

## Welcome to Leyburn Medical Practice

Providing excellence in healthcare



### Contact

Leyburn Medical Practice  
Leyburn Health Centre  
Brentwood, Leyburn  
North Yorkshire, DL8 5EP

Appointments and visits:  
(01969) 622391  
Out of hours urgent: NHS 111  
Emergencies: 999  
Fax: (01969) 624446  
Email: [leyburnsurgery@nhs.net](mailto:leyburnsurgery@nhs.net)

Surgery hours:  
Monday to Friday  
8.30am–6.30pm  
Evening surgeries  
Tuesdays and Thursdays  
6:30pm–7:15pm  
(pre-booked appointments only)  
Dispensary hours  
Monday to Friday  
9:00am – 1:00pm and  
2:00pm – 6:30pm

All consultations with doctors and nurses are by appointment only, though accidents and emergencies will be dealt with as and when they arise. Doctors' morning surgeries are from 9:00am to 11:30am and routine afternoon surgeries are held from 3:00pm until 5:00pm. The daily On Call doctor's afternoon surgery runs from 4:00pm until 6:00pm. Our nurses' surgeries run from 9:00am until 12:30pm and from 2:00pm until 5:30pm. Our Nurse Practitioner sees patients from 8:30am to 11:30am and from 1:00pm to 4:00pm. She does not usually hold clinics on Wednesdays. Please phone or call in to make appointments during "open" hours.'

Within our appointment system we offer appointments on the day for patients who need to be seen and we operate a telephone triage system to facilitate this. If you require an appointment on the same day then a doctor will ring you back to discuss your needs and, with you, decide whether you need to come in or whether your problem can be dealt with over the telephone then and there. This helps us to make sure that those who need to be seen urgently can be seen urgently. We also have the usual range of face-to-face appointments where patients can come down to the surgery and see the doctor or nurse and we also offer telephone appointments (a lot of conditions can be dealt with on the phone which we hope is convenient for patients).

### Evening surgeries

We offer evening surgeries on Tuesdays and Thursdays from 6:30pm to 7.15pm and are for pre-booked (i.e. booked by 6:00pm on the day) GP and nurse appointments. These surgeries are to help those who find it difficult to see a doctor during our normal opening times.

If you can attend appointments during normal open hours, we would encourage you to do so in order that those who can't may make full use of our evening surgeries. The Dispensary will also be closed during these additional hours.

The local Out of Hours service will continue to operate from 6:30pm on weekdays and over the whole of the weekend and bank holidays for urgent care. You will not therefore be able to contact us by telephone after 6:00pm other than to leave prescription requests using our Dispensary voicemail service (01969 624940). You will still be able to contact NHS 111 by dialling 111, or use the NHS Choices website [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) for health information, advice and a symptom checker.

### Out of hours

At night and at weekends our calls are taken by the local Out of Hours Service via NHS 111. They will either give you telephone advice, ask you to attend the Primary Care Centre at the Harewood Medical Practice, Richmond Road, Catterick Garrison, or offer you a home visit, as appropriate.

### Home visits

If you are too ill to come to the surgery, please phone between 8.30 a.m and 10.30 a.m. if possible, as this enables the doctors to plan their rounds.

### Online appointments booking

You can use our online facility to book routine 10 minute appointments with our doctors and appointments with our Nurse Practitioner, as well as non fasting blood appointments with our phlebotomists. You will be able to book appointments online up to eight weeks in advance, though please note that at any one time there may be only four weeks of appointments available.

To use this facility you will first need a user name and password which you can obtain from our Receptionists (01969 622391). Once you have these details simply visit our website and click '[Book an appointment online](#)' on the homepage or on [Patient services > Online account](#).

For the time being you will not be able to make online appointment bookings with the Practice Nurses; or longer appointments with the doctors (e.g. for medicals, cervical smears, minor operations, contraceptive implants etc.); or clinic appointments, and these must still be booked through our receptionists in the usual way.

### The premises

The postal address is: Leyburn Medical Practice, Brentwood, Leyburn, North Yorkshire, DL8 5EP.

The premises are purpose built and were opened in Spring 2004. The Community Nurses and Mental Health Team are housed in one wing of the building but retain their own separate telephone number. There is disabled access to all parts of the building.

### Our team

#### Doctors

All of the doctors are partners in the Practice which is an unlimited partnership. This is a training practice, so you may see another doctor. He or she is a fully qualified doctor, who has completed at least a year in hospital (often much longer), and who is now working with us for six months to obtain experience in general practice.

As part of their training they are now required to record some of their consultations on video. These recordings are normally only seen by the doctor and his or her trainer, and will only be made or viewed with your written permission.

