

USEFUL TELEPHONE NUMBERS

Derriford Hospital.....0845 155 8155

Mount Gould Hospital.....01752 268011

Royal Eye Infirmary.....01752 315148
or 01752 315123

Social Services (South Hams).....01752 891050

Sharps Boxes (syringe collection & disposal)
South Hams DC.....01803 861234
e-mail : customer.services@southhams.gov.uk

British Red Cross Society.....0845 331 3331
(loan of medical equipment)

Helping Hands.....01752 228729

**If you wish to be placed on the waiting list of an
NHS Dentist - please write giving name, address
and date of birth to:**

NHS Plymouth
Freepost Nat 22278
Plymouth PL6 5ZQ

**NHS Devon
2nd Floor Annex
County Hall
Topsham Road
EXETER
EX2 4QD**

www.devonpct.nhs.uk

YEALM MEDICAL CENTRE

Yealmpton, Plymouth, PL8 2EA

Telephone: 01752 880567 (routine)
01752 880392 (emergency during the day)
0845 6710 270 (emergency evenings and weekends)

Facsimile: 01752 880582

E-Mail : e.yealmmedicalcentre@nhs.net

Website: www.yealmmedical.co.uk

A GUIDE FOR PATIENTS

Dr WILLIAM F THOM

BChir(Camb) 1984 MA MB MRCP
GMC No 2930048

DR ROBERT S HIRST

MB BS(Lond) 1984 MRCP FFFP DCH DRCOG
GMC No 2931472

DR NICOLA J TOYNTON

MB BS(Lond) 1983 FRCGP DCH DRCOG FPCert
GMC No 2827351

DR THOMAS E DAVIES

MBChB(Edin) 2001 MCEM MRCP
GMC No 6024502

April 2010

OPENING HOURS

Monday to Friday 8.30am to 6pm

FOR APPOINTMENTS

PLEASE RING DURING THESE HOURS

The Practice operates as a group and patients are welcome to see any doctor, not just the one they are registered with. However, for long term conditions it is best to stay with one doctor.

If you are unable to keep your appointment, please let us know as soon as possible in order that we may give it to someone else.

If you feel that your medical condition cannot wait for a routine appointment, you will be offered an appointment within twenty-four hours. However, we cannot guarantee that you will see the doctor of your choice.

EVENING SURGERIES

Appointments for these are in very high demand. If you can possibly make a morning appointment it would be most helpful.

OUT OF OFFICE HOURS

(6pm to 8.30am Monday to Friday and weekends)

An answering machine will give you the telephone number of the emergency doctor service (DevonDoc) which is provided under contract to Devon Primary Care Trust. **This is for urgent cases only. Telephone calls to DevonDoc are recorded.** There will be a doctor available who can give advice, or you may be asked to attend a treatment centre. If, however, you are unfit to travel a home visit will be arranged.

This practice operates in compliance with the Data Protection Act 1998 and The Freedom of Information Act 2000.

If you require further information about:

- i. Our compliance with these acts then please enquire at reception
- ii. Access to your medical records then please ask your GP or speak to the Practice Manager

SURGERIES BY APPOINTMENT ONLY

	0900-1100	1630-1800
Monday	Dr Thom Dr Hirst Dr Toynton Dr Davies	Dr Thom Dr Hirst Dr Toynton Dr Davies
Tuesday	Dr Hirst Dr Toynton Dr Davies	Dr Hirst Dr Toynton Dr Davies
Wednesday	Dr Thom Dr Hirst	Dr Thom Dr Hirst
Thursday	Dr Thom Dr Toynton	Dr Thom Dr Toynton
Friday	Dr Thom Dr Hirst Dr Davies	Dr Thom Dr Hirst Dr Davies

The Medical Centre opens one late evening each week. This is primarily to accommodate those patients who cannot usually attend during normal surgery times ie people at work all day. They are pre-bookable appointments

Dr Thom is not available on Tuesday

Dr Davies is not available on Wednesday and Thursday

Dr Hirst is not available on Thursday

Dr Toynton is not available on Wednesday and Friday

CONFIDENTIALITY

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about your appointments but we will not. The only reason we might have to consider passing on confidential information, without your permission, would be to protect you, or someone else, from serious harm. We would always try our utmost to discuss this with you first. If you are being treated elsewhere eg at a hospital or family planning clinic, it is best if you allow the doctor or nurse to inform the practice of any treatment you are receiving. If you have any worries about confidentiality, please feel free to ask a member of staff.

NHS DIRECT

NHS Direct offers free expert health information and advice 24 hours a day on 0845 4647 or at their website, www.nhsdirect.nhs.uk which also offers an enquiry service. For deaf people and those hard of hearing, a telephone service is available on 0845 606 4647.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

DISPENSARY

The dispensary is open Monday to Friday 9am to 6pm. The dispensary is staffed by five trained dispensers - Corrina Murray, Lynn Weeks, Dawn Evans, Becky Steed and Vicky Tippett. If you wish to speak confidentially to them (eg for measuring of elasticated stockings) they will be happy to take you to a private room for this purpose.



