

**CHERITON BISHOP &
TEIGN VALLEY PRACTICE
PATIENT INFORMATION LEAFLET**



The Surgery, Cheriton Bishop, Exeter EX6 6JA
Telephone: 01647 24272
Email: D-ICB.CheritonBishop@nhs.net
Website: www.cheritonbishoppactice.co.uk



**Branch Surgery:
Layne Fields, Christow, Exeter EX6 7NY**

PRACTICE INFORMATION

For an appointment to see a doctor at any of these surgeries, request a home visit or any other enquiries, please telephone :
Cheriton Bishop Surgery on 01647 24272

We are open Monday to Friday from 8am to 6pm

When the surgery is closed and you need to speak to a doctor please telephone 111

In an emergency please telephone 999

If you want an appointment or any other enquiry please telephone the surgery on 01647 24272 during opening hours

The surgery is closed Saturday, Sundays and all Bank Holidays.

Welcome to the Cheriton Bishop & Teign Valley Practice. Our aim is to give a personal, caring, efficient and friendly service to ALL our patients. This not only includes the management of illness but also an effective, preventative care policy.

ALL CONSULTATIONS WILL BE TREATED IN THE STRICTEST CONFIDENCE

CARERS REGISTER

TEL: 01647 24272

Please let us know if you are a carer or if you are being cared for so that we can provide relevant information.

All our carers are supported by the practice and Devon Carers, Please contact Di at the practice so she can provide information to any caring support you may need.

PATIENT PARTICIPATION GROUP

TEL: 01647 24272

The Patient Participation Group has been set up to establish a system of communication with all registered patients in the practice, so that their views and constructive comments can be fed back into the practice. If you would like to get in touch with the group please contact Mrs Amanda Vooght (Chairperson) on the above telephone number.

ACORN COMMUNITY SUPPORT

TEL: 01647 252701

Acorn Community Support is a Charity set up to help anyone in the Cheriton Bishop and Teign Valley area requiring any type of help e.g. carer's relief, granny sitting, transport to surgery etc

OUTREACH

TEL: 01647 279176

Outreach is a similar organisation to Acorn Community Support and it covers the Tedburn St Mary area. They desperately need volunteers to help them.

STAYING HEALTHY

Many health problems can be avoided by early detection and preventative action. We offer a wide range of health promotion and full health screening for men and women, including:

- Well Man, Well Woman
- Asthma
- Diet & Exercise
- Hormone Replacement Therapy
- Prevention of Heart Disease
- Family Planning
- Hypertension
- Diabetes
- Stopping Smoking
- Alcohol Consumption
- Stress Management
- Epilepsy

The Doctors and Practice Nurses use every opportunity to offer and be available for advice on any relevant health topic. Please ask the Receptionist for an appointment .

THE PRACTICE TEAM

Dr JAMES HAYTER (GMC 4279060) Partner GP
BSc MB ChB DRCOG MRCGP DFFP, Birmingham 1996

Dr SAM POUNCEY— Partner GP
MbChB, MRCGP

Dr REBECCA HAMILTON (GMC 6102723)
BSc MBChB DFRH DRCOG MRCGP, Bristol 2004

Dr FIONA STUART—Salaried GP
MB ChB Birmingham 1996, CROCOG

Dr FRAN PALMER—Salaried GP
BA MBBS (London) MRCGP DPD

Practice Manager	Mrs Sharon Gavin-Jones
Practice Nurses	Mrs Karen Ross-Fowler Ms Vanessa Fraser Ms Laura Bazeley
Healthcare Assistant	Miss Robyn Wells
Paramedic	Sam Caunter
Senior Dispenser Dispensers	Mrs Sarah Strong Mrs Sarah Williams Mrs Nicola Frankum Mrs Liz Charlton
Lead Health Co Ordinator Health Co Ordinators	Mrs Anita Sercombe Mrs Tracey Stanbury Mrs Jane Murray Mrs Chris Pincott Mrs Hilary La Trobe Mrs Katrina Burnell Mrs Angela Cordell

OUR PRACTICE COMMITMENT

What we will do for you:

