

NHS

St Luke's Surgery

Mowbray Square Medical Centre
Mowbray Square
Harrogate
HG1 5AR
(0800-1800 Mon-Fri)



www.stlukesdoctors.co.uk

☎ 01423 503035

Fax: 01423 562665



Welcome to St Luke's...

The Partners:

Dr Sian Greenwood

MB.ChB (1980 Sheffield) DRCOG MRCGP DCH

Has been a partner at the Practice for over 20 years and is a full time partner. Her special interests are asthma, COPD and Mental Health. She is the practice lead for Practice Based Commissioning.

Dr Beth Rimmer

MB.ChB (1977 Liverpool) MD FRCP MRCGP

Has been with the Practice since July 2003 and is a part-time partner. Her special interests include prescribing and chronic disease management.

Dr Ed Scott

BM (1998 Southampton) BSc Hons MRCGP

Has been with the Practice since June 2006 and is a full time partner. He is the practice lead for diabetes.

Dr Sarah Hay

MBBS (1995 London) BSc Hons MRCGP DTM&H

Is a new partner to the surgery joining in October 2009. She is a part-time partner and has a special interest in palliative care.

Salaried GPs:

Dr Anna Handley

MB.ChB, MRCGP, DFRSH, LoC IUT, LoC SDI

Has been a GP at the practice since July 2007. Her special interest is family planning. She runs a contraceptive clinic on a Wednesday morning.

Practice Manager:

Mrs Leanne Ashton



Our Practice Nurses:

Sister Helen Dolben

SRN, Registered Midwife, Specialist Practitioner in Practice Nursing, Diploma in Diabetes, Diploma in Coronary Heart Disease.

Sister Charlotte Lee

RGN, Diploma in Asthma, Family Planning Certificate, Diploma in Coronary Heart Disease, Independent and Supplementary Nurse Prescriber.

Sister Nadine Collinge

Is our newest member of the nursing team. She works Monday's and Wednesday's.

Community Nurses:

District Nurses ☎01423 558116 Fax 01423 558113

Sister Maria Waton

Sister Anne Clark

Staff Nurse Angela O' Conner

Staff Nurse Jackie Finlay

Staff Nurse Louise Prosser

Staff Nurse Maggie Bell

Mary Gough HCA

Dena Franklin HCA

The district nurses are based at Jennyfield Health Centre and are available on the above number.

Community Midwife:

The Midwives run a clinic every Tuesday and Wednesday at **Mowbray Square**. There is also a drop-in clinic Weds Pm at Woodfield School (2.00-3.30 pm)

Otherwise they are based at Harrogate hospital and can be contacted via 01423 885959 and asking for the Midwife.



Registration

We welcome new patients. Please refer to the map on the back page for our catchment area.

Patients may register at reception. Upon registration the following should be noted:

- Although you will be registering with the practice, you will be able to see the person of your choice subject to availability – you can tell us about this at any time.
- If you need to be seen at short notice, and the person of your choice is not available, then you may see someone else.
- You will need to fill in a confidential health questionnaire whilst registering to enable the doctors to discover a little about you.
- After registering all new patients are offered an appointment for a new-patient check with one of the practice nurses/ GPs. This enables us to gather some information about you and any medications you may require before we receive your notes. You will be required to bring a urine sample in for your new patient check.
- When you come to register please bring your medical card, or have the full details of your previous GP and previous address and a form of identification.
- It takes around 6 weeks to receive your medical notes from your previous practice.
- Please register your new baby immediately. (When registering your new baby please bring a copy of their NHS number and state the ethnicity—we need this to register effectively)
- **Please notify us if you change your name, address, or telephone number.**



Our appointment system

The surgery operates an appointment system for consultations with the practice team.

Routine appointments are available with all doctors and may be booked up to four weeks in advance. Urgent cases are seen on the day by the on-call doctor. We offer extended hours clinics on a Monday (0700-0800 and 1830-2000) for patients that find it difficult to see a doctor in usual surgery hours.

Each appointment is for 10 minutes. If you feel you may require a longer appointment please advise the receptionist.

- Non urgent/routine consultations are by appointment
- Urgent cases are seen on the day by appointment
- Urgent telephone consultations with the doctor may be requested on the day (Telephone Triage). It may also be possible to book a telephone triage in advance– please ask reception

A Nurse is available on Friday AM for Telephone Triage

Please inform us if you cannot keep an appointment.

Home Visits

Patients requesting a home visit should contact the surgery as soon as possible on the day, before 10am. The duty doctor may contact you prior to the visit to discuss this request.

Services Provided at the Surgery by Others

- Mental Health Link worker– Tony Brownbridge
- Counsellor– Margaret Allen
- Chiropody– Karen Quirk/ Emma Noe



Children's Services

- Post-natal appointments
- Baby 6-8 week reviews
- Vac & Imms Clinics– The practice nurses run immunisation clinics on a Wednesday afternoon and a Thursday morning.

