Townhead Surgery
Townhead, Settle, North Yorkshire BD24 9JA
The Old Co-op Building, Hellifield, Skipton, North Yorkshire, BD23 4JY

www.townheadsurgery.nhs.uk

Tel: 01729 822611 • Fax: 01729 892916
Contents

Welcome to Townhead Surgery ................................................. 1
The Practice Team ................................................................. 2
How to Register with the Practice ............................................ 4
How to Contact the Practice .................................................. 5
Opening Times ............................................................... 6
Where we are located .......................................................... 7
Home Visits ................................................................. 8
Out of Hours Arrangements .................................................... 8
How to Get Your Medicines .................................................. 9
Our Clinics & Services ........................................................ 10
Patient Feedback ............................................................... 12
Other Useful Information for Patients .................................... 14 - 16
Useful Telephone Numbers .................................................... 17

PRACTICE AREA
Townhead Surgery was established in 1975 in its current location by Dr Barry Brewster. It is a rural practice based in North Craven. Much of the practice area lies within the Yorkshire Dales National Park.

The practice covers 250 square miles and takes in Ribblesdale and the 'Three Peaks' of Penyghent, Ingleborough and Whernside. We also cover Littondale, Malhamdale and part of the Ribble Valley.

Surgeries are held at two locations, our main practice in Settle and also our branch surgery at Hellifield. Settle opens 6 days a week and Hellifield Monday, Wednesday and Friday mornings and Tuesday and Thursday afternoons.

There are currently 11 doctors, 4 nurses and 2 healthcare assistants working at the Practice, supported by an experienced and committed Practice Team including a Practice Manager, dispensers, secretaries, administrators and receptionists.

The receptionists are a link between you and your doctor. The more information you can give them, the more help they will be able to give you.

The surgery in Settle is a short walk from the Market Square and easily accessible by public transport. There are also 10 car parking spaces including 1 disabled space. The Hellifield surgery is located just off the Main Road in the centre of the village with a large car park nearby.

Townhead Surgery is a dispensing and a training practice and provides a wide range of services in recently extended and upgraded premises. Please see pages later for full details of the facilities and services available to our patients.


**THE PRACTICE TEAM**

## Doctors

There are 8 GP partners at the Practice

**Dr William Hall**  
Reg 1976 Birmingham  
GMC No: 2231220

**Dr Clare Littlejohn**  
Reg 1983  
Cambridge, London  
GMC No: 2820866

**Dr Hilary Moakes**  
Reg 1987  
Oxford, London  
GMC No: 3251074

**Dr Colin Renwick**  
M.B.Ch.B., M.R.C.G.P., D.G.M.  
Reg 1986 Leeds  
GMC No: 3188457

**Dr Ashley Davies**  
B.A., M.B.,B.Ch., M.R.C.G.P.  
Reg 1995 Wales  
GMC No: 4190969

**Dr Kai Ng**  
Reg 1995 Leeds  
GMC No: 4198802

**Dr Jackie Renwick**  
Reg 1986 Leeds  
GMC No: 3169801

**Dr Paul Harris**  
BMed.Sci., B.M.B.S., M.R.C.G.P.  
Reg 1999 Nottingham  
GMC No: 4645562

**Salaried GP**

Dr Fran McWilliam, GMC No. 6147251, is employed by the Practice as a salaried doctor.

**General Practice Speciality Registrar**

We are a training practice, which means that we have a registrar doctor working with us as part of their post-graduate training in general practice.

Occasionally we ask patients’ consent to videotape their consultation for educational purposes. You will be informed if the surgery you are attending will be videotaped and given the opportunity to refuse if you wish.

**Foundation Year Two Doctors**

We have qualified doctors who are part way through their hospital training. They undertake a variety of work with patients under the supervision of their trainers.

**Medical Students**

We have medical students with us several times a year, learning more about general practice. They sit in with the doctors during surgeries but you have the option not to have the medical student in your consultation if you wish.

