

Patient Information Leaflet



**Welcome to
Church View Surgery
30 Holland Road
Plymstock
Plymouth
PL9 9BW**

Practice Manager:	Emma Rayment
Business and Finance Manager	Delia Wilkinson
Senior Reception Manager	Mrs Chloe Fenner-Smith

Surgery Hours

Monday –Friday (excluding Wed)	8:00am – 18:30pm
Wednesday	08:00am – 13:00pm 14:00pm – 18:30pm

Reception Telephone Hours

Monday – Friday	8:00am – 6:00pm
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Telephone:

ENQUIRIES:	01752 403 206
APPOINTMENTS:	01752 495 510
HOME VISITS:	01752 495 512
OUT of HOURS:	NHS 111

Welcome to our Practice

Complimentary information pack

In this pack you will find information the following:

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

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

We also offer an online and automated telephone booking facility – 365 days a year when closed – Please ask at reception.

The CVS Team

The GP Partners

Dr Anna Marie Dias Snr Partner	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

Associate GPs

Dr Paul Graham	MBBS MRCGP
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Locum GPs

Dr Ruth Harker	BSc MBChB MRCGP DRCOG DCH DPD(Cardiff 2004) DFRSH
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Surgery Times

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

Provision for the Disabled

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

Language Line – Telephone 0845 310 990

We do have access to Language line if you have difficulty understanding what the clinicians say to you. Please ask at reception for an information sheet if required. You will be given a double appointment.

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.

Business and Finance Manager: Delia Wilkinson

The Deputy Manager assists the Practice Manager and also oversees all matters relating to both clinical and non-clinical IT & IT Quality.

Senior Reception Manager: Mrs 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 4 Nurses who can be seen for: •dressings •immunisations •travel advice •family planning •cervical smears •removal of stitches •ear syringing •health advice •minor illnesses etc. They can also provide advice on preventing illness through weight reduction, smoking cessation and other lifestyle changes. Appointments can be made through reception on 01752 495 510 and 403 206

Phlebotomists

The Practice has a team of 4 Phlebotomists. Patients are able to book three months ahead for routine blood tests.

District Nurses

The Practice has a team of District Nurses who work for Plymouth Community Healthcare:
www.plymouthcommunityhealthcare.co.uk

Counsellors / Therapists

The Practice has a counsellor who attends the practice on a weekly basis 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 of the practice area there are certain criteria to be discussed and agreed, mainly relating to the requirements of being eligible for a "Home Visit". ***In order to complete the registration process 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. You also require your NHS Number.*** A copy of a birth certificate is required for new babies. Children under 16 do not need photo ID or address confirmation. 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 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 495 510 & 403 206 between 08:00am and 18:00pm on weekdays. You may request an appointment with your Usual Doctor if you wish, to maintain continuity of your care.

We can arrange for Urgent Cases to be seen at short notice, utilising the "Sit & Wait" appointments which are at 11:15am & 17:30pm daily. These appointments are as stated for Urgent Medical Conditions, not for convenience so please make the urgency clear to the receptionist and it should be noted that it will not always be possible to see the doctor of your choice. We offer appointments between 8.30am and 17:40pm Monday to Friday.

The GP can only address one medical condition at a time during your 10-minute consultation, if you know your consultation is likely to take longer than usual, perhaps because you have more than one related problem, tell Reception so that extra time can be allowed. Please make separate appointments for each member of the family. Do let us know in good time if you are unable to keep an appointment. If you suspect that you may have / your child may be suffering from an infectious condition, please inform the Receptionist who will get a side room ready.

When you arrive for an appointment make sure you check in at the Appointment Touch Screen by the main entrance or Reception if you prefer before you sit down in the Waiting Room. If you wish to speak to the Receptionist in confidence, there is a quiet area away from the main Waiting Room - **please ask.**

We also offer 5-minute Telephone consultations every morning and afternoon with your "Usual GP". If you are unable to get an appointment at your convenience, consider booking a telephone consultation if you believe the matter can be dealt with by this means. You will be provided with a time at which your GP will call you back.

