



Providing NHS services

HAXBY GROUP YORK

A guide to our practice



Welcome to our practice

We are a leading provider of community-based healthcare, working across GP surgeries in York, Hull, and Scarborough.

We have a team of doctors, nurses, advanced practitioners, clinical pharmacists, and other healthcare professionals working across each city.

You can find out more about us on our website and through our social media and e-newsletter. Details are at the end of this leaflet.

How to register with us

We welcome new patients to Haxby Group.

You can register with us at any surgery if you live within our practice boundary, visit our website **www.haxbygroup.co.uk** to view our boundary map.

As a new patient you will be offered a free health check. You will be allocated a named accountable GP responsible for your overall care.

If you would like details of your named accountable GP please contact the practice. If you have a preference, we will try to accommodate your request.



Online – please visit our website **www.haxbygroup.co.uk** and follow the “Register” link. Standard registration at our practice does not require any form of identification.



In person – call into one of our surgeries and the receptionist will help you complete the registration form. Please note the requirement for photo identification if you want to register for online services.



Telephone – call your surgery and ask us to send you a registration pack.

How to request an appointment



Online – you can request or cancel an appointment online at **www.haxbygroup.co.uk**



In person – an appointment can be made in person at any of our surgeries.



Telephone – contact us during opening hours – see surgery phone numbers.

Types of appointment

You may be offered different types of appointment depending on your needs, such as:

- Face to face GP appointment
- Appointment with another member of our clinical team
- Telephone call from a doctor

Please don't waste your appointment. If you can't attend please let us know.

When the surgery is closed

If you need medical advice or care when your surgery is closed, you can contact

- NHS 111 by calling 111 for free from landlines or mobiles or by visiting **111.nhs.uk**
- Your local community pharmacist

Community pharmacists are able to give you free health advice at any time. Many pharmacies operate extended hours. Visit **www.nhs.uk** for details of your nearest pharmacy.

Get online

By using our online service via **www.haxbygroup.co.uk** you can carry out a number of requests or ask a general question.

Home Visits

If you feel too ill to come to the surgery, please let us know, if possible before 10:30am. A doctor may telephone you back to discuss the problem first.

How to order a prescription

Please order repeat prescriptions in plenty of time when going away or prior to bank holidays. Please allow a minimum of two full working days before collection and longer for bank holidays.

You can request a repeat prescription:


-  **NHS App** – If you sign up to the NHS App via your smartphone you can order your repeat prescriptions via this method.
-  **In person** – please use the tear-off slip attached to the prescription and drop it into your surgery.
-  **By post** – you can request a repeat prescription by post. Please enclose a stamped addressed envelope for its return.
-  **Online** – please visit **www.haxbygroup.co.uk** and go to Repeat Prescription.

NHS App

Download the NHS App via your smartphone to link to your GP surgery. Once verified you can access aspects of your medical record including repeat prescriptions. Search NHS App online, on the Apple App Store or on Google Play to find out more.

How to get a test result

 **Online** – you can view your test results online via the NHS App.

 **Telephone** – please telephone the surgery for the results of any tests which have been sent to the laboratory, one week after the test is done.

Our services

NHS services

Our teams provide the full range of NHS care, plus some specialist services, including:

- Annual flu vaccinations
- Anticoagulation monitoring
- Blood pressure monitoring
- Blood pressure 24hr assessment
- Cervical smears
- Childhood immunisations
- Chronic disease management
- ECG (electrocardiography) – heart monitoring
- Foreign travel advice
- Minor surgery
- Minor illness
- New patient and well person checks
- Phlebotomy (blood taking) service

- Weight management support
- Women's services – family planning and contraception
- Copies of patient records

Non-NHS services

We offer a range of non-NHS services for which a fee may be charged. These include:

- Medical examinations for driving or other occupational reasons
- Forms and letters requiring medical opinion or medical details
- Insurance reports

Please contact your surgery or visit our website for more details of the fees charged.

