

AMPLEFORTH & HOVINGHAM SURGERIES

A guide to our services

Ampleforth

Telephone: 01439 788215

Opening hours: Monday to Friday 8.30am until 6.30pm

Hovingham

Telephone: 01653 628203

Opening hours: Monday, Wednesday and Friday 1pm – 3pm

Monday, Tuesday 9.0am – 11.30am and Thursday 4.00pm – 6pm

**For the out of hours service please ring 0845 056 8060
In the event of a medical emergency please ring 999**

Welcome

Ampleforth Surgery serves Ampleforth as well as its surrounding villages with a branch at Hovingham. Our team includes four GPs, four permanent nurses, as well as our practice manager, administrative, dispensing and reception staff.

We offer a full general practice service and run specialist clinics for children and pregnant women, patients with chronic diseases and for patients needing minor surgery. We also have an on-site dispensing service for prescriptions at both practices and the physiotherapist offers patients appointments at Ampleforth on a Monday and Wednesday.

At Ampleforth and Hovingham Surgeries, we treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and are happy to identify themselves on the telephone.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

If you live in our practice area and would like to register with us, please complete a registration form that is available from both our reception desks. You will be registered with the practice rather than an individual GP and will be able to choose which GP you wish to see. When you book your appointment you will be offered a choice of pre-bookable appointments as this allows you to plan your visit. Alternatively, if you wish to see a doctor the same day or within 24 hours there will be appointments available each morning. For more information please see section on appointments.

You can contact North Yorkshire Primary Care Trust on **01423 815150** for services we do not provide.

Appointments

Please ring our main switchboard number on **01439 788215** to book an appointment at either our Ampleforth Surgery or Hovingham. Alternatively you can ring Hovingham directly on **01653 628203**.

We offer a choice of pre bookable appointments and appointments available to book on the day. You can either ring or call in to either surgery to make an appointment. We aim to offer you an appointment on the day requested if required though you may have to plan ahead if you want to see a particular GP or prefer a particular time.

Every morning from 8.30am there are appointments available to be booked on that day usually in the morning. Please telephone from 8.30am to 9.30am. We have more of these appointments available on a Monday to cope with the additional demand at the beginning of the week.

If you prefer, you can pre-book appointments with the GP of your choice up to 3 months in advance. All the doctors have appointments available at Ampleforth and Hovingham and every appointment is made for 15 minutes. If you think you need more than 15 minutes please let the receptionist know and we will try to arrange a longer appointment.

Dr. Ticehurst works Thursday and Friday each week, Dr. Mechie works Monday to Thursday, Dr. Black works Monday, Tuesday, Wednesday and Friday, Dr. Manners works Monday, Tuesday and Wednesday mornings.

- Nurses treat patients for a wide range of common conditions. You can expect to see a nurse on the day you need an appointment. You may be asked what you would like to see the nurse for as some appointments require 10 minutes and others we allow 30 minutes. Some appointments require preparatory work for example when planning holiday vaccinations but you do not need to say if you prefer not to and will be allocated a 10 minute appointment.
- Tell us if you are in a telephone box. We will ring you back. Say immediately if your call is an emergency.
- Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.
- Tell us if you want someone to accompany you during your appointment. Remember that the results of tests can only be given to the patient.
- You can book to have a **telephone consultation** with a doctor. He or she will ring you at an agreed time on the telephone number you have given. If you are only available on a mobile phone, you may be asked to ring the practice at the agreed time.
- You can request a chaperone if you wish and usually one of the nurses will be asked to do this.

- You will never be asked why you want to see a doctor and we undertake to offer all young people an appointment on the day it is requested. If no routine appointments are available on that day you will be asked if you think it is important to see the doctor that day or if the problem will wait until the following day? If you wish to see a doctor that day please say so and you will be given an urgent slot that is put before or after the normal evening appointments and a shorter slot is allocated.

We have a patient booking in system in the waiting room. If you would like to book in there rather than wait at reception please follow the on screen instructions. You will be asked only for your date of birth and confirmation that you are either male or female.

You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment before 10am
- Telling us if you think you need an appointment longer than 15 minutes

Home visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend one of our practices. Please ring to arrange a visit as early in the day as possible and let us know if your condition is urgent.

Clinics held at Ampleforth and Hovingham Surgeries

The practice nurses and community based staff run a range of clinics. For an appointment or further details, please call Ampleforth Surgery on 01439 788215.

Long term conditions

Conditions such as diabetes, asthma, coronary heart disease and high blood pressure are reviewed regularly; the practice nurses provide much of this care following national and local guidance and are supported by the doctors in the practice. Rather than only offering these clinics at a specific time you can book a review appointment with any of the practice nurses at a time convenient to you during any of the nurse clinics. If you require a blood test these are done before 10.30am as the samples are usually collected by 11am.

