

DANBY SURGERY



A guide to our services

Briar Hill, Danby, YO21 2PA

Tel. 01287 660739

www.danbysurgery.nhs.uk

Open on

Mondays, Wednesdays and Fridays

8.00 to 18.30,

Tuesday 7.15 to 18.30

and

Thursdays from 8⁰⁰ to 12⁰⁰

Welcome to Danby Surgery

We are a team of two general practitioners, a nurse practitioner and health care assistants and a practice manager as well as reception, admin and dispensary staff. We are committed to providing high quality general medical services to the people in the upper Esk Valley. We also offer a range of clinics for children and pregnant women, for patients with diabetes, asthma and Chronic Obstructive Pulmonary Disease, mental health and counselling, and perform minor surgery.

At Danby Surgery we aim to treat all our patients with care and competence, and in a timely, friendly and confidential manner. Our practice staff will wear a name badge and identify themselves on the telephone, so you always know who you are dealing with.

Danby Surgery is a training practice. This means we often have a GP Registrar, who is a doctor specialising to become a GP, working with us for a 6-12 month period. At times we also have two medical students with us. As the trainee doctor and students can see your medical information, in full confidentiality, we ask patients registering with us to sign a consent form giving permission for them to do so.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services and how to access them, and it gives you some general information about our practice. If you live in our practice area and would like to register with us, please complete one of our registration forms available at the reception, or from our website www.danbysurgery.nhs.uk

Senior Nurse

She runs Asthma, COPD, and a Diabetes clinic. She can advise you about contraception and sexual health and will do cervical smears, give travel advice and vaccinations, wound checks and life style advice.

Health Care Assistant

Many routine procedures will be done by our health care assistants. These include blood and urine testing, dressings, ECG's and many other tasks.

Long term conditions

The management of long term conditions such as Diabetes, Asthma or COPD is quite different than that acute illness. It involves more time for your questions so you learn about the condition and how to manage it in part by yourself. Regular reviews and advice on prevention and early treatment if things change. This is done by Karen, and we recommend that patients with these conditions see her at least once a year. At other times you will also be reviewed by one of the doctors. Please always bring your inhalers or your insulin device and blood glucose results with you.

Antenatal clinic (Midwife)

If you find you are pregnant, you can make an appointment to see the midwife in her clinic at Danby Surgery, which is every other Tuesday morning. If you prefer you can see a GP first, but you don't need a referral to see the midwife, who will carry out the routine antenatal checks throughout your pregnancy and give you the advice and support you need.

Child health and immunisations (Health Visitor & Practice Nurse)

All new babies are invited to our Health Visitor for regular check-ups from when they are eight weeks old. The clinic is held the 2nd Tuesday of the month from 9am to 10am at Danby Surgery. She will carry out routine checks and immunisations will be given by the Practice Nurse.

Adolescents

Booster jabs are required between 13 and 18 years which will be provided by the School Nursing Service. You can also see our practice nurse for a general health check and other health matters and advice. Chlamydia screening is a simple and fully confidential urine test for under 25s, just pick up a kit from here.

Minor surgery

Many minor skin operations can be done under local anaesthetic in our treatment room. Please discuss this with your doctor who will then arrange for you to be given an appointment.

Stopping smoking

If you would like advice on stopping smoking you can self-refer to the stop smoking service by telephoning 01609 79 7272 or emailing stop.smoking@northyorks.gov.uk

Mental Health

The local psychiatrist offers to review patients at the Surgery by appointment. Our Counsellor offers appointments on Fridays, on referral by one of the doctors or nurse practitioner.

Contraception

Our nurse and the doctors are trained to give confidential family planning advice and prescribe the full range of contraception, including emergency contraception. We can refer you locally to have a coil fitted, or Dr van Dam can insert a long term contraceptive implant. Condoms are available. .

Travel advice

For distant destinations you may require some advice on travel vaccines or Malaria prevention. Our nurse or the GPs can provide this, but we recommend that you see us early enough in case you require a course of immunisation 6-8 weeks prior to travel

Physiotherapy and Podiatry

You can self-refer to see the Physiotherapist, providing you are not already under the care of a consultant. Clinics are held weekly at the surgery but you can also be seen at Whitby Hospital. Please speak to reception for further details.

