

# 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–12.30pm and  
1.30pm–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

## Routine surgeries

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 12.00pm 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.

## Appointments on the day

We offer appointments on the day for patients who need to be seen and we operate a telephone triage system up until 12noon each day to facilitate this. If you require a same day appointment for an urgent matter please contact us before 12noon. 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.

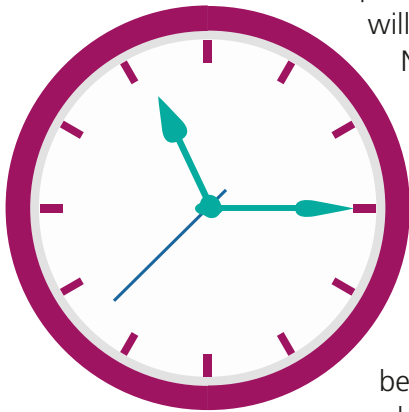
## Making an appointment by phone

Please call **01969 622391** before 12noon if you need to speak to or see a GP urgently (same day). Our phone lines are very busy in the mornings so if your matter isn't urgent please call in the afternoon.

## Evening surgeries

Our evening surgeries are on Tuesdays and Thursdays from 6.30pm to 7.15pm and are for pre-booked GP and nurse appointments. The extended opening hours 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. You will still be able to contact NHS 111 by dialling 111.



## Better Access to routine appointments

More routine primary care appointments have been made available to people living in our region.

Patients registered at GP practices in Hambleton, Richmondshire and Whitby can pre-book a routine primary care appointment between 6.30pm and 8pm weekdays and between 8.30am and noon on Saturdays and Sundays. This is not a walk-in service – please speak to a receptionist to book your appointment.

Find out more about Better Access:  
[www.heartbeatalliance.org.uk](http://www.heartbeatalliance.org.uk)

## Out of hours

At night, weekends and bank holidays 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.

Health information and advice is also available from the NHS Choices website [www.nhs.uk](http://www.nhs.uk).

## Advanced Nurse Practitioner

An Advanced Nurse Practitioner (ANP) is a highly skilled nurse who has undergone training and education usually at degree or master level. Our ANP can:

- undertake assessment and clinical management of patients 16 years and over 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
- give advice and guidance on other health related issues.

If the ANP is unable to help you they will arrange for one of our doctors to see you. Appointments to see the ANP can be made online and at reception in the usual ways.

## Home visits

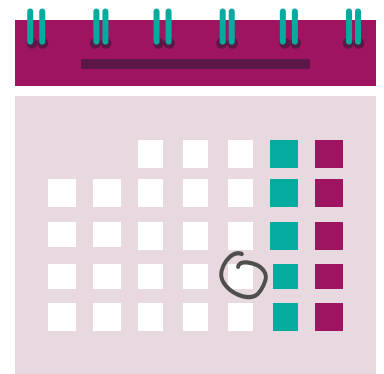
We prefer to see patients in the surgery whenever possible, as we then have all the facilities available. However, where a patient cannot attend the surgery for medical reasons we will see them at home. If you are too ill to come to the surgery, please phone between 8.30 and 10.30 am if possible, as this enables the doctors to plan their rounds. Remember: your doctor can usually see several patients at the surgery in the time that it takes to make a single house call.

## Cancelling appointments

If you need to cancel an appointment, please let us known as soon as possible by ringing 01969 622391. You can also cancel any appointment online via your online account.

## You can help us!

Please be on time for your appointment by arriving a few minutes beforehand.



## Booking appointments online

You can make and manage appointments via an online account. An online account enables you to:

- book routine appointments with doctors and Advanced Nurse Practitioner
- book blood appointments with our phlebotomists
- book routine telephone appointments with doctors and Advanced Nurse Practitioner
- order your repeat medication
- view future appointments
- cancel appointments
- access your Summary Care Record
- access your medical record



If you already have an online account visit our website and click 'Book an appointment online' on the homepage or on Patient services > Online account.