Staff

We have a team of doctors, nurses, advanced practitioners, clinical pharmacists, and other healthcare professionals working across all our surgeries. You may be offered an appointment with an advanced practitioner or another member of our clinical team, depending on your needs.

Clinical Lead – Dr Michael Holmes

Head of Nursing and Advanced Clinical Practice – Helen Raine

Nurse Manager – Philippa Norman

GP & ACP Partners

Dr Claire Anderton MBChB, DRCOG, MRCGP

Dr Sarah Blades MBChB, MRCGP, DFFP, PGCE

Dr Drew Bradman MBBS, MRCGP

Dr Nicholas French MBChB, MRCGP BSc

Dr Andrew Gilmore MRCGP, DRCOG, MBChB, DCH

Dr Michael Holmes DRCOG, MBChB, BSc MSc, FRCGP

Dr Domini James MBBS, BSc, MRCGP, DRCOG, DFFP, DCH

Dr Daniel Kimberling MBChB (Hons), MRCGP, PGDipENT

Dr Thomas Patel-Campbell MRCGP, DFSRH, DRCOG, MBBS, BSc,
Medical Science With Infection

Dr Mark Pickard MRCGP, MRCS, MBChB, PhD Molecular Biology

Dr James Read MBChB, MRCGP

Dr Joanna Simpson MBChB, MRCGP, DRCOG, DFSRH, LoC, IUT
LoC, SDI

Dr Christopher Stanley MBBS, BSc

Dr Gillian Towler MBChB, MRCGP, DRCOG, DFFP, DCH

Salaried GPs

Dr Rebecca Brown MBBS, MRCGP, MRCPCH, PGCert (Paediatric
Palliative Medicine), PGDip (Health Research)

Dr Sarah Butlin MBChB, DRCOG, FPC (inc. IUD fittings) DCH,
DGM, JCPTGP, MRCGP, GP Trainer Series 0 & 1

Dr John (Phil) Byass MBBS, BSc, MRCGP

Dr Gavin Callaghan MB, BCh, MRCGP, BAO

Dr Pritpaul Dhesi MB BS

Dr Elizabeth Drury DRCOG, MRCGP, MBChB, BMedSci (Psychology),
PGCHPE

Dr Sophie Eckersley MBBS, RCGP, DRCOG

Dr Adrian (Rod) Escombe MBBS, MRCP, MRCGP, DTM&H
PGDip(Derm), MSc(Epi), PhD

Dr Isabel Featherstone MB BS

Dr Melanie Fitter MB, ChB Dip of Family Planning

Dr James Hunter MBBS, BSc Hons, MRCS, MRCGP

Dr Rumana Hussain MB BS

Dr Sophie Ingham MB ChB in Medicine and Surgery, MRCGP,
BA in Biomedical Ethics

Dr Rebecca Marshall MB, BS, MRCGP

Dr Helen Mason MB, BS, MRCGP

Dr Shyni Nair MRCGP, MBBS

Dr Piyumi Peries Suriapperuma MBChB, MRCGP

Dr Nisha Prasad MBChB, MRCGP, DRCOG, DCH, PGCME

Dr Deirdre Walsh MB, BS, MRCGP, PGCME, MRCP

Dr Jonathan Wells MB, ChB, DRCOG, MRCGP

(accurate at the time of printing)



For the latest information regarding our team
please scan the QR code or visit

www.haxbygroup.co.uk/about-us/our-team

Patient information

Training and teaching

We are an Advanced Teaching Practice, GP training provider and part of the Hull York Medical School.

To help with this training, you may be asked to have a student present during your consultation. You can of course decline this request.

Haxby Group is also an accredited research practice running a number of research trials.

Personal information

Patient information is stored electronically in a secure and confidential manner, and we comply with the UK General Data Protection Regulation (GDPR).

As a patient, you have access to your medical record through your online account, via the NHS App or by making a Subject Access Request for your full medical record.