- We are committed to giving you the best possible service that can be attained by working together
- You will always be treated with courtesy and respect
- We will always offer you the treatment we believe is best, by a suitably qualified person, with your informed consent
- We will ensure that you are able to see the doctor the same day if it is medically urgent
- We will endeavour to give you an appointment with the doctor of your choice when this is possible
- We will make every effort to see you promptly. Medical emergencies will receive immediate attention
- We will endeavour to see you within 30 minutes of your appointment time and keep you informed of the reason for any significant delay
- We will visit you at home the same day if you are too ill or infirm to attend the surgery
- We will ensure that in an emergency, out of normal working hours, if you telephone the Practice you will be able to access a doctor
- We will strive to promote good health through preventative medicine
- We will prescribe all appropriate drugs and medicines
- All practice staff will have a name badge so that their name is known to you
- We will offer you a health check on joining our list
- We will respect patients rights to confidentiality and access to medical records within the law
- We will provide information about our services in our website, practice leaflet, newsletters, parish magazines and of course through our staff
- We will deal promptly with any problems or complaints

Branch Surgery – Christow

Dispensary Collections available during
Surgery Opening Times

Christow Opening Hours

Monday: 8.30am to 12.00pm

Tuesday: 8.30am to 12.00pm

Wednesday: 2.00pm to 6.00pm

Thursday: 2.00pm to 6.00pm

Friday: 2.00pm to 6.00pm

TO MAKE AN APPOINTMENT FOR ANY SURGERY
OR SPEAK TO A DOCTOR:

Please ring 01647 24272 Monday to Friday between 8am and 6pm
(except Bank or statutory holidays),

OUT OF HOURS When the surgery is closed and you need to speak to a doctor please ring 111. IN AN EMERGENCY TELEPHONE 999

CHERITON & TEIGN VALLEY PRACTICE SURGERY TIMETABLE

MAIN SURGERY – CHERITON BISHOP

Appointment Surgeries: mornings & afternoons

Cheriton Bishop Opening Hours

Monday: 8.00am to 6.00pm

Tuesday: 8.00am to 8.00pm

Wednesday: 8.00am to 6.00pm

Thursday: 8.00am to 6.00pm

Friday: 8.00am to 6.00pm

Dispensary:

Monday to Friday : 8.00am to 6.00pm

Closed between 1pm—3pm so please avoid these
times for collecting medication

Please ring Reception or use the Book an Appointment Service on the website to make an appointment through your NHS App.

Both Surgeries and Dispensary will be closed on Bank Holidays so please remember to order your repeat medication in plenty of time

What you can do for us:

- We like to feel that you are partners in the care you receive and we ask you to accept your own responsibilities in return
- Please treat all surgery staff with the same courtesy and respect we offer
- Please ask if you are unclear about your treatment and try to follow the medical advice offered
- If possible please telephone before 10am if you need a home visit
- If you wish to speak to a Doctor please telephone between 8am and 11am for on the day triage
- Only ask for emergency consultations or home visits when appropriate
- Please let us know if you cannot keep an appointment
- Please request repeat prescriptions by posting, E-Mailing or dropping your slip into the surgery. Also via the NHS App, please ask at reception for registration Details.
- Many illnesses can be detected early through screening programmes, please take advantage of these

Privacy in the Reception Area

If you want more privacy when speaking to the receptionist in the surgery, please mention this at the time and it will be arranged.

**TO SPEAK TO A DOCTOR ON THE TELEPHONE
TEL: 01647 24272**

In an emergency you will be put through to the doctor immediately where possible.

**HOME VISITS
TEL: 01647 24272**

The Doctor will visit you at home if you are too ill to come to the surgery. Except in an emergency please try to telephone before 10am to assist the Doctor plan his rounds. It would be helpful if you could explain the nature of your illness to the receptionist, so that the Doctor can assess the degree of urgency. One of our Doctors is always available between 8am and 6pm to respond to any urgent calls.

DISABLED ACCESS

**WE ARE OPEN BETWEEN 8AM AND 6PM
MONDAY TO FRIDAY**

**IF THE SURGERY IS CLOSED AND YOU NEED TO SPEAK
TO A DOCTOR, PLEASE TELEPHONE 111**

There is wheelchair access and toilet facilities at both Cheriton Bishop and Christow surgeries.

