

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the Medical Centre.



## REPEAT PRESCRIPTIONS

With the consent of your doctor, you may obtain repeat prescriptions either by placing your request slip in the box provided in the entrance lobby of the surgery, by post (enclosing a stamped, addressed envelope), by fax (01299 872868) or online at [www.yorkhousemedicalcentre.co.uk](http://www.yorkhousemedicalcentre.co.uk) (you will need to register for this service). We are pleased to say that we will now accept telephone requests for prescriptions between the hours of 9.00am and 12.00 noon and 2.00pm and 4.00pm.



If you have a query regarding any items you require, hand it to the staff at the prescription desk. Please give at least 2 working days notice and collect your prescription after 3.00pm on that day.

Please remember that repeat prescriptions may only be collected Monday to Friday. Your local chemist may order and collect your prescription for you but you will have to make the arrangement with them yourself or let the surgery know your nominated chemist.

## HEALTH VISITORS

The Health Visitors can be contacted by phoning 01299 871528, they are able to advise about general health, care for all ages, infant feeding and development, behaviour difficulties, bereavement, family problems and support through difficult times.

## CHILD HEALTH

The health visitor offers a full programme of health checks and advice for children up to school age. Children are offered an appointment for a health and development check at the age of six weeks, this is carried out by one of the doctors. The health visitor carries out a checks at nine months and two and a half years. They also hold baby clinics throughout the week.

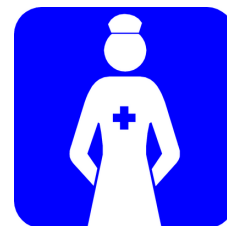


- Monday 2pm—3pm at Halfcrownwood centre, Park Avenue, Stourport
- Tuesday 2pm-3pm at Halfcrownwood centre, Princess Way, Stourport
- Thursday 9.30am-11.30am Stourport Health Centre, Worcester St, Stourport

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## DISTRICT NURSES

District Nurses will advise on all aspects of healthcare for the elderly and carers both in the surgery and at home and can be contacted on 01299 878486.



## IMMUNISATIONS

### Childhood

Doctors recommend full protection for your child who will normally be called for appointments for routine vaccinations at our regular immunisation clinic by the local health authority computer system. However, immunisations may be arranged at other times if necessary. If you think your child may have missed any injections, do let us know.

### Adult

Flu vaccinations are available during October/November for some people and others may become available. Please check with the practice nurses.



### Travel

If you are intending to go abroad, please ask at reception for a travel telephone consultation. The practice nurse will phone you to discuss your immunisation requirements and then book an appointment for you to come and have the immunisations you need. Please note some vaccinations are free of charge but some vaccinations may incur a charge, you will be asked to pay for the vaccinations prior to your appointment. Remember to give good notice, as some immunisations take over a month to complete.



## MINOR OPERATIONS

Some minor operations can now be done in the surgery by one of the doctors. When you see your doctor about a suitable problem he may suggest this rather than send you to the hospital.

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## RESULTS OF TESTS

Ask your doctor how long the result will take to come through and then either **ring between the hours of 2.00 and 5.00pm Monday to Friday** or call into the surgery during the same times. The receptionist will be able to give you a message from the doctor who has checked the result.

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 this data or they are not capable of understanding the results.

## OTHER SERVICES

In addition to minor operations mentioned above, expansion of the surgery premises has made possible the availability of the following extra services:

- Physiotherapy
- Counselling
- Drug liaison officer

## CLINICS

In addition to the antenatal, child health and minor operation clinics mentioned elsewhere there are other clinics usually run by the practice nurse or doctor. These include:

- Electrocardiogram
- New patient checks
- Leg ulcer
- Ears
- Anti-coagulation
- Long Term Condition Clinic eg; Asthma, Diabetes, COPD, Coronary Heart Disease



## FAMILY PLANNING

For Family Planning advice you can make an appointment to see your GP who can advise on all methods of contraception.