Health checks

Patients are advised to have a blood pressure check at least every 5 years. We offer a screening appointment with the practice nurse. This includes measuring blood pressure, weight, urine testing and lifestyle advice. Patients aged 16-74 are advised to have a health check every 5 years and patients over 75 years of age every year.

Travel vaccinations

When planning a holiday or business trip abroad you may require travel vaccinations or tablets. Please make an appointment for the nurse saying that you wish to discuss travel vaccinations. The receptionist will take some brief details from you to allow the nurse time to prepare specific information for your trip. Some vaccinations are offered on the NHS and others are not and require a payment, the nurse or receptionist will be able to tell you the price.

New patients

Patients are encouraged to attend an appointment with the practice nurse. Please be sure to complete a new patient questionnaire first. This records details of your medical history and you will be asked to bring a urine sample for testing.

Minor surgery

The doctors can perform minor surgical procedures; your doctor will advise you if this is necessary and an appointment will be made at Ampleforth.

Stop smoking clinics

Help to stop smoking is available from doctors, nurses and NHS specialist services, the phone number is included in the practice information.

Antenatal Wednesdays from 2pm

This clinic is run by the midwives based in Ryedale. If you become pregnant, you will be given a 'booking appointment' from 9 weeks at which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

Physiotherapy

Mrs Christine McAleenan is our Physiotherapist who works in practices across Ryedale and based in Ampleforth Surgery two days a week. Your doctor will refer you to the Physiotherapist if necessary as she works closely with the GPs and the Physiotherapy team across Ryedale. If you have been referred by your GP to Mrs McAleenan once and experience the same problem again you can access this service directly rather than via your GP. Please ring Ampleforth surgery and the receptionist will pass your message on. If you are unable to keep an appointment please contact the reception team know and they will pass a message on so that your appointment can be offered to someone else.

Child health and immunisation

Times arranged individually with each patient

All new babies are invited for regular check-ups from eight weeks old.

Minor surgery

Friday 4pm

Minor operations can be done in our treatment room. Please discuss this with your doctor who will then arrange for you to be given an appointment.

Community child and adolescent mental health worker

Tuesdays from 8.30am – 12.00 noon

Referrals to Derek Whiting are made by your GP. Derek is based at Ampleforth every Tuesday morning.

Community mental health nurse

Thursdays 9.30am – 11.30am

Rachael Young is at this practice and again, referrals will be made by your GP.

Health Visitors

Every 1st Friday and 4th Wednesday in each month

Please ask the receptionist for an appointment if you wish to see your health visitor. Anna Fitzgerald and Val Dower are our practice health visitors and can be contacted on 01439 771564 if you would like to speak to them. They are based at Ampleforth Surgery on these days and you can pre-book an appointment.

Practice Counsellor

Meg Moore Accr.with BACP & BASRT is employed by the doctors to provide a counselling service at Ampleforth and Hovingham. Referrals are made through your GP for patients wanting to look at changes in their lives either as individuals or couples.

Podiatrist

Fridays 9.00am – 12.00am

Susan Hayton provides our podiatry service at Ampleforth on Friday mornings, referrals will be through your GP, the podiatry service will advise patients of their appointments.

Prescriptions

Ampleforth and Hovingham Surgeries both have an on-site Dispensary where patients can have their prescription dispensed. We aim to dispense acute prescriptions immediately from the on-site dispensary, if the item is not routinely stocked you will be advised when the prescription will be ready. We have two deliveries a day from our wholesaler so we should always be able to get what you need within 24 hours.

Repeat prescriptions

If you take medication on a long-term basis, you can ask for a repeat prescription by ringing the prescriptions telephone line at Ampleforth on **01439 788188**. You can also call in and ask at reception. Your prescription will be available for you to pick up in two working days.

We also offer a service for you to book your next months prescription when you collect each prescription. This means that repeat medication can be available routinely every 28 days without the need for you to make a separate call. Please speak to a receptionist if you wish to take part in this scheme.

Specialist and hospital care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you if you prefer to go to York, Northallerton or Scarborough and refer you to a consultant or department at the hospital of your choice. You will be sent a copy of the referral letter which you should read and check all the details are correct and can then contact the department directly if you need to check appointment times or other details.

This practice is a pioneer practice for the new Choose and Book facility which enables you to agree a time and date for your first appointment. You will be sent a confirmation sheet with your referral letter which has a phone number for you to telephone to make your booking. Not all specialities are available yet. Please let the practice manager know if you experience any problems as we are keen to feed back to the project managers if this system is working well or not.