NEW PATIENTS

As your medical records can sometimes take some time to arrive, we would be grateful if you would complete a patient questionnaire on registering with the practice. You will be invited for a health check and we will take a brief medical history, details of any medication, blood pressure, height, weight, advise about health, diet, exercise etc. PLEASE BRING A URINE SAMPLE WITH YOU.

Appointment times are 10 minutes long, a double appointment can be booked if you feel you need a longer appointment.

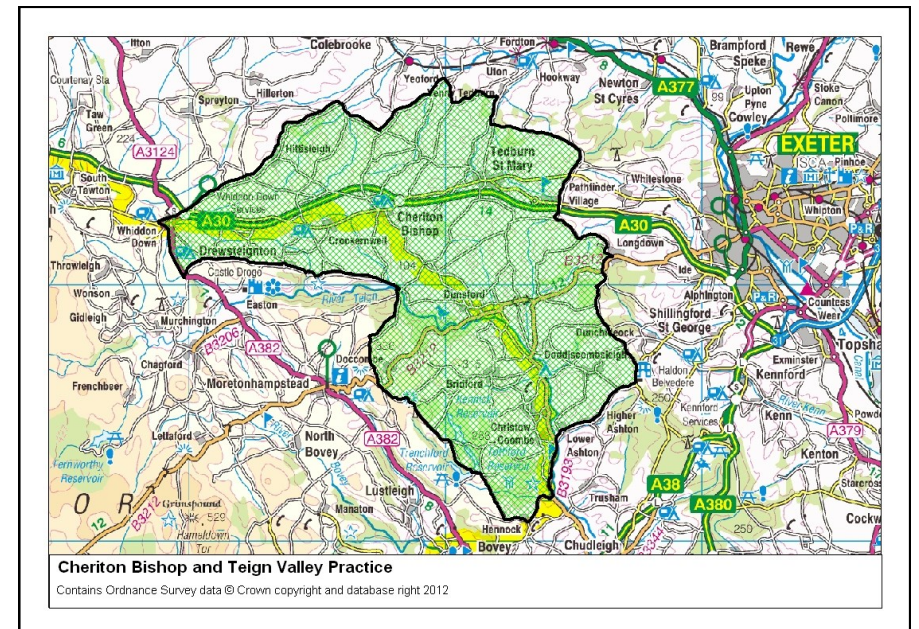
If you cannot make an appointment that has been booked, please let the surgery know as soon as possible.

PRACTICE AREA

The Cheriton Bishop and Teign Valley Practice covers several villages including:

- Cheriton Bishop
- Tedburn St Mary
- Crockernwell
- Drewsteignton
- Hittisleigh
- Dunsford
- Bridford
- Christow
- Doddiscombsleigh
- Ashton

PRACTICE AREA BOUNDARY MAP



USEFUL TELEPHONE NUMBERS

Main Surgery	01647 24272
Email	D-ICB.CheritonBishop@nhs.net
Web Address	cheritonbishoppractice.co.uk
Dispensary Email	cheritonprescriptions@nhs.net
Christow Surgery	01647 24272
Doctors out of hours	111
Royal Devon & Exeter Hosp.	01392 411611
Crediton Hospital	01363 775588
Okehampton Hospital	01837 658000
Okehampton (Maternity Unit)	01837 658013
NHS Devon The Annexe, County Hall, Topsham Road, Exeter EX2 4QL	01392 205205
Patients Advice and Liaison Service (PALS)	0845 111 0080
Acorn Community Support Outreach	01647 252701 01647 279176
Volunteering In Health (Transport for Medical Appointments)	01626 774484

USEFUL WEBSITES

Alcoholics Anonymous	-	www.alcoholics-anonymous.org.uk/
Age Concern	-	www.ageuk.org.uk/
Care Direct	-	www.devon.gov.uk/caredirect
NSPCC	-	www.nspcc.org.uk/
Patient UK	-	www/patient.co.uk
NSH Stop Smoking	-	www.smokefree.nhs.uk/

REPEAT PRESCRIPTIONS

We are a dispensing practice and all medication is dispensed from our main surgery at Cheriton Bishop.

