

Welcome to



South Holderness MEDICAL PRACTICE

www.withernseadoctors.co.uk

Welcome to South Holderness Medical Practice. The practice provides NHS and some private medical services from three purpose-built surgeries in South East Holderness. The surgeries are located in Withernsea, Patrington and Roos and all have disabled access

Withernsea opening hours: Monday to Friday 8am until 6pm
Please see inside for branch opening details.

Withernsea, Patrington & Roos Telephone: 01964 613221

Withernsea Telephone: 01964 611627

Withernsea Fax: 01964 614247

Patrington Fax: 01964 631618

Roos Fax: 01964 671449

Out of Hours Emergency: 111

Dr G D Heaton

Dr R J Blackbourn

Dr D G Fitzsimons

Dr D P Wheatley

Dr S Sarkar

Dr J D Clark

Surgery Opening Hours

Reception times at our three surgeries are listed below. Surgeries and clinics are held throughout opening hours:-

St Nicholas		St Nicholas Dispensary
Monday	8:30am - 6:00pm	9.00am - 6.00pm
Tuesday	8:30am - 6:00pm	9.00am - 6.00pm
Wednesday	8:30am - 6:00pm	9.00am - 6.00pm
Thursday	8:30am - 6:00pm	9.00am - 6.00pm
Friday	8:30am - 6:00pm	9.00am - 6.00pm
St Patricks'		St Patricks' Dispensary
Monday	8:30am-12:30pm 3.30pm -6.00pm	9.00am - 12.30pm 3.30pm - 6.00pm
Tuesday	8:30am-12:30pm 3.30pm -6.00pm	9.00am - 12.30pm 3.30pm - 6.00pm
Wednesday	8:30am- 12:30pm	9.00am - 12.30pm
Thursday	8:30am-12:30pm 3.30pm - 6.00pm	9.00am - 12.30pm 3.30pm - 6.00pm
Friday	8:30am-12:30pm 3.30pm-6.00pm	9.00am - 12.30pm 3.30pm - 6.00pm
Roos		Roos Dispensary
Monday	8:00am – 1.00pm	9.00am-12.30pm
Tuesday	Closed	Closed
Wednesday	1.00pm – 6.00pm	3.30pm – 6.00pm
Thursday	1:00pm - 6:00pm	3.30pm -6.00pm
Friday	8:00am – 1.00pm	9.00am-12.30pm

Out-of-hours Emergency Cover

If you require urgent medical assistance which cannot wait until the surgery re-opens, call 111. Calls to the NHS 111 service are free from both landlines and mobiles.

You may be asked to make an appointment at the surgery during normal hours. This does not give you priority when making the appointment.

If you are having chest pain, sudden severe abdominal pain or you suspect you may be having a heart attack, or a stroke, call 999 for an ambulance.

GP Partners

Dr GD Heaton MBChB Qualified Leeds 1983. Is a Senior Clinical Tutor for Hull York Medical School. Runs Minor Surgery & Gynaecology clinics

Dr RJ Blackbourn BSc MBBS DRCOG DCH MRCGP Qualified London 1993. Prescribing lead for the practice. Is a trainer & educational supervisor for the Hull VTS.

Dr DG Fitzsimons MBChB MRCGP (exam) Qualified Leeds 1999. Senior Clinical Tutor for HYMS. Is chair for the Holderness Locality on the East Riding Clinical Commissioning Group. Leads the Long Term Conditions Clinic. Runs the cryotherapy clinic.

Dr DP Wheatley MBChB MRCGP (exam) Qualified Sheffield 2004. Is a contraceptive implant fitter and the partner responsible for FY2 doctors working at the surgery.

Dr S Sarkar MBBChir, DRCOG MRCGP He became a partner in April 2013 after joining the practice as a salaried GP in August 2011.

Dr JD Clark MB, BS (Leicester 1985),DGM, MRCGP Our latest GP partner joined the practice in June 2014. He is a trainer to our GP registrars.

Allied Health Professional

Mr Kelvin Hurd Joined the surgery in March 2017 as an Allied Specialist Paramedic. You may see Kelvin in our acute clinic but he predominantly will visit house bound patients when home visits are requested

Training in the Practice

The surgery has regular placements of junior doctors who are undergoing part of their training at the surgery. These are fully qualified doctors who whilst working with us form an integral part of the practice. These doctors perform many of the same duties as the regular doctors who work at the surgery. At times their consultations are videotaped for training purposes following your prior consent. Your co-operation in seeing them is appreciated.