To register for an online account please contact reception on 01969 622391 or call in.

## Online consultations

You don't always need to come into the practice to get our medical expertise. Why not save time and try our new online service?

Patients can now consult online with a GP at our practice as part of a new service which could save you time and a journey. Using the online consultation service makes it easier for us to quickly decide how we can best help you with the least amount of disruption to your day. The service is free and confidential.

Simply input your symptoms online and we will call you back the same day with general advice or signposting, a telephone consultation or, if necessary, we will get you booked in for an appointment that day.

Use our online consultation service at <https://wsp.psf-live.co.uk/7018/#/portal>



## Disabled access

There is good disabled access to every area of the Practice including disabled parking, step-free access and disabled toilet facilities.

If you need any help or advice prior to or during your attendance at the Practice please do not hesitate to contact reception.

## Our team

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 or one year 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.

## Our GP partners

### **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

## Our GPs

### **Dr Iona McIntyre**

Iona graduated from Glasgow Medical School in 2006, which was followed by foundation years and specialist training in Obstetrics and Gynaecology in the North West Thames Deanery. Under the Northallerton Training scheme, Iona transferred to GP training in 2013 with placements at Leyburn Medical Practice and Masham Surgery. Following maternity leave, Iona completed her training in March 2018 and started work at Leyburn Medical Practice. She is currently working towards a diploma in Sexual and Reproductive Health.

### **Dr Jane McLennan**

Jane graduated from Oxford University Medical School in 1985 and did her GP training at Addenbrooke's Hospital in Cambridge. She was a Partner in a practice in Hertfordshire until 1999 when a family move took her to California for 12 years. During her time in the USA she worked in Cancer Genetics and studied for a Masters in Traditional Chinese Medicine and Acupuncture. In 2013 she returned to the UK and worked in various practices as a long term GP Locum until moving to Yorkshire, a place she is now very happy to call home. Her interests are women's health and family planning, paediatrics, dermatology and genetic counselling.



## Nurses

### **Caroline Blackburn – Advanced Nurse Practitioner**

Caroline qualified as a registered nurse in 1996 and has worked in the community setting since 2003. She completed additional training as a Non Medical Prescriber and Physical Assessment Skills in 2010 and has a Bachelor's of Science with honours in Respiratory Practice (2012). Caroline can undertake assessment and clinical management of patients 16 years and over with health problems. She can take health history, perform clinical examinations, diagnose and treat many illnesses and conditions. She has special clinical interests in respiratory medicine (asthma/COPD) and elderly care.

### **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 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 clinics. 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.

### **Amy Kerr – Nurse**

Amy is a treatment room nurse. She spent a number of years working on the Ambulatory Care Ward at the Friarage Hospital.

### **Emma Stanley – Nurse**

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

### **Emma Prior – Nurse**

Having previously worked in Germany as a child health nurse, Emma now provides us with general nursing, with a specialism in wound care. She is currently undertaking training in diabetes.

### **Janet Singleton – Diabetes Specialist Nurse**

Janet provides specialist care for patients with diabetes.

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

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

### **Helen Stephenson – Phlebotomy and Care Assistant**

## Supporting staff

### Managing Partner

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

### Assistant Practice Manager

**Harriet Manning**

## Dispensers

**Sue Buck – Dispensary Manager**

**Kate Fox**

**Lynne Wallis**

## Dispensary Assistants

**Amanda Morton**

**Sarah Weatherald**

## Home Deliveries

**Kate Fox**

**Olga Lambert**

**Paul Roberts**

## Secretaries

**Jo Corbett**

**Alison Binks**

**Janet Armstrong**

## Notes Summariser

**Rachel Flintoft**

## Receptionists

**Janet Armstrong**

**Ruth Westwood**

**Sarah Pybus**

**Lorraine Reed**

**Amanda Crawford**

## Specialist Paramedic

**Pete Shaw**, a Specialist Paramedic 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 works closely with our GPs when triaging cases including when responding to 999 call outs to patients' homes.