#### **Dr Julia Brown**

GMC No 3584998  
MBBS, DCh, DRCOG, MRCGP  
1992 Newcastle

#### **Dr Debbie Ashcroft**

GMC No 3465655  
MBChB, DRCOG, MRCGP, Dip Derm  
1990 Sheffield

#### **Dr Stephen Wild**

GMC No 3120581  
MBChB, FRACGP (Aus), MRCGP, DOccMed  
1986 Leicester

#### **Dr Bridget Laybourne**

GMC No 4369080  
MBChB, DFFP  
1996 Johannesburg

#### **Dr Dylan Owen**

GMC Number 4307873  
MBChB, MRCGP, Dip Derm  
1996 Manchester

## Nurses

### **Lisa Kitson – Advanced Nurse Practitioner**

Lisa holds a first degree in Community Health Care Nursing and a Masters Degree in Advanced Practice. She has been a Nurse Prescriber since 2003. Lisa can undertake assessment and clinical management of patients with health problems or illness; take a health history; perform clinical examinations; diagnose and treat many illnesses and conditions; arrange blood tests, xrays and referral to hospital doctors; and give advice and guidance on other health related issues. Her clinical interests include respiratory disease, dermatology and sexual health.

### **Debra Smith – Nurse Prescriber**

Debra qualified as a Registered Nurse in 1997 and has worked as Practice nurse for the past 14 years. She has been a Nurse Prescriber since 2014 and can undertake assessment and management of patients with minor health illnesses and long-term conditions including hypertension (blood pressure), cardiovascular and respiratory conditions. She has undertaken specialist training in respiratory medicine (asthma and COPD), minor illness/injury and is also a Nurse Trainer/Mentor for the Cervical Cytology Service. Debra holds specialist chronic disease clinics for patients with asthma and COPD, hypertension and cardiovascular disease and provides minor illness/minor injury clinics on Wednesdays and Fridays. She is also available for telephone advice.

### **Sandra Chapman – Nurse**

Sandra has undertaken specialist training in coronary heart disease, diabetes and smoking cessation.

### **Janet Coates – Nurse**

Janet has undertaken specialist training in smoking cessation and in coronary heart disease.

### **Caroline Metcalfe – Nurse**

Caroline has undertaken specialist training in COPD.

### **Emma Stanley – Nurse**

Emma has a wide range of nursing skills and provides a general nursing service for our patients.

### **Kathryn Hill – Phlebotomy and Care Assistant**

### **Olivia Dixon – Phlebotomy and Care Assistant**

### **Lorraine Reed – Phlebotomy**

## Supporting staff

### **Managing Partners**

**Stephen Brown BA (Hons) FCCA MA**  
**Mandy Dargue**

### **Dispensers**

**Sue Buck**  
**Kate Fox**  
**Lynne Wallis**

### **Dispensary Assistants**

**Amanda Hebdon**  
**Sarah Weatherald**

### **Home Deliveries**

**Kate Fox**  
**Olga Lambert**  
**Sarah Weatherald**

### **Administrative Coordinator**

**Harriet Manning**

### **Secretaries**

**Jo Corbett**  
**Janet Armstrong**

### **Notes Summariser**

**Catherine Brown**

### **Receptionists**

**Karen Mabbott**  
**Jo Corbett**  
**Lorraine Reed**  
**Ruth Westwood**  
**Sarah Pybus**  
**Janet Armstrong**

### **Paramedic Practitioner**

**Pete Shaw**, a Paramedic Practitioner employed by Yorkshire Ambulance Service, is based at our Practice. In a scheme unique to Leyburn Medical Practice, as well as answering Ambulance Service emergency calls, Pete is able to see and treat walk in minor injury cases, thereby complimenting the service provided by our doctors and nurses.

### **Community Support Staff**

Access is provided to a full complement of support staff, based mainly in the same building, comprising community nurses, midwives, health visitor, physiotherapist, chiropodist and psychiatric nurses.

## Dispensing of medicines

This is a dispensing practice, and if you live more than a mile out of town you can obtain your medicines from the surgery. For those who are dispensed medications from the surgery, we offer a delivery service, please enquire at the dispensary for details. Patients who live in Leyburn may not have their prescriptions dispensed at the Practice, but they may arrange with the chemist in Leyburn to have him collect their prescription from the surgery and dispense it at his shop.



