



CHURCH VIEW SURGERY PATIENT INFORMATION LEAFLET

30 Holland Road
Plymstock
Plymouth
PL9 9BW



SURGERY HOURS

Monday—Friday (excluding Wed)

8.00am—6.30pm

Wednesday 8.00am—1.00pm

2.00pm—6.30pm

Reception telephone lines:

Monday—Friday 8.00am—6.00pm

Telephone: 01752 403206

Out of Hours: 111



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Updated: January 2019—MCA

Version 1.1

- * Practice Manager— Emma Rayment
- * Operations Manager— Chloe Fenner-Smith

Version: January 2019

Church View Surgery

In this pack you will find the following:

- ◆ About Our Practice
- ◆ The Partners
- ◆ Surgery Times
- ◆ The Practice Team
- ◆ New Patients
- ◆ Home Visits
- ◆ Patient Charter
- ◆ Special Clinics & Services
- ◆ Contacting Other Services, e.g. (Minor Injuries Unit)
- ◆ Emergency Dental Unit
- ◆ Out of Hours Service
- ◆ Confidentiality & Your Medical Records
- ◆ Comments, Compliments and Complaints
- ◆ Illnesses and Self Treatment

The Friends and Family Test (FFT)

Please visit this website and leave your Patient feedback on the services you have received at this Practice following your visit:

www.iwantgreatcare.org

This leaflet has been produced for download from our website:

www.churchviewsurgery.co.uk



the conclusion and any action that has been taken. If you remain dissatisfied with the response to your complaint, you have the right to refer the matter to the Parliamentary and Health & Service Ombudsman. The Ombudsman is completely independent of the NHS and government. Their contact number is 0345 015 4033.

Receptionist staff can provide you with a copy of the Practice Complaints procedure containing a form to complete to resolve your concern promptly.

New Devon Clinical Commissioning Group (NDCCG)

Media & Communications

Northern, Eastern and Western Devon CCG

Old Rydon Lane

Exeter

EX2 7JU

Email: D.CCG.communications@nhs.net

Website: www.newdevonccg.nhs.net

Patient Advice and Liaison Group (PALS)

Telephone: 01392 267665 or 0300 123 1672

Text: 07789 741099

Email: pals.devon@nhs.net

About Our Practice

The Practice is bounded to the North by the A38, to the South by the Coast, to the West by the Laira Estuary and Plymouth Sound, and to the East by the village of Yealmpton. The Practice covers a large population and currently services over 12,000 patients.

We have been approved to provide General Practice Vocational and Medical Student Training. This enables qualified Doctors to work with us for up to 1 year under supervision prior to joining a Practice.

Students from the Peninsula Medical School join us several times a year as part of their training. You may be asked if a Student may interview or examine you as part of their assessment by the Practice. We hope you would grant them this opportunity but respect your wishes should you decline.

To access our website for online services please visit:

www.church-view-surgery.co.uk



The CVS Team

The GP Partners

- ◆ Dr Anna Marie Dias
MBBS (London 1988) DRCOG MRCGP
- ◆ Dr Sandra Price
BM (Southampton 1985)
- ◆ Dr Nina Kaitiff
MBChB (Birmingham 1995) DRCOG MRCGP
- ◆ Dr Becky Payne
MBChB MRCP DRCOG MRCGP
- ◆ Dr Bethan Shewring
BSc(hons) BMBS MRCGP DFRSH
- ◆ Dr Mark Wood
MRCGP

Associate GP

- ◆ Dr Paul Graham
MBBS MRCGP
- ◆ Dr Amanda Kemp
MRCGP
- ◆ Dr Emily Jenkins
MRCGP



Surgery Times

During the week the surgery is open from 8.00am to 6.30pm

need to be partially completed prior to your appointment. Fees may be paid by the insurance company or employers.

Please allow 1 month for certain detailed medical reports to be completed by the usual GP. All reports have to be paid for prior to their collection from reception.

Confidentiality & Complaints

Confidentiality

It is important that patients and their carers can trust that their personal information will be kept confidential and that their privacy is respected. All staff have an obligation to safeguard the confidentiality of personal information. The law governs this. We may need to share information if you are receiving care from other people both within and outside the NHS and these are bound by the same legal duty. We will not disclose third party information without your permission. If you have any concerns, please ask to speak to the Practice Manager.