Our privacy policy is displayed on patient notice boards and on our website.

Rights and responsibilities of patients

The NHS Constitution sets out your rights as an NHS patient and we ask our patients to treat our staff and other patients with respect.

Visit **www.nhs.uk** to find out about your rights as an NHS patient.

Patient participation, compliments, and feedback

If you would like to get involved in the running of your local surgery, or feedback your views about our services, you can:

Join our Patient Participation Group known as
"Our Haxby Community"

Complete a Friends and Family feedback form at your surgery

Email your comments to: **nyccg.haxbypatientexperience@nhs.net**

Complete the online comments and suggestions form at
www.haxbygroup.co.uk

Like our Facebook page **www.facebook.com/HaxbyGroup**

Follow us on Twitter **[@HaxbyGroup](https://twitter.com/HaxbyGroup)**

Review our services on the NHS website **www.nhs.uk**

Complaints

If you have a complaint, please contact us as soon as possible and we will respond and investigate. Our complaints procedure is available in all our surgeries, on the practice web-site or by contacting us on **01904 928008**

If you have a complaint but do not wish to make this direct to the surgery, please contact:

NHS England, PO Box 16738, Redditch, B97 9PT

Email: **england.contactus@nhs.net** Telephone: **0300 311 2233**

Your local NHS

The Humber and North Yorkshire Integrated Care Board (ICB) is responsible for ensuring you get the health services you need.

Find out more about the Humber and North Yorkshire ICB online:

Website: **humberandnorthyorkshire.org.uk**

Email: **hnyicb-hull.hnycontactus@nhs.net**

Our Local Authority is:

**City of York Council,
West Offices, Station Rise, York, YO1 6GA**

Telephone: **01904 551550** www.york.gov.uk

Accessing our services

Our surgeries have disabled access, parking, and accessible toilets.

We treat all our patients equally, no matter what their condition or treatment or how often they visit the practice. We do not differentiate by reason of age, race, religion, disability, or the beliefs of our patients.

Violence, abuse, and harassment

We support the NHS Zero Tolerance policy. Anyone who is violent, aggressive or abusive to staff or other patients may be removed from the practice list and incidents may be reported to the police.

Equality and diversity

We are an equal opportunity employer.

If you require this leaflet in a different format, please telephone
01904 928008

www.haxbygroup.co.uk

f Facebook **/HaxbyGroup**

t Twitter **@HaxbyGroup**

@ Instagram **@HaxbyGroup**

Our surgeries

Occasionally we may have to make temporary changes to our opening hours.
These will be published on our website.

Email: **haxbygroup.york@nhs.net** **www.haxbygroup.co.uk**

Haxby & Wigginton Health Centre

The Village, Wigginton, York YO32 2LL

01904 928008

Open Mon-Fri 8:00am-6:00pm Alt. Sat 8:30am-12:30pm

Huntington Surgery

1 North Lane, Huntington, York YO32 9RU

01904 928008

Open Mon-Fri 8:00am-6:00pm

New Earswick Surgery

White Rose Avenue, New Earswick, York YO32 4AG

01904 928008

Open Mon-Fri 8:00am-6:00pm

Stockton-on-the-Forest Surgery

36 The Village, Stockton-on-the-Forest, York YO32 9UQ

01904 928008

Temporarily Monday and Thursday 8:30am-12:30pm

Gale Farm Surgery

109-119 Front Street, Acomb, York YO24 3BU

01904 928008

Open Mon-Fri 8:00am-6:00pm Alt. Sat 8:30am-12:30pm

The Old Forge Surgery

The Green, Upper Poppleton, York YO26 6EQ

01904 928008

Open Mon-Fri 8:00am-6:00pm



Haxby Group is the trading name of HBG Ltd, a registered company (6293176) that is wholly owned by the partners of Haxby Group Practice.

Working together to provide a caring, quality service