### 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 to have their prescriptions collected from the surgery and dispensed at the chemist in Leyburn.

### Repeat prescriptions

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://SystemOnline.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 8.30 am on the following Monday which means that it will not be ready for collection until the Wednesday after 9.00am.

### Free home delivery service

We offer a free home delivery service to all of our dispensing patients.

If you or someone you know live outside of Leyburn and would like to be included in our free home delivery service please ask at the dispensary or at reception for a form to register for the service.

Alternatively you can request a form by telephoning the dispensary on 01969 622391 or send an email to [leyburnsurgery@nhs.net](mailto:leyburnsurgery@nhs.net).





### 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.

### 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.

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.

### 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.



## How to register

### Your rights and responsibilities

You may register with this practice if you live within our practice area. (See map below.) 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.

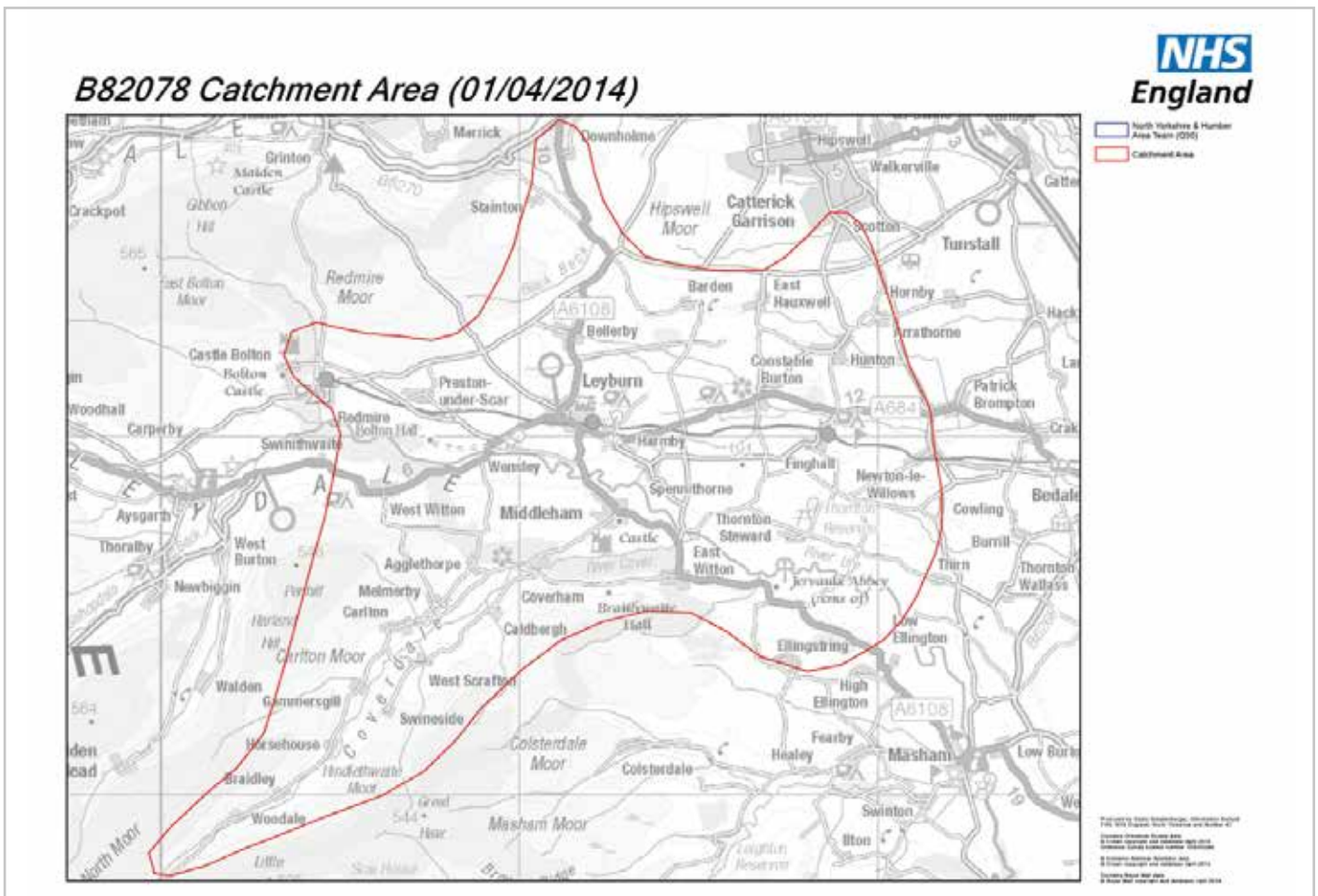
We would ask that at all times you show respect to our staff. We reserve the right to take steps to have any patient who is violent or abusive removed from our list after due warning.