## Repeat prescriptions

Following a clinical incident and concerns about patient safety around the accuracy of telephone messages for repeat prescription ordering, we have regrettably decided to close our prescription ordering telephone line from 1 June 2017. Therefore, the facility to order repeat medication by phone will no longer be available after this date and we would like to apologise for any inconvenience this may cause. From 1 June, repeat medication requests must be submitted by post, or by hand. To avoid queuing there is a prescriptions box in the entrance hall of the surgery and a box next to the dispensary counter for you to drop off written requests.

You can also order repeat prescriptions via your online account. This will allow you to pick medications that are on your list of repeats.

To use the online facility you will first need a user name and password which you can obtain from our Receptionists (01969 622391). Once you have these details simply click on the link below and place your order.

<https://SystmOnline.tpp-uk.com/Login?Practiceid=b82078>

Please bear in mind that we need two working days' notice for all repeat medication requests to be certain that we have the item(s) in stock. This also applies to patients living in Leyburn to allow time for a doctor to review and sign your prescription. If you place your request after 6:30pm or during a weekend or bank holiday, we will not pick it up until after 8:30am on the next working day so that it will be two days after that when you can expect your

request be ready for you to collect. For example if you leave your request at 7:00pm on a Friday evening we will not pick it up until after 8:30am on the following Monday which means that it will not be ready for collection until the Wednesday after 9:00am.

Every so often you will be asked to complete a form regarding your repeat medications so that we can assess whether they need to be reviewed.

## Fit Note

Fit Note is the informal name for the Statement of Fitness for Work which replaced sick notes from 6 April 2010.

You do not need a Fit Note for the first seven days of illness and we cannot provide one free of charge for that time (you can sign yourself off during that period using a self certification form obtainable from your employer). If you're sick and off work for more than seven days you will need to make an appointment to see a doctor to obtain a Fit Note. The seven days include days that you don't normally work, so when you work out how long you've been off sick, you should include weekends and bank holidays. On the fit note, your GP can advise that either you are 'not fit for work'; or you 'may be fit for work'.

If you are likely to be off work for four weeks or more we will refer you to the Government's Fit for Work service which will then review your case and if appropriate agree a Return to Work Plan which can replace your Fit Note. Please see <http://fitforwork.org> to find out more about this scheme.





### Clinics

At the surgery we offer family planning, non-scalpel vasectomies, cervical screening, acupuncture, travel immunisations, minor surgery, COPD, asthma, hypertension, diabetes and heart disease monitoring, smoking cessation and weight loss advice. Most of these services are available during normal surgery time, though sometimes you may be invited to a specific clinic.

Patients aged 16–74 may request a routine health check every three years. Patients aged 75 or over may request an annual routine health check. We also provide a weekly community ultrasound service in partnership with South Tees Hospitals NHS Foundation Trust.

### Travel clinic

The clinics take place every Tuesday afternoon. Please contact our reception team who will ask you to complete a Pre-Travel Health Risk Assessment form (available from our website) which you should return to the surgery as soon as possible. The form asks you about your holiday destination including the resort (or resorts) at which you will be staying, as health risks can differ between regions within countries. The information that you give will allow the Travel Clinic Nurse to triage your travel health needs and she will then contact you to discuss them with you and to book you an appointment in the travel clinic as necessary.

### Maternity clinic

This is run by the midwife on a Wednesday once pregnancy has been established by the doctor in a normal surgery.

### Other services

At the surgery we offer family planning (including vasectomy), cervical screening, acupuncture, travel immunisations, minor surgery, asthma, diabetes and heart disease monitoring, smoking cessation and weight loss advice. Most of these services are available during normal surgery time, though sometimes you may be invited to a specific clinic. Patients may request a routine health check every three years.

### Non NHS services

Certain services we provide, such as HGV and sporting medicals and insurance claim forms, are not covered by the NHS, and we have to make a charge for them. You should enquire about charges when you make the request.

### Complaints

We try to give you the best possible care and attention. However if you feel unhappy about something, please ask to see the Managing Partner, who will try to address your concerns. If we are unable to satisfy your concerns, we will be able to inform you on how to take things further if you so wish.



### Your medical records

All our medical records are now kept on computer, however you may rest assured that the information remains confidential under the terms of the Data Protection Act and accepted medical ethics.

Your records are held under the guardianship of the NHS and information from them will only be passed on to outside agencies with your express written permission. If you require to see your medical records, you may do this in the presence of a doctor, who may need to explain the terminology to you, and so you will need to make a special appointment for this.

### Research active

Leyburn Medical Practice is Research Active which means that we take part in high quality medical research to help to improve the health and wellbeing of the nation. The Practice is a member of the Primary Care Research Network and participates in research projects approved by the NHS National Institute for Health Research. Additionally, following a Government initiative, the Practice contributes through its clinical system (System1) to a national database of non-identifiable patient information for the purpose of research and public health surveillance. The database is called ResearchOne and your right to have your anonymous data excluded from ResearchOne will be respected.

