

Extended Access

Patient Leaflet

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

This leaflet contains all current and up to date information about Yorkshire Health Network Extended Access.

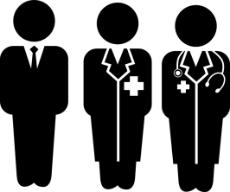


**YHN offers extended access medical care up to 8pm weekdays and 1pm over the weekend at 3 sites**



**Mowbray Square Medical Centre Beech House Knaresborough Ripon Hospital**  Mon, Tues, Weds, Fri 4pm to 8pm Saturday 8.30am to 12.30pm Saturday 8.30am to 12.30pm Sat and Sun 8.30am to 12.30pm

**Meet our Team**



**Gp’s Nurses nurse-359324_960_720[1]**

**Dr Rebecca Drew Hazel Hunt (ANP)**

**Dr Amal Ramdeehul Ann Croft**

**Dr Andrew Botherway Fiona Raddings**

**Dr Ben Colaluca Juliet Martin**

**Dr Ellyn McCulloch Rebecca Green**

**Dr John Featherstone Charlotte Lee**

**Dr Jennifer Parkhouse Hannah Smith**

**Dr Tom Chiddick Kate Benito**

**Dr Sian Taylor Vicky Waywell**

**Phlebotomists** **Receptionists** 

**Christine Mese Cameron Simpson**

**Demmi-Sue McDermid Chloe Smith**

**Jacky Briscombe Clara Hunt**

**Julie Cook Jess Gorman**

**Laura Thwaite Josh Hardcastle**

**Niomi Mcdermid Olivia Lucas**

**Svetla Ivanova Philip Wilson**

**Zara Blackburn**

**Senior Operations Manager** – Jayne Gotting

**Operations Managers** – Jacqui Hardcastle and Debbie Simpson

\***please note we may use other locum GP's and Nurses at busy times**\*

**General Information**

**Our Service **

Yorkshire Health Network offer extended access primary care at 3 sites, Mowbray Square Medical Centre, Beech House and Ripon Hospital.

Your GP practice will book your appointment for you and ask your consent to share your medical records with us.

We currently assist the GP practices with blood tests, smears, dressing and GP face to face and telephone appointments.

After your consultation we will up date your records and your practice to ensure that you receive the best medical care.

**Confidentiality**

Medical and administrative records are held on computer. The rules of the Data Protection Act are rigorously applied and all details are strictly confidential. Staff are not allowed to access patients records unless their job requires them to do so.

**Complaints**

We take all complaints very seriously and ensure that they are investigated thoroughly and fairly. Please let a member of staff know if you would like a copy of our complaints procedure.

If you wish to make a complaint about Yorkshire Health Network Extended Access this should be made in writing to [yhn.yorkshirehealthnetwork@nhs.net](mailto:yhn.yorkshirehealthnetwork@nhs.net) or by mail to the address below:

**Yorkshire Health Network**

**Room 6.35**

**Windsor House**

**Cornwall Road**

**Harrogate, North Yorkshire**

**HG1 2PW**

**How you can help us **

Our staff are here to help you but do welcome a degree of courtesy and we do have a policy of zero tolerance towards violent, threatening or abusive behaviour.

**Patients rights and responsibilities**

We will always treat you with respect and believe that all patients have rights and responsibilities.

**We believe that you have a right to:**

Have a chaperone present if you wish.

Confidentiality – personal information about your health is confidential and your practice will only share your records with us with your consent.

Receive treatment regardless of race, gender, age, social class, religion, sexual orientation, appearance, disability or medical condition.

**We believe that patients responsibilities are** :

To treat our staff with courtesy and respect.

To be on time for appointments.

**Contact Us **



Yorkshire Health Network

Room 6.35

Windsor House

Cornwall Road

Harrogate

North Yorkshire

HG1 2PW

Tel: 01423 611060

Email: yhn.yorkshirehealthnetwork@nhs.net

**Our site addresses**

Mowbray Square Medical Centre

Myrtle Square

Harrogate

North Yorkshire

HG1 5AR

Beech House

1 Ash Tree Road

Knaresborough

HG5 0UB

Ripon Hospital

Firby Lane

Ripon

HG4 2PR