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**Patient Information Leaflet**

**Addingham Surgery provides NHS Services under an NHS England General Medical Services Contract.**

**The practice is situated in Addingham Memorial Hall car park within walking distance of the bus stop with plenty of parking.**

**151a Main Street**

**Addingham**

**Ilkley**

**LS29 0LZ**

**Telephone No. 01943 830367**

**Email address: B83620.addingham@nhs.net**

**Website: www.addinghamsurgery.co.uk**

**Further information can be sought from** [**www.nhs.uk**](http://www.nhs.uk)

**Surgery opening hours**

|  |  |  |
| --- | --- | --- |
| Mon–Friday | 8:00 am | 6:00 pm |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

**Current extended access service**

Monday - Friday – 6.30pm-8.00pm

Saturday & Sunday AM

(IG Medical, Ilkley)

**Teaching practice**

The practice is a teaching practice, and you may see our trainee GPs at one of your consultations.

**How to register at the practice**

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

**Patients’ rights and responsibilities**

Patients will be treated with courtesy and respect as individuals and partners in their healthcare. The practice expects patients to keep appointments they have made.

**Practice Boundary**



**Services we provide**

Along with routine appointments, the practice offers the following services:

* **Immunisations –** The nursing team administers vaccines for both adult and child immunisations. If you are unable to attend these clinics, please discuss with a member of our administrative staff
* **Cervical smear testing –** For women aged 25 – 65. These tests are undertaken by the nursing team.
* **Well-Man and Well-Women clinics –** Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population
* **Chronic disease management –** We offer a range of appts to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
* **Private podiatry service**
* **Other services –** 

The [NHS Health Check](https://www.nhs.uk/conditions/nhs-health-check/what-is-an-nhs-health-check-new/) is a health check-up for adults in England aged 40 to 74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. More information can be found at: [NHS Health Check - NHS (www.nhs.uk)](https://www.nhs.uk/conditions/nhs-health-check/)

**Temporary registration**

People who are staying in the area may register at the practice for **urgent** medical problems whilst away from their usual home (provided they are eligible for NHS treatment). Please be aware that the practice will not have immediate access to your medical records.

**Appointments and accessing practice services**

To make an appointment to see your GP or any member of the clinical team or to access any other of our practice services, please call the practice on 01943 830367 or log on to the practice website at www.addinghamsurgery.co.uk. Should you be unable to access the website, please ring the above number and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to find out about our services.

**Threats of violence or abuse of our staff**

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit, or threaten to commit a criminal offence

**THE PRACTICE TEAM**

 **This practice provides services on behalf of the NHS**

**Principal GP – Dr Andrew Bearpark MBChB 1994 (MRCGP) (University of Leeds)**

**Salaried GP – Dr Katherine Spiller MBChB 2003 (MRCGP) (University of Leeds)**

**Advanced Nurse Practitioner – Claire Corrigan**

**Nurses - Janet Bairstow & Caroline Gallagher**

**Healthcare Assistant – Jayne Broadbent**

**Practice Manager – Lisa Jones-Tinsley**

**Reception team**

**Carol Campbell**

**Nicola Curtis**

**Ruth Fisher**

**Hazel Griffin**

**Clare Stubbs**

**Joanne Wilkinson**

**Physiotherapists**

**Helen Canton**

**Gabriel Sido**

**Pharmacist**

**Awais Rehman**

**Patient** **Participation Group**

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at www.addinghamsurgery.co.uk.

**Patient data**

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

**NHS England Contact**

Addingham Surgery provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

**Prescriptions/repeat prescriptions**

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

* In person – By ticking the required medications on your prescription and placing it in the dedicated box, located on the wall outside front reception
* Online – Please log in and order via our website [www.addinghamsurgery.co.uk](http://www.addinghamsurgery.co.uk)
* Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions

(You will need a log in for systemonline services which can be obtained through reception)

**Non-NHS work**

Certain medical examinations, vaccinations, forms, letters, and certificates cannot be provided under the NHS. Please ask at reception for details and the cost for these.

**Comments, compliments, and complaints**

If you would like more information about any of the services we provide, please ask a member of staff, telephone, or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we

**Home visits**

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Please try to save time by only requesting a home visit if you are too ill to come to the surgery. If you need a home visit telephone the surgery on 01943 830367 before 10am and give the receptionist as much information as possible. A clinician will then telephone you to discuss your request.

**Interpreters**

With advance notice we can arrange for an interpreter to be present at your appointment.

**When we are closed**

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)

Alternatively, please call the surgery on 01943 830367 after 6pm to access the out of hours service provided by local care direct.

This leaflet was produced from the Patient Information Leaflet Policy dated March 2022.

