



ILKLEY & WHARFEDALE

MEDICAL PRACTICE

**Springs Medical Centre
Springs Lane
Ilkley
LS29 8TQ**

**Tel: 01943 604455
Fax: 01943 604466
www.iwmp.co.uk**



Opening hours

Monday to Friday 08:00 – 18:00

The purpose built premises are shared with another practice. Please note we are the reception desk to the RIGHT on entering the building.

Dr David Kenneth Cockshoot - Partner

MB ChB DCH DRCOG MRCGP MRCP FP Cert
Qualified Leeds 1989

Dr Christian Marc Lachmann - Partner

MB ChB DRCOG MRCGP
Qualified Leicester 1996

Dr Stephanie Anne Atkinson

MB ChB DCH DRCOG MRCGP DFFP FP Cert
Qualified Leicester 1983

Dr Janet Penelope Kyriakides

MB ChB DRCOG MRCGP DFFP FP Cert
Qualified Bristol 1985

The practice is supported by healthcare workers including:

- Practice Nurse
- Midwives
- District Nurses
- Health Visitors
- School Nurse
- Physiotherapy and x-ray facilities at the neighbouring Coronation Hospital.

INTRODUCTION

Ilkley & Wharfedale Medical Practice (IWMP) has grown and developed on the principle of combining high standards of modern medical care with a personal and friendly service to patients since its foundation in 1979. IWMP has 4 permanent GPs, (two of whom are GP partners who practice as a non-limited partnership) and up to 1 GP Registrar at any one time. The practice is affiliated to the University of Leeds and frequently has Medical Students on placement.

PRACTICE AREA



The practice covers the Ilkley, Addingham, Burley-in-Wharfedale area and the villages between Ilkley and Bolton Abbey, as outlined in the diagram.

The practice is within walking distance of the town centre with railway and bus stations nearby. There is a good sized car park.

ACCESS FOR PATIENTS WITH DISABILITIES AND MOTHERS WITH BABIES

Easy access is provided for wheelchair users and prams/buggies at the front entrance. Disabled car parking spaces are available at the east side of the building and staff are happy to assist anyone with difficulties who requires help. There is a lift to the first floor. Baby changing and breast feeding facilities are available within the surgery. Please ask at reception.

SERVICES AVAILABLE

The normal full range of general medical services is available at the practice. This includes:

CLINICS

- Antenatal/postnatal clinic
- Child health care and immunisation clinic
- Diabetic clinic
- Family planning and contraception clinic
- Minor surgery clinic
- Smoking cessation clinic
- Travel & vaccination clinic (including yellow fever)*

OTHER SERVICES INCLUDE

- Arthritis care
- Asthma care
- Cervical cytology smears
- Care of the elderly
- Coronary heart disease
- Raised blood pressure
- HRT and menopause care
- Mental health care
- Chronic Disease Management

*Please visit our travel website www.yorkshiretravelmedicine.co.uk

REGISTRATION

To register as an NHS patient you must be eligible under NHS regulations. In general terms this means you must be an EU citizen permanently living in the UK. For all patients over 16 the practice will ask for documentary evidence of your status e.g. driving licence, passport and a utility bill.

HOW TO REGISTER

Please call in to the surgery and request a new patient registration pack. Once completed please return these forms to reception together with your forms of identification. Alternatively you may wish to download the relevant forms on line at <http://www.iwmp.co.uk/register.html>. All new patients will be invited to attend a new patient health check. Once registered it is not always necessary to see the GP with whom you have registered – you may ask to see any of the doctors and whilst we make every effort to comply with patients' requests for a preferred doctor, this may not always be possible.

TEMPORARY REGISTRATION

People who are staying in the area may register at the practice for **urgent medical problems** whilst away from their usual home (provided they are eligible for NHS treatment – see above). Please be aware the practice will not have immediate access to any of your previous medical records.

RIGHTS AND RESPONSIBILITIES OF THE PATIENT

Patients have a responsibility to advise the practice of any change to their name, address or telephone number. Please note that for a name change we require documentary proof.

NAMED DOCTOR PREFERENCE

Patients have a right to express a preference to receive services from a particular practitioner within the practice which will be recorded in writing whilst we make every effort to comply with such requests for a preferred doctor this may not always be possible.

APPOINTMENTS

The practice operates an appointment system to help prevent patients waiting for long periods and to regulate the clinical work. Ten minutes is the standard appointment length. Patients telephoning before 09:00 with an urgent medical problem will be offered an appointment that day.

Appointments may be booked up to 6 months in advance. Over a third of GP appointments are available to book on the day.

We also offer telephone appointments with a GP during surgery time should a face to face consultation not be necessary.