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## MATERNITY CARE

For maternity care your doctor will arrange for mothers to see our practice midwife. Initially she will arrange to see you at home then regularly at the surgery where she holds joint clinics with the doctors.

## IF YOU ARE PLANNING A PREGNANCY:

- check that you are immune to rubella (German measles)
- make sure that you have had a recent cervical smear test
- recent research shows that an extra dose of folic acid (400 micrograms a day) helps to prevent neural tube defects (eg spina bifida). Ask your chemist for details
- stop smoking and avoid alcohol or other drugs unless you have checked with your pharmacist that they are safe in pregnancy

For further advice speak to your midwife, health visitor or doctor.



## DISABLED ACCESS

We have automated doors and ramp access to our reception area.

There are consulting rooms on the ground floor and also a lift to the first floor should this be required.

If you require any additional help our reception staff will be pleased to help.

We also have a loop system for those with hearing problems.



## SUGGESTIONS & 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.

Simply contact the Practice Administration Manager by letter or email [kathryn.bush@nhs.net](mailto:kathryn.bush@nhs.net) and she will set all the necessary wheels in motion. Further written information is available on the complaints procedure from reception. We are continually striving to improve our service. Any helpful suggestions would be much appreciated.

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## CARER SUPPORT SERVICES AVAILABLE AT THIS SURGERY

### ARE YOU A HIDDEN CARER?

This surgery and Worcestershire Association of Carers are working together to introduce a new service, dedicated to the support of carers.



In Worcestershire there are estimated to be 60,000 carers who look after someone else, but only a fraction of them are known to support services. Many people who provide this unpaid care do not see themselves as carers. Also, many who are in a caring role do not know where to go for information or support.

People who provide high levels of care can often find their own needs are neglected with the demands of the role affecting their career, finances and relationships. This can have a detrimental effect on their physical and emotional wellbeing. Unsurprisingly, carers are twice as likely to suffer ill health compared to those who do not have caring responsibilities.

Are you a carer who looks after someone? It may be a friend, relative or neighbour who, through illness, disability, frailty or old age, could not manage without your help. If you are a carer, the surgery wants to support you through the new carer support service.

The aim of the new service is to provide an opportunity for those in a caring role to have a one to one meeting with a carer support advisor. At the meeting you can explore ways of improving your quality of life. You can discuss the various issues that you encounter in your everyday life as a carer. The advisor will signpost you to additional services and benefits to which you may be entitled, and will also provide you with an opportunity to share your feelings and concerns within a confidential setting.

Our carer support advisor is Pam Clarke.

If you would like to book an appointment with her, please telephone Verity Monk our secretary on 01299 872850. Arrangements can then be made for Pam to meet you either at the practice or, dependent upon your circumstances, at home.

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## ACCESS TO MEDICAL RECORDS

In accordance with the Data Protection Act 1998, patients have right of access to their health records provided:

- Application is made in writing (form available from reception or via the link on our website)
- A fee is paid
  - Access only £10.00
  - Access and copies £10.00 up to £50.00 (dependent upon work involved)

Information may be withheld if it could seriously harm your mental or physical health, or identify a third party.

We must ensure that you are entitled to see the records you are asking for, if you are not the patient we will need identification and proof that you have written consent from the patient or that you have been appointed by a court to act for the patient. Where a patient is incapacitated and unable to give consent, information can only be released if it is in the patient's best interest, the application should therefore be supported by specific details.



Children under 16 who have the capacity and understanding to take decisions about their own treatment are also entitled to view their own health records, providing they are judged by professionals to understand their choices and the potential outcomes of sharing information. Case law has established that such a child is known as 'Gillick Competent'. You can also view the health records of a child for whom you have parental responsibility subject to the approval of the health professional and the agreement of the child if they are deemed competent to understand fully what is proposed.

Access to the record has to be provided within 21 days of a written application from the patient where the record has been made in the last 40 days. Records written more than 40 days before the application must be provided within 40 days. We may charge up to £10 for access to records, or up to £50 if you need copies. If any information has been recorded in the 40 days before your application, access is free of charge, but copies may still be charged for.