Data Protection Act 1988

The Data Protection Act 1988 gives you the right to view or have a copy of any personal information held on your medical records. If you wish to view your medical record, please contact the practice Manager who will organise this. You may be charged for this.

Comments, Compliments and Complaints

If you have any comments, compliments or complaints concerning any aspect of the Practice, please contact the Practice Manager. 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

Open every day 8.30am—9.00pm for treatment of conditions

e.g.

- ◇ Cuts and grazes
- ◇ Wounds needing stitching
- ◇ Bites and Stings
- ◇ Superficial Burns and scalds
- ◇ Minor injuries to hands and feet

Emergency Dental Unit

Emergency Dental Services for those who are not registered with a dentist can be contacted on [NHS 111](#)

Out of Hours—(Non-Emergencies) [NHS 111](#)

**IF IT IS LIFE THREATENING CONDITON PLEASE
RING 999 TO CONTACT AN EMERGENCY**

AMBULANCE

Private Medical Reports and Certificates

Medical examinations and reports for insurance. HGV, pre-employment etc. are performed at the discretion of the patients usual GP as this is Non-Funded / Private work and an extended appointment may be required. As these are not covered by the NHS, a fee will be charged and a list of charges are available at reception. When making the appointment for this purpose please remember to mention this to the receptionist and provide the necessary paperwork/forms so these can be given to the GP prior to your appointment as they may

Provision for the Disabled

The surgery has specific parking for the disabled and easy access for wheelchairs, and there are also disabled toilet facilities.

The Practice Team

Practice Manager: Emma Rayment

The Practice Manager is responsible for the smooth and efficient running of the Surgery and the administration of the Practice. If you wish to make any inquiries or have a comment about the service we provide our Practice Manager will be happy to help.

Operations Manager: Chloe Fenner-Smith

Chloe's reception team are responsible for ensuring that all Church View patients are treated with dignity and respect and receive a quality service at all times in this very busy surgery. Please help them by giving as much notice as possible of your requirements.

Reception

Our reception team strive to provide an excellent service, to all patients, within our very busy surgery and to ensure the practice runs as smoothly as possible. Please help them by giving as much notice and information as possible in relation to your requirements.

Practice Nurses

The Practice has 3 Nurses who can be seen for:

Dressings, immunisations, travel advice and hold various clinics including Asthma and Diabetic management advice.

Phlebotomist / Health Care Assistant

The Practice has 3 Phlebotomists. Patients are able to book up to 3 months ahead for blood tests.

District Nurses

The Practice has a team of District Nurses who work for Plymouth Community Healthcare. The nurses are based at Plymstock Clinic www.plymouthcommunityhealthcare.co.uk or the Clerk can be contacted on 01752 434546.

Counsellors / Therapists

The Practice has a counsellor who can provide help to patients with such problems as grief, bereavement, relationship difficulties and psychological and behavioural problems. Appointments can be made through your usual GP. Patients may also self refer.

www.plymouthcommunityhealthcare.co.uk/services/Plymouth-options

New Patients, Appointments and Home Visits

How to register

Please ask at Reception for a New Patient registration application form. If you wish to register but reside outside the practice area unfortunately you will be required to register at another surgery at this present time due to capacity.

In order for you to complete the registration you will be required to provide two forms of identification, one with a photograph and one confirming your address which is not older than 3 months. We also require your NHS number. If you do not know this information it can be obtained from your previous GP.

