

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

Surgery hours:
Monday to Friday
8.30am–12.30pm and
1.30pm–6.00pm

Dispensary hours:
Monday to Friday
9.00am – 12.30pm and
1.30pm – 6.00pm

Appointments

Urgent appointments

We offer urgent telephone and face to face appointments on the day for patients who need to be seen urgently. If you require a same day appointment, please telephone as early in the day before 12 noon where possible.

Making a routine appointment by phone

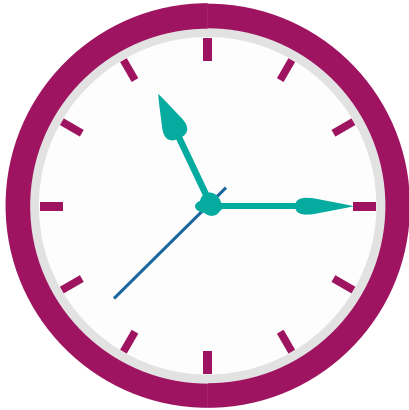
Our phone lines are very busy in the mornings so if your matter isn't urgent, please call in the afternoon.

Out of hours

The local out of hours service will operate from 6.00pm on weekdays and over the whole of the weekend and bank holidays for urgent care. You will still be able to contact NHS 111 by dialling 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 website www.nhs.uk.

Minor injuries

Anyone with a minor injury should go to the urgent treatment centre (UTC) at Friarage Hospital in Northallerton. This is open 24 hours a day, seven days a week. You do not need an appointment to attend. You can walk in to the UTC or you may be directed there by NHS 111. Friarage UTC can treat adults and children for: strains and sprains, suspected broken limbs, minor head injuries, cuts and grazes, bites and stings, minor scalds and burns, ear and throat infections, skin infections and rashes, eye problems, abdominal pain. They also treat children with minor illnesses such as fever, rashes and earache.



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.

Better Access to routine appointments

More routine appointments are available to patients registered at GP practices in Richmondshire and patients can pre-book routine primary care appointments including evenings and weekends. This is not a walk-in service please speak to a receptionist to book an appointment. For more information visit <https://weareheartbeat.org>

Cancelling appointments

If you need to cancel an appointment, please let us know 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.

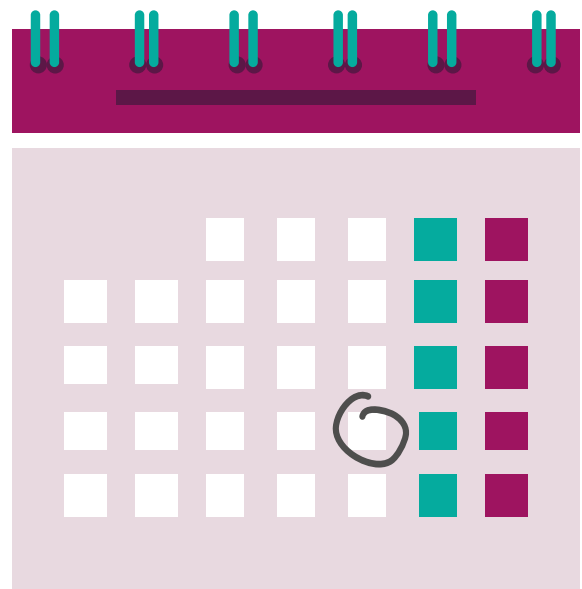
Disabled access

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.

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 always followed 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 so that 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.



SystemOnline

You have access to an online account; this online account enables you to:

- Book, cancel and view future appointments
- access your Summary Care Record
- access your medical record
- order your repeat medication

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



NHS App

Download the NHS App, or open the NHS website in a web browser, to set up and log in to your NHS account: www.nhs.uk/nhs-app

Once signed up you can request repeat medication, book appointments on line, submit online forms and view your medical record including vaccination history.



Online consultations

You don't always need to come into the practice to get our medical expertise. Using the online consultation form makes it easier for us to quickly decide how we can best help you with the least amount of disruption to your day.

Simply input your symptoms online and we will contact you back within 2 working days with general advice or signposting, a telephone consultation or, if necessary, we will get you booked in for an appointment.

Use our online consultation service at <https://florey accurx.com/p/B82078>. This link is also available from our website.