Registrars/Specialist Trainees These are doctors who will work at the practice for between 6 and 12 months. They are intending to follow a career in General Practice. Dr Blackburn and Dr Clark are their trainers. Currently we take up to 3 of these doctors.

Foundation Year 2 Doctors These are doctors who are in their second year post graduation. The FY2 year is a compulsory training period all doctors must follow after graduation. Many of these doctors spend 4 months in General Practice during this year. These doctors however may not necessarily be intending to follow a career in General Practice. Dr Wheatley is their lead trainer at the practice.

Nurse Practitioners

Debbie Burkinshaw Our Nurse Practitioners specialise in acute illness and are able to prescribe medication.
Jacqueline Carline
Beverley Jobson-Cale Our nurse practitioners see many of our acute same day appointments.

Nurses

Rachel Guy RGN You can have an appointment with the nurse without seeing a doctor. In addition to normal nursing duties, our practice nurses provide treatment, carry out diagnostic tests, give advice
Jenni McGeachy RGN
Janet Devaney RGN

on healthy lifestyle, provide contraceptive advice and treatment, monitor hormone replacement therapy, take smears and monitor and manage a range of chronic diseases. Chronic diseases that can be managed by our practice nurses include asthma, diabetes, high blood pressure, stroke prevention, heart disease prevention and COPD. They are involved with the running of our Long Term Conditions Clinic and have played a key role in the success of the project. Our reception team will ask what your appointment is for in order to ensure you are seen by the correct nurse for your need and have been allotted the correct amount of time for your appointment.

Practice Management Team

<i>Julie Withey</i>	Is our Business Manager and deals with finance and the development of the practice
<i>Emma L Hoe</i>	Is our Assistant Practice Manager and she manages the reception and helps Julie with the practice finances
<i>Helen Thompson</i>	Is our Patient Services Supervisor, she deals with patient issues.

Administration

The practice employs a number of receptionists, an administration team and a secretarial team. They do a difficult job well and are here to help you. Please remember, when asked by a receptionist, or member of the admin team, what appears to be an intrusive question, they are acting on instructions from the doctors.

Receptionists and other staff are bound by the same rules of confidentiality as the doctors and nurses.

Pharmacist

Mr Steve Williets Mr Williets is the practice pharmacist. He provides medication reviews for our patients in order to ensure the medication prescribed by the doctor continues to be the most appropriate for the patient. If you have a query with your medication Dispensary can organise for Mr Williets to contact you.

Dispensers

The practice employs trained dispensers to dispense your medicines and to manage the repeat prescriptions; Rachel Walker is our Head Dispenser. If a dispenser is unable to issue or dispense what you are asking for, it is because of instructions from the doctors. In such cases you will be referred to a doctor or practice pharmacist to deal with your request.

Community Nurses

The local Neighbourhood Care Team is based at Withernsea Hospital. The team includes Specialist Nurses, Community Matrons, District Nurses, Health Care Assistants & Therapies.

Attached Staff

Jason Fawcett Is a Specialist Nurse working with those who have Alcohol or Substance Misuse problems. He attends the surgery on a Tuesday. To see Jason you must see a GP first.

Appointment System

A routine appointment is 10 minutes long and the majority of our appointments are available to book up to 4 weeks in advance. If you require a longer appointment for any reason please let the receptionist know when you are booking your appointment. You are entitled to express a preference of Doctor when booking your appointment however it may not always be possible to book you in with the expressed GP. Should you insist on a certain GP you may have to wait longer for an available appointment to arise.

An appointment may be made by telephoning the surgery:

- All 3 surgeries 01964 613221
- St Nicholas Surgery, Withernsea 01964 611627

Or asking the receptionist in the surgery.

Same day appointments are available at the start of each day, because of the nature of these appointments you will not be able to request a named GP, we strive to offer an appointment with a GP within 2 working days. If you wish to see a named GP you may have to wait longer than this. Appointments can be booked up to a month in advance. Please do not call before 8.30am to make an appointment

We also have an online booking system available, please ask at reception for details on how to enrol for this service.

