



**ILKLEY & WHARFEDALE**  
MEDICAL PRACTICE



**Springs Medical Centre  
Springs Lane  
Ilkley  
LS29 8TQ**

**Tel: 01943 604455**

**Fax: 01943 604466**

**Web: [www.iwmp.co.uk](http://www.iwmp.co.uk)**

**Opening Hours:  
Monday to Friday – 08:00 to 18:00**

**Please note we are the Reception Desk to the RIGHT on entering the building.**

**Evening and Weekend Bookable Non-Urgent Appointments  
Monday to Friday: 18:30 to 20:00 (telephone or face to face)  
Saturday: 09:00-17:00**

**Dr David Kenneth Cockshoot - Partner**

MB ChB DCH DRCOG MRCGP MRCP FP Cert  
Qualified Leeds 1989

**Dr Christian Marc Lachmann - Partner**

MB ChB DRCOG MRCGP  
Qualified Leicester 1996

**Dr Kimberley Lo**

MB ChB MRCGP  
Qualified Liverpool 2016

**Dr Sophie Elizabeth Lord**

MB ChB MRCGP  
Qualified Birmingham 2011

## INTRODUCTION

Ilkley & Wharfedale Medical Practice (IWMP) has grown and developed on the principle of combining high standards of modern medical care with a personal and friendly service to patients since its foundation in 1979. IWMP has 4 permanent GPs, (two of whom are GP Partners who practice as a non-limited partnership) and up to 3 GP Registrars at any one time. The practice is affiliated to the University of Leeds and frequently has medical students on placement.

## PRACTICE AREA



The practice covers the Ilkley, Addingham, Burley-in-Wharfedale area and the villages between Ilkley and Bolton Abbey, as outlined in the diagram.

The practice is within walking distance of the town centre with railway and bus stations nearby. There is a good-sized car park.

## ACCESS FOR PATIENTS WITH DISABILITIES AND MOTHERS WITH BABIES

Easy access is provided for wheelchair users and prams/buggies at the front entrance. Disabled car parking spaces are available at the east side of the building and staff are happy to assist anyone with difficulties who requires help. There is a lift to the first floor. Baby changing and breastfeeding facilities are available within the surgery. Please ask at reception.

## SERVICES AVAILABLE

The normal full range of general medical services is available at the practice. This includes:

### CLINICS

- Antenatal/postnatal clinic
- Child health care and immunisation clinic
- Diabetic clinic
- Family planning and contraception clinic
- Minor surgery clinic
- Smoking cessation clinic
- Travel & vaccination clinic (including yellow fever) \*

### OTHER SERVICES INCLUDE

- Arthritis care
- Asthma care
- Cervical cytology smears
- Care of the elderly
- Coronary heart disease
- Raised blood pressure
- HRT and menopause care
- Mental health care
- Chronic Disease Management
- New Patient Health Checks

\*Please visit our travel website [www.yorkshiretravelmedicine.co.uk](http://www.yorkshiretravelmedicine.co.uk)

## HOW TO REGISTER

Please call in to the surgery and request a new patient registration pack. Once completed please return these forms to reception together with your forms of identification. Alternatively, you may wish to download the relevant forms on line at <http://www.iwmp.co.uk/register.html>. All new patients will be invited to attend a new patient health check. Patients who reside out of the practice boundary have a right to register at the surgery however home visits will not be provided. PLEASE NOTE: Out of boundary registrations can be declined by the GPs at any time if they consider it a detriment to a patient because of their medical conditions.

## TEMPORARY REGISTRATION

People who are staying in the area may register at the practice for **urgent medical problems** whilst away from their usual home (provided they are eligible for NHS treatment – see above). Please be aware the practice will not have immediate access to any of your previous medical records.

## RIGHTS AND RESPONSIBILITIES OF THE PATIENT

Patients have a responsibility to advise the practice of any change to their name, address or telephone number. Please note that for a name change we require documentary proof.

## NAMED GP

At the time of registration, patients will be allocated a named GP. It is not always necessary to see that GP and patients have a right to express a preference to receive services from a particular practitioner within the practice which will be recorded in your medical records. Whilst we make every effort to comply with patients' requests for a preferred GP, this may not always be possible.

