

Help for Carers

Carers Plus Yorkshire

If you provide unpaid care or support to a partner, relative, neighbour or friend who has a physical or mental illness or disability our local Carers Resource can help with confidential support, advice and information. This service is free.

Please ask reception for a leaflet or contact direct;

T: 01723 850155 **E:** admin@carersplus.net

W: www.carersresource.net

Disabled Access

The patient areas are all situated on the ground floor and are easily accessible for disabled patients. There are specially adapted toilet facilities. Please ask for assistance if required.

Freedom of Information

The practice is obliged to produce a publication scheme as a complete guide to the information routinely made available to the public.

Zero Tolerance Policy

The practice operates a zero tolerance to violent or abusive behavior towards doctors or staff. Patients will be asked to leave the practice if this occurs. Our staff are here to help you and we aim to treat all our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.

Practice Policies

For more information and to view our practice policies or to view our patient leaflets please visit our website or speak to a member of staff.

Practice Contact Information

Danes Dyke Surgery

463a Scalby Road, Scarborough,
North Yorkshire YO12 6UB

South Cliff Surgery

56 Esplanade Road, Scarborough,
North Yorkshire YO11 2AU



01723 375343 / 01723 501610

Hnyicb-ny.smg@nhs.net

Feedback & Complaints

Have your say to improve your care or treatment we give you any time you visit your GP or have contact with the practice. Pick up a feedback form from our reception team or complete a short survey online by visiting our website.

We make every effort to give the best possible service to everyone who attends our practice however we are aware that there may be times when you feel unhappy with the service you have received.

For more information on how to make a complaint and to view our complaints policy please visit our website or speak to a member of the reception team.

Keep up to date



Visit us at:

www.scarboroughmedicalgroup.co.uk



Follow us on Facebook

Welcome to Scarborough Medical Group

Scarborough Medical Group aims to provide high quality healthcare to the people of Scarborough and its surrounding district.

We have two surgeries across Scarborough; Danes Dyke & South Cliff. Our doctors, nurses and practice staff are dedicated to offering our patients a professional service.

You can find a wealth of information on our website including patient leaflets. Keep up to date with the latest information by following us on Facebook.

Surgery opening times:

Danes Dyke Surgery

Monday to Friday 8:00 to 18:30

South Cliff Surgery

Monday to Friday 8:00 to 18:00

Extended Access

Danes Dyke Tuesday 18.30 to 20:00

South Cliff Tuesday 18:00 to 20:00

Saturday on a rotational basis
9:00 till 13:00



In a Medical Emergency you should call 999

Our GP Team

Partners: Mark Laws MB, BS, (MRCGP, T(GP), DFSRH, (Newcastle 1989), Dr Malcolm Abrines MA, BM, BCh MRCGP, DRCOG, FP CERT, DPD (Oxford 1983) & Dr N Cole-MB ChB, (Sheffield 2003).

Salaried GPs: Dr Anne Polkey MB, ChB, MRCGP (Leeds 1990), Dr Nicola Kidd MB ChB, (Sheffield 2006), Dr Sarah Brown MB ChB, MRCGP (Birmingham 2017), Dr Hannah McQuade MRCGP MB, ChB (Manchester 2015), Dr Ivy Ojoh MB BS (Jos Nigeria 2015), Dr Simon Arch MB ChB (Keele 2014), Dr Craig Mowatt MB ChB (Manchester 2014)

General Manager: Vicky Matson

Operations Manager: Alice Leckenby

Training Future GP's

Scarborough Medical Group is an affiliated training practice working with Hull, York Medical School (HYMS) and the Yorkshire Deanery. Your support is key in the investment of these clinicians future medical careers. However if you ever wish not to be seen by a student doctor please feel free to tell a staff member who will do their best to accommodate your request.

New Registrations

New patients can register with the practice by completing a registration form at reception during surgery hours or online via our website at any time. A health questionnaire is required to be completed prior to your registration being processed. This can be completed digitally via a link that can be sent by SMS or email, alternatively paper versions are available at reception. It is important that you inform us as soon as possible should any of your contact details change.

Appointments

A face to face appointment is 15 minutes only and for one person only and one problem, so please make separate appointments for each person seeing the doctor.

A telephone appointment is 15 minutes only and follows the same ruling as the face to face appointments. The Practice operates a daily telephone triage service for acutely unwell patients. Please let the Patient Support Team know that you feel acutely unwell. Please also bear in mind it may not always be possible to see your own GP.

Appointments for long term conditions including diabetes, hypertension, heart disease, asthma, COPD, family planning and sexual health are available via our practice nurse team. Our Patient Support Team will ask for a brief reason for the appointment so that it can be booked into the correct clinic.

Home Visits

The practice covers a large urban and rural area and some home visits may require a lot of travelling time. Please telephone the surgery before 10.00am if possible so that we can plan your visit more efficiently.

A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice or that it would be more appropriate to send a nurse or, indeed, arrange a hospital attendance.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgeries.

Out of Hours

If you require urgent medical assistance which cannot wait until the surgery re-opens please call **111**. A trained advisor will direct you to the most appropriate health service or treatment for your needs close to where you are. If they feel you need urgent health care, they can make you an appointment at one of the urgent care centres in Scarborough or Malton.

In a Medical Emergency you should call 999, for example if you are having difficulty breathing, suffering from chest pains or have had a serious accident. The nearest emergency departments are located at Scarborough hospital and York hospital.

Repeat Prescriptions

You can now order your repeat prescription using the NHS app. Other ways include using the link on our website if you have online access (*for details contact our reception team*) or by calling the surgery and selecting **'Option 2'** to get through to our dedicated prescription line. Please allow **three full working days** before collecting your prescription. The surgery no longer accepts paper prescriptions. Prescriptions can be sent directly to your nominated local pharmacy. We can dispense medication at Danes Dyke Surgery for patients who live more than 1.6 kilometres from a chemist.

Test Results

Test results can be obtained from the receptionist by telephone or in person if your doctor has authorised this. Please call after 2.30pm to allow time for the results to be processed.