Website

Our website contains lots of information and support. Go to www.leyburnmedicalpractice.co.uk

Facebook

Follow us on Facebook for the latest updates and reminders: [@leyburnmedicalpractice](https://www.facebook.com/leyburnmedicalpractice)

Staff

For details on our staff please refer to our team webpage:

www.leyburnmedicalpractice.co.uk/index.php/about/our-team/

GP registrars

This is a training practice, so you may see another doctor known as a GP Registrar. A GP Registrar is a qualified doctor who is training to become a GP through a period of working and training in a practice. They will usually have spent at least two years working in a hospital before you see them in a practice and are closely supervised by a senior GP and/or trainer. You will be advised if an appointment is with a GP Registrar and you will have the choice to have an appointment with another member of the clinical team if you prefer.

As part of their training they are 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.

Locum GPs

You may also speak to and/or be seen by a locum doctor who is a fully qualified GP that works at the practice on a temporary basis. Locum GPs provide cover for the regular doctors when they are away from the practice, for example on holiday or on maternity leave.



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 have 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 outside the main door and in the entrance hall of the surgery for you to drop off written requests.

You can also order repeat prescriptions via your online account. This will allow you to choose 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. www.leyburnmedicalpractice.co.uk/index.php/patient-services/online-services/

We need three 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 6.00pm or during a weekend or bank holiday, we will not pick it up until after 8.30am on the next working day. It will be three working 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 (excluding bank holidays) which means that it will not be ready for collection until the Thursday after 9.00am.

Free home delivery service

We offer a free home delivery service to all 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

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:
www.leyburnmedicalpractice.co.uk/index.php/self-care/



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 the places that you receive healthcare. These places usually only share information from your records by letter 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 SystmOne 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 Practice Manager who will be happy to discuss them with you.

Change of name, address, or telephone

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 and we can contact you. If you move out of our catchment area you will need to register with a GP local to where you move to.

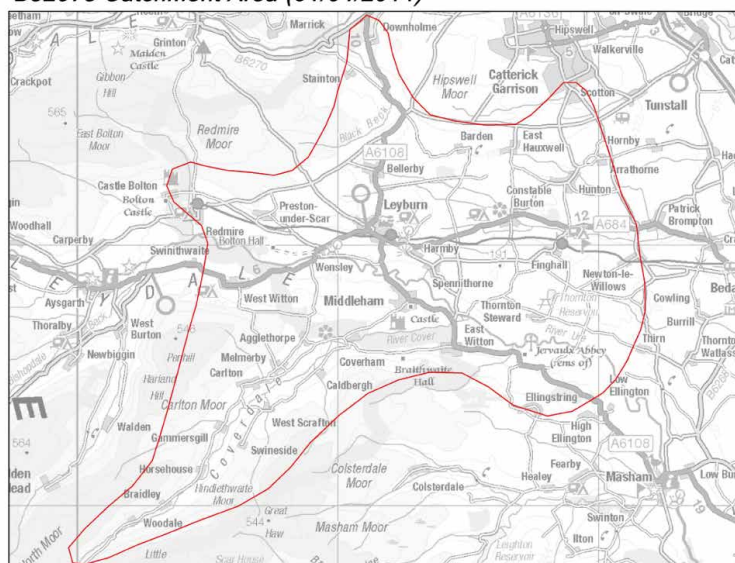
Compliments and complaints

If you would like to share some positive feedback about the practice and/or our staff, please do this via email leyburnsurgery@nhs.net 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 the Practice Manager. 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.

B82078 Catchment Area (01/04/2014)



Choose well, stay well

Self-care	Pharmacy	GP practice	NHS 111	Urgent treatment centre/minor injuries	A&E or 999
Treat minor illness and injuries such as headache, sore throat, stomach upset, coughs, colds, cuts and grazes.	Expert advice and treatment for symptoms including diarrhoea, earache, ear wax, coughs, colds, rashes, teething, fungal nail infections, allergies.	Contact your GP practice for more significant illness and long-term medical problems.	24/7 health advice and guidance for non-life-threatening emergencies. www.nhs.uk/111	Local urgent treatment centre: Friarage Hospital, Northallerton Local minor injuries: Ripon minor injuries unit	For serious injuries and emergencies including severe bleeding, breathing difficulties, severe chest pain, loss of consciousness.