Going into hospital?

If you do need to go into hospital, think about what you should take with you. Apart from the obvious – toothbrush and pyjamas! It's important to keep your hands and body clean during your stay. So it is a good idea for you or a visitor to bring in the following:

- Clean bar of soap;
- Container of moist handwipes;
- Slippers – make sure they're not slippery and have soles that grip the floor;
- Men should take their own razor.

When you are in hospital

- ALWAYS wash your hands after using the toilet. If you use a commode, do not be afraid to ask for a bowl of water to wash your hands, or you can use a moist handwipe.
- If the loo looks dirty, tell the nurse in charge of the ward – and see if you can use another one until it is cleaned.
- When you get your meal delivered to your bed, you might find a moist handwipe on the tray. Use it BEFORE you start eating.
- Hospital staff can protect you by washing their hands or by cleaning them with special alcohol rubs or gels. If a nurse or doctor needs to examine you, don't be afraid to ask if they have cleaned their hands.
- Clear away the clutter on your bedside table so it is easier for cleaners to keep it clean.
- Never walk around the ward in bare feet.

Evening and weekends

North Yorkshire Emergency Doctors offers patients registered with our practice a full GP service when our practice is closed. For urgent advice and treatment, call the out of hours service on 0845 056 8060. **This service operates from 6 pm – 8.30am Monday to Friday, during bank holidays and all weekend.**

Other local NHS services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin
(children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

Remember

- Keep the medicine chest in a secure, locked place out of reach of small children
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out-of-date medicines back to the pharmacy

York NHS Walk-in Centre

You can also see an experienced nurse for treatment of minor injuries and illnesses, seven days a week, 7am until 10pm at York NHS Walk-in Centre, Monkgate. You do not need an appointment.

NHS Direct

NHS Direct offers free expert health information and advice 24-hours a day on **0845 4647** or at their website, www.nhsdirect.nhs.uk which also offers an enquiry service. For deaf people and those hard of hearing, a telephone service is available on **0845 606 4647**. If English is not your preferred language, you can choose to use a confidential translation service.

Accident and emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**. York District Hospital, the Friarage Hospital in Northallerton and Scarborough Hospital all have an A & E Department.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Our team

The doctors

Dr Peter Ticehurst

M.B., B.S. (London) 1969, M.R.C.S. (Eng) L.R.C.P. (London) 1969

Dr. Ticehurst has been with the practice since 1981. He offers a full range of general practice care to his patients, he has developed a specialist interest in diabetic conditions.

Dr Kaye Mechie

M.B., Ch. B. (Glasgow) 1979, D.A. (Eng.) 1984

Dr Mechie has been with the practice since 1995. As well as a full general practice service, she has a special interest in mental health, women's health and supports the antenatal and children's clinics.

Dr Gregory Black

M.B., Ch.B. 1994, M.R.C.G.P. 1998

Dr Black has been with the practice since 2002. He offers a full general practice service and has a special interest in minor surgery, ophthalmology, hypertension, heart disease, respiratory and E.N.T.

Dr Pamela Manners

B.M.B.Ch, 1989, Dip Practical Dermatology, 2007, D.R.C.O.G, 1992 M.R.C.G.P. 1993

Dr Manners has been with the practice since 2002. As well as offering a full range of general medical services to her patients she has a personal interest in dermatology. She has a surgery at Hovingham each Monday and Tuesday mornings and at Ampleforth each Wednesday morning.

Practice Nurses

Mrs Henny Hannan, Mrs Fiona Darrell, Mrs Fiona Amer and Mrs Stephanie Morris are our practice nurses and provide care for patients with chronic conditions such as asthma, diabetes and hypertension and are also able to offer advice on immunisations required for foreign travel and all of the tasks undertaken by the Health Care Assistant.

Practice Manager

Mrs Alison Redhead will be able to help you with any questions you may have with the way our practice is run and works with **Mrs Penny Coldbeck** the Deputy Practice Manager responsible for the practice accounts. **Mrs Debbie Burnett** is a Clerical Officer responsible for scanning, read coding and administering the cervical screening programme.

Practice Secretaries

Mrs Yvonne Wilkie and **Mrs Catherine Whitaker** are responsible for preparing referral letters, using choose and book, administering the child immunisation programme as well as working in reception.

Dispensing staff

Mrs Carol Thurman is our Senior Dispenser with **Mrs Libby Boyden, Mrs Anthea Wrigglesworth,** and **Mrs Donna Taylor** also responsible for dispensing at Ampleforth and can help with any questions you may have about your repeat prescribing. **Mrs Susan Cuthbert** looks after the Dispensing at Hovingham as well as the reception.