Please download this leaflet to find out more about ResearchOne or contact us for a paper copy.

### Chaperone policy

Leyburn Medical Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a clinically trained member of staff.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you would like to see a copy of our Chaperone Policy or have any questions or comments regarding this please ask at Reception or contact the Managing Partner.

### Your electronic patient record and data sharing

Today electronic records are kept in all of the places that you receive healthcare. These places usually only share information from your records by letter, fax, or phone. At times this can slow down your treatment and mean that important information is hard to access when it is needed, especially in times of urgency. Leyburn Medical Practice however uses a computerised clinical records system called SystemOne that allows the sharing of full electronic records across different healthcare services.

As an organisation concerned with your healthcare it is our policy to enable your data to be shared unless you tell us otherwise. You have the right to tell us not to share your information and you can make this decision at any time and for any occasion. You can also limit the sharing of your information to specific healthcare services (and you can ask them not to share with us the information that they have recorded about you). You can change your decision at any time too. Please see the leaflets displayed in the surgery for more information and if you have any queries or concerns please do not hesitate to speak to your doctor or the Managing Partner who will be happy to discuss them with you.

## How to register

### Your rights and responsibilities

You may register with this practice if you live within our practice area. The only other grounds than geographical for refusing to accept a patient would be a previous breakdown in the relationship with the GP, or a history of violence.

To register, just ask at Reception and you will be given a registration form to complete and a questionnaire about your medical history. Your registration is then immediate.

Although you may be registered with a particular doctor you can make appointments to see any doctor of your choice though you may not always get an appointment with that doctor at short notice. You will be able to see the on-call doctor for an urgent problem within 24 hours, but if you want to see a particular doctor, you will be offered the next available appointment with that doctor.

If you are not able to keep an appointment, please let us know as soon as possible so that someone else can use it.

We would ask that at all times you show respect to our staff.

We reserve the right to take steps to have any patient who is violent or abusive removed from our list after due warning.

### Out of area registration

If you move outside of our normal boundaries or already outside of them it is still possible to register with us on a restricted basis as an Out of Area patient. The restriction is that we will not provide you with home visits which instead will be provided by the nearest doctors' practice to where you live. Please ask at Reception if you are interested in this type of registration for which some further clinical restrictions may apply depending on your healthcare needs.

### Change of name or address

It is most important that you inform us of any changes, and let us have a telephone number, so that hospital appointments etc. do not go astray.



## Community ultrasound service

A generous legacy from a grateful patient and help from the Friends of the Friarage Hospital have allowed the Practice to buy a state of the art Philips ultrasound scanner with technology that allows images to be stored and archived using facilities at the Friarage Hospital in Northallerton. The scanner can be used to help to diagnose many illnesses, including those of the gallbladder, kidneys, liver, testes and pancreas, as well as for pelvic investigations including gynaecological and bladder scans.

