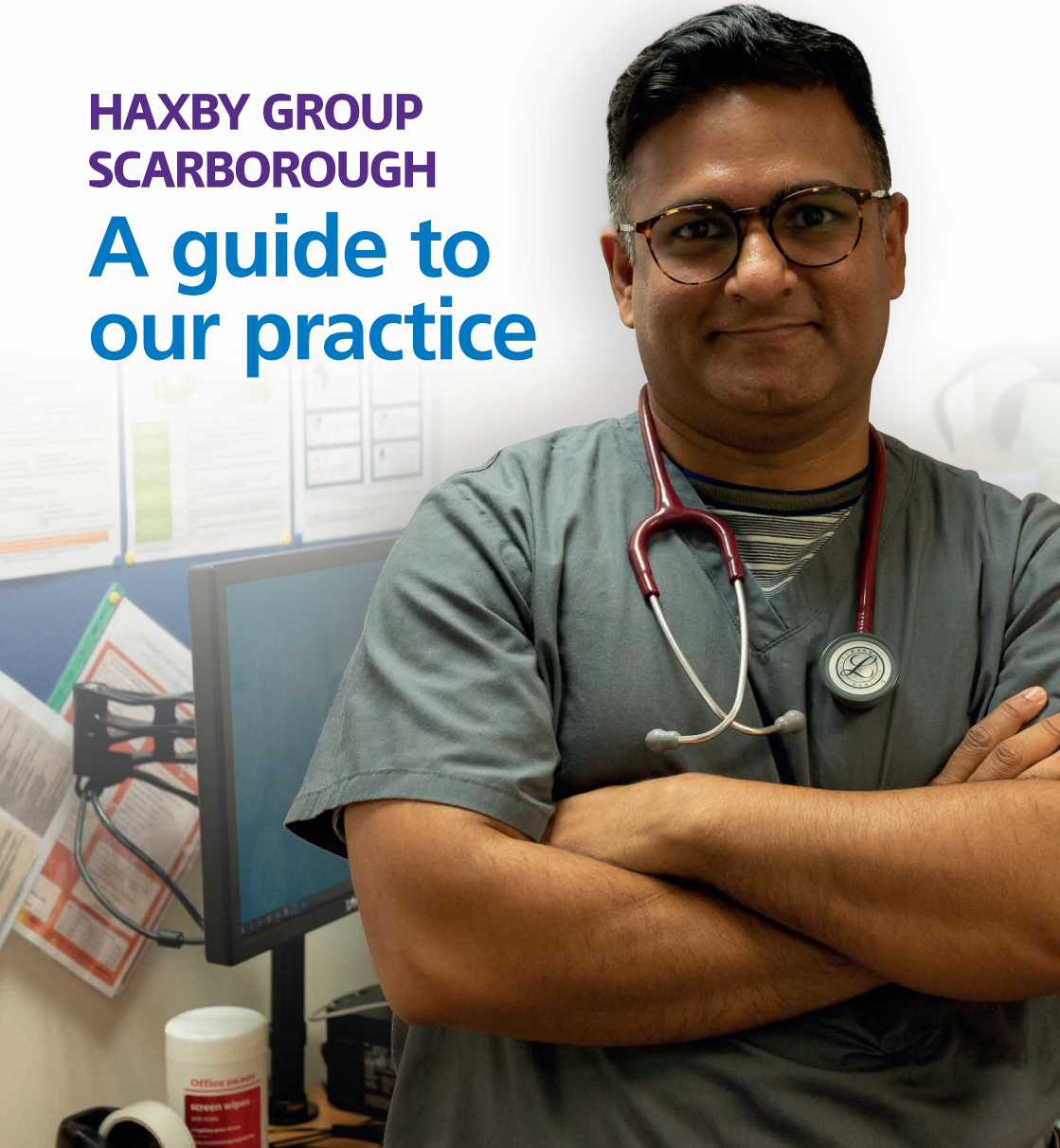




Providing NHS services

**HAXBY GROUP
SCARBOROUGH**

A guide to our practice



Welcome to our practice

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

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.


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 and adult immunisations and vaccinations
- Chronic disease management
- ECG (electrocardiography) – heart monitoring
- Foreign travel advice
- Joint injections
- Minor illness
- New patient and well-person checks

- Phlebotomy (blood taking) service
- Women's services – family planning and contraception
- Wound care
- Insurance reports

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
- Copies of patient records

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.

Managers

Matthew Hudson, General Manager

Susan Mabbott, Nurse Manager

GP Partners

Dr Alastair Crosswaite MBBS 1987, DRCOG, MRCP

Dr Omnia Hefni MBChB, MRCP, PGCE, DFSRH (LOC IUT & SDI)

Dr Deepankar Datt MBBS, MRCP (University of Calicut, India 1998)

Mark Coultate Advanced Clinical Practitioner & paramedic
Sally Brown Clinical Managing Partner
Dr Andrew Gilmore MRCPGP, DRCOG, MBChB, DCH

GP Team

Dr Steven Bentley
Dr Laura Caley
Dr Lynda Carter
Dr Sian Currie
Dr Rajinder Dhaliwal
Dr Simona Gheorghiu
Dr Cristina Guerrero-Camacho
Dr Debra Hutchinson
Dr Farah Khatib
Dr Kathleen Rudd
Dr Rajinder Dhaliwal

(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 a training practice that hosts GP registrars, Clinical Practitioners, Student Nurses and many other trainees throughout their learning and development.

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

We support Scarborough UTC and all its student healthcare practitioners in their training.

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 website or by contacting us on **01723 360835**

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:

Scarborough Borough Council
Town Hall, Scarborough, North Yorkshire, YO11 2HG

Telephone: **01723 232323 www.scarborough.gov.uk**

Accessing our services

Our surgeries have disabled access 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
01723 360835

Our surgeries

Lawrence House Surgery

Lawrence House, 1 Belgrave Crescent, Scarborough,
North Yorkshire, YO11 1UB

01723 360835

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

www.haxbygroup.co.uk

f Facebook **/HaxbyGroup**

t Twitter **@HaxbyGroup**

i Instagram **@HaxbyGroup**



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