Well Woman Checks

- ◆ General Health Checks are available including:
- ◆ All aspects of Family Planning
- ◆ Breast Awareness
- ◆ Cervical Smears
- ◆ Management of Menopause
- ◆ Blood Pressure
- ◆ Cholesterol Checks
- ◆ Weight
- ◆ Smoking
- ◆ Alcohol Consumption
- ◆ Exercise

Cumberland Centre :

<http://www.plymouthcommunityhealthcare.co.uk/services/miu>

Minor Injuries Unit

Cumberland Centre

Damerel Close

Plymouth

PL1 4JZ

Tel: (01752) 434390

The services provided at the Cumberland Centre are:

- ◆ Emergency Contraception
- ◆ Full range of contraceptive methods
- ◆ Sexual Health Advice
- ◆ Chlamydia Screening
- ◆ Smear tests
- ◆ Pregnancy Tests
- ◆ Pre-conceptual counselling
- ◆ Help with Unplanned pregnancies
- ◆ Free Condoms
- ◆ Referral to other services, i.e. Pregnancy Advisory Clinic

Well Man Checks

These clinics are run by the Practice Nurses with special attention given to:

- ◆ Blood pressure
- ◆ Weight
- ◆ Cholesterol
- ◆ Smoking
- ◆ Alcohol Consumption
- ◆ Exercise
- ◆ Diet
- ◆ Testicular Self-Examination

A copy of the birth certificate is required for new babies along with their Red book which you will receive from your health visitor. Children under the age of 16 do not require photo ID or a Proof of address. On acceptance you may require a New Patient Health Check with one of our Practice Nurses. Your registration will be processed as quickly as possible and normally takes around 2 working days. Patients do have the right to express a preference of usual GP when completing their registration.

How do I make an Appointment - Help us to help you.

Call in or phone reception on 01752 403206 between 8.00am and 18.00pm on Monday to Friday (Wednesday Surgery Closed between 1.00pm and 2.00pm) You may request an appointment with your usual doctor if you wish to maintain continuity of care.

We currently have a telephone triage system in place to help patients receive the best possible care. When you call for an appointment you will be given a Telephone call back appointment the day you call with either your own GP or one of the Urgent care Team depending on your need. You will be asked by the receptionist a list of your symptoms in order for them to triage you appropriately. You will receive a call back from one of the team either during the course of the morning or afternoon whichever is preferable. If the Clinician feels you need to be seen to be assessed you will be invited into surgery the same day. You can also book timed telephone extended hours appointments if you are unavailable during the day. These are usually early evening from around 6.00pm up to around 7.30pm

The Clinicians can only address one medical condition at a time during your telephone call, if you need to discuss more than one issue please let the receptionist know so they can allocate the appropriate amount of time required. This also relates to discussions on other family members, one person—one appointment.

If you have been asked to attend the surgery by a clinician after you have been triaged, please book in at the Appointment Touch Screen by the Main entrance in reception.

Should you wish to speak to the Receptionist in a quiet area before your appointment please ask at the Reception window.

Home Visits

For very ill, Housebound or infectious patients who are unable to physically attend the surgery and have to arrange a home visit on the day from a GP or Paramedic, please telephone 01752 403206 between 8.00am and 10.30am whenever possible.

You will need to give the receptionist clear details of your name, address and telephone number and some details of the illness to help the GP plan the visit and provide you with the appropriate medical care.

PRACTICE CHARTER, PPG AND FRIENDS AND FAMILY TEST

Practice Charter

Please treat all surgery staff with the same respect you would like to be treated with—Our priority is your care and treatment.

Your responsibility to us:

- ◆ Do not ask for information about anyone other than yourself.
- ◆ Tell us of any changes to your name, address and phone number so that our records are accurate.
- ◆ Only request Urgent Medical Appointments if appropriate. Home Visits should only be requested if you really are too ill to attend surgery, i.e. unable to get out of bed/walk.
- ◆ Please cancel your appointment if you are unable to attend.
- ◆ Please be punctual, but be prepared to wait should your consultation be delayed by an unexpected emergency.

Electronic Prescribing

We have also electronic prescribing facility in place. This means if you nominate a pharmacy to where you would like your medication to go, this can be processed quicker and has the benefit that you can nominate a pharmacy anywhere in the country, which helps when you are visiting family/friends or are on holiday in the UK. Ask at reception for more details.

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, you would therefore only need to collect your medication from the pharmacy without the need for ordering via the surgery each month or bi-monthly. If this is something that you feel would be suited to your needs please ask at reception.

Contraception / Family Planning

The Doctors and Practice Nurses can provide comprehensive contraception advice and information for patients. We also offer an emergency contraceptive service. The Community Contraception and Sexual Health Service sees clients of all ages, male and female. Some clinics are dedicated for people under the age of 25 (the 4u drop-in service at The Zone) however young people are also welcome at the clinic.

