**Help for Carers**

East Riding Carers Support Service

Not sure what support you need, or just have a question to ask? Contact our carer support service:

Call carer support on freephone: 08009176844

Call carer support on 01482396500

Email: ercarers@eastriding.gov.uk

[Your Life, Your Way - Home (yourlifeyourway.uk)](https://www.yourlifeyourway.uk/)

**Disabled Access**

The patient areas are accessible on the ground floor and the first floor is accessible for disabled patients via the lift. There are specially adapted toilet facilities. Please ask for assistance if required.

**Freedom of Information**

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

**Zero Tolerance Policy**

This practice operates a zero-tolerance policy to violent or abusive behaviour towards any of our 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**

**The Park Surgery**

6 Eastgate North, Driffield, East Yorkshire YO25 6EB

**Nafferton Branch**

22a High Street, Nafferton, Driffield YO25 4JR

01377 272747

**Feedback and Complaints**

Have your say and improve your care or treatment we give you any time you visit your GP or have contact with the practice. Pick up a comments form from reception or complete a short NHS Friends and Family form 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 please speak to a member of the reception team.

**Keep up to Date.**

 Visit us at: [www.theparksurgerydriffield.nhs.uk](http://www.theparksurgerydriffield.nhs.uk)

Follow us on Facebook

**The Park Surgery**

**Welcome to The Park Surgery**

The Park Surgery aims to provide high quality healthcare to the people of Driffield and its surrounding district. We have two surgeries: one in Driffield and one in Nafferton. Our doctors, nurses and practice staff are dedicated to offering our patients a caring and professional service.

**Surgery Opening Times**

**The Park Surgery**

Monday 8:00am to 8:00pm

Tuesday to Friday 8:00am to 6:00pm

**Nafferton Branch (may vary)**

Monday 8:00am to 12:00pm / 1:00pm to 5pm

Tuesday 8:00am to 12:00pm / 1:00pm to 5pm

Wednesday 8:00am to 12pm

Thursday 8:00am to 12:00pm / 1:00pm to 5pm

Friday 8:00am to 12:30pm



**In a medical emergency you should call 999**

**Our GP Team**

Partners:

 Dr J Airey, Dr N Martin, Dr L Cooke

Salaried GPs:

Dr H Ward, Dr C Woods-Peel, Dr R Thomas

Dr T Rutter, Dr R Morgan, Dr J Rutter

Practice Manager: Louise Woodhouse

**Training Future GPs**

The Park Surgery 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 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 recommended to support your registration and can be collected from reception or our website. It is important you inform us as soon as possible should any of your contact details change.

**Appointments**

A face-to-face appointment with a GP is normally 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 for one person and one problem. The practice operates a total triage service. Please let the receptionist know if you feel seriously 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 are available via our practice nurse team. Our reception team will ask for a brief reason for the appointment so that it can be booked into the correct clinic.

Appointments and other requests can easily be made online by the NHS App or on our website.

www.theparksurgerydriffield.nhs.uk

**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 Advanced Nurse Practitioner may phone you back as it may be that your problem can be dealt with by telephone advice or establish the most appropriate clinician needed 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**

I you require urgent medical assistance which cannot wait until the surgery reopens, please **call 111**. A trained advisor will direct you to the most appropriate health service or treatment for your needs. If they feel you need urgent health care, they can make you an appointment at one of the urgent care centres (East Riding Community Hospital (Beverley or Bridlington UTC).

**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.

**Repeat Prescriptions**

You can order your repeat prescription using the NHS app.

This can be downloaded onto a phone or computer from [NHS App and your NHS account - NHS (www.nhs.uk)](https://www.nhs.uk/nhs-app/)

Alternatively, you can order medication by submitting your repeat slip into our dispensary.

**Test Results**

You can request test results from investigations done in the practice by submitting a request online.

If you have online access to your medical records via the NHS App you can also view your recent test results.