Home Visits

For very ill or infectious Patients who are unable to physically attend the Surgery and have to arrange a home visit on the day from a Doctor please telephone 01752 495 512 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 Doctor 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 – 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 change of name or address and phone number so that our records are accurate
- **Only request an Urgent Appointment if appropriate.** Home visits should only be requested if you are really 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 if your own consultation is delayed by an unexpected emergency
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- Use the tear off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due
- Do let us know whenever you feel we have not met our responsibility to you

Patient Participation Group

Thinking about joining, please leave your contact details at reception or e-mail churchviewppg@yahoo.com

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

Friends & Family Test

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

Go on line 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 a weekly clinic on Wednesdays.

Asthma

We have a specialist Asthma Practice Nurse and 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 / Child Health

Development 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 against serious infectious disease.

Cervical Smears

All women between the ages of 25 and 65 years 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 or as soon as available.

Chlamydia Screening and Treatment

The Practice has taken the initiative to offer a free confidential Chlamydia Screening and Treatment service to all male/female patients between the ages 15-24. It is recommended that this test is taken annually as part of your healthy lifestyle checks or when you change sexual partners. Advice can be given by the Doctors or any of our Health Care Professionals.

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 up 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 worrying illnesses should be brought to Surgery as directed by the reception team. Phone ahead to alert reception. It will not harm feverish children by bringing them to 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.

Smoking Cessation

We do not provide smoking cessation clinics at this practice however our Practice Nurses are available to give advice and guidance to help you stop smoking. Patients wishing to stop smoking should 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 give your GP time to evaluate the test results and take the appropriate action. For the results of chest X-Ray examinations this can take up to 2 weeks. When calling regarding results please do not call before 14:30 in the afternoon / call in to the Practice in person.

Please do not leave specimens in the outside letter box.

Repeat Prescriptions

For regular medication prescriptions are printed from the Practice computer and 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 in or send your slip or **order on line** or leave in the front gate mail box or in the Prescription Box by the entrance lobby. ***This must be at least 3 working days for routine prescription requests, and 5 working days for prescription reviews / changes to medication. All patients should ensure they do not run out of their medication before resubmitting requests.*** Posters around the reception area and by the main door display this information.

Routine prescriptions will be actioned by your Usual GP within 3 working days. Other requests for medication changes will take 5 working days.

WE CANNOT ACCEPT REQUESTS FOR PRESCRIPTIONS OVER THE PHONE.

Prescriptions can also be ordered on line through the Practice Website.

Other Services (cont...)

Contraception / Family Planning

The Doctors and Practice Nurses can provide comprehensive contraceptive 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 all clinics.

The services provided include:

- 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
- Exercise
- Diet
- Testicular self-examination.

Well Woman Checks

General health checks are available including:

- All aspects of family planning
- Breast awareness
- Cervical smears
- Management of the menopause
- Blood pressure
- Cholesterol checks
- Weight
- Smoking
- Alcohol
- Exercise

Are all discussed.

Contacting Other Services

Cumberland Centre:

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

Minor Injuries Unit

Cumberland Centre

Damerel Close

Plymouth

PL1 4JZ

Tel: (01752) 434 390

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. Phone 01752 434 390 for further information.

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 A LIFE THREATENING CONDITION 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 in 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 is available from reception. When making an appointment for this purpose please remember to mention this to the Receptionist and remember to provide the necessary paperwork/forms with you as these may need to be completed before your appointment takes place. Fees may be paid by the insurance company or employers.

Please allow at least 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 and 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 has 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 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. The contact number is 0345 015 4033.

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

NDCCG, PALS, PRACTICE CONTACT DETAILS & FFT

NEW DEVON CLINICAL COMMISSIONING GROUP

Media and Communications
Northern, Eastern and Western Devon CCG
Old Rydon Lane
Exeter
EX2 7JU
Telephone: 01392 267 680
Email: D-CCG.communications@nhs.net
Website: www.newdevonccg.nhs.uk

PATIENT ADVICE & LIAISON SERVICE (PALS)

Telephone No: 01392 267 665 or 0300 123 1672
Text: 07789 741 099
E-mail: pals.devon@nhs.net

PRACTICE CONTACT DETAILS

Practice website: www.church-view-surgery.co.uk
Appointments: 01752 495510
Enquiries & Appointments: 01752 403206
Home Visits: 01752 495512

THE FRIENDS & FAMILY TEST

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.church-view-surgery.co.uk