Podiatry services are provided at the Surgery on referral by a GP or Nurse.

Cancer screening

We encourage our patients to participate in the NHS cancer screening programmes. Cervical screening tests are every 3 years for women from the age of 25 years, with samples taken by the nurse or doctor at the surgery. From the age of 50 women will be invited by letter for breast screening. Home sample kits for the bowel cancer screening programme are sent out through the post to male and female patients aged 60 to 69.

Who we are – the clinicians

Dr. Marcus van Dam

Dr van Dam worked as a paramedic before becoming a doctor. Prior to completing his medical training he undertook and published research in Molecular Biology. He qualified at the Free University of Berlin in 1997 and gained his GMC registration the following year. After completing his GP training in Scarborough Dr van Dam joined Danby Surgery in 2004. He is a Member of the Royal College of General Practitioners and involved in training new GPs.

Dr. Philip Park

Dr Park qualified at Leeds University Medical School in 1993, gaining GMC registration in 1995. He did his GP training in Scarborough, finishing in 1998, with his last GP training job at Egton Surgery. He moved to be a GP on King Island, Tasmania for 3yrs, gaining Fellowship of the Australian College of Rural and Remote Medicine in 2003. He worked in Guisborough for 13 years, then worked in Clinical Research before joining Danby Surgery in March 2020.

Karen Moss

Is our Senior Practice Nurse. She qualified as a RGN in 1976. She is very experienced and holds Diplomas in Diabetes, Palliative Care and Women's Health and has a special interest in patient education.

Health care assistants:	Lauren Chapman Karen Joiner
Midwife:	Louise Clark
Health visitor:	Covered by North Yorkshire and Teesside team dependant on location
Community nurses:	The Whitby & Esk team
Mental Health:	Sarah Godbold (First Contact Mental Health Practitioner) Anne Street (Counselling)
Podiatrist:	Whitby Hospital Team
Physiotherapist:	Whitby Hospital Team
Pharmacist	Joanne Linton

Who we are – on the admin side

Debbie Harrison

Debbie is the practice manager of Danby Surgery. She has over 30 years experience of working in General Practice and is happy to be contacted by patients if they have any queries or require further information about the practice, services provided or the patient participation group.

Deputy Manager: Sarah Theaker

Secretarial Team: Glenda Thompson
Gemma Brew

Reception/Dispensary Team:

Susan Arnold
Cathy Harland
Rahna Horton
Gwen Ellwood
Karen Thompson
Sara Knight
Julie Metcalfe
Abigail Collinson

Comments, Complaints and Complements

Any comment and suggestion is welcome. You may use our suggestions box in the waiting room. If you wish to make a formal complaint, please inform the Practice Manager, either verbally or in writing, as there is a formal procedure of dealing with complaints should they arise.

Registering with the Practice

Registration forms are available at the surgery or from the website for each patient to complete. We ask all new patients to make an appointment with the Nurse or Health Care Assistant for a registration medical check. The practice has disabled access

Appointment Availability

We can usually fit you in for an appointment on the day you choose. If the surgery is full you may be asked to come on the following day, unless the problem is urgent. You may choose which doctor you wish to see, but at certain times there may be only one doctor available. If you are unable to keep your appointment, please let the surgery know. If patients feel they need a longer appointment, double appointments are available, please ask the receptionist

Home Visits

Wherever possible we prefer to see patients in the surgery, but if you feel you require a home visit please inform the surgery before 10:30 if possible

Repeat Prescriptions

Repeat prescriptions can be ordered online, by telephone in person or by completing the repeat prescription form. If you require a repeat prescription please allow 48 hours notice. If possible, please collect your medication after 15:00. Prescription charges must be paid for on receipt. The charges are laid down by government policy. Pre-payment or exemption certificates must be presented. Please return unused or out of date medications to the surgery. All patients on regular repeat medication need to be seen for a review annually.