### Out of area registration

If you move outside of our normal boundaries or are 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. You would also have to be registered as a non-dispensing patient meaning you would need to collect your medication from a selected chemist/pharmacy rather than the practice. 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 important that you inform us of any changes, and let us have a telephone number, so that hospital appointments etc. do not go astray.





## Compliments and complaints

If you would like to share some positive feedback about the practice and/or our staff, please do this via email [leyburnsurgery@nhs.net](mailto:leyburnsurgery@nhs.net) or telephone on 01969 622391.

If you have a complaint or concern about the treatment you have received from the doctors or any of the staff working at this practice, please let us know.

Complaints should be addressed to Stephen Brown, Managing Partner. Alternatively you may ask for an appointment to discuss your concerns. We will explain the procedure to you and make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible.

## Useful telephone numbers and websites

### Phone numbers

PALS (Patient Advisory Liaison Service)  
01609 767607

The Friarage Hospital, Northallerton  
01609 779911

The Memorial Hospital, Darlington  
01325 380100

James Cook University Hospital  
01642 850850

NHS111 (non-emergency medical helpline)  
111

Northallerton Registration Office (births, deaths and marriages)  
01609 780780

NHS Patient Transport Service (free of charge)  
0300 330 2000

NHS Patient Transport Service (24hr cancellation line)  
0330 333 9970

Community Care Car Scheme (mileage charge)  
01642 710190

Richmondshire Community and Voluntary Action  
01748 833773

Leyburn Community Health (including District Nurses)  
01969 622125

Health Visitors, Richmond  
01423 542250

Community Physiotherapy (Brentwood Lodge)  
01969 623959

Leyburn Dental Practice  
01969 622132

Day Lewis Chemist, Leyburn  
01969 622160

Citizens' Advice Bureau, Richmond  
01748 823862

### Self care

As well as charities, there are a number of health and social services into which you can self-refer without the need of a formal referral from your doctor.

Don't forget your local pharmacist can assist with medication queries, offer advice regarding minor ailments and sexual health and provide emergency contraception.

Find out more on the website:

<http://leyburnmedicalpractice.co.uk/index.php/self-care/>

### Websites

#### North Yorkshire Connect

<https://northyorkshireconnect.org.uk>

A community directory for North Yorkshire offering local information from community and voluntary organisations that can provide advice and support. It also lists activities and things to do.

#### NHS

<https://www.nhs.uk/>

For health information, online symptom checker, services in your local area and much more.

#### NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group

<https://www.hambletonrichmondshireandwhitbyccg.nhs.uk>

#### HR Carers (Hambleton and Richmondshire Carers)

<https://hrcarers.org.uk>

Email: [info@hrcarers.org.uk](mailto:info@hrcarers.org.uk) Telephone: 01609 780872

#### Patient

<https://patient.info>

Symptom checker, health information and medicines guidance

#### Veterans' Gateway

[www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)

Information, advice and support for veterans.

#### Your Health Voice

<http://yourhealthvoice.org>

Public health resource for people and patients in the Hambleton, Richmondshire and Whitby area