## APPOINTMENTS

Please telephone or call in to the surgery to book an appointment and ask for a separate appointment for each person who needs to be seen. The practice operates an appointment system to help prevent patients waiting for long periods and to regulate the clinical work. Ten minutes is the standard pre-bookable appointment and these can be booked up to 6 months in advance. The practice also offers urgent 5-minute, one problem only, on the day appointments which are released at 08:00 each morning, Monday to Friday. **PLEASE NOTE:** Urgent appointments are limited and offered on a first come, first serve basis.

## TELEPHONE APPOINTMENTS

These are available each day but please note that a specific appointment time will not be provided. The GP will call anytime up to 15:00 and we request you provide the receptionist with the telephone number you can be contacted on. The GP will endeavour to contact you twice however if unsuccessful you may be requested to make another appointment.

## PATCH's

PATCHs is an online consultation service that helps you communicate with the surgery. To submit a consultation please visit our website and click the PATCHs link.

**PLEASE NOTE:** At the time of booking the reception team will ask the reason for the appointment. This has been implemented at the request of the GPs and to ensure you see the most appropriate healthcare professional.

**If you are unable to keep your appointment please advise us as soon as possible so that we can offer your appointment slot to another patient.**

## OUT OF HOURS MEDICAL CARE

**After 18:00, please telephone the surgery on 01943 604455 and you will be diverted to Local Care Direct or asked to call NHS111.**

## HOME VISITS

Should you be unable to attend the surgery and you need a home visit please telephone before 10:30. Home visits are at the discretion of the doctors so please give the receptionist as much detail as possible when making the request. If you phone after 10.30 a home visit will normally be made for the following day. **Please be aware that a doctor has limited medical facilities on a home visit. We recommend, where possible, you attend the surgery for an appointment.**

## REPEAT PRESCRIPTIONS

Please allow (between request and collection) a minimum of **four working days** (excluding weekends and Bank Holidays) for your new prescription to be issued.

In order to obtain a repeat prescription please do one of the following:

- a. hand in your request personally or through the letter box;
- b. post your request. If you enclose a self-addressed stamped envelope we will post this back to you;
- c. go to [www.iwmp.co.uk](http://www.iwmp.co.uk) and follow the link on 'How to order a prescription'

Please note that local pharmacies can no longer order repeat medication on your behalf however arrangements can be made for your prescription to be collected by Lloyds Pharmacy, Boots, Ilkley Moor Pharmacy or Rowlands. Please ask for details. **For safety reasons it is not possible to accept telephone requests for prescriptions.**

## **ON-LINE APPOINTMENT BOOKING & PRESCRIPTION REQUESTS**

The practice provides an on-line booking service for appointments and ordering repeat prescriptions 24 hours a day, 7 days a week. You must obtain a unique USER NAME and PASSWORD before you can take advantage of this service. Please speak to reception. Proof of identity must be brought with you when registering e.g. utility bill, driver's licence, or passport. If you would like to register on behalf of another person, written consent and their photo ID will be required to register them with this service. For those under 16, any proof of identification such as a Birth Certificate will be accepted.

## **TEST RESULTS**

We do not routinely telephone patients with test results unless the results are abnormal. It is your responsibility to call to check on your results.

Please telephone after **14:00** for test results and allow a minimum of:

3 days                      Blood tests

7 – 10 days              X-rays

## **GP REGISTRARS & FOUNDATION YEAR DOCTORS**

We are an approved training practice for future GPs and as such may host one or more additional doctors, usually 6 – 12 months at a time. The doctors (known as GP Registrars) are fully qualified and join us to gain extra experience in general practice. To assist with Registrar training we may on occasion request your consent for consultations to be recorded on video. You will be notified in advance should this be the case. We also have medical students from Leeds University on a general practice placement. We may ask your permission to be seen by a student but this is not obligatory and you are free to decline.

## **HEALTHCARE PROFESSIONALS**

Other healthcare professionals working at the surgery include; Physiotherapist, Pharmacist, Paediatric Social Prescriber (under 18), Mental Health coach. Our reception team/care navigators are able to book you directly into these clinics.

## **COMPLAINTS ON THE PROVISION OF SERVICES**

We strive at times to provide a service of the highest standard. If you wish to make a complaint, this should be made to the Practice Manager initially in writing. You will receive a response with 10 working days. A full written response will be offered. If you are unhappy at that point, you can arrange to come in and discuss the problem further with a GP and/or the Practice Manager. If it is still not resolved, you can contact the Customer Services Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

## **COMPLIMENTS & COMMENTS**

We welcome compliments and positive feedback from our patients. You may be asked to complete a Friends & Family Test after your appointment and we would appreciate your feedback. We are constantly trying to improve our service and welcome your suggestions and comments.