**Locum Doctors**

We also recruit other locum GPs to cover sessions for the partners to ensure that we have appointments when the partners are on holiday or at an educational event.
Practice Nurses
We have 2 practice nurses and 2 treatment room nurses at the Practice who provide the following services:

Nurse Clinics
Dressings, removal of stitches, ear syringing, advice about immunisations including travel advice, dietary advice, stop smoking advice, cervical smears and contraception.

The nurses monitor health and undertake health checks for patients who have a range of conditions such as respiratory disease, diabetes, heart disease, multiple sclerosis, learning disabilities and mental health problems.

Nurse Triage
The nurses are trained to assist the doctors in dealing with emergencies each day. They will either give advice or arrange for you to be seen.

Health Care Assistant
We have 2 Health Care Assistants who take blood tests, deal with laboratory specimens, check blood pressure, give ‘flu vaccinations and take routine ECGs.

Other Members of the Practice Team
Other Members of the Practice Team include a Practice Manager, Dispensary Manager and a Reception Manager, secretaries, administrators, dispensers and receptionists.
District/ Community Nurses
District Nurses care for housebound patients and sometimes see patients in Settle Health Centre. They assess needs, plan and deliver care to those who need help and advice. Some of the services are initiated by a case manager who assesses and monitors the needs of patients who require continuing care.

Health Visitors/ School Nurses
Health visitors promote good health and prevention of ill health, working with families and young people up to 19 years old. They provide home visits, clinic sessions and school sessions in groups or individual consultations. They are linked to Early Years Settings and a Drop-in session is held at Settle College for the school population. They work closely with a number of agencies to ensure that appropriate referrals are made and that support is accessible to those who need it. They provide advice, information and support on development, behaviour, childhood illness, immunisation and family issues.

Midwives
Midwives are involved mainly with antenatal clinics, post-natal care and parenting skills. They are part of a Craven wide team providing care to expectant and nursing mothers.

Counsellor
The practice counsellor provides a confidential service for dealing with difficulties with relationships, bereavement and coping with stress. We have a range of information available in the waiting room for people with stress related problems or you may wish to be referred to the counselling service by your doctor.

Several other services are based at Settle Health Centre including:-
Podiatry • Physiotherapy • Speech Therapy • Dietetics

HOW TO REGISTER WITH THE PRACTICE

We have registration forms for you to complete at the Surgery.

Patients who register with ‘the Practice’ will be placed on a doctor’s list. You may ask to see other doctors in the Practice at any time although we advise continuity for any one episode of illness.

New patients will be asked to complete a health questionnaire and you are able to request a general health check when you register with the Practice.
How to See Your Doctor or Nurse
Surgeries and clinics are run on an appointment system. You can book an appointment to see any of the doctors or nurses although you may prefer to see your ‘usual’ doctor.

To ensure that we can accommodate patients who wish to be seen within 48 hours, approximately half of each doctor’s appointments are available to book in advance and the remainder are available for more urgent appointments.

Urgent Appointments
All patients who need to be seen urgently by a doctor or nurse will be seen within 24 hours. We run daily surgeries where the duty doctor assesses and deals with urgent health problems.

Phone in from 8.30am – 9am
The ‘phone in’ time is for you to ring and speak to your own doctor:

- to ask for a home visit
- to report back to your own doctor if they have asked you to phone
- to ask for advice
- to arrange a time for a medical examination, e.g. for a Heavy Goods Vehicle, Insurance Company Medical.

The ‘phone-in’ time is very busy and you may find difficulty getting through to the switchboard. Please be patient, as your call will be answered as soon as possible. Reception staff will take your telephone number and the doctor will return calls according to priority but generally in the order they are taken. This could be later in the day or, occasionally the following day.

Phone Back Service
We have a phone back service to deal with urgent patient enquiries throughout the day.

Due to the large number of requests we receive for a call from either a doctor or a nurse, calls may not be returned the same day. Please be sure you make clear how urgent your call is.