Patients on continuing medication are issued with a tear-off portion of their computerised prescription. This gives a list of any repeat medication the Doctor has given you and you are requested to tick the item(s) you require and return it to the surgery allowing:

Cheriton Bishop—THREE FULL WORKING DAYS

Christow—THREE FULL WORKING DAYS

Dunsford—FOUR FULL WORKING DAYS

Please note that it its **3 working days** from the time your request is received by the dispensary.

FOR SAFETY AND TO ELIMINATE THE RISK OF ERROR, WE DO NOT TAKE REPEAT PRESCRIPTIONS OVER THE TELEPHONE.

Order all requests by: Email - cheritonprescriptions@nhs.net
 By Post
 Deliver to the surgery personally
 Using the NHS App

Patients are able to collect their medication from Cheriton Bishop Surgery, Christow Surgery and Dunsford Post Office. Therefore, when ordering, please state clearly where you would like to collect your medication.

Times for collection of medication is as follows:-

Cheriton Bishop Surgery - Mon-Fri 8am-6pm

Dispensary is closed daily between 1pm—3pm

Please collect outside of these times

Christow Surgery - Mon 8.30am-12.00
 - Tues 8.30am-12.00
 - Weds 2.00pm-6pm
 - Thurs 2.00pm-6pm
 - Fri 2.00pm-6pm

**IF YOU CHANGE YOUR NAME, ADDRESS OR
TELEPHONE NUMBER
EMAIL: D-ICB.CheritonBishop@nhs.net**

It is important that the surgery is informed of any change. All patients are asked to let us know as soon as possible of any change in the above details.

PROTECTION AND USE OF INFORMATION

We ask for information so that you can receive proper care and treatment. We keep this information together with details of your care because it may be needed if we see you again. We may use some of this information for other reasons, ie to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information, for example, to notify a birth. The NHS Central register for England and Wales contains basic personal details for all patients registered with a general practitioner. The Register does not contain clinical information.

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL. You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you. We only ever use or pass on information about you if people have a genuine need for it. Whenever we can, we will remove details which identify you. ANYONE WHO RECEIVES INFORMATION FROM US IS ALSO UNDER A LEGAL DUTY TO KEEP IT CONFIDENTIAL.

ACCESS TO MEDICAL RECORDS

You can access, under the Data Protection Act 1998, any information that we hold on you, in paper form, (e.g. your health records) or on a computer system (e.g. test results). A charge will be made for this service if you require copies of the information. For further information please write to the Practice Manager who will send you an application form to complete and "A Guide to Accessing Your Information Under the Data Protection Act 1998" which explains the process in more detail, together with the charges that may be made for this service.

MAMMOGRAMS

Women between the ages of 50 and 64 years are invited to attend the local breast screening unit every three years for mammography to detect any abnormalities. We actively encourage all who are invited to attend for screening.

DISEASE PROTECTION

In this rural area, we would recommend everyone to be up to date with tetanus protection. We frequently give a polio booster in association with this. The procedure for tetanus protection has however changed recently and the time interval for adults increased to 10 years. Because of your occupation, you may benefit from protection from Hepatitis B. We also advise immunisation from Pneumonia and an annual Influenza immunisation if you are aged over 65 or at risk because of chronic illness. IF YOU ARE IN DOUBT – PLEASE ASK.

MINOR OPERATIONS

The Doctors have the facilities to perform a variety of minor surgical procedures at the Surgery.

**CHILD ASSESSMENT / CHILDHOOD
VACCINATIONS
TEL: 01647 24272**

Routine development examinations for pre-school children are performed by Health Visitors at the surgery. We will let you know when this is due and arrange an appointment. The Practice Nurses run the Vaccination clinics and your child will be invited by appointment to attend.

TEST RESULTS

Your blood tests will take 72 hours to return to the Practice. All results will be reviewed by your GP (or requesting GP) and a comment will be left on the computer record for each result. If there is an abnormal result that needs dealing with then the Practice will endeavour to contact you direct. Please make sure that we have your correct contact details (including email), and let us know if you do not wish to be contacted (for confidentiality reasons). If you wish to check your results, then after 72 hours please contact the practice **after 2pm** to speak to our reception team.

MATERNITY CARE - Partners are welcome

We provide all aspects of maternity care. This includes preconceptual advice provided by the Doctors at regular surgeries. Ante-natal Clinics by appointment with Sam are held every Wednesday at Cheriton Bishop, The midwives will also advise on Parent craft classes, Domino deliveries, home deliveries and post-natal care including Shape-up group and Breast Feeding support group.