Appointment Cancellations

If you cannot attend an appointment please notify the surgery as soon as possible. This saves the doctors' time and may allow other patients to be seen. Always allow one appointment for each person to be seen

Appointments can also be cancelled using our online system. Please ask at reception for details.

Urgent Appointments

Patients requiring urgent medical attention will always be seen. Please do not insist on an urgent appointment unless you are in genuine need as you could be preventing a person with a serious condition from seeing the doctor at that time. We encourage advanced booking of appointments whenever possible. Many of our same day urgent appointments are with our Nurse Practitioner. Should all the appointments be booked, the receptionist, under instruction from the doctors, will take your name and telephone number and ask for relevant information. This information will be passed to a clinician who will call you back to ascertain if there is a medical need for you to be seen the same day. This is a medical decision not a matter of preference.

Pharmacy Care

It is not always necessary to see a doctor with some minor ailments; our local pharmacies may be able to provide you with advice and treatment for the following conditions:

- Acne • Dry/Infected Eyes • Nasal Congestion
- Allergic/contact dermatitis
- Eczema, Dry or Itchy Skin • Nappy Rash
- Athletes Foot • Ear Wax • Oral Thrush
- Cold Sores • Haemorrhoids
- Pain, including dental, period, back, head, ear and soft tissue.
- Cough/Cold/Flu/High temperature
- Hay Fever • Sore Throat
- Constipation • Head lice • Teething
- Cystitis in adult females
- Indigestion/Heart Burn/Tummy upset/Vomiting
- Threadworms
- Dandruff • Insect bites and stings

- Vaginal Thrush
- Diarrhoea • Mouth Ulcers • Warts / Verrucae

Practice Nurses

You can have an appointment with the nurse without seeing a doctor. Our practice nurses provide treatment, carry out diagnostic tests, give advice on healthy lifestyle, provide contraceptive advice and treatment, monitor hormone replacement therapy, do pill checks, take smears and monitor and manage a range of chronic diseases. Chronic diseases that can be managed by our Practice Nurses include asthma, diabetes, high blood pressure, stroke prevention, heart disease prevention and COPD.

Telephone Advice

The doctors and practice nurses are happy to discuss problems or give advice over the telephone. Please ring as early in the day as possible. The doctor may not be able to reply until later in the day. When asking for a specific doctor to call you we cannot always guarantee the call will be returned the same day.

Home Visits

Whenever possible, please come to the surgery as more facilities are available. If a home visit is necessary because you are too ill or infirm to get to the surgery, please request it before 11.00am. Requests for home visits after 11.00am may be deferred until the next day. Kelvin Hurd our Allied Specialist Paramedic completes most of our home visits. He will visit housebound patients and then liaise with our GP's for the appropriate line of treatment.

Home visits are at the discretion of the doctor. A difficulty in organising transport is not a reason to request a home visit. A child with a raised temperature does not come to any harm from attending the surgery. Sick children will always be seen as soon as possible if brought to the surgery.

Test Results

The receptionists can advise you that the result of your test is normal or ask you to make an appointment with your doctor. Please call after 2.00pm for results. To protect confidentiality we only give results to you.

Referrals

If you have not heard about a referral to hospital or are concerned about a hospital waiting list, please do not make an appointment with a doctor. The practice secretary will look into such matters and will advise you of the outcome of her investigation.

New Patient Registration

If you wish to join the Practice you will also be asked to fill in a short medical questionnaire. Medical treatment is available from the date of registration.

Change of Address or Telephone Number

If you change your address or telephone number please notify reception.

Patient Choice

If you need to go to hospital to see a specialist, you have the right to choose which hospital you're referred to by your GP. This legal right, which was introduced in April 2009, lets you choose from any hospital offering a suitable treatment that meets NHS standards and costs.

The surgery has supported this policy for a number of years by using the choose and book system.

If you should decide to go to a hospital somewhere else in the country other than locally you should note that all follow up appointments will be at this hospital.

The following is the email address for the NHS Choices website:
www.nhs.uk/nhsengland/choices/Pages/Aboutpatientchoice.aspx.

Evidence that you are sick

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website (www.hmrc.gov.uk/forms/sc2.pdf).

