



IG Medical

ILKLEY MOOR AND GRASSINGTON
Primary Care Services



Patient information

Ilkley Moor Medical Practice
Springs Lane, Ilkley LS29 8TH
Tel: 01943 604999

Grassington Medical Centre
9 Station Road, Grassington BD23 5LS
Tel: 01756 752313

About us



Ilkley Moor and Grassington Primary Care Services

We are a caring and committed team whose aim is to improve the health of our community by delivering high quality patient care, whilst maintaining a fulfilling working environment for all.

We take pride in offering the highest standard of patient-centred healthcare. We offer many services for long term conditions, minor surgery, postnatal care, childhood vaccinations, dermatology, musculoskeletal medicine and a rapid diagnostic clinic.

IG Medical is a training practice with GP registrars across both sites. We have a specialist interest in frailty and are responsible for the care of 400 care home beds as part of the PCN Enhanced Health in Care Homes.

Areas we cover

-  Ilkley
-  Burley-in-Wharfedale
-  Addingham
-  Silsden
-  Nesfield
-  Beamsley
-  Askwith
-  Denton
-  Grassington

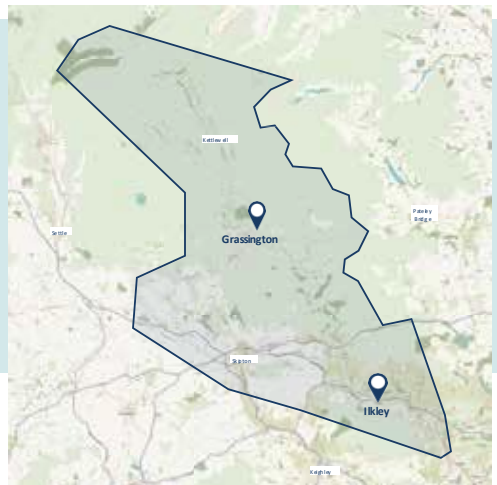
New registrations

To register with IG Medical please complete the application forms available from the reception desks and online at

www.igmedical.co.uk or [Register with a GP surgery](#)

Change of details

If you change your name, address or contact details please provide your new details to administration staff, or notify us via our website.



Temporary residents

If you are away from home and require medical attention you are entitled to see a doctor anywhere in the UK. If you have relatives or friends staying with you and they need urgent GP treatment we would be happy to temporarily register them with the practice.

About us / prescriptions

Access

Easy access is provided for wheelchairs and buggies. There are disabled parking spaces and lift access to the first floor at both sites. For those hard of hearing we have a loop system and a caller display screen in waiting areas. Computerised check in system is also available to avoid queues at reception.

Interpreters

With advanced notice we are able to arrange for an interpreter to be present at your appointment or via a three way telephone call system.



Prescriptions

Repeat prescriptions

How to obtain your repeat prescriptions:

- **Request via online services and NHS App**
- **By writing: posted or delivered to reception**
- **Email**

Please allow 72 hours between request and collection from your nominated pharmacy.

For safety reasons it is not possible to accept telephone requests for prescriptions.

For further information and guidance on how to set up online prescription ordering please visit our website or speak with a member of staff.

Pharmacies

Cohens Chemist

123 Main Street, Burley-in-Wharfedale,
LS29 7JN
T: 01943 863158

Pharmacy Plus Health

Springs Lane, Ilkley, LS29 8TH T:
01943 607227

Boots, Ilkley

Brook Street, Ilkley, LS29 8AG T:
01943 608476

Rowlands Pharmacy

Addingham Medical Centre
151a Main Street, Addingham, LS29 0LZ T:
01943 831462

Grassington Pharmacy

9 Station Road, Grassington, BD23 5LS T:
01756 752338

Opening hours / out of hours

Prescriptions and going abroad

The BMA's current guidance states that *"The NHS accepts responsibility for supplying ongoing medication for temporary periods abroad of up to three months. If a person is going to be abroad for more than three months then only a sufficient supply of his/her regular medication should be provided to enable them to get to the destination and find an alternative supply."*

NHS prescriptions must never be obtained by relatives or friends on behalf of patients who are currently abroad, irrespective of such factors as owning a house in the UK or paying UK taxes. Patients are responsible for ensuring that any drugs they take into a country conform to local laws."

Opening hours

Please note the opening hours refer to the building. If you wish to contact us by telephone, the hours are Monday to Friday 08:00–18:00.



Ilkley Moor

Tel: 01943 604999

Monday: 08:00–20:00

Tuesday: 08:00–20:00

Wednesday: 08:00–20:00

Thursday: 08:00–20:00

Friday: 08:00–20:00

Weekend: closed

Grassington

Tel: 01756 752313

Monday: 08:00–18:00

Tuesday: 08:00–18:00

Wednesday: 08:00– 8:00

Thursday: 08:00–18:00

Friday: 08:00–18:00

Weekend: closed

When we are closed

NHS 111

In the case of urgent need when the practice is closed you can call 111 to speak to a triage nurse. Your needs will be assessed and advice offered or arrangements for you to see a doctor.