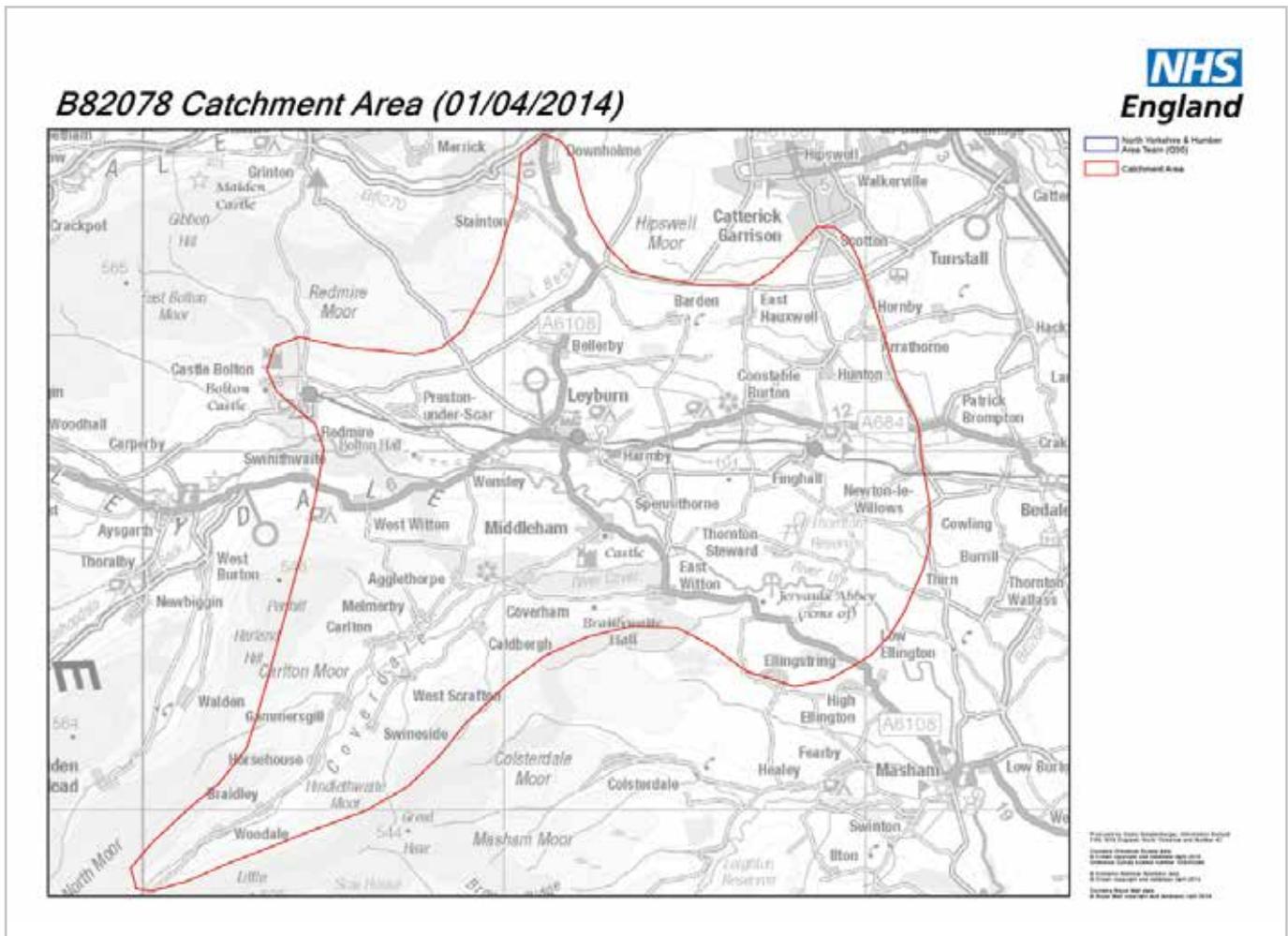
The weekly service for routine, non urgent ultrasound scans is available for Leyburn Medical Practice patients and for patients from the whole of Richmondshire. It is held at the Medical Practice by staff from the Friarage Hospital's Radiology Department which means that patients can have these scans without having to travel to Northallerton, whilst still benefiting from the same clinical quality and safety standards as are provided at the hospital.

As well as significantly cutting travelling time for Leyburn and Richmondshire patients, the service also frees up appointments slots in the Friarage Radiology Department for more urgent and complex examinations.

By integrating the service between Leyburn Medical Practice and the Friarage Hospital, patients continue to benefit from consultant and specialist expertise at the hospital, whilst the shared technology means scans are reported promptly, allowing patients and their GPs speedy access to the results. The service also allows local doctors to investigate diseases themselves which may avoid the need for patients to be referred on to the hospital for further investigation.

If your GP tells you that you need an ultrasound scan and you live in Richmondshire, then please ask them to consider referring you to our service.

## The practice area



## Useful telephone numbers and websites

Patient relations – Hambleton, Richmondshire and Whitby CCG  
01609 767607

Email: [hrwccg.patientrelations@nhs.net](mailto:hrwccg.patientrelations@nhs.net)

PALS (Patient and Advisory Liaison Service):  
0800 06 88 000

Leyburn Clinic (Community): 01969 622125

Community physiotherapist: 01969 623959

Dentist (Leyburn): 01969 622132

Friarage Hospital, Northallerton: 01609 779911

Horizons (alcohol and substance misuse):  
01723 330730

Healthbox (free information service): 0800 665544

Langhorne Chemist: 01969 622160

NHS 111: 111

Registrar of births, marriages and deaths:  
01609 780780 (ext. 2602)

Richmond Volunteer Centre: 01748 822537

Samaritans: 01609 776161

Smokefree Life: 0800 2465215  
or 01609 663023  
or text QUIT to 66777

Social services: 0845 0349410

Patient – [www.patient.info](http://www.patient.info)

NHS Hambleton, Richmondshire and Whitby Clinical  
Commissioning Group –  
[www.hambletonrichmondshireandwhitbyccg.nhs.uk](http://www.hambletonrichmondshireandwhitbyccg.nhs.uk)

Your Health Voice – [www.yourhealthvoice.org](http://www.yourhealthvoice.org)