

Out-of-Hours Emergencies

Please telephone the surgery and the answer phone will instruct you on how to access the out-of-hours service. Details can be found on our website www.abbeymedicalgroup.co.uk

Prescriptions

ORDER YOUR REPEAT PRESCRIPTION ONLINE AT www.abbeymedicalgroup.co.uk - by post, fax or by calling in at the surgery.

To avoid mistakes, telephone orders cannot be accepted. Allow 2 working days before collection. If ordering by post, please enclose a stamped addressed envelope.

Local Chemists

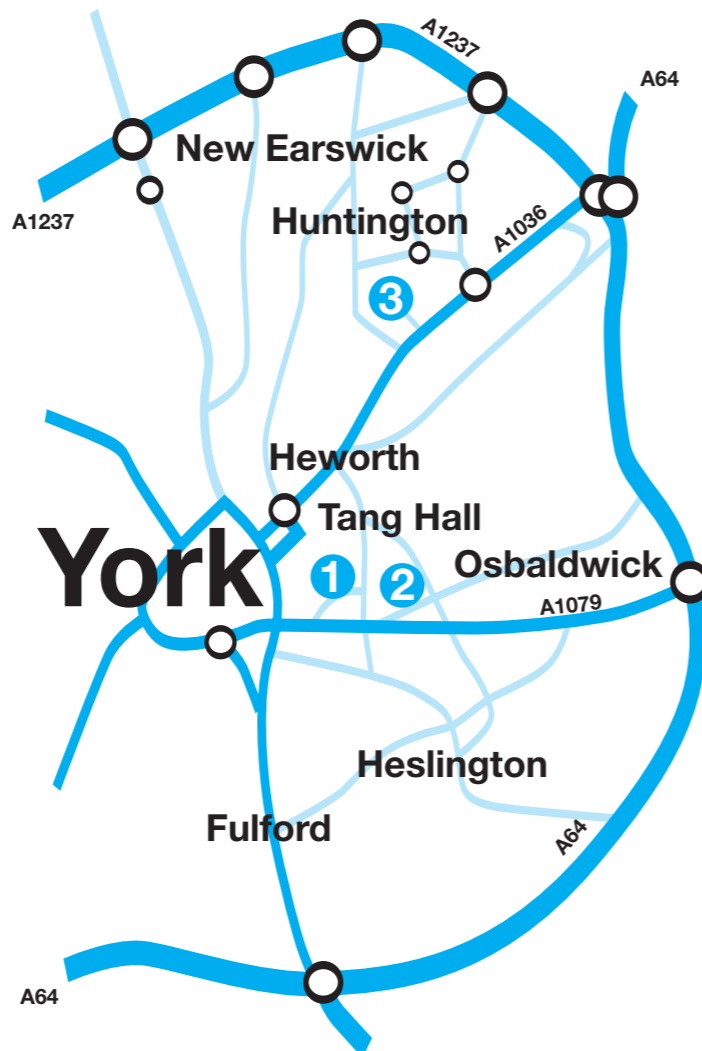
Badger Hill	01904 414912
Boots, East Parade	01904 424375
Boots, Heworth	01904 423760
Boots, Tang Hall Lane	01904 413285
Monkton Road Pharmacy	01904 430805
Whitworth	01904 410987

All of the above chemists close at 6pm.

Other Useful Numbers

Blood Testing at ASDA	01904 627052
Carers' Helpline	0800 731 6338
Choose & Book Appointments	0845 608 8888
Emergency Dentist	01904 725422
Family Planning	01904 725432
Genito Urinary Medicine	01904 725417
Non-Emergency Ambulance	0845 056 7060
Shelter	0808 800 4444
Social Services	01904 613161
Stop Smoking Advice	0800 022 4332

Practice Area (see addresses overleaf)



- 1** Parkview Surgery
- 2** Tang Hall Lane Surgery
- 3** Victoria Way Surgery

Community Services & Other Helpful Contacts

Children's Centre	The Avenues, 6th Avenue	01904 551250
Macmillan Nurses		01904 724476
NHS Direct		0845 4647
NHS Walk-In Centre	Monkgate, York	01904 674557
District Hospital		01904 631313
North Yorkshire & York Primary Care Trust	The Hamlet, Hornbeam Park	
	Harrogate HG2 8RE	01423 815150
5th Avenue Clinic	Tang Hall Lane, York	01904 724334
Online medical advice	www.nhsdirect.nhs.uk	

Complaints Procedure

At Abbey Medical Group we always aim to provide a high standard of service. However should you have cause to complain about the service you receive at our practice, we would ask that in the first instance you do this with our reception team. If you are not satisfied with their response then you should complain in writing to the Practice Manager so that it can be properly and fully investigated. We always aim to give an initial response to complaints within 7 days, however occasionally this may take longer should the complaint be more complex or involve a number of people.

The practice will always try to resolve all complaints locally to the patient's satisfaction, but should this not happen then you may escalate your complaint to the Parliamentary and Health Service Ombudsman <http://www.ombudsman.org.uk/home>

The Ombudsman can be contacted at the following address:

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London SW1P 4QP

or by calling 0345 015 4033.