Please telephone or call in to the surgery to book an appointment and ask for a separate appointment for each person to be seen. **If you are unable to keep your appointment please advise us as soon as possible so that we can offer your appointment slot to another patient.** If you have not seen a doctor for three years (or in the last 12 months if you are over 75 years) we will be pleased to provide you with a health check.

EMERGENCIES – DURING SURGERY HOURS

For an URGENT problem or in a medical EMERGENCY between 08:00 and 18:00 please telephone 01943 604455 and press 2.

EMERGENCIES – OUT OF HOURS

In emergency **after 18:00**, please telephone the surgery on 01943 604455 and you will be diverted to **Local Care Direct** or asked to call **NHS111**.

HOME VISITS

Should you be unable to attend the surgery and you need a home visit please telephone before 10:30. This will help the doctors plan their rounds. If you phone after 10.30 a home visit will normally be made the following day. **Please be aware that a doctor has limited medical facilities on a home visit. We recommend, where possible, you attend the surgery for an appointment.**

TELEPHONE ADVICE

A doctor will usually be available to take telephone calls between 10:30 and 11:30 for non-urgent medical problems and simple advice.

REPEAT PRESCRIPTIONS

Please allow (between request and collection) a minimum of **two working days** (excluding weekends and Bank Holidays) for your new prescription to be issued.

In order to obtain a repeat prescription please do one of the following:

- a. hand in your request personally or through the letter box;
- b. post your request. If you enclose a self-addressed stamped envelope we will post this back to you;
- c. go to www.iwmp.co.uk and follow the link on 'How to order a prescription'
- d. fax your request to 01943-604466

Arrangements can be made for your prescription to be collected by Lloyds Pharmacy, Boots, Ilkley Moor Pharmacy or Clayfields. Please ask for details. **For safety reasons it is not possible to accept telephone requests for prescriptions.**

SYSTEMONLINE FOR APPOINTMENTS & PRESCRIPTION REQUESTS

The practice provides an on-line booking service called SystemOnline for appointments and ordering repeat prescriptions 24 hours a day, 7 days a week. You must obtain a unique USER NAME and PASSWORD before you can take advantage of this service. Please speak to reception. Proof of identity must be brought with you when registering e.g. utility bill, driver's licence, or passport. If you would like to register on behalf of another person, written consent and their photo ID will be required to register them with this service. For those under 16, any proof of identification such as a Birth Certificate will be accepted.

TEST RESULTS

Please telephone after **14:00** for test results and allow a minimum of:

3 days	Blood tests
7 – 10 days	X-rays

REFERRAL TO SECONDARY CARE (HOSPITAL CHOICE)

If the GP is referring you to a hospital for further investigations, please be aware that there is a choice of hospitals available to you. Please check with the GP at the time of your referral consultation.

GP REGISTRARS

IWMP is an approved training practice for future GPs and as such may employ one or more additional doctors, usually 6 – 12 months at a time. The doctors (known as GP Registrars) are fully qualified and join us to gain extra experience in general practice. To assist with Registrar training we may on occasion request your consent for consultations to be recorded on video. You will be notified in advance should this be the case.

MEDICAL STUDENTS

Occasionally we have medical students with us on a general practice placement. We may ask your permission to be seen by a student but this is not obligatory and you are free to decline.

COMPLAINTS AND COMMENTS ON THE PROVISION OF SERVICES

All of the staff or doctors are available to hear about any matter which relates to the welfare of patients or the running of the surgery. Alternatively you may wish to complete a Practice Complaint Form, which may be kept anonymous if desired, and sent to the Practice Manager.

HOW ARE WE DOING?

We are constantly trying to improve our service and welcome your suggestions for improvement.

CONFIDENTIALITY

Patient information is treated with the utmost confidentiality and is released only in line with the Data Protection Act, the Freedom of Information Act and the Caldicott Guidelines.

DATA PROTECTION

A patient's written consent would always be obtained if a request for access to their medical records were received from any other agency.

FREEDOM OF INFORMATION

Information about the practice and the doctors is publicly available. For a printed copy please enquire at the reception desk. The information is also published on our website.

PRIVACY

If you would like to discuss a matter in private with a receptionist or other member of staff please ask.

NHS CENTRAL RECORDS SERVICE

Any patient may refuse consent for their records to be uploaded to a national shared electronic record.

PATIENT REFERENCE GROUP (PRG)

The PRG meets every eight to twelve weeks and acts as a link between patients and the practice. If you would like further information or would like to join the group please ask reception.

NON-NHS WORK

Certain medical examinations, vaccinations, forms, letters and certificates cannot be provided under the NHS. Please ask at reception for details of these charges. Normally fees for private work will be according to BMA scales.