Application for access to Health Records is available via our website [www.yorkhousemedicalcentre.co.uk](http://www.yorkhousemedicalcentre.co.uk)

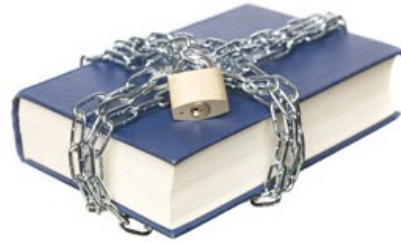
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## CONFIDENTIALITY

### YOUR INFORMATION AND CONFIDENTIALITY

Everyone working for the NHS has a legal duty to keep information about you confidential.

We adhere to high standards of confidentiality as laid down by the Data Protection Act 1998, the Caldicott Principles and the Health and Social Care Act 2001.



You may be receiving care from other organisations as well as the NHS (for example Social Services), we may need to share some information about you so we can all work together for your benefit. We only ever use or pass on your information if others involved have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

Anyone who receives information from us is also under a legal duty to keep it confidential.

We are required by law to report some information to the appropriate authorities. For example:

Infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS)

Where a formal court order has been issued.

**Our guiding principle is that we hold your records in the strictest of confidence.**

## PATIENT PARTICIPATION GROUP (PPG)

The Practice has an active PPG who act as advisors to practice clinicians and management on issues concerning the efficient provision of service. If you would like more information or would like to join the group please ask at reception or visit our website [www.yorkhousemedicalcentre.co.uk](http://www.yorkhousemedicalcentre.co.uk). We also have an established Virtual Patient Group who act as advisors to the practice via email—if you wish to join the group simply leave your email address at reception and an invitation will be sent to you.



**STAY IN TOUCH WITH OUR WEBSITE: [www.yorkhousemedicalcentre.co.uk](http://www.yorkhousemedicalcentre.co.uk)**

## **PRACTICE CHARTER**

### **PATIENT 'S RIGHTS TO GENERAL MEDICAL SERVICES:**

To be offered a health check on joining a doctor's list for the first time.

To have appropriate drugs and medicine prescribed.

To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.

To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.

To choose whether to take part in research or medical student training.

To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.

To receive a full and prompt reply to any complaints they make about the care they receive at York House Medical Centre.

### **YORK HOUSE MEDICAL CENTRE 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.

### **OUR PRACTICE 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 48 hours

Our standard is to see 80% of patients within 20 minutes of their appointment time.

If you have waited longer than this please ask the Receptionist for an explanation.

We aim to answer the telephone within six rings.

An appointment with a Practice Nurse will be available within three working days.

Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person or by telephoning 01299 827171 between 9am-12noon and 2.00pm-4pm.

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 House Medical Centre 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.

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## **PATIENT ' S RESPONSIBILITIES:**

If you are unable to attend for an appointment please let us know so that we can offer it to someone else.

If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.

A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10am if at all possible.

An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.

We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.

Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.

Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.

Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.

## **FREEDOM OF INFORMATION ACT**

Information about York House Medical Centre is available upon request.

Your request should be made in writing and addressed to the Business Manager Richard Jarman.

## **VIOLENCE AND ABUSE**

This is a zero tolerance practice and any incidence of abusive or violent behaviour will lead to the person involved being removed from the practice list and advised to seek another practice.