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).

It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

Statement of Fitness for Work - 'Fit Note'

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

Dispensing

We are only permitted to dispense for patients living more than one mile from the nearest pharmacy or those patients staying in the area temporarily. Please allow 48 hours before collection of your medicines. If applicable, proof of exemption from prescription charges will be needed if you are aged between 16 and 60.

If you are housebound or unable to reach the surgery and live in the Easington area, please speak with our dispensary team about options that are available. Please give the dispenser your NHS number and medication that is needed.

Should you pay prescription fees we expect payment of the fees prior to dispatching the medication.

Insulin, controlled drugs and injectable medication cannot be posted.

We can make arrangements to deliver medication to housebound patients via our van delivery service. Please speak with dispensary to see if you are eligible for this service.

Repeat Prescriptions

Should you need to take medicines on a regular basis, your doctor will give you a repeat prescription form. On the form you will find your name, your address, your NHS number and the lists of medicines you take regularly. Only medicines on the form can be issued without seeing a doctor.

Repeat prescriptions may be requested by:

- Calling into the surgery and leaving your form at the dispensary. Please tick only the medicines that are needed.
- Sending your form by post with a stamped, self-addressed envelope. The prescription will be posted to you within 48 hours.
- Calling the dedicated telephone number for your surgery, with the details of the required medication and your NHS number (it is found at the top right hand corner of your repeat prescription form).
- By going to the practice website. Registration at the surgery is required for this service.

Please allow two working days for repeat prescriptions to be processed and signed before collecting. It helps if you order your prescription a week before you run out of medication.

Prescription costs

Prescription prepayment certificates (PPC) are available in England and they can save you money.

Prescription costs as of April 1st 2017

- The current prescription charge is **£8.60**.

PPCs are available by 10 monthly direct debit instalment payments. The prescription prepayment certificates allow anyone to obtain all the prescriptions they need for £2 per week.

Free Prescriptions

You can get free NHS prescriptions if, at the time the prescription is dispensed, you:

- are 60 or over
- are under 16
- are 16-18 and in full-time education
- are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
- have a specified medical condition and have a valid medical exemption certificate (MedEx)
- have a continuing physical disability that prevents you from going out without help from another person and have a valid MedEx
- hold a valid war pension exemption certificate and the prescription is for your accepted disability
- are an NHS inpatient

You are also entitled to free prescriptions if you or your partner (including civil partners) are named on, or are entitled to, an NHS tax credit exemption certificate or a valid HC2 certificate (full help with health costs), or you receive either:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance, or
- Pension Credit Guarantee Credit

Medication Reviews

Mr Williets is our practice pharmacist and can provide expert advice on your medication. He is available by appointment for your annual medication review. If you have a query with your medication Dispensary can organise for Mr Williets to contact you rather than booking an appointment to see your GP.

On occasions a medication you are on might be altered by recommendation from the CCG. This is usually when there are equally effective but cheaper alternatives available. If you receive information from the practice about such a change Mr Williets will be available to discuss the changes with you.

Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the Patient Services Supervisor, who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

Disabled Access

All three sites have hearing loops for patients who have hearing problems. Our patient toilets are fully equipped for patients with disabilities. If you have any special needs please talk to a member of

staff. At Withernsea and Roos we have dedicated disabled parking places.

Zero Tolerance

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

Walk-in Centre

Patients who want to see a GP when it is convenient for them to do so, at weekends, in the evenings and outside of normal working hours can do so at the Story Street Medical Practice and Walk-in Centre. It is committed to giving high quality healthcare. It offers a range of health services and treatment for a range of illnesses and minor injuries, with or without an appointment. The centre is in addition to, and works alongside GP surgeries in the area and does not replace their service:

Story Street Medical Practice and Walk-in Centre

Wilberforce Health Centre

6-10 Story Street

Hull

HU1 3SA

Tel: 01482 335180

Open 8am to 8pm Monday to Sunday (open bank holidays and weekends)

Minor Injury Unit

The Withernsea MIU is open 9am-5pm Monday to Friday and at the weekend by appointment only (0845 0568060). Conditions treated include:

Cuts and grazes, sprains and strains, broken bones, bites and stings, minor head injuries, Minor eye trauma and small burns.