VIOLENT AND ABUSIVE PATIENTS

Violent and abusive patients may be removed from the practice list with immediate effect. NHS England will register all such patients on its Violent Patient list.

INTERPRETERS

With advance notice we are able to arrange for an interpreter to be present at your appointment.

WALK IN CENTRES

The nearest walk in centres are:

Hillside Bridge Health Centre
4 Butler Street West
Bradford BD3 0BS
Tel: 0845 1211024

Shakespeare Medical Practice
Cromwell Mount
Leeds LS9 7TA
Tel: 0113 2951132

USEFUL TELEPHONE NUMBERS

Out of Hours Emergency	0845 1294402
NHS Direct	111
District Nurses	01943 608072
<u>Pharmacies</u>	
Boots – Ilkley	01943 608476
Lloyds Pharmacy – Ilkley	01943 607227
Ilkley Moor Pharmacy	01943 604206
Clayfields – Addingham	01943 831462
<u>Hospitals</u>	
Airedale General Hospital	01535 652511
Bradford Royal Infirmary	01274 542200
St Luke’s Hospital, Bradford	01274 734744
Leeds General Infirmary	01132 432799
St James’ Hospital, Leeds	01132 433144
Wharfedale General Hospital	01943 465522
Coronation Hospital	01943 609666

NHS England

NHS England is increasing transparency in the NHS and improving services for patients. They work with NHS staff, patients, stakeholders and the public to improve the health outcomes for people in England. Their contact details are:

NHS England
PO Box 16738
Redditch B97 9PT
Tel: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)
Email: england.contactus@nhs.net

HELPFUL ORGANISATIONS

Health Visitors	01943 862289
Chiropody	01274 323966
Good Neighbours	01943 862388 01943 863478
Ilkley Good Neighbours	01943 603348
Social Services - Shipley	01274 431704
Social Services - Bingley	01274 435252
Social Services - Keighley	01535 618400
Social Services - Leeds	0113 247 8630
West Yorkshire Central Services Agency	0113 295 2500
Women's Aid	0113 246 0401
Women's Aid Domestic Violence Helpline	08457 023 468
Refuge Domestic Violence Helpline	0870 599 5443
Victim Support line	0845 303 0900
Leeds Alcohol Service	0113 247 0111
Leeds Addiction Unit	0113 295 1340
Al-Anon Family Groups	020 7403 0888
Alcoholics Anonymous	0845 7697 555
Drinkline	0800 917 8282
Bereavement Care Burley-in-Wharfedale	01943 600611 01943 862582
Leeds Bereavement Forum	0113 225 3975
Cruse Bereavement Care	0113 234 4150
Loss Group	0113 205 5513
Child Death helpline	0800 282986
Rape Crises Centre	0113 244 0058
Rape & Sexual Abuse helpline	020 8683 3300
Sexwise (Confidential help for teenagers)	0800 282930
Lesbian & Gay switchboard	020 7837 7324
Local Drug Information	01535 610180 01535 210022
Drug Advice	01274 723863
Leeds Drug service	0113 247 0111
National drug helpline	0800 77 66 00
Release - drug and legal advice	020 7729 9904
Heroin helpline	020 7749 4053
Re-solvent abuse	0808 800 2345
Relate, couple or individuals	0113 245 2595
Support team 0-16 years	0113 295 3491
Samaritans	08457 90 90 90
Childline	0800 1111

Disclaimer: All organisation names and contact numbers are correct at the time of going to print

HELPFUL WEBSITES

Alcohol Problems	
Alcoholics Anonymous	www.aa.org
Anger Management	
Off The Record	www.offtherecord.org.uk
Arthritis & Joint Problems	
Arthritis Care	www.arthritiscare.org.uk
Arthritis Foundation	www.arthritis.org
Asthma	
National Asthma Campaign	www.asthma.org.uk
Cancer	
Roy Castle Lung Cancer Federation	www.roycastle.org
MacMillan	www.macmillan.org.uk
Cancer Research UK	www.cancerresearchuk.org
Marie Curie Cancer Care	www.mariecurie.org.uk
Breast Cancer Campaign UK	www.breastcancercampaign.org
Children's Problems	
Autism	www.autism.org.uk
Counselling	
Relate	www.relate.org.uk
Diabetes	
British Diabetes Association	www.diabetes.org.uk
Elderly Care	
British Geriatrics Society	www.bgs.org.uk
Care Homes	www.carehome.co.uk
Epilepsy	
Epilepsy Association	www.epilepsy.org.uk
Heart Problems	
The British Heart Foundation	www.bhf.org.uk
American Heart Association	www.heart.org
Infertility	
Human Fertilisation & Embryology Authority	www.hfea.gov.uk
Meningitis	
Meningitis Now	www.meningitisnow.org
Meningitis Research Foundation	www.meningitis.org
Mental Health	
Mental Health Foundation	www.mentalhealth.org.uk
Smoking	
Giving up Smoking	www.givingupsmoking.co.uk
Stroke	
National Stroke Association	www.stroke.org.uk
Women's Health	
Victim Support	www.victimsupport.org.uk
Rape Crisis Federation	www.rapecrisis.org.uk

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CHOOSE WELL

Choosing the right place to go for NHS treatment will ensure that you get the right care, as soon as possible.