Please be aware that if you have ‘CALL BAR’ on your telephone system or mobile phone we will NOT be able to return your call.
OPENING TIMES

We are open at the following times

Settle Surgery
Monday: 8.00am - 7.00pm (7.30am alternate weeks)
Tuesday: 8.00am - 6.30pm
Wednesday: 8.00am - 6.30pm
Thursday: 8.00am - 6.30pm (7.30am alternate weeks)
Friday: 8.00am - 6.30pm
Saturday: 8.00am - 10.30am (alternate weeks)
Sunday: Closed

Hellifield Surgery
Monday: 9.00am - 12.15pm
Tuesday: 3.00pm - 6.00pm
Wednesday: 9.00am - 12.15pm
Thursday: 3.00pm - 6.00pm
Friday: 9.00am - 12.15pm
Saturday: Closed
Sunday: Closed

Extended Hours
We offer regular extended hours surgeries at Settle but please note these are for patients with pre-booked appointments and for patients wishing to drop off or collect prescriptions only.

Extended hours surgeries are held at the following times:-(Please see above)
Monday: 8.00am - 7.00pm (7.30am alternate weeks)
Thursday: 8.00am - 6.30pm (7.30am alternate weeks)
Saturday: 8.00am - 10.30am (alternate weeks)

APPOINTMENTS
There are several ways for patients to make an appointment including:

Using the Surgery’s on-line service www.townheadssurgery.nhs.uk

The surgery is open to accept requests for urgent appointments from 8am. Requests for routine appointments can be made after 8.30am by telephoning the main surgery number 01729 822611.

Please note that appointments are generally for 10 minutes. This allows your doctor to deal with one problem and provide the best service.
HOME VISITS

We look after a large geographical area (please see map on inside of front cover) and therefore rely on patients travelling to the surgery in all but exceptional circumstances. Most illnesses are not affected by travelling and we believe, we can provide a better standard of care in the surgery than in patients’ homes.

If you think you need a home visit it helps us if you can phone as early as possible in the day. You may wish to discuss this with the doctor during the ‘phone-in’.

Walk In Centres
The nearest NHS Walk-In Centres are as follows:-

1. Hillside Bridge Walk-In Centre (34 miles), 4 Butler Street West, Bradford BD3 0BS
   Tel: 0845 121 1024

2. Calder Community Practice (Walk In Centre) (35 miles)
   Todmorden Health Centre, 82 Halifax Road, Lower George Street, Todmorden, Lancashire, OL14 5QJ Tel: 01706 811 106

3. Bury NHS Walk-In Centre (42 miles)
   22 Derby Way, Bury, Lancashire, BL9 0NJ

4. The Walk In Centre (42 miles)
   The Light Shopping Centre, the Headrow Leeds LS18TL Tel: 0113 2516000

OUT OF HOURS
Night and Weekend Out of Hours Arrangements
The NHS 111 service is responsible for providing medical cover when the Surgery is closed between the hours of 6.30pm and 8.00am weekdays and bank holidays. At weekends this is 6.30pm on a Friday until 8.00am on Monday.

IN CASE OF COLLAPSE, SEVERE CHEST PAIN OR SUSPECTED HEART ATTACK RING 999 FOR AN AMBULANCE
HOW TO GET YOUR MEDICINES

We have our own dispensary but can only dispense to patients who live more than a mile (1.6km) away from the Surgery.

When you order your prescription we need to know YOUR NAME & the NAME, STRENGTH AND DOSAGE of the medicines you need. All the details are on the slip attached to your prescription or included with your last dispensed medication.

Please allow 2 full working days for repeat prescription orders.

This is for your safety to give us time for your doctor to check your prescription and to give staff time to carry out checking procedures on all dispensed medication.

Please try to avoid ordering your repeat prescription on Monday mornings as the surgery telephone lines are very busy at this time.