Please do not ask to see a doctor out of hours unless you cannot wait until the surgery opens.

Emergency

Call 999 in an emergency. Chest pains and/or shortness of breath constitute an emergency.

Useful numbers / practice team



Useful phone numbers

Airedale General Hospital:
01535 652511

Bradford Royal Infirmary:
01274 542200

Harrogate District Hospital:
01423 885959

Wharfedale Hospital:
01943 465522

First Response:
0800 952 1181

In Ilkley

District Nurses:
01274 256131

Health Visitor:
01274 221223

Midwife:
01535 292411

Emergency Dental
Treatment:
01274 728421

In Grassington

Craven District Nurses:
01756 701714

Health Visitor:
01423 544265

Midwife: 01535
292411

Emergency Dental
Treatment:
01274 728421

Practice management

Jo Shephard (f)
Business Manager

Rachael Pengelly (f)
Practice Manager

Carla Holmes (f)
Business Support
Manager

Sandra Stott (f)
Finance and Payroll

Laura Meehan (f)
Administration
and compliance

Emily Capon (f)
Ilkley Reception
Team Leader

Helen Thornton (f)

Grassington
Reception Team
Leader

Kathy Bell (f)

Data Team Leader

Partners

Dr Helen Baker (f)

Dr Nick Clarke (m)

Dr Helena Rolfe (f)

Dr Graeme Summers
(m)

Dr Nick Wood (m)

Registrars

Dr Ahmed Ibrahim (m)

Dr Rebecca Foster (f)

Dr Megan Johnson (f)

Dr Eddie Smith (m)

Nurses

Mandy Conn (f)

Lisa Reeday (f)

Misbah Ismail (f)

Emma Lucas (f)

Ruth Greenfield (f)

Senior Practice Nurse

Michelle Pickles (f)

Deputy Practice Nurse

Jayne Ferry (f)

Level 2 Diabetes Nurse

Chantel Mullen (f)

Salaried GPs

Dr Emma Anderson (f)

Dr Helen Cheridjian (f)

Dr Emma Spencer (f)

Dr Jemima Clark (f)

Dr Rowy El-Hawat (f)

Dr Beita Khadem (f)

Dr Emily Appleyard (f)

Dr Georgina Fairfield (f)

Dr Oliver Hirst (m)

Dr Becky Smith (f)

Dr Joshua Mell (m)

Dr Ngoni Knight (m)



Practice team / appointments



IG Medical has a varied and experienced clinical team including: First Contact Physiotherapist (FCP), Advanced Nurse Practitioner (ANP), Advanced Clinical Practitioner (ACP) and Pharmacists who may provide your medical care instead of a GP if appropriate. Provided through Wharfedale Airedale Craven Alliance we also offer appointments with Mental Health Coaches and Social Prescribers.

Clinical Team

Tom Walker (m)
First Contact Physiotherapist
Sarah Sutcliffe (f)
First Contact Physiotherapist
Rafiq Hussain (m)
Advanced Care Practitioner
Sarah Morris (f)
Advanced Nurse Practitioner
Misbah Ismail (f)
Trainee Advanced Nurse Practitioner

Healthcare Assistants

Jayne Broadbent (f)
Alison Longthorne (f)
Farahat Nazir (f)
Emily Porter-Lindsey (f)
Clare Walkinshaw (f)
Christine Reilly (f)
Sarah Lawson (f)

GP Registrars / Trainee Practice Nurses

IG Medical is an approved training practice for future GPs and Practice Nurses. IG Medical may employ additional clinicians usually six months at a time. These GP registrars and nurses are fully qualified and join us to gain extra experience in general practice. To assist with training, we may on occasion request your consent for consultations to be recorded on video. You will be notified should this be the case.

Urgent/same day appointments

We operate a triage system for all urgent/same day appointment requests. If you require a same-day appointment please submit an AccuRx and you will either be called back by a doctor, nurse practitioner or the triage administrator who will give you advice, arrange any tests that are required or book an appointment in practice within an appropriate time scale. Please let the receptionist know if you will have difficulty answering the phone or need to be called at specific times and we will do our best to accommodate your requirements.

If you do not have access to the internet and cannot submit an AccuRx online form, please telephone reception who will complete this on your behalf.

Appointments



Contacting IG Medical

We are asking those who have access to a mobile phone or internet to contact us by submitting an online AccuRx form for clinical and administrative queries.