These problems are best assessed at the minor injury unit where diagnostic equipment and treatments are readily available.

Please do not attend the Minor Injury Unit with minor illnesses these are often best dealt with by visiting the local pharmacy.

The Minor Injury Unit is not equipped or staffed to deal with more serious illnesses please do not attend the unit with chest pain, respiratory problems, abdominal pain, gynaecological problems, pregnancy problems, drug overdose, alcohol related problems and mental health problems.

Alternative MIU facilities are available at :

- Beverley, East Riding Community College, Swinemoor Lane, HU17 0FA Tel: 01482 886600 (Open 9am-5pm Mon-Fri, Closed Bank Holidays)
- Bridlington, Bridlington & District Hospital, Bessingby Road, YO16 4QP Tel: 01262 423008 (Open 8am-9pm Mon-Sun)
- Drifffield, Alfred Bean Hospital, Bridlington Road, YO25 5JR Tel: 01377 208733 (Open 9am-6pm Mon-Sun)
- Goole, Goole & District Hospital, Woodland Ave, DN14 6RX Tel: 01405 720720 (Open 24hours Mon-Sun)
- Hornsea, Hornsea Cottage Hospital, Eastgate, HU18 1LP Tel: 01964 533146 (Open 9am-5pm Mon-Sun)

Non-NHS Services

From time to time you may request a report, letter, certificate or medical examination from your doctor. This is outside the core medical services provided by the NHS. You will be asked to pay for these services. Please ask at reception for a list of fees.

NHS Services

All GP practices are contracted to provide Essential Services, that is, basic treatment of ill people.

We also provide the following Additional & Enhanced Services:

- Cervical smears
- Child health and immunisation
- Child health surveillance, together with the Health Visiting team
- Contraceptive services,
- Immunisation for adults in relation to travel: not all travel immunisations are available on the NHS, please ask one of our Practice Nurses for details
- Maternity services in the ante natal and post natal period, together with the midwives from Hull & East Yorkshire Hospital
- A methadone substitution programme for stable patients with drug abuse problems
- An annual flu immunisation programme to protect the elderly and at risk
- Annual comprehensive reviews for patients with Long Term Conditions
- Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems
- Minor Surgery & Joint Injections
- Anticoagulation monitoring
- Hearing tests, 24 hour ecg & BP monitoring

Clinics & Services

Asthma Clinics Asthmatics are invited to attend the clinic once a year for assessment and adjustment to your treatment. It is important that you attend the clinic even if you are seeing your own doctor regularly.

Childhood Vaccination Clinics These are held every Thursday at 2.00pm at St Nicholas' Surgery. For your convenience, practice nurses will give childhood vaccinations at any of their general clinics at all our surgeries. You will receive an invitation to attend this clinic when the vaccination is due.

Child Health Surveillance All babies registered with the practice will receive an appointment by post to see a doctor shortly after the age of six weeks. The health visitor will carry out other child health surveillance on the basis of need. The doctor will see children at the request of the health visitor or parents should a developmental concern arise.

Chronic Disease Management (CDM) The surgery provides a number of additional CDM clinics e.g. coronary heart disease, stroke, hypertension, epilepsy and mental health reviews. Patients will be invited to attend. It is important that you attend the clinic even if you are seeing your own doctor regularly or attending hospital. Much of the management of CDM clinics is now linked with our Long Term Conditions Clinic.

COPD Clinics (Emphysema and Chronic Bronchitis) Patients suffering from COPD are invited to attend the clinic once a year for assessment and adjustment to your treatment. Lung function tests (spirometry) are done at regular intervals. It is important that you attend the clinic even if you are seeing your own doctor regularly. Please remember to bring all your inhalers with you.

Cryotherapy Cryotherapy clinics are held at St Nicholas' Surgery for the treatment of warts etc, you must see a doctor first for an appointment.

Diabetic Clinics Diabetic patients are invited to attend for regular check-ups. It is important to attend for monitoring, advice and support. Practice nurses are always available for additional advice.

Once a year diabetic patients are invited to attend the retinal camera screening. This is extremely important to prevent visual impairment and

blindness. It is important that you attend the clinic even if you are seeing your own doctor regularly.