ABBAY MEDICAL GROUP

Your Complete Guide to our Services



About Abbey Medical Group

We aim to provide an extensive range of high quality medical services in response to local patient needs.

Abbey Medical Group is a training practice with training GPs, junior doctors and medical students.

Our receptionists work to the guidelines set down by the GPs. All information within the practice is treated in the strictest confidence and in accordance with the Data Protection Act.

In line with the NHS policy, we have zero tolerance on abusive or aggressive behaviour within our surgeries. Any patients who are aggressive, intimidating or frightening to any of our staff will be asked to leave and be immediately removed from the practice list.

Extended Opening Hours

This practice now operates extended late evening opening until 8pm on some nights. Please see latest opening times for details.

Data Protection

Your doctor, and other health professionals caring for you, keeps records about your health and any treatment you receive at Abbey Medical Group. These records are kept securely on our Practice computer system.

Where necessary to provide you with the health care you need, your doctor will share information about you with others involved in your treatment, such as hospital consultants.

This sharing is made easier and quicker nowadays by developments in information technology. Arrangements are already in place for secure electronic transfer of test results, referrals and discharge correspondence between local hospitals and GP practices.

Within the Selby and York Health Community, doctors can use computers to access additional information about their patients' health. For example, if necessary in the course of your treatment, your GP can see a summary of your hospital, mental health and community health record, and doctors providing care for you at the hospital and in the Out of Hours service may also be able to view a summary of your GP record.

Access is subject to strict security controls and is only available to the doctors treating you, under a professional duty of confidence, in the interests of providing you with the best possible care. However, if you have any concerns about your doctor viewing your summary hospital record, please let us know.

More detailed information is available on our practice website or by contacting the surgery.

Abbey Medical Group

Partners

Dr Jonathan Tams	MB ChB MRCGP PGCMC
Dr Carmel Parry	MB ChB MRCGP
Dr Anthony Sweeney	MB ChB MRCGP
Dr John Hamilton	MB ChB MRCGP DA
Dr Julianne Hewitson	MB BS DRCOG MRCGP
Dr Jamie MacLeod	MA MB B.Chir DRCOG MRCGP
Dr Jane Maloney	B Med Sci BM BS DRCOG MRCGP

Practice Manager

Mr Nick Giles

Patient Services Manager

Jackie Divorty

Clinical Support Manager

Jill Bargate

Practice Nurses

Catriona Clark (Manager)	RGN
Sue Herring	RGN
Jenny Herd	RGN
Jo Topping	RGN

Health Care Assistants

Valerie Atkinson
Claire Bell
Michelle Pearson

Community Staff

Health Visitors	01904 724334
Midwife	01904 726720
District Nurses	01904 627635

Abbey Medical Group uses an automated texting service to remind people of their appointments and other important communication. Please make sure we have your correct mobile number in order for you to benefit from this facility.

The Surgeries (see map for locations)

Parkview Surgery

28 Millfield Avenue, Hull Road
York YO10 3AB
T: 01904 411139
F: 01904 431436

Tang Hall Lane Surgery

190 Tang Hall Lane, York YO10 3RL
T: 01904 411139
F: 01904 431224

Victoria Way Surgery

2 Victoria Way, Huntington, York YO32 9GE
T: 01904 411139
F: 01904 431029

FOR OPENING TIMES, PLEASE VISIT OUR WEBSITE OR ASK AT THE INDIVIDUAL SURGERIES - THANK YOU.

All surgeries have disabled facilities and entrance ramps.

PLEASE VISIT OUR WEBSITE

www.abbeymedicalgroup.co.uk if you require more information on Abbey Medical Group's services OR if are interested in a Private Medical.

REGISTER AS A NEW PATIENT ONLINE AT www.abbeymedicalgroup.co.uk

or call in to the surgery and complete a new patient application form and questionnaire.

Practice Area

Patients who relocate outside our practice area will be asked to register with a new local GP. This is to ensure they receive the best care.

Appointments

Routine appointments last an average of 10 minutes. Should you feel your problem might take longer then please discuss this with the receptionist.

Medically urgent appointment requests will be dealt with on the day. Routine appointments can be booked in advance with your preferred doctor, up to 3 weeks ahead.

Always cancel the appointment if you are unable to attend. **You can do this online at www.abbeymedicalgroup.co.uk** or by calling us.

Where appropriate, ask to see one of our highly qualified nurses who will see patients with minor illnesses, for instance: cystitis, sore throats, earache, vaginal discharge and contraception.

You can now use our automated telephone system to book, change or cancel appointments using your telephone keypad (no registration necessary). Please call the surgery on 01904 411139 and select option 2.

Home Visits

These are available for patients who are too ill to come to the surgery. Please contact the surgery before 10am and a member of the medical team will ring to discuss the problem.

Telephone Advice

Requests for telephone advice, results and prescription queries must be made before 10am. These cannot be dealt with in the afternoon.