Please help us to help you by keeping the counterfoil from your prescription for reordering, or read your drugs from the containers.

There are several ways you can re-order prescription items:-

On-Line [www.townheadsurgery.nhs.uk]
Your request will be processed the next working day i.e. if you place your order on a Wednesday morning, the order will be processed on Thursday for collection on Monday. If you order on a Friday evening, it will be processed on Monday for collection on Wednesday.

In Person
Please bring your repeat prescription request slip to the Surgery. You can either hand it to a member of the Practice Team or place it in the orange box on the main front desk.

By Post
Please post your repeat medication request to Townhead Surgery, Townhead, Settle, North Yorkshire BD24 9JA

By Telephone
You can still order your repeat medication by telephone. As the telephone is extremely busy at the start of the day, please telephone (01729) 822611 to order your medication between 10am and 4pm

By Fax
Please fax your request to (01729) 892916

Managed Repeats Service
A managed repeat prescription or ‘managed repeats’ service is a means of ordering repeat prescriptions on behalf of a patient. The repeat prescription slip is held by the Practice to ensure that repeat medication is ordered in good time, without the patient having to make contact with the Practice. If you would like more information about this service or you would like the Practice to manage your repeat prescriptions, please ask a member of the Reception Team.
OUR CLINICS AND SERVICES

Child Health Checks
All children are offered child health development checks. These are carried out by a doctor or a health visitor at regular intervals. Please ask for more information.

Alcohol Service
Advice and support is available for patients concerned about hazardous and harmful drinking and for those who are seeking to reduce their use of alcohol.

Ante-Natal Clinics
These take place on Tuesday afternoons from 1.30pm at Hellifield Children’s Centre. Appointments are made through your midwife.

Asthma & Respiratory Disease Checks
Appointments are available with our Practice Nurses on a regular basis. For a full respiratory check you may need a longer appointment. Please ask the Receptionist or Practice Nurse when making your appointment.

Diabetic Clinics
A full team diabetic clinic takes place regularly. Appointments are sent to diabetic patients or you may wish to enquire about this clinic via your doctor or a practice nurse. The Practice Diabetic Nurse also has appointments available at other times. For information please ask to speak to the Diabetic Secretary or the Diabetic Nurse.

Heart Disease Checks
The practice nurses run clinics to monitor patients with heart disease. Please ask a receptionist or a practice nurse for details.

Craven Sexual Health Service
If you are worried that you may have a sexually transmitted infection or would simply like the reassurance of having a check up, you can now get tests (e.g. chlamydia testing kits) and treatment from the Surgery. Simply call the Practice and ask for a sexual health appointment. People don’t have to be registered with the Practice and all calls are confidential.

More information about sexual health can be found at: www.yorsexualhealth.org.uk

Contraceptive/Family Planning/Sexual Health Advice
The doctors offer a full range of contraceptive services including IUCD insertions and implants undertaken by appointment only, by Drs Clare Littlejohn, Hilary Moakes and Jackie Renwick.

Family planning clinics are also held monthly at Settle Health Centre.
Health Checks
Patients can request a health check if they are aged 16-74 and have not been seen in the last three years or if they are aged 75 or over and have not been seen in the last 12 months.

Smoking Cessation
Patients who wish to stop smoking will be seen initially by a doctor or nurse and followed up at a nurse clinic appointment to arrange nicotine replacement therapy if appropriate. North Yorkshire Stop Smoking Service runs specialist stop smoking clinics from time to time in the Craven area and locally at Settle Health Centre.

There is a Young Persons’ Weekly Drop-in clinic at Settle College and the health visitor/school nurses are very happy to help young people stop smoking.

Cervical Smear Tests
Appointments can be made with a practice nurse or doctor at a time convenient to the patient.

Drug & Alcohol Support
Shared care clinics with Craven Organisation for Drugs & Alcohol* (CODA) are held at Settle Health Centre (*for dependant drinkers).

