



*East Riding of Yorkshire*

**GP services**

**in your area are improving**

We are making it easier to see your doctor and get the services you need



## Health care when and where you need it

Patients tell us that they want more convenience and choice from the service they receive from doctors in their area – for instance, to be able to see a doctor in the evening, at weekends and when you are away from home. You want doctors and GP surgeries to be able to offer a greater range of services for your health care which are truly suitable for your particular needs.

We are committed to giving you quality health care, when and where you need it. We are making it easier for all patients to see a doctor and we are introducing new services.

### Extended opening hours

We have been working with local GP surgeries to get agreement for them to stay open for longer, giving you the opportunity to see a doctor early in the morning or during the evening, or at the weekend.

Many GP surgeries in the East Riding area now offer appointments outside normal working hours. You can easily check who offers this service in the list provided.



### Fast, easy access to your doctor

When you need to see a doctor quickly, you should be offered an appointment within two working days. All GP surgeries should also allow you to book an appointment more than two days in advance, if you prefer.

## Extra GP services coming to your area

### New GP surgery

We are working to give you new GP services for more choice and convenience. From April 2009 a new practice offering GP services will open in Bridlington, operating 7 days a week from 8am to 8pm.

Any member of the public will be able to simply walk in and see a doctor or nurse at the new practice or phone and book an appointment in advance.

You will not need to be registered with the practice – you can use the services offered at the practice as well as the services at the GP surgery where you are registered.

The new GP practice will offer the full range of services currently provided by traditional GP practices and is in addition to the practices that are already based in Bridlington.

## Questions you may have

### Can I register as a patient at the practice?

The practice is open to all members of the public. Patients from the Bridlington area will be able to register at the practice. To do this, a patient would need to switch from their current GP surgery.

### Will the practice offer home visits?

If you are registered at the practice, home visits will be provided. If you are not registered at the practice, your registered GP is responsible for home visits.

### Will the practice have access to my medical records?

Yes, but staff cannot access the records of patients registered elsewhere without agreement. Medical records can be requested for patient care and safety.

### Will it deal with emergencies?

Yes.

If your first language is not English, or if you would like this leaflet in a format for people who are blind or have visual problems, we can help you. Please contact 01482 672156. Textphone 01482 315747.

### Helpful information

For more information about the range of local health services available, including GP services in your area and their opening times, please go to the NHS Choices website at [www.nhs.uk](http://www.nhs.uk).

### Know your limits

Many of us enjoy a drink but regularly drinking more than the recommended daily number of units (men: 3-4 units women: 2-3 units) could have an adverse effect on your health. For more information call DRINKLINE free on 0800 917 8282

### Emergency contraception

Emergency Hormonal Contraception is available from selected local pharmacies. Please contact NHS Direct on 0845 4647 for details.

### Treating coughs and colds

Remember antibiotics won't help your defence against a cold. The best way to treat most colds, coughs or sore throats is plenty of fluids and rest. For more advice ask your pharmacist or GP.

### Registering with or changing GPs

If you are not registered with any doctor or would like to change your GP, you can find out about GP surgeries in your area, the services they offer and opening times by calling 0845 4647 or visiting the NHS Choices website at [www.nhs.uk](http://www.nhs.uk).

### Choose your hospital

The NHS is giving you more choice over your health care. Now you can choose the hospital where you would like to be treated, in the NHS or independent sector. Choose a hospital that you are familiar with, one that is close to your family, or one that can treat you more quickly. You may be able to choose a hospital that offers faster diagnostic tests. Ask your GP about the choices available.

If you are not satisfied with the GP or NHS service you have received, or you feel that standards have not been met, please contact the **Patient Advice and Liaison Service (PALS)** on 01377 208823 or e-mail [pals@erypct.nhs.uk](mailto:pals@erypct.nhs.uk)

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Call **0800 915 59 59** for free help and support on stopping smoking.