Smoking Cessation

We do not provide smoking cessation clinics at the surgery, however our Practice Nurses are available to give advice and guidance to help you stop smoking. Patients wishing to stop smoking should visit

visit <http://www.plymouthcommunityhealthcare.co.uk/services/stop-smoking-service>



Test Results

If you are waiting for the results of a clinical test which has been sent to Derriford Hospital Laboratory for testing, please allow at least 48 hours before calling the surgery for blood results, this will give your GP time to evaluate the test results and take appropriate action. For the results of X-Ray examinations this can take between 2–4 weeks to be returned to the surgery. When calling by telephone or in person regarding results please do not call before 2.30pm.

Please do not leave specimens in the outside letter box.

Repeat Prescriptions

Regular medication prescriptions are printed from the Practice computer, when you receive your prescription you will have a printed slip listing your repeat medication, which you should keep. When you need a repeat, you can hand into reception, post in the repeat box in the reception foyer, send your slip in the post, order online or leave it in the post box by the front gate of the surgery.

Please note: we do not take prescription requests over the telephone.

Please submit your request at least 4 working days before your regular medication is due, for medication which is new, or changes which need to be made or you haven't had a medication for longer than 6 months, please allow an extra working day for these to be processed.

- ◆ Please allow sufficient time for your Hospital Consultant correspondence or results to reach us.
- ◆ Use tear off slip to request your repeat medication wherever Possible or fill in a request slip located in reception.
- ◆ Please attend for Medication review, when asked, before your next medication is due.
- ◆ Do let us know whenever you feel we have not met our responsibility to you.

Patient Participation Group (PPG)

Thinking about joining? Please leave your contact details at reception or email churchviewsurgery@nhs.net

Please help the Team at Church View Surgery to ensure we provide your with the most professional and focused care at all times. Have your say and help us to provide a better service.

Friends and Family Test

Please provide feedback for the Practice Team to ensure that when and where we can ensure that we maintain our High Quality and Patient focused service.

Go online at: www.iwantgreatcare.org

Or

Please complete an NHS Friends & family questionnaire in the Waiting Area

Special Clinics and Services

Midwife / Antenatal

Pre-conception advice is available by appointment and Ante-natal and Post-natal care is provided by the regular Practice Midwife who runs weekly clinics at the surgery on Wednesdays.

Asthma

We have a specialist Asthma Practice Nurse and we recommend that all asthmatic patients are reviewed regularly. She will look at how well your asthma is controlled, your inhaler technique, and, good control of asthma will hopefully prevent complications and ensure you are using the best devices and medicines to control your asthma effectively.

Baby and Child Health

Developmental checks by the Doctors and Health Visitors are carried out to check your child's progress from birth to school age. Practice Nurses deliver immunisations to protect your child against serious infectious disease.

Cervical Smears

All women between the ages of 25 and 65 years of age are offered a Cervical Smear, which is recommended every 3–5 years. You will be invited each time your test is due. Patients are informed of their results, within 6–8 weeks following the test or as soon as they are available.

Diabetes Clinic

We have a specialist Diabetic Practice Nurse and we see all our Diabetic Patients on an annual basis to review diet, medication and blood sugar control. Further follow ups may be arranged in a routine appointment.

Healthy Heart Clinic

Patients with heart disease (such as angina or previous heart attacks), high blood pressure or previous strokes will be followed up regularly by the Practice Nurses. Dietary advice, exercise, smoking and alcohol intake and cholesterol levels will also be discussed. The Doctors may also see you to give further advice or to adjust medication.



Sick Children

Children with sudden or worrying illnesses should be brought to surgery as directed by the reception team. Phone ahead to alert reception, so they can advise the best course of action. It will not harm feverish children by bringing them into the surgery.

Other Services

Immunisations

For routine protection against Tetanus/Diphtheria and Polio please make appointments to see the Practice Nurse.

Minor Surgery

Minor surgery procedures can be undertaken at the practice. Suitability is determined by a consultation with a Doctor in the first instance.