Access the form by visiting our website www.igmedical.co.uk, you do not need to create an account to use AccuRx. If you do not have access to the internet, a receptionist will complete the form on your behalf.

Triage is open between 08:00-16:00 Monday – Friday excluding bank holidays.

Extended Access appointments



Improving access to general practice with evening, weekend and bank holiday appointments. GP practices across Airedale, Wharfedale and Craven are now able to offer patients increased access to routine appointments with GPs, nurses and other healthcare professionals from locally-based hubs. Please ask reception about this service.

This service provides all registered patients with access to pre-bookable routine GP appointments from 6.30pm–8pm Monday to Friday at Ilkley Moor Medical Practice, Ling House Medical Centre, Dyneley House Surgery and Townhead Surgery. Weekend appointments are available from 8.30am–11.30am at Silksden Health Centre.

Home visits

If possible, please try to telephone reception before 10:00 if you require a home visit.

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

Clinics and services

Child health

Baby checks are done by GPs during routine surgery hours. All children and young people eligible for the immunisations programme are invited by the practice as required.

Respiratory

Assessments for asthma and other respiratory conditions are held by the Practice Nurses on a weekly basis.

Family planning

For contraceptive advice, implants, pre-IUD.

Cervical screening

We operate a recall system for cervical smear tests at the recommended intervals and provide 'Well Woman' Checks on request.

Diabetic clinic

Appointments are available with the Practice Nurses for newly diagnosed and pre-existing diagnoses of diabetes.

Travel vaccinations

We offer an NHS travel service that will require an appointment with the Practice Nurse to ascertain which vaccinations may be required. Please note, we do not administer private travel vaccinations.

Anti-coagulation

Practice Nurses with specialist training oversee monitoring of INR levels and Warfarin doses.

Coronary heart disease

Prevention clinics are held weekly with the Practice Nurses and we operate a recall system for routine monitoring.

Well Man clinic

Appointments may be arranged with a practice nurse.

Skin lesion clinic

IG Medical offers a weekly skin lesion clinic run by a GP with a special interest in dermatology.

Minor surgery

Many minor operations can be undertaken by our doctors by prior arrangements at weekly clinics.

Cancer Care Co-ordinator

We have a dedicated phone line (01943 886338) to contact our cancer care co-ordinators to arrange GP reviews and offer support.



Information and services to note

Referrals and 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 at the time of your referral consultation. If your doctor is referring you to a specialist they will be happy to provide you with a copy of the referral letter on request.

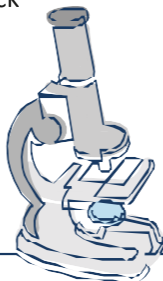
Test results

Generally speaking we will get in touch should test results be abnormal; however if you wish to find out the results of recent tests please contact the surgery or check on the NHS APP. Should you require information on how to access your results online please speak to reception.

Please note that the practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person whom the results relate to unless that person has given prior permission for the release of this data or if they are not capable of understanding the results.

When you take your test you will be told how long it will be before the results are returned to the practice.

It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so.



Phlebotomy

Blood tests are carried out each weekday by Healthcare Assistants at convenient times.

Medical certificates and private fees

Some services we can provide are not always covered by the NHS, for example travel claim forms, DVLA forms and medical insurance reports. Private medical examinations are carried out by prior arrangement if required. A list of fees can be downloaded from our website or please contact a member of the reception team.

Patient charter

If a patient misses more than three appointments without notification, the practice will write to find out whether there is a problem. If the situation cannot be resolved the patient will be removed from our list.

Violent or abusive patients may be removed from the practice list with immediate effect.

Root out Racism

Our anti-racism movement is our commitment to tackling racism and health inequalities. We want our colleagues to feel safe no matter the location.

#WYHRootOutRacism

PPG / comments & complaints



We have two different sites and patient participation groups (PPG) to support patient engagement and help us to improve services for our patients and the local community in Ilkley and Grassington.

If you would like a copy of the terms of reference and policy we would be really happy to hear from you. We are looking for patients of the surgery to become involved.

What does being a PPG member involve?

- Being a critical friend to the organisation.
- Advising the organisation on patient perspective and providing an insight into the responsiveness and quality of services.
- Encouraging patients to take greater responsibility for their own and their family's health.
- Carrying out research into the views of those who use the organisation.
- Organising health promotion events and improving health literacy.
- Regular communication with the patient population.

Comments and complaints

We are continually striving to improve our service. Any helpful suggestions would be much appreciated. A suggestion/comments form is available from the receptionist.

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 amicably as possible.

To pursue a complaint please contact the Practice Manager via email or submit a complaints form that is available at reception.

If you remain unhappy after everything has been done to try resolve your concern or complaint, you have the right to approach the Ombudsman.

For further information regarding the Ombudsman please refer to our website www.igmedical.co.uk



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