Minor Surgery
Some minor operations are performed at the surgery.

Counsellor
Talk to your GP if you think you would benefit from seeing a counsellor.

Carers Resource
Support for carers is available from Carers Resource. Please see the information displayed in the Surgery.

Airedale Hospital Peripheral Clinics at Settle Health Centre
- Psychiatry
- Medicine for the Elderly
- Audiology
- Speech Therapy
- Podiatry

Private Medical Fees
The doctors are able to provide services that are not funded by the NHS and incur a charge e.g. HGV medicals, completion of reports for private medical insurance and some overseas travel vaccinations.

A full list of services and fees is available at reception. VAT at the current rate is applied to some of these services.
Patient’s Comments & Complaints

We are committed and work hard to provide a good service to all our patients. Inevitably sometimes our service may fall short of expectations and we would like to deal with any complaints quickly and to your satisfaction.

In the first instance our Practice Manager, Antony Radley, will be happy to discuss any concerns with you. Alternatively, if you prefer, your doctor will be pleased to listen to your comments.

Please make an approach by telephoning or making an appointment to see either the Practice Manager or your doctor. Or you may prefer to write. We have leaflets informing patients how they can make a complaint.

If you are dissatisfied with the Practice response, you can approach:

NHS England
P.O. Box 16738
Redditch
B97 9PT

Tel: 0300 311 2233

If you are still dissatisfied, you can approach:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
LONDON
SW1P 4QP
Tel: 0345 015 4033
Inappropriate Behaviour

It is unfortunate that occasionally the NHS encounters abuse and violence from patients. The NHS and Townhead Surgery has a policy of ZERO TOLERANCE for violence.

In the event of a patient committing an act of violence to NHS staff they will be reported to the Police and removed from the Practice List. They would then only be seen for health matters in a centre specifically set up to protect health workers.

If you need any support with your complaint you can get help and advice from:

North Yorkshire NHS Complaints Advocacy Service,
Tower Court,
Oakdale Road,
Clifton Moor
YORK
YO30 4XL

Tel: 0300 012 4212
Fax: 01924 438 444
Email: helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk

Or complete an enquiry form on the website:
www.helpwithnhscomplaintsnorthyorks.org/.

We have a comments box near the Patient's Library for general comments.
Medical Records / Confidentiality
It is our aim to preserve the privacy and dignity of our patients and to respect confidentiality. If you require more privacy please ask to speak to the receptionist in our Confidential Patient’s Room.

Your health record is confidential between you and your doctor but information may be shared with other health professionals when this is appropriate to your health, subject to your consent. This can include other doctors and specialists, nurses and other members of the primary health care team and professions allied to medicine. These professionals may work at the surgery, Settle Health Centre, hospital trusts, primary care trusts, social services or public health departments. Some information is shared with Primary Care Trusts and Family Health Services to assist them in managing programmes of public health. Information is shared on a ‘need to know’ basis only.

Our teams of health professionals are all governed by professional codes of confidentiality.

As well as the paper record, our medical records are stored on the computer system. We have a secure back up system to prevent loss or damage to medical records.

You have a right to see your medical record subject to the limitations of the law. It is our policy to invite the patient to contact one of our doctors should they wish to see their medical records. There will be a charge for covering printing costs.

In January 2009 we migrated to the SystmOne computer system. Ultimately, we will connect to the ‘Connecting For Health’ national computer programme for shared health records. The system has stringent security features to prevent unauthorised access to patient computer records.

Data Protection
We are registered under the Data Protection Act. If you wish to obtain details about the Act in relation to medical records please request this through the Practice Manager.

Freedom of Information Act
The practice publication scheme under the Freedom of Information Act 2000 is available on request. Please ask the Practice Manager for details.

Consent
A doctor must be satisfied that a patient understands and consents to a proposed treatment, immunisation or investigation. This will include the nature, purpose, and risks of the procedure and that the patient understands and has enough information to give ‘informed consent’.