Using an alternative to Accident and Emergency (A&E) when you aren't seriously ill could mean that you end up waiting less time to receive care. It will also leave emergency services to those who need them most. A&E and 999 are for life-threatening and emergency conditions only, such as heart attacks, strokes and serious injuries.

Use the colour coded chart on the right to help you choose the right care for your symptoms. Choosing well means you receive the best possible treatment, leaving emergency services to those who need them most.



There are many different 'Choose well' ways that you can help yourself get the right treatment:

- **self-care**
look after yourself at home with a well-stocked medicine cabinet
- **pharmacist (chemist)**
for expert advice on common illnesses and the best medicines to treat them
- **GP (doctor)**
for illnesses that just won't go away, arrange to see your doctor
- **call 111**
if you need urgent healthcare, contact NHS 111 who will help you access the local service that can help you best
- **A&E or 999**
only if you need very urgent medical attention.

STEP 1: FIRST AID / SELF CARE

We all get into accidents at home or suffer from winter ailments such as coughs and colds. Most of the time we can patch ourselves up and care for ourselves with the help of a First Aid kit. **It's important that your medicine cabinet is well-stocked** to deal with minor accidents and injuries at home and that medicines are safely stored according to their labels and are within their use-by dates. **Don't forget to keep your medicine cabinet out of the reach of children.**

STEP 2: PHARMACIST (chemist)

Pharmacists are **experts on medicine** and how they work. They are qualified to give advice on basic health issues such as coughs, colds, sore throats, aches and pains, sprains and stomach upsets. You can **talk to your pharmacist in confidence** - even about the most personal symptoms - and you don't need to make an appointment.

STEP 3: GP SURGERY

If you have a 'flare up' of a **long-standing illness** such as kidney or lung disease, bronchitis, asthma or diabetes that is not responding to self care or advice from your pharmacist, call your GP surgery. If you need urgent medical care when your surgery is closed (and it can't wait until the morning) call your surgery number and you will receive information on how to access the care or advice you need.

STEP 4: CALL 111

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Call 111 if:

- you need medical help fast but it's not a 999 emergency (please see step 5 below for guidance)
- you think you need to go to [A&E](#) or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

STEP 5: ACCIDENT & EMERGENCY – DO I NEED TO GO?

Examples of inappropriate uses of A&E:

- Coughs and colds – it is better to stay at home or see your local pharmacist.
- Queries about medication - these are best dealt with by your GP.
- Old injuries or joint problems - these should be seen by your GP, at least initially.
- Toothache - you need to be seen by a dentist. Hospitals such as Airedale do not have trained dentists in A&E.
- Using A&E to get a 'second opinion' after visiting your GP.

Examples of appropriate use of A&E:

- Cuts which won't stop bleeding or may need stitches to heal properly.
- Burns which are large, or deep, and need dressings.
- Limb injuries which are painful or swollen and could be caused by a broken bone.
- Serious medical problems such as chest pain, collapse, or heavy blood loss.

MINOR INJURY UNIT

There are also Community Minor Injury Units which treat a variety of injuries and illnesses such as sprains, cuts and wounds, minor fractures and minor head injuries.

You do not need to make an appointment; you can just turn up. The nearest Minor Injury Unit is:

Wharfedale General Hospital,
Newall Carr Road,
Otley,
West Yorkshire, LS21 2LY
Telephone: (01943) 465522



FOR YOUR INFORMATION

PRACTICE STAFF		ATTACHED STAFF	
Practice Manager	Rachael Pengelly	Health Visitors	01943 602659
Administrator	Catherine Chadwick	District Nurses	01943 608072
Practice Secretary	Ros Russell	Midwives	01943 432066
Practice Nurse	Margaret Sykes	Community Matron	Referral by GP
Prescriptions Clerk	Tricia Marshall	Counsellor	Referral by GP
Receptionists	Catherine Shoesmith		
	Gill Kingston		
	Jacqui Lupton		
	Kay Mann		
	Roma Leiper		
	Susan Tolan		
	Val Lomas		

PATIENT APPOINTMENTS:

Day	Date	GP

Declaration of Interest

The partners of Ilkley & Wharfedale Medical Practice declare that they have a business interest in Yorkshire Travel Medicine.