

## Telephone Numbers

### Main Surgery

110 Kings Road, Harrogate.

**01423 503035 Fax 01423 562665**

(0800-1800 on weekdays)

### Branch Surgery

Jennyfield Health Centre, Grantley Drive  
Harrogate

**01423 558100**

(0830- 1700 on weekdays)

### Out-of-Hours (Provided by YAS)

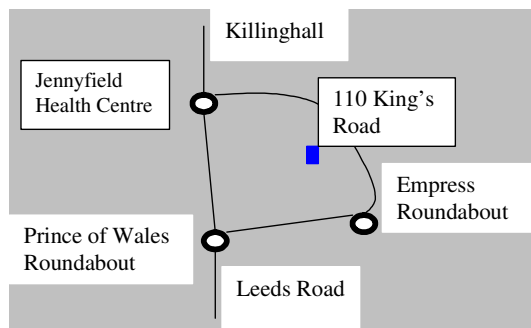
**(0845 056 8060)**

(1800-0800 weekdays)

(Weekends & Bank Holidays)

### Practice Area

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



**St. Luke's Medical Practice**

**110 Kings Road**

**Harrogate**

**HG1 5HW**

**Www.stlukesdoctors.co.uk**

**☎ 01423 503035**

### GPs

**Dr Sian Greenwood**

**Dr Beth Rimmer**

**Dr Ed Scott**

**Dr Jane Mackay**

**Dr Anna Handley**

### Practice Nurses

**Sister Julia Merrell**

**Sister Helen Dolben**

**Sister Charlotte Lee**

### Community Nurses

**District Nurses**

**Health Visitors**

### **Appointment system**

The surgery operates an appointment system for consultations with the practice team. Each appointment is for 10 minutes. If you feel you may require a longer appointment please advise the receptionist.

- Non urgent consultations are by appointment
- Urgent cases are seen on the day with an appointment
- Telephone consultations with the doctors may be requested on the day (Telephone Triage) 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 to discuss this request.

### **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.

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

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.

### **Primary Care Medical Services**

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

### **Violent or Abusive Behaviour**

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

### **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.

### **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. The doctors usual sessions are detailed below.

#### **Main Surgery**

Monday to Friday (0800-1800)

#### **Branch Surgery**

Monday to Friday (0830-1700)

Dr & Nurse appointments only am

### **NHS Direct**

You may contact NHS Direct on telephone number 08004647, or on-line at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

- Post your request slip (if you enclose a stamped addressed envelope we will post it back to you)
- Deliver by hand
- By email [stlukesadmin@gp-b82076.nhs.uk](mailto:stlukesadmin@gp-b82076.nhs.uk)
- Fax your request to (01423) 562665

### **Allow 2 working days notice before collection.**

Check with your local pharmacy. They may provide a collection and delivery service.

### **Additional Services**

- Ante-natal clinics on Wednesday (10:30am-1200 noon by appointment).
- Family Planning (including coil fitting)
- Child Health Programme
- Asthma, Diabetic, IHD, clinics
- Minor Surgery
- Smoking Cessation
- Travel immunisations
- Pregnancy testing

### **Services provided at the Surgery by Others**

- Link worker
- Counsellor
- Health Visiting
- Chiropody

### **Complaints**

Details of how complaints or comments may be made are displayed at the surgery. The first point of contact is the Practice Manager.

### **Suggestions**

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

### **Registration**

Patients may register at reception. 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.
- 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.
- **Please tell us if you change your name, address, or telephone number.**
- Please register your new baby immediately.

### **Disabled Facilities**

Both surgeries have a ground floor entrance, with consulting rooms on the ground floor. A disabled toilet is also available

<b>King's Road Surgery</b>	AM	PM
Monday	Dr Greenwood Dr Rimmer Dr Handley	Dr Scott Dr Rimmer
Tuesday	Dr Scott Dr Handley	Dr Greenwood Dr Scott Dr Handley
Wednesday	Dr Rimmer Dr Greenwood	Dr Rimmer Dr Greenwood
Thursday	Dr Mackay Dr Scott	Dr Mackay Dr Scott
Friday	Dr Rimmer Dr Greenwood Dr Scott Dr Handley	Dr Scott Dr Greenwood

<b>Jennyfield Health Centre</b>	AM only
Monday	Dr Scott
Tuesday	Dr Greenwood
Wednesday	Practice Nurse
Thursday	
Friday	