Express consent (written or verbal) will be obtained for any procedure which carries a risk. A note will be made in the medical record detailing the discussion about the consent and the risks. A Consent Form may be used for the patient to express consent.
Chaperones
Please ask if you would like to be accompanied by a chaperone during your visit to the Surgery. Townhead Surgery is committed to providing a safe and comfortable environment where patients and staff can be confident that best practice is being followed at all times. The safety of everyone is of paramount importance.

The patient, doctor or nurse where they feel it appropriate can request (or decline) a chaperone to be present during an examination. A note will be made in your medical record. This will either be another GP or Practice Nurse or a member of our trained Practice Team.

Your wishes will always be respected.

Research
From time to time we undertake research for the Medical Research Council. Occasionally we undertake other research projects which have to be approved by the Airedale Ethics Committee. The requirements of the Data Protection Act are followed and your consent will be sought if you are asked to be personally involved in research.

Baby Changing Facilities
There is a baby changing facility in the disabled toilet facilities at both surgeries. You are welcome to feed your baby in the waiting room or you can ask the receptionist if there is a room free.

Patients’ Library
We have a comprehensive library of medical conditions in written, CD and DVD format situated in the waiting room which is easy to use and available free of charge for patients.

Access & Facilities for the Disabled
We have automatic doors at both surgeries and accessible toilet facilities for the disabled. There is an induction loop available from the reception desk to assist patients who have a hearing difficulty.

All consulting and nurse rooms are located on the ground floor and slopes, rather than steps and a disabled parking space adjacent to the main doors is available at Settle.

Hellifield Surgery has level access and easier parking facilities.

Our practice leaflet is available in large print and we can enlarge patient information leaflets on request (unless prevented by copyright).
Language Translation Arrangements
If you require an interpreter this service should be requested in advance.

Patient Participation Group
The Townhead Surgery Patient Participation Group (PPG) was established in February 2011. Members of the Group are volunteers. It presently consists of 15 patient representatives representing the views of:

- Carers
- The Community
- Older Patients
- Patients with a Physical Disability
- Male Patients (2)
- Patients with Mental Health Issues
- Working Patients
- Patients with a Learning Disability (2)
- Patients who require Continuing Care
- Young Patients
- Black and Minority Ethnic Patients
- LGBT Patients
- Patients with Children Pre-School Age

The role of PPG members includes the following:

To represent the views of patients and provide feedback to the Practice
Improve communication between patients and the Practice
Help the Practice to use resources most effectively
Contribute to the continuous improvement of services
Offer practical support and help to implement change
Help to promote good health

The PPG is not able to handle complaints and does not have access to confidential information.

The Group meets regularly with Practice representatives including the Practice Manager and a GP Partner to discuss how services can be improved.

If patients have ideas and comments they would like to be considered, the PPG members can be contacted through the Practice.

Patient’ Charter
Copies of the Patients’ Charter are available from the Practice.
Useful Telephone Numbers

Emergency Services .................................................. 999
Townhead Surgery .................................................. 01729 822611
Surgery Fax Number ............................................. 01729 892916
Airedale General Hospital ................................. 01535 652511
Ambulance Booking Line ................................. 0845 056 7060
Bradford Royal Infirmary ................................. 01274 542200
Citizens Advice Bureau ................................. 01756 700210
Carers Resource ............................................. 01756 700888
CODA (Craven Organisation for Drugs & Alcohol) . 01756 794362
Craven District Council .................................. 01756 700600
NHS Direct ....................................................... 111
North Yorkshire Social Services .......................... 0845 0349410
Out of Hours Number .................................. 111
Patient Liaison Service .................................. 0800 068 8000
Police .......................................................... 101
Registrar Births/ Deaths .................................. 0845 0349473
Settle Health Centre ...................................... 01729 822205
Skipton General Hospital ................................. 01756 792233
Westmorland General Hospital ..................... 01539 732288
# SURGERY TIMES

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