Your Compliments, Complaints and Suggestions

We are always looking for ways to improve our service. You can comment anonymously via our website or via our google page but we would encourage you to contact us directly if you have an issue you would like to discuss.

Our complaints leaflet and form are available at reception (large print version is available) and can be sent for the attention of the Complaints Manager.

There is also a facility via our website www.tadcastermedicalcentre.co.uk

Alternatively you can contact the local NHS ICB on 01482 957750 or by emailing hnyicb.experience@nhs.net

Our GP Partner Team

Dr Katy Turton

Dr Alison Pitt

Dr Kate Langridge

Dr James Reynolds

Dr Richard Moss

Dr James Perry

Further information about the doctors and our other staff members can be found on our website.

www.tadcastermedicalcentre.co.uk/our-staff

The Wider Team from our Primary Care Network

You may be offered an appointment at the Medical Centre with one of this team.

Rachel our Physiotherapist is available on Tuesday with Elizabeth who works every third Monday.

Tracey our Mental Health Practitioner works on Tuesday, Wednesday and Friday.

Joe is our Social Prescriber and also offers NHS Health Checks while we wait for our new Care Coordinator Katherine to join the team in January 2027.

Chris and Hazel are paramedics, they do home visits and some vaccinations for the housebound.

We also have a team of pharmacists who carry out some medication reviews and respond to medication enquiries. They work remotely by telephone and in person at the practice.

Medicals/Private Work

Some services are not provided by the NHS and will be charged for as private work. . Appointments, if required, are bookable in specially designated GP slots via our admin team.

If you need to contact us to arrange for completion of paperwork or a medical please ask for Chris or Sue who manage these processes for us.

Payment for Private services is required in advance of the work being carried out. An invoice with a payment link will be sent to you.

TADCASTER MEDICAL CENTRE

Making every encounter count

Welcome to Tadcaster Medical Centre. Our aim is to provide you with a comprehensive, quality, caring service.

Remember your healthcare is a partnership between you and the practice. The aim of this leaflet is to give you information about us, how we work and what we offer to ensure you get the best possible service and care.

All the information in this leaflet can also be found on our website.



Tel: 01937 530082

www.tadcastermedicalcentre.co.uk

hnyicb-voy.admintadcaster@nhs.net

Building Opening Hours

Weekdays (excl Bank Holidays)

08.00-12.30 & 13.30-18.00

Saturday

08.30-12.00

Tadcaster Medical Centre

The practice offers the NHS Zero Tolerance Policy and will request the removal of any patient from the practice list who is aggressive or abusive towards any doctor, member of staff or other patient.

We are a GP training practice for postgraduate students. These students are fully qualified doctors learning to specialise in General Practice. You may also be offered an appointment with a final year medical student alongside one of our partners.

Use of Your Information

Your records are held securely and use is restricted to the terms of the Data Protection Act 2018. Please see our separate leaflet on how we handle your data for further details.

You may request a suitably trained chaperone for any procedure, test or examination. Please speak to our reception team.

What To Do When We Are Closed

IN AN EMERGENCY, CALL 999 FOR AN AMBULANCE

Alternatively call 111 for advice and referral to the Out of Hours GP service.

If you need to use a type talk facility please call 18001 111

There are Urgent Treatment Centres in Leeds, York, Selby and Pontefract. Please check opening hours before travelling for care.

Registering With Us

https://gp-registration.nhs.uk/B82105/gpregistration/landing

The nhs website allows you to register online but you can also come in and collect a pack from reception. Please check you live within our practice area before applying.

We are a veteran friendly GP practice, please let reception know if you have served in the armed forces when you register so that we can flag it on your medical record.

Booking Appointments

We ask patients to complete an online request via the **'send an online consultation'** button on the home page of our website to safely manage the demand for GP appointments. This request will be triaged by a doctor that day who will then either contact the patient directly or offer an appointment with a more appropriate member of our team. This could be same day care or a routine appointment, by telephone or in person. You may also be advised to attend another NHS service or provided with information for self-care.

The online system will be available between 8am and 6.30pm, Monday to Friday. The phone lines will still be open from 8am so if you cannot use the online facility our reception team will complete the form for you.

If you have an emergency that is not suitable for A&E please call it through to our reception team.

Home Visits

If you are too ill to come to the surgery and feel you need a home visit please let us know as early as possible in the morning. A doctor may telephone you back to discuss the problem first, you cannot choose who will visit you.

Repeat Prescriptions

Requests for repeat prescriptions can be made in person, via email to hnyicb-voy.tadcaster.prescriptions@nhs.net , via your choice of health app or the systmonline website. Requests can also be sent via the post or put through our letterbox.

Please allow four working days for your prescription to be issued to your nominated pharmacy.

If you live outside Tadcaster you may be able to use our dispensary, please check with the reception team.

Results

These can be seen via your online access or by calling our reception team between 14.00 and 16.00 Monday to Friday.

Please do not call outside these hours.

Antenatal Care

The hospital teams now ask that you self refer for care. There is a link on the front page of our website to do this.