Reception staff

Mrs Yvonne Wilkie and **Mrs Libby Boyden** are our Senior Receptionists with **Mrs Frances Wainwright,** Carol, Anthea, Donna and Catherine also work on Reception and are here to help you. They answer the phone, deal with enquiries and take repeat prescriptions. Their job is very demanding so please be patient. If you wish to speak to a receptionist in confidence please let them know that you would like to talk to them away from the desk.

Your local PCT

The area served by Drs. Ticehurst, Mechie & Black is in the district covered by North Yorkshire & York Primary Care Trust who are responsible for ensuring you get all the services you need. For details of all primary care services in the area, look at Your PCT Guide to Primary Care Services you can get the information you need at www.nhs.uk

Other information

Complaints

The doctors and staff at Ampleforth and Hovingham Surgeries work hard to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whoever you feel most comfortable – your GP, our practice manager or our reception staff will be happy to help. In the majority of cases, concerns can be resolved quite easily and we are always pleased to get feedback from patients about the care they experience. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager at North Yorkshire PCT at the above address. The PCT also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints. To speak to a PALS officer, ring **01653 600800**.

Patients with particular needs

Each of our surgeries is accessible to patients using a wheelchair. We also have parking spaces outside each of our practices. If you need assistance please let Reception know.

Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please call our practice manager. We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Contacting us

Drs Ticehurst, Mechie & Black

The Surgery, Back Lane, Ampleforth, York YO62 4EF

Tel: **01439 788215**

Email: alison.redhead@gp-b82609.nhs.uk

Opening hours: Monday to Friday

8.30am until 6.30pm

Also at:

The Surgery, High Street, Hovingham YO62 4LA

Opening hours: Monday 1.00pm – 3pm

Tuesday 9.0am – 11.30am

Wednesday 9.00am – 3pm

Thursday 4.00pm – 6pm

Friday 1.00pm – 3pm

Evenings and weekends

For urgent advice and treatment when our practice is closed, call Primecare on 0845 0568060.

Other local NHS services

鐮 Call NHS Direct on **0845 4647** – for free expert NHS health advice and information 24 hours a day (calls charged at local rates). Or log onto www.nhsdirect.nhs.uk

鐮 In addition, the NHS Direct self-help guide '*Not feeling well?*' is available at the back of all new Thomson Local telephone directories, distributed in England from April 2004.

鐮 York NHS Walk-in Centre, Monkgate, York – to see an experienced nurse for treatment of minor injuries and illnesses seven days a week, 7am until 10pm. You do not need an appointment.

Scarborough, Whitby and Ryedale Primary Care Trust is responsible for ensuring you get all the services you need. For details call 01653 602900.

AMPLEFORTH SURGERY

The Surgery, Back Lane, Ampleforth, York YO62 4EF Tel: 01439 788215

You can ring from 8.30 – 9.30am for an appointment to see a doctor the same day.
Reception is open from 8.30 – 6pm. Closed for lunch 12.30 – 1.00pm

| | | |
|-----------|---|---|
| Monday | am: book on the day surgery am: book on the day surgery evening: book on the day/by appointment | Dr. Black Dr. Mechie Dr. Black |
| Tuesday | am: by appointment am: book on the day surgery evening: by appointment | Dr. Mechie Dr. Black Dr. Black |
| Wednesday | am: book on the day surgery am: by appointment evening: by appointment | Dr. Manners Dr. Black or Dr. Mechie Dr. Black |
| Thursday | am: by appointment am: book on the day surgery evening: by appointment | Dr. Mechie Dr. Ticehurst Dr. Mechie |
| Friday | am: book on the day surgery am: by appointment evening: by appointment | Dr. Ticehurst Dr. Black Dr. Ticehurst |

**Please note: you can now book an appointment for all the nurse clinics
blood tests need to be done between 9.00 and 11.00am**

HOVINGHAM SURGERY

The Surgery, High Street, Hovingham York YO62 4LA Tel: 01653 628203

| | Reception opening times | Doctor |
|-----------|-----------------------------|---------------------------|
| Monday | 9.00 – 11.30am 1pm – 3pm | Dr. Manners Dr. Mechie |
| Tuesday | 9.00 – 11.30am | Dr. Manners |
| Wednesday | 9.00 – 11.00 and 1pm – 3pm | Dr. Mechie |
| Thursday | 4.00pm – 6.00pm | Dr. Ticehurst |
| Friday | 1pm – 3pm | Dr. Black |

All Hovingham surgeries are available by appointment

**In the event of an emergency between 6pm and 8.30am Monday to Friday
and all weekend. Please ring 0845 056 8060**

Practice area



