



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

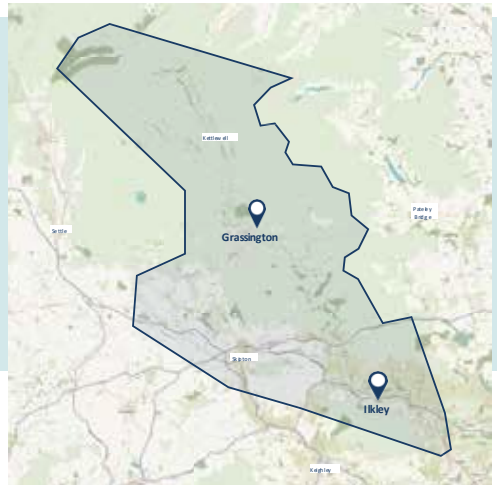
We are a caring and committed team whose aim is to improve the health of our community by delivering high quality patient care, whilst maintaining a fulfilling working environment for all.

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



New registrations

To register with IG Medical please complete the application forms available from the reception desks at either site or online at [NHS register with a GP Surgery](#). This link can be used to register at either site.

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 / Opening hours

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 lengthy queues at reception.

Interpreters

With notice we can 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**
- **Paper, posted in our designated letter boxes at reception**
- **AccuRx**

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.

Opening hours

Opening hours for both sites are, Monday to Friday 08:00–18:00.

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.



Practice team / appointments



Urgent/same day appointments

We operate a triage system for all urgent/same day appointment requests. If you require a same-day appointment you will be called back by a doctor 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. We will do our best to accommodate your requirements.

IG Medical has a varied and experienced clinical team including: First Contact Physiotherapist, Advanced Nurse Practitioner, and Pharmacists who may provide your medical care instead of a GP if appropriate.

GP Registrars / Trainee Practice Nurses

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

Partners

Dr Helen Baker (f)
Dr Nick Clarke (m)
Dr Helena Rolfe (f)
Dr Graeme Summers (m)
Dr Nick Wood (m)

AccuRx - Contact your GP Practice online

AccuRx is a quick and easy way to contact IG Medical online, answer a few simple questions without the need of telephoning.

You can use AccuRx to contact IG Medical for health concerns, appointment bookings, fit notes, repeat prescriptions and more.

AccuRx provides lots of benefits including being able to make requests without the eight o'clock rush and avoid telephone queues. AccuRx also helps patients who struggle to contact their GP Practice using the telephone or in-person. This includes patients who have hearing or speaking impairments, anxiety and who speak English as a second language.

If you would like a demonstration on how to use AccuRx, please attend reception along with your smart phone or tablet. Alternatively, call the Practice and a receptionist will direct you over the telephone.

To submit a form, visit the homepage of our website, or follow the link [here](#).

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.

Diabetic clinic

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

Cancer Care

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

First contact Physiotherapy (FCP)

Our FCP's can arrange prescriptions for pain relief, investigations to aid diagnosis and onwards refer to other services if required.

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.

Private Fee's

Some services provide are not covered by the NHS, for example travel claim forms. Private medical examinations are carried out by prior arrangement. A list of our fee's can be located on our website.

Skin lesion clinic

IG Medical offers a weekly skin lesion clinic run by a GP.

Minor surgery

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



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.

Fear of flying

The Practice has reviewed its benzodiazepine prescribing and based on current national guidelines will no longer prescribe benzodiazepines or sedatives (such as diazepam) to patients for fear of flying.

Increasing concerns have arisen regarding prescribing benzodiazepines including Diazepam (also known as 'Valium'). As safety issues have become better understood, it is clear that diazepam has a number of unwanted side effects and risks. This includes short term memory impairment, co-ordination issues and reduced concentration and reaction times. They also have significant risks of addiction. Unfortunately, benzodiazepine use increased over the past couple of decades and it was historically prescribed for fear of flying.

For further information please visit our website – Patient information – Fear of – flying. Or follow the link [here](#).

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.

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."

PPG / Compliments & Complaints



We have two 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.

We are looking for patients of the surgery to become involved. We would be really happy to hear from you should you be interested.

What does it involve to be a PPG member?

- 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 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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