**Graphical user interface

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**Patient Information Leaflet**



Church View Surgery

30 Holland Road

Plymstock, Plymouth

PL9 9BW

Telephone No. 01752 403206

Email address: churchviewsurgery@nhs.net

Website: church-view-surgery.co.uk

**Opening hours**

|  |  |  |
| --- | --- | --- |
| Monday | 8:00 am | 6:30 pm |
| Tuesday | 8:00 am | 6:30pm |
| Wednesday | 8:00 am – 1:00 pm | 2:00 pm – 6:30pm |
| Thursday | 8:00 am | 6:30 pm |
| Friday | 8:00 am | 6:30 pm |

**Improved access/Extended hours**

Monday, Wednesday and Thursday’s we have early morning phlebotomy appointments starting at 07:35 am.

Three Tuesday evenings and one weekend a month the surgery does extended hours.

**Services we provide at the surgery**

Along with telephone appointments, the practice offers the following services:

* **Family planning –** All our GPs and the practice nurse offer a full range of family planning services, this includes a coil and implant clinic.
* **Immunisations –** The nursing team administers vaccines for both adult and child immunisations.
* **Travel Vaccinations –** if you inform the surgery at least two months before travel we can offer you some travel vaccinations if you are due any.
* **Skin lesion clinics and minor surgery –** Please contact reception if you feel you would benefit from having these appointments and they will be able to book you in.
* **Cervical smear testing –** For women aged 25 – 65. These tests are undertaken by the nursing team.
* **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.
* **Flu clinics –** When it gets to flu season, the surgery will advertise when patients can book in for their annual flu jab. We also offer the children nasal flu.
* **Joint Injections –** Our MSK physio’s are able to administer steroid injections, please contact reception to book this in.
* **Learning Disability Assessments –** on behalf of Livewell, the surgery offer adult LD assessments which include an appointment with the nurse and GP.

If you would like more information regarding our appointments and the services, we offer please visit our website stated on the front of this leaflet, or contact a member of the reception team who will be more than happy to help.

**Teaching practice**

The practice is a teaching practice and occasionally trainee GPs or medical students may, as part of their training, be required to sit in with their trainer GP or clinician 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 GP or medical student will not sit in on your consultation.

**How to register at the practice**

The quickest way to register at the practice is to download the registration pack off our website and then send in the forms. You must live within the practice area which is shown on the website. If you are unable to download these forms, please pick up paper copies of the registration pack at reception.

**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.

Your registration pack will be read by a GP and if they think it would be beneficial to see or speak to you, the reception team will call to arrange the appointment.

**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 UK GDPR.

The patient privacy notice is available on the practice website.

Chart, treemap chart

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**Further information can be sought from** [**www.nhs.uk**](http://www.nhs.uk)

**Comments, suggestions and complaints**

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

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 have a complaint the Practice Manager will investigate the matter promptly and thoroughly and you will be kept informed as the investigation proceeds and notified of the conclusion and any action that has been taken.

**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 church-view-surgery.co.uk

Alternatively, please call the surgery or email us if you are interested in joining**.**

**The practice team**

**Practice manager**: Emma Rayment

**Operations manager:** Chloe Fenner-Smith

**Partners:**

Dr Anna Dias

Dr Mark Wood

Dr Bethan Shewring

Dr Nina Kaitiff

Dr Amanda Kemp

Emma Rayment – Business Partner

**Salaried GPs:**

Dr Ellie Gaff

Dr Emily Jenkins

Dr Emma Francis-Smith

**Nurses:**

Michelle Greene – Lead Nurse

Liz Drackford – Nurse

Julie Grange – Nurse

Annette Rigg – HCA

Katie Glibbery – Senior Phlebotomist

Rachel Bishop – Phlebotomist

Karen Channing – Phlebotomist

**Urgent Care Team:**

Paul Callicott – Paramedic Practitioner

Dave Thomas – Paramedic Practitioner

Luan Lacy – Nurse Practitioner

Sarah Gilbert-Smith – Nurse Practitioner

**Physiotherapy Team:**

Penny Kennedy – MSK physio

Alex Thomas – MSK Physio

Andy Henson – First contact physio

**Mental Health and wellbeing:**

Beth Pocknell – Mental Health Nurse

Donna Nelson – Social Prescriber

Sue Kehoe – Bereavement Advisor

**Appointments and accessing practice services**

To make an appointment to speak to your GP or any member of our healthcare staff please contact the surgery on the day at 8am to request a call back. Alternatively, you can use our patient triage system which is on our website church-view-surgery.co.uk.

If you are requesting a routine nurse appointment you can contact the surgery at a suitable time for you and the reception staff will do their very best to accommodate your request.

**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 at 8am requesting a call-back. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 12:30 pm and 1:30 pm, Monday to Friday.

**NHS England Contact**

Church View Surgery provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: [england.contactus@nhs.net](mailto: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 letter box, located outside by the gate.
* Online – Please log in and order via our website on System Online. If you do not have a login, please contact the reception team who can create a one for you.
* Via the chemist – you can speak with your local pharmacy and see if they are happy to request your prescription on behalf of you

**Please allow at least four working days for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.**

**Repeat Dispensing**

If you take regular medication which has not altered for a long period of time. We have a facility where you could be eligible for repeat dispensing. We would issue 6 or 12 months’ worth of your regular medication and send direct to a nominated pharmacy.