Confidentiality

Confidentiality is of utmost importance to all of us at the practice. Only doctors and authorised staff have access to your healthcare data. If you wish to see information held about you please contact the Practice Manager.

Chaperone Policy

It is our policy to offer you the availability of an additional member of staff to be present during an intimate examination. You are also welcome to bring a friend or relative with you.

Health Checks

Health checks are available for patients not seen within 3 years between the ages of 16-75, and for patients over 75 not seen during the last 12 months. If

too ill to attend the surgery, this can be carried out in the patient's home at the doctor's discretion.

How you can help

Please tell us if you need to cancel your appointment.

We aim to treat our patient 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.

When the surgery is closed

Out of hours is the time between 18:30 and 8:00, as well as weekends and bank holidays, when the Surgery is closed. You will see that there are many ways of getting the right help and advice.

Out of hour's service

When the surgery is closed you will be asked to ring 111 (a free phone number). Their staff will deal with your concern either by giving you advice or for getting a doctor to call you back. Either your concern is then dealt with over the phone, or you can see a GP in Whitby, or, if this is not possible, they can come and see you at home. On a Thursday after 12:00 your phone call will be answered by our neighbouring surgery in Egton.

Did you know that there is so much else you can do when you are feeling unwell?

Self care

Many symptoms can be treated in your home by using a well stocked medicine cabinet. Self-care is the best choice for very minor illnesses and injuries, such as simple sore throats and coughs, minor sprains and grazes.

Pharmacy

Your local pharmacist is a trained healthcare professional and can give you advice on common illnesses and the medicines you need. Most now have a quiet area away from other customers where you can speak to the pharmacist more privately. To find your local pharmacy visit www.nhs.uk or text 'pharmacy' to 64746.

Minor Injuries Unit

For minor injury, such as sprains and strains, or other minor illness, you go to be seen at a Minor Injuries Unit (MIU). You can simply go there without an appointment, but please note that other departments in the Hospital i.e X-Ray may not be open at weekends, bank holidays and evenings.

The nearest MIUs are in

- Whitby (Whitby Hospital), daily from 8:00 – 23:00, Tel 01947 899192
- Redcar (Redcar Primary Care Hospital) 24 hour service including weekends and bank holidays, Tel 01642 511133

Accidents and Emergencies

The nearest Accident & Emergency (A&E) Department is in Middlesbrough, James Cook University Hospital (JCUH, also called South Tees), on Marton Road, TS4 3BW, Tel 01642 854252. It is open daily, 24 hours a day.

Ambulance

In case of serious emergencies you can always ring 999. This is advised if someone e.g. has chest pain, signs of a stroke, is unconscious, or has had a serious accident.

Get involved

“No decision about me without me”. NHS leaders have realised that we need to understand better what it is that people and patients need or how care and services are best provided to meet those needs – after all, this is what the NHS is about. In addition to the patient surveys we have been carrying out in the recent years, Danby Surgery now has a patient group, which is meeting on a regular basis. We are still thinking of additional ways of involving you and finding out what matters to you. The contact for the group is Joanne Sewell, Tel 01287 660231.

NHS Commissioning Board

PO Box 16738

REDDITCH

B97 9PT

Tel 0300 311 22 33

Email england.contactus@nhs.net

Cloverleaf Advocacy

North Yorkshire NHS Complaints Advocacy Service

(Monday-Friday 9am-5pm)

4 Devonshire Court, Clifton, York, YO30 5PQ

Tel 0300 012 4212

Fax 01924 438444

Email:

helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk

Or complete an enquiry form on the website:

www.helpwithnhscomplaintsnorthyorks.org/

North Yorkshire Clinical Commissioning Group

NHS North Yorkshire Clinical Commissioning Group

1 Gimbald Crag Court

St James Business Park

Knaresborough

HG5 8QB

Tel:01609 767600

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

Recommended websites

- www.nhs.uk
- Childhood immunisations: search for “vaccination checklist”
- www.cancerscreening.nhs.uk
- www.chlamydia-screening.nhs.uk
- www.nathnac.org (for travel health advice)
- www.patient.co.uk (for patient information leaflets)
- www.danbysurgery.nhs.uk