



Providing NHS services

HAXBY GROUP HULL

A guide to our practice

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Welcome to the practice

www.haxbygroup.co.uk



HAXBY GROUP HULL 01482 303963

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Welcome to our practice

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

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

You can find out more about us on our website:

www.haxbygroup.co.uk

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. Please visit our website

www.haxbygroup.co.uk to view our boundary map.

You will be allocated a named accountable GP responsible for your overall care. Your named GP may not always be available. You can request a specific GP though this may mean a longer wait for an appointment.



Online - please visit our website www.haxbygroup.co.uk and follow the “Register with Us” tab. Standard registration at our practice does not require any form of identification.



In person - call into one of our surgeries and our Patient Services Team will help you to register.

Please note the requirement for photo identification if you wish to register for online services, which we would recommend.

How to request an appointment



Online - you can request or cancel an appointment online at www.haxbygroup.co.uk. This facility is available from 7am - 6pm Monday to Friday.



Telephone - contact us during opening hours on the surgery numbers given on the back page of this booklet.



In person - an appointment can be requested in person at any of our surgeries.

ALL appointment requests are seen by a doctor who makes a clinical decision around the time frames and clinicians required for each individual based on information given.

Types of appointment

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

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

Please don't waste your appointment. If you can no longer attend, or wish to change your appointment, please let us know.

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. ALL requests are dealt with equitably and any online requests go through the same systems, and at the same pace, as those made on the phone or in person.

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. You can self-refer for common conditions such as sore throat, earache and sinusitis under the Pharmacy First scheme. Visit www.nhs.uk for details of your nearest pharmacy.

In a medical emergency, you MUST call 999.

Home Visits

If you feel too ill to come to the surgery or are unable to leave your home for medical reasons, please let us know before 10:30am, where possible, through any of the appointment pathways. A clinician may telephone you to discuss the problem in the first instance.

How to get a test result



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



Telephone - please telephone your normal surgery contact number and select the test results option in between the hours of **11am and 6pm Monday-Friday**. Please leave 3-5 working days between the test and giving us a call.

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 3-5 full working days before collection and longer for bank holidays.



NHS App - If you sign up to the NHS App via your smartphone, you can order your repeat prescriptions via this method.



Online - please visit www.haxbygroup.co.uk and go to Repeat Prescription



In person - please drop a note into our surgery



By post - you can request a repeat prescription by post. Please enclose a stamped addressed envelope for its return if you have not nominated a pharmacy for your 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.

To access, please search for NHS App online, on the Apple App Store or on Google Play to find out more.

NHS services

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

- Annual flu vaccinations
- Blood pressure monitoring
- Cervical smears
- Childhood immunisations
- Chronic disease management
- ECG (electrocardiography) - heart monitoring
- Foreign travel advice
- Minor surgery
- Weight management support
- Women's services - family planning and contraception
- Copies of patient records
- Phlebotomy (blood taking) service
- Social Prescribing

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 enquire 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.

In addition, we have various teams of administrators and managers all working hard to ensure the smooth running of our surgeries and prioritising access to care.

List of partners

Hull

Dr Kevin Anderson MBChB, MRCGP, BSc (Medical Microbiology)MSc (Health Professions Education)

Dr Laura Balouch MRCGP, DRCOG, MBBS

Dr Daniel Gilby BMBS, MRCGP, PhD, BSc

Dr Mathew Fortnam MBBS, MRCGP, PGCert

Dr Masood Balouch MRCGP, MBBS

Dr Louise Barker DFSRH, MRCGP, MBChB

Dr James Lyell BSc Hons Physiotherapy and MSc Advanced Clinical Practice

Dr Michael Skipsey MBBS, MRCGP

Dr Joseph Witney BMBS, BMedSci, MRCGP (2020)

York

Dr Michael Holmes DRCOG, MBChB, BSc MSc, FRCGP

Dr Sarah Blades MBChB, MRCGP, DFFP, PGCE

Dr Drew Bradman MBBS, MRCGP

Dr Nicholas French MBChB, MRCGP BSc

Dr James Hunter MBBS, BSc Hons, MRCS, MRCGP

Dr Andrew Gilmore MRCGP, DRCOG, MBChB, DCH

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, IUTLoC, SDI

Dr Christopher Stanley MBBS, BSc

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

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

Scarborough

Dr Alastair Crosswaite MBBS 1987, DRCOG, MRCGP

Dr Omnia Hefni MBChB, MRCGP, PGCME, DFSRH (LOC IUT & SDI)

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

Dr Rajinder Dhaliwal MBBS 2013, BSc in Medical Sciences with Cardiovascular Sciences - Imperial College London 2011

Mark Coultate Advanced Clinical Practitioner & paramedic

For a list of all GPs please see our website:

(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

Understanding who you are seeing and why?

At times, you may be given an appointment with a clinician who is not listed above. This decision will have been made by one of our GPs after careful review of any symptoms and information shared with us at the time of appointment request.

We understand that being presented with a variety of different titles may be confusing, so we have created a document available in surgeries and at www.haxbygroup.co.uk to explain our different clinical titles and when and why you might see us.

Working together to provide a caring, quality service

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.

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 in our surgeries 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.

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. If you require this leaflet in a different format, please telephone 01482 303963.

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:

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

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

Complete a Friends and Family feedback form.

Join our Patient Participation Group - please see our website.

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 and on our website.

Complaints can be made in person, in writing, on the telephone or via email: hnyicb-ny.haxbypatientexperience@nhs.net

We will consider all accessibility and reasonable adjustment requirements of people who wish to make a complaint in an alternative way.

Further advice and support can be found at:

Cloverleaf Advocacy
Hesslewood Hall
Ferryby Road
Hull
HU13 0LH

01482 880160

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:

Hull City Council

The Guildhall Alfred Gelder Street,

Hull. HU1 2AA.

Telephone: 01482 300300 www.hull.gov.uk

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.

This includes incidents of abuse online.

Equality and diversity

We are an equal opportunity employer.

Our surgeries

Occasionally we may have to make temporary changes to our opening hours. Patients will be informed as soon as is reasonably possible when they are affected by these changes.

www.haxbygroup.co.uk

Orchard Park Surgery

The Orchard Centre, 210 Orchard Park Road, Hull. HU6 9BX.

01482 303963

Open Mon-Fri 8:00am-6:30pm

Kingswood Healthcare Centre

10 School Lane, Kingswood, Hull. HU7 3JQ.

01482 303963

Open Mon-Fri 8:00am-8:00pm and Sat 9am-1pm

Burnbrae Surgery

445 Holderness Road, Hull. HU8 8JS.

01482 888800

Open Mon-Fri 8:00am-6:30pm

Newington Health Care Centre

Plane Street, Anlaby Road, Hull. HU3 6BX

01482 336111

Open Mon-Fri 8:00am-6:30pm and Sat 9am-1pm



Haxby Group Hull is a trading name of HBG Ltd, a registered company (6293176) that is wholly owned by the partners of Haxby Group Practice. Registered office address: Gale Farm Surgery 109-119 Front Street, Acomb, York, North Yorkshire, YO24 3BU

Working together to provide a caring, quality service