The Midwives are based in Okehampton – Tel. 07977 576 885

CONTRACEPTION AND FAMILY PLANNING

TEL: 01647 24272

All the Doctors and Practice Nurses provide a full Family Planning service and in combined clinics coils and caps may be fitted. EMERGENCY CONTRACEPTION is also available and these services are, as always, provided in strictest confidence and are offered to women of any age EVEN IF YOU ARE UNDER 16.

CERVICAL SMEARS

TEL: 01647 24272

The Practice runs a screening programme with automatic recall as appropriate. This test is most important for all women. Current recommendations are that women between the ages of 25 and 65 should be tested every three to five years. Smears are mainly done by Karen Ross-Fowler & Vanessa Fraser, two of our Practice Nurses.

MEDICAL EXAMINATIONS (Non NHS)

These can be arranged through the Receptionist and there will be a charge. Charges for any non NHS requests are displayed in Reception.

SUGGESTIONS AND COMPLAINTS

Our main objective is to give you the highest possible standard of service and it would assist us if you would let us know in writing if you have any comments about the services we provide, particularly if you feel that these can be improved in any way. There is a "Suggestion" book at the reception desk at each surgery where comments can also be recorded or use the comment section on our website. Alternatively please ask to speak to Mrs Julia Mercer our Practice Manager who will be pleased to help if you have a query or suggestion to make. If you have a complaint or a concern about the service you have received from the Doctors or any of the staff working in this practice, please let her know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints and we will endeavour to deal swiftly with any problems or misunderstandings that may occur. A complaints procedure information leaflet is available from Reception.

THE PATIENT ADVICE AND LIAISON SERVICE - PALS

As a patient, relative or carer sometimes you may need to turn to someone for on-the-spot help, advice and support. The Patient Advice and Liaison Service provides confidential advice to help you sort out any concerns you may have about the care provided by local NHS services in Hospitals, GP Surgeries, Clinics, Community Healthcare, Dental Practices etc. Their aim is to:

- advise and support patients, their families and carers
- provide information about NHS services
- listen to your concerns, suggestions or queries
- help sort out problems quickly on your behalf

For further information please telephone 0300 123 1672
You can also text on 07789 741 099

VIOLENCE AND AGGRESSION POLICY

Our practice staff are here to help you. Our aim is to be as polite and helpful as possible to ALL patients. If you consider that you have been treated unfairly or inappropriately, please ask the reception staff to contact the practice manager or duty doctor, who will be happy to address your concerns. However, shouting and swearing at practice staff will not be tolerated under ANY circumstances and patients who are abusive may be removed from the patient list. Please help us to help you. Thank you.

FEEDBACK FROM YOU

Each year we run an Improving Practice Questionnaire. We have scored very highly compared to some other practices, but as always there are some things that we could do better and we strive for perfection (if that's possible).

It would be nice to know (particularly from any new patients) how you rate us and we would welcome any constructive comments you may have. These can be recorded in the Comments and Suggestions section of our website, Suggestion book which is held at the main reception desks or by writing to us at the surgery.

MEDICAL EQUIPMENT FUND

The Medical Equipment Fund was set up to hold generous donations made by our patients and over the years it has enabled us to purchase valuable equipment. We continue to be most grateful for this much needed financial support and for further information please contact Dr Clunie, Dr Hayter or our Practice Manager—Sharon Gavin-Jones

COMMUNITY NURSES

01647 442074

The community nursing team will visit patients confined to their own homes who need nursing assistance. Please contact them on the number above, which has an answer machine facility to leave a message and the Community Nurses will phone back

MIDWIFE

TEL: 07977 576 885

HEALTH VISITOR

**TEL: Exeter Hub 03332 341 902 (Cheriton Area)
Southern Hub—Dartington 03332 341 901 Christow Area**

Health Visitors at Cheriton Bishop and Christow Surgery gives support to families and advises on health care especially to expectant mothers, small children and the elderly and handicapped. They can be contacted on the above numbers.

PHYSIOTHERAPY

TEL: 01647 24272

We provide Physiotherapy services to our patients. Referral is made through the Doctors or by requesting an appointment via Reception.