Health Visiting– Health Visitors are based at Knaresborough Road and are available for our practice members. They can be contacted on 01423 557250

Sure Start Children's Centres– Sure Start offers various drop in centres in and around Harrogate town. These include centres at Wetherby Road, Harrogate-
Contact : **0845 0349585**

Or Email: helen.murray@northyorks.gov.uk

AND Woodfield Primary School, Woodfield Road, Bilton-
Contact: **0845 0349591**

Or Email: pamela.richardson@northyorks.gov.uk

To find out more visit: **www.surestart.gov.uk/**

Additional Services

- Ante-natal clinics on a Tuesday or Wednesday (Mowbray Square) by appointment
- Family Planning (including coil fitting & Implanon-contraceptive implant)
- Cervical Screening
- Child Health Programme
- Asthma, Diabetic, Heart clinics
- Cryotherapy for warts/ verrucas
- Smoking Cessation
- Travel immunisations
- Pregnancy testing
- Dietary Advice
- Exercise on Prescription



Prescriptions

A repeat prescription service is available – repeat orders are made by returning the tear-off slip, from a previous prescription. First tick the correct box for the items you require and then send in one of the following ways:

- Post your request slip (if you enclose a stamped addressed envelope we will post it back to you)
- Deliver by hand
- Order Online (please register at reception)
- Fax your request to (01423) 562665

Please allow 2 working days notice before collection.

- Check with your local pharmacy. They may provide a collection and delivery service.
- All new requests require two identifying factors e.g. name AND address/ name AND date of birth.

We DO NOT take prescription requests over the phone. This is general policy and is due to risk of error.

Repeat Prescription Box

The post box can be found at the front entrance of Mowbray Square Medical Centre.

Repeat prescriptions posted by 10am will be ready for collection after 2pm, two working days later.

Delivery before 10am

Monday →
Tuesday →
Wednesday →
Thursday →
Friday →

Collection after 2pm

Wednesday
Thursday
Friday
Monday
Tuesday

Please allow an additional working day for every Bank Holiday.

Please nominate your preferred pharmacy at Reception.



Timetable

	AM	PM
Monday	Dr Greenwood Dr Rimmer Dr Handley Dr Scott	Dr Scott Dr Rimmer
Tuesday	Dr Scott Dr Hay Dr Greenwood	Dr Greenwood Dr Scott
Wednesday	Dr Rimmer Dr Greenwood Dr Handley (Contraceptive Clinic)	Dr Rimmer Dr Greenwood Dr Handley
Thursday	Dr Scott Dr Hay	Dr Scott Dr Hay
Friday	Dr Rimmer Dr Greenwood Dr Scott Dr Handley Dr Hay	Dr Scott Dr Greenwood



Complaints

Details of how complaints or comments may be made are displayed at the surgery. All complaints should be made in writing. The first point of contact is the Practice Manager (Mrs. Leanne Ashton).

Suggestions

Suggestions from patients are welcome at any time- and can be posted in the "Suggestion Box" situated in the reception/waiting room area.

Disabled Facilities

The medical centre has a ground floor entrance and lifts inside. A disabled toilet is also available.

Contract

This Practice has a GMS contract with CHRD NHS Primary Care Trust,
The Hamlet,
Hornbeam Park,
Harrogate,
HG2 8RE.

The Partners are contracted providers for medical services provided under this contract. The practice is a non-limited partnership.



Confidentiality

All patient-identifiable information will be kept in strictest confidence and will not be given to unauthorised third parties.

The rules of the Data Protection Act are rigorously applied at the practice.

Working copies of all medical and administration records are held on computer.

All patients have the right to ask for a copy of all records (you may have to pay a fee).

Requests must be made in writing to the Practice.

The Practice is required to respond to requests within 40 days. Adequate information needs to be provided (for example full name, address, date of birth NHS number etc.,). ID will be required before any information is released to the patient.

Information may be shared with authorised practice staff and other health agencies where this is necessary during the course of treatment.

Data may be processed so that patient services can be reviewed and improved.

Violent or Abusive Behaviour

The practice does not tolerate violent or abusive behaviour.

The practice reserves the right to refuse to treat patients who are abusive or who demonstrate violence. In such situations it is possible that the police would be called and the patient would be removed from the practice list.



Primary Care Medical Services

You may obtain information about services in the area by contacting North Yorkshire & York PCT, on 01423 815150

Opening Times and Access

Our receptionists are available to you throughout the periods below and you may contact them either in person at the surgery or by telephone if you require information, treatment, or advice.

Surgery Times

Monday (0700-2000) *Extended hours service*

Monday Telephone (0800-1800)

Tuesday to Friday (0800-1800)

NHS Direct

You may contact NHS Direct on telephone number 0845 4647, or on-line
www.nhsdirect.nhs.uk

Walk-in Centres

The nearest walk-in centre is The Headrow, located at the address below;

The Light,

The Headrow,

Leeds,

West Yorkshire,

LS1 8TL Tel: 0870 818 0003

Further information on local walk-in centres can be found at www.nhs.co.uk



Some Useful Telephone Numbers

St Luke's	01423 503035
St Luke's Fax.....	01423 562665
District Nurses... ..	01423 558116
Health Visitors.....	01423 557250
Community Midwife.....	01423 885959
Community Mental Health Team.....	01423 558133
Primary Mental Health Service.....	01423 795500
CDAT.....	01423 525999
Harrogate and District Hospital.....	01423 885959
BMI (Duchy).....	01423 567136
Ripon and District Hospital.....	01765 602546
Leeds General Infirmary.....	0113 2432799
St. Michael's Hospice.....	01423 879687
St. James' University Hospital.....	0113 2433144
York District Hospital.....	01904 631313
NHS Direct.....	0845 46 47

Out-of-Hours (Provided by YAS)

0845 056 8060

(1800-0800 weekdays, weekends & Bank Holidays)

Practice Area

(Not to Scale. Please ask staff for exact boundary information if required)