## **PRIVACY NOTICE**

### **General Data Protection Regulation (GDPR) & Data Protection Act 2018 (DPA)**

The practice manages patient information in accordance with existing laws and with guidance from organisations that govern the provision of healthcare in England. The practice has a privacy notice explaining this. Please visit [www.iwmp.co.uk](http://www.iwmp.co.uk) to see the notice in full or ask at reception for a paper copy.

## **ACCESSIBLE INFORMATION STANDARD**

The Standard came into force on 31<sup>st</sup> July 2016 across health and social care in England. The aim is to ensure disabled people have access to information that they can understand and are provided with any communication support they may need. With advance notice we are able to arrange for an interpreter to be present at your appointment. For further details about the Accessible Information Standard please visit [www.iwmp.co.uk](http://www.iwmp.co.uk) or speak to a member of our reception team.

## **INTERPRETERS**

Please speak to our reception/care navigators if you require an interpreter to be present at your appointment or via a three way telephone call.

## **PRIVACY AT RECEPTION**

If you would like to discuss a matter in private with a receptionist or other member of staff please ask.

## **NHS CENTRAL RECORDS SERVICE**

Any patient may refuse consent for their records to be uploaded to a national shared electronic record.

## **PATIENT PARTICIPATION GROUP (PPG)**

The PPG meets every three months and acts as a link between patients and the practice. If you would like further information or would like to join the group please ask reception.

## **NON-NHS WORK**

Certain medical examinations, vaccinations, forms, letters and certificates cannot be provided under the NHS. Please ask at reception or see our website for details of these charges. Normally fees for private work will be according to BMA scales.

## **ZERO TOLERANCE**

In common with the rest of the NHS we operate a zero-tolerance policy on any issues of abuse whether verbal or physical on any member of staff or person on the premises. We have the right to remove such patients from the practice list with immediate effect. Please be informed we now operate CCTV cameras and recording equipment within the public areas of this surgery.



## WALK IN CENTRES

The nearest walk in centres are:

Hillside Bridge Health Centre 4 Butler Street West Bradford BD3 0BS Tel: 01274 033888	Shakespeare Medical Practice Cromwell Mount Leeds LS9 7TA Tel: 0113 2951132
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## USEFUL TELEPHONE NUMBERS

Out of Hours Emergency	0845 1294402
NHS Direct	111
District Nurses	01943 608072
<a href="#">Pharmacies</a>	
Boots – Ilkley	01943 816959
Pharmacy+Health Springs Lane, Ilkley	01943 607227
Pharmacy+Health Cow Pasture Road, Ilkley	01943 604206
Rowlands – Addingham	01943 831462
<a href="#">Hospitals</a>	
Airedale General Hospital	01535 652511
Bradford Royal Infirmary	01274 542200 (switchboard)
St Luke’s Hospital, Bradford	01274 734744
Leeds General Infirmary	01132 432799
St James’ Hospital, Leeds	01132 433144
Wharfedale General Hospital	01943 465522
Coronation Hospital	01943 609666
<a href="#">Allied Healthcare Professionals</a>	
Health Visitors	01274 221223
District Nurses	01535 292764
Community Matron	Please contact the surgery
Midwives	01535 292411/01943 432066

## NHS England

NHS England is increasing transparency in the NHS and improving services for patients. They work with NHS staff, patients, stakeholders and the public to improve the health outcomes for people in England. Their contact details are:

NHS England

PO Box 16738

Redditch B97 9PT

Tel: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)



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### **MINOR INJURIES UNIT**

Wharfedale General Hospital has a community minor injuries unit which treats a variety of injuries and illnesses such as sprains, cuts and wounds, minor fractures and minor head injuries. You do not need to make an appointment as this is a walk-in service. The address is:

Wharfedale General Hospital  
Newall Carr Road  
Otley  
West Yorkshire, LS21 2LY  
Tel: 01943 465522

### **WEST YORKSHIRE INTEGRATED CARE BOARD**

Their role is to plan and buy services to meet the needs and improve health and wellbeing of the local population. IWMP is a member of the ICB and they can be contacted:-

West Yorkshire Integrated Care Board Complaints Team  
Head of Governance  
Scorex House (West)  
1 Bolton Road  
Bradford  
BD1 4AS



#### **Declaration of Interest**

The partners of Ilkley & Wharfedale Medical Practice declare that they have a business interest in Yorkshire Travel Medicine and Springs Cosmetics

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