## WHY NOT VISIT OUR WEBSITE?



[WWW.YORKHOUSEMEDICALCENTRE.CO.UK](http://WWW.YORKHOUSEMEDICALCENTRE.CO.UK)

Order Repeat Prescriptions



Request Online Advice  
and email your GP



Information about Practice Staff  
and Policies



Information about Clinics at the  
Practice

Book or cancel an appointment or  
arrange a telephone  
consultation



Information About Hidden  
Carers



Update your contact  
details



Notice Board - Updated With the  
Latest News



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## USEFUL TELEPHONE NUMBERS



York House Medical Centre	01299 827171
Kidderminster Hospital	01562 823424
Worcester Hospitals	01905 763333
Worcestershire Clinical Commissioning Group	01905 760000
Dial a Ride	01562 755084
Community Health Council	01562 60243
Citizens Advice Bureau	01562 823953
Samaritans	01905 21121
NHS111	111
North Worcestershire Bereavement Support	01299 823333



## NOTES





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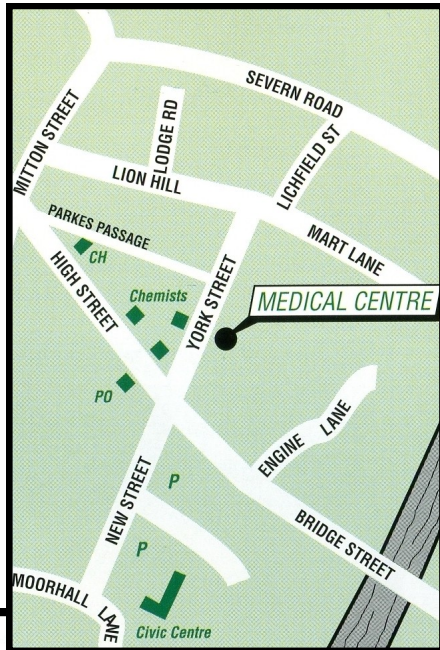


## NOTES

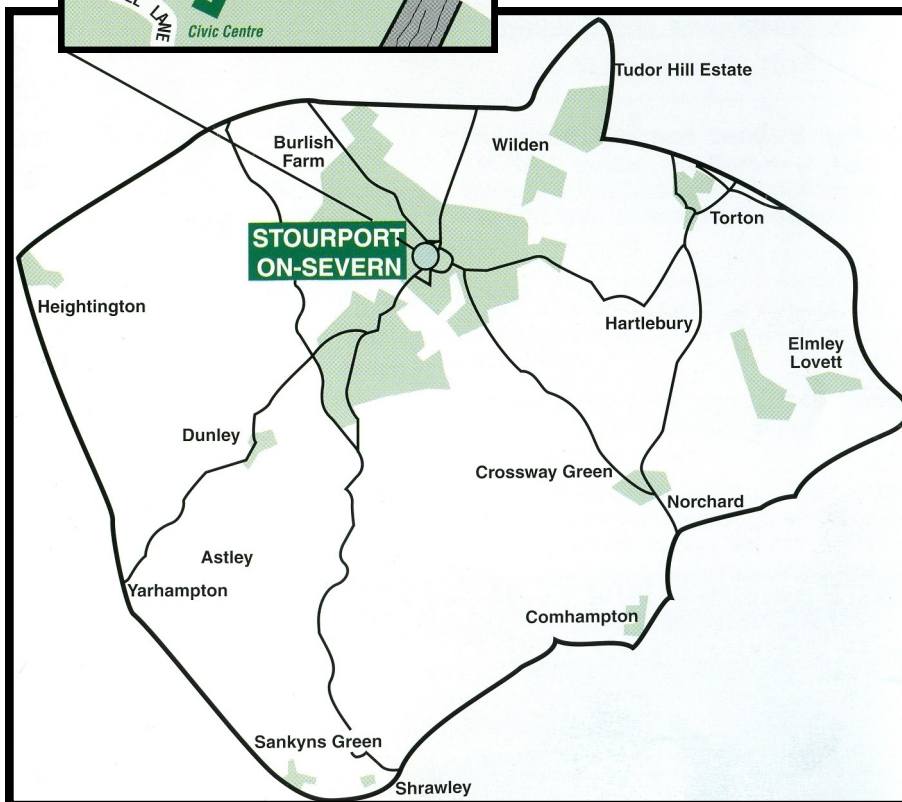


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TO FIND  
YORK HOUSE MEDICAL CENTRE



THE PRACTICE  
AREA



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