

Practice Information Leaflet



Yorkley and Bream Surgery is a partnership providing NHS Services under an NHS England General Medical Services Contract.

Yorkley Health Centre, Bailey Hill, Yorkley, GL15 4RS
Bream Surgery, Beech Way, Bream, GL15 6NB

Telephone No. 01594 562437

Email address: reception.yorkleyhealthcentre@nhs.net

Website: www.yorkleyhealthcentre.nhs.uk

If you require a chaperone for your appointment, please inform reception staff at time of booking

Please visit our website to view our registration catchment area where GP services are provided.

Opening Hours - Yorkley Health Centre

Monday to Friday 8.00am – 6.30pm

Saturday and Sunday Closed

Opening Hours - Bream Surgery

Monday, Tuesday and Thursday 8.30am – 6.30pm

Wednesday 8.30am – 1.00pm

Friday Closed

Saturday and Sunday Closed

Extended Access Hours

Did you know that there are now extra GP and Nurse appointments during normal hours between 6.30pm and 8.00pm and Saturday mornings at one of the other GP surgeries within the West Forest of Dean PCN? please contact reception for our daily availability.

Are you using the right service?

SELF-CARE  What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7)  Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE  Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE  Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999  Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

Services we provide:

In addition to the routine services that are provided, this practice also offers the following:

- **Family planning** – We offer a full range of family planning services
- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- **Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – These clinics are nurse-led and aim to encourage a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Health checks** – A health check will be offered to any new joiners to the practice. Furthermore, NHS health checks are offered every 5 years after a patient's 40th birthday dependent on whether they have any chronic disease.
- **Other clinics** – The practice also offers access to antenatal, baby and post-natal services and can refer on to smoking cessation, counselling for drug & alcohol addiction services and mental health liaison worker.
- **Long Term Condition Annual Reviews** – Patients with long term health conditions are invited in annually around their birth month to receive a full nurse review of their health condition and management.

Details of all clinics are available from reception and are also listed on the practice website.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information.

Teaching Practice

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

How to register at the practice

The quickest way to register is to use the practice website. You must live within the practice area which is shown on the surgery website. If you are unable to use the website, please contact the practice for information about how to register.

Access and support for disabilities

The practice offers step free access to the premises. Additionally, there is a hearing loop on the reception desk, large print leaflets are available, and we also have dementia friendly signs.

We welcome Assistance Dogs although animals are not permitted in any clinical areas.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our

clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Further information about your rights and what we expect of our patients are detailed within the [NHS Constitution](#).

The practice team

This practice has four Partners and provide services on behalf of the NHS.

Partners

Dr Andrew Edwards – MBBS. DCH (Newcastle 1995)

Dr Jonathan Cleary - MRGCP FRACGP MB BS (London, 1994)

Dr James Grant - MB ChB MRCGP (Keele, 2013)

Dr Bethannie McIntyre - MA MB BS DRCOG MRCGP (London 2013)

Salaried GPs

Dr Hannah Kingston - BM MRCGP (Southampton 2010)

Dr Kate Duncan - MB ChB MRCGP (Bristol 2010)

Dr John Regan - BEng MB BS MRCGP (Newcastle upon Tyne 2017)

Dr Sam Swallow - MB BS MRCGP (London 2017)

Nurses and HCA

Lydia Buffrey – Practice Nurse (2015)

Sarah Midwinter – Practice Nurse (2002)

Stefanie Dobbs – Practice Nurse (2007)

Lucy Harvey Nurse Associate (2025)

Julie Jones – Practice Nurse (1985)

Sarah Grant – Health Care Assistant

Practice Manager

Gayle Sykes

Gayle.sykes@nhs.net

Management

Sandra Geddes - Business Manager

Debbie Bird - Operations Manager

Lydia Buffrey - Clinical Manager

Dispensers

Sarah-Jane Smith – Dispensary Manager

Hayley Sandford

Rachel Williams

Roma Williams

Megan Creed

Deborah Sandells – Pharmacy Technician

Reception

Anne Marle – Reception Manager

Teresa Robins

Caroline Foligno

Danielle Brown

Nic Rickards

Karen Hughes

Gracie Reilly

Clinical Admin

Claire Kear – GP Assistant

Jo Howard – Care Coordinator

Stephanie Burford – Care Coordinator

Kayleigh Lewis – Care Coordinator

Cleaning Team

Carol Jones

Tracy Lancaster

Andrea Brown

Mandy Thomas

Finley Stenner

Deb Godwin

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please call 01594 562437. You can also visit our surgery website. Trained chaperones and translation services are available on request.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at www.yorkleyhealthcentre.nhs.uk, or contact Gayle Sykes who is the nominated point of contact for all PPG matters.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

The patient privacy notice is available on the practice website.

NHS England Contact

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located at Yorkley Health Centre foyer.
- By telephone – Please call the practice on 01594 562437 between 9.00am and 1.00pm
- Online – Please log in and order via our website www.yorkleyhealthcentre.nhs.uk

Please allow 72 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Dispensing Practice

The practice is a dispensing practice and can issue prescriptions as outlined above if you meet the requirements to be registered as a dispensing patient.

Details are available from reception and on the practice website.

Preference for a named practitioner

The practice will attempt to ensure that any patient is seen by the same healthcare professional although please note that this may not always be an option.

Patients over the age of 75 will be provided with a named GP.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within the complaints leaflet.

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact reception requesting a call-back after logging a call before 11.00am. A clinician will then telephone you to discuss your request.

Home visits are usually conducted between 12.30 & 2.30pm, Monday to Friday.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via www.nhs.uk