Family Planning The practice offers confidential advice and service covering all family planning care. Morning after pill service is provided from all our surgeries and from Withernsea Hospital.

Health Checks If you are not on a regular review and would like a health check, please book an appointment with the health care assistant.

Holiday Vaccinations The practice nurses provide advice and vaccination for all foreign travels. Please complete a holiday questionnaire (available from reception) and return it to the surgery at least eight weeks before you intend to travel. The nurse will then check if you require any vaccinations and any necessary appointments can be made.

Some vaccinations may incur a charge.

Long Term Conditions Clinic The practice has developed a new innovative approach for managing patients with Long Term Conditions. If you have asthma, COPD, diabetes, ischaemic heart disease, epilepsy, high blood pressure, heart failure or have had a stroke/TIA you might receive an invitation to this new clinic. The project is currently targeted at those patients who have more than 1 of the above problems but hopefully will be rolled out to all patients with Long Term Conditions in future years.

The clinic consists of one single longer appointment for all your conditions. Prior to the appointment you will be sent a Health Needs Assessment form to complete so we can concentrate the appointment on the areas which concern you the most. A GP & the practice pharmacist will also review your record; before your appointment; and might make suggestions to the practice nurse to improve your care.

The appointment will focus on increased education, creating personal goals & encourage self-care/management. As part of the appointment

you will create an agreed personal care plan for the next 12 month period.

Maternity Care All doctors provide maternity care in co-operation with the community midwives and health visitors. Various options for maternity care are available; you may wish to discuss these with your doctor or midwife. Always bring a urine sample in a clean bottle to the clinic.

Minor Surgery Minor operations are offered by arrangement with your own doctor. For legal reasons, an adult must accompany anyone under 16. You will be asked to sign a consent form.

Smear Tests Smear tests for women are intended to detect changes before cancer develops in the cervix (neck of the womb). The changes can be treated and cancer prevented. We recommend that all women between the ages of 25 – 65 should have regular smear tests unless advised to the contrary by the doctor. The practice nurse carries out smears. The smear result will be posted to you directly.

A reminder is sent when your smear is due. If you wish to be excluded from the cervical smear screening programme, please come and discuss it with the practice nurse. Please do not just ignore the letter. If you still wish to be excluded from the screening programme you will be asked to sign a form to inform the health authority of your wish.

Your Information

Freedom of Information You are entitled by law to have access to your medical records. Please apply in writing to the practice manager. An access fee may be charged together with the cost of any photocopies.

Information Sharing Policy Under the Data Protection Act 1998 the practice is responsible for maintaining the confidentiality of any information we hold about our patients. As part of patient care, information is shared between members of the healthcare team, some of whom you may not meet. Information collected may also be used on an anonymised basis to help maintain and improve quality of care and

plan services for our patients. Anonymised data may also be passed on to the primary care trust to help improve the quality of care provided by the NHS generally. All information is treated as strictly confidential and is not given to anyone who does not need it. All staff members are bound to maintain patient confidentiality unless information is required by law to be released to relevant authorities, or released with patient consent. Please contact the practice manager if you have concerns.

FREEDOM OF INFORMATION – PUBLICATION SCHEME The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from the practice manager.

Useful Numbers

NHS Direct www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices	111
Hull East Yorkshire NHS Trust	01482 328541
Withernsea Hospital	01964 614666
Withernsea Surgery	01964 613221
Withernsea Surgery(fax)	01964 614247
Patrington Surgery	01964 613221
Patrington Surgery(fax)	01964 631618
Roos Surgery	01964 613221
Roos Fax	01964 671449

Carers Support Service	0800 917 68 44
ERYC Customer Services(including social services)	01482 393939
GP Out of Hours	0845 0568060
NHS Smoking Cessation	0800 915 5959

Practice Area

The geographical area covered by the practice is shown below. The eastern boundary is the North Sea. The southern boundary is the Humber Estuary. The western boundary is defined on the map by a line starting in Tunstall in the north, through Roos, Halsham, Ottringham and ending in Stone Creek on the Humber.



St Nicholas Surgery

Queen Street
Withernsea
HU19 2PZ

St Patricks Surgery

St Patricks Green
Patrinton
HU12 0PF

Hodgson Lane Surgery

Hodgson Lane
Roos
Hu12 0LF