BRANCH SURGERY

This is held once a week from 0900 to 1040 at Bishop's Court in Newton Ferrers. This is for residents of Newton Ferrers and Noss Mayo and is intended for those who cannot come to the Medical Centre. The doctors consult by appointment only and these should be made in advance through the receptionist at the Medical Centre.

HOME VISITS

If you are too ill to attend the Surgery and require a home visit telephone:

01752 880567

Please telephone before 10.30am so that the doctor may plan the visiting rounds and see the most urgent cases first. A clearly numbered/named house, well lit at night, is a great help when visiting.



TELEPHONE ADVICE

The doctors welcome calls from patients. The receptionists have been asked not to interrupt your doctor during surgery unless your call is an emergency, so you may be asked to phone back if they are busy. The time to ring is between 1230-1300.

The Practice Nurses do not have a specific time for speaking but will ring you back when convenient.



REPEAT PRESCRIPTIONS

For safety and security reasons we are unable to accept requests for repeat prescriptions by telephone. Please tick the items you require if you have a pre-printed prescription slip, or write your request on a piece of paper and then post, deliver (there is a letter box to the right of the main entrance when closed) or fax to the Medical Centre. You may also re-order online at www.yealmmedical.co.uk. We normally request two clear days' notice to process repeat prescriptions (excluding weekends and Bank Holidays).

TEST RESULT ENQUIRIES

The results of most blood tests and specimens take one week to arrive back at the surgery. Reports on cervical smears take at least six weeks and x-rays three weeks. Please telephone the receptionist after 9.30am to check the result has been received, then make an appointment for the doctor to explain the result, if appropriate. In some cases the receptionist may be authorised to give "normal" results to patients. Urine samples etc for onward transmission to the laboratory need to be brought into reception by 1230.

ADDITIONAL DOCTORS

The practice has qualified doctors training for general practice. Currently we have Dr Marlene Barr GP Registrar ST3 who has her own surgeries and performs visits. Medical students also join us from time to time and they may occasionally sit in on consultations or accompany the doctors on visits.

PATIENT PARTICIPATION GROUP

This group acts as a medium for communication between patients and the practice. It also raises money for the purchase of equipment that can be used in the care of patients. All help is most welcome. The group meets every three months. There are village representatives. Details can be obtained from the notice board in the waiting room, or from reception.

YOUR COMMENTS

We welcome feedback to improve our standards and are always willing to hear any comments or suggestions. This can be via your GP, Practice Manager or any staff member. You can also e-mail us at e.yealmmedicalcentre@nhs.net

COMPLAINTS

If you have any complaints or concerns about our service please contact the Practice Manager, or you may contact your village representative on Yealm Patients' Group (details in waiting room). If you would prefer to have your concern dealt with informally you can contact PALS (Patient Advice and Liaison Service) on 0845 1110080 or e-mail pals.devonpct@nhs.net. If you wish to make a formal complaint you have the right to approach the Primary Care Trust directly at: Complaints & Client Services Team, NHS Devon, County Hall, Topsham Road, Exeter, EX2 4QL. ICAS (The Independent Complaints Advocacy Service) provides free help and support for people bringing formal complaints to the NHS and they can be contacted on 0845 120 3782 or www.seap.org.uk/icas. We would like to assure you that making a complaint about NHS services will in no way adversely affect your healthcare now or in the future and you will not be treated differently because you have complained.

OFFICIAL FORMS

There are a variety of forms which require a doctor's signature eg passport application, private medical forms etc. The doctor will complete these for you but please allow at least three days for completion.

INTIMATE EXAMINATION

If the doctor needs to examine you, you might like someone else to be present. Please feel free to bring a friend with you, or ask for a chaperone.

OTHER SERVICES

Maternity medical services (including antenatal care), contraceptive services (including fitting of caps and coils), cervical smears, minor surgery, medical examinations not covered by the NHS, child health surveillance clinics and well person screening by appointment are available. Equipment such as commodes, TENS machines and syringe drivers may be borrowed from us. Please ask the receptionist for details.

CHANGE OF NAME OR ADDRESS

Please inform the receptionists of any change of name, address or telephone number and they will then change the information on your notes. This is important in order that the information we hold is up to date.

GEOGRAPHICAL AREA COVERED BY THE PRACTICE

The practice covers the villages of Yealmpton, Brixton, Newton Ferrers, Noss Mayo, Ermington, Holbeton and surrounding hamlets.

PATIENT CHOICE

If you and your doctor decide that you need to see a specialist for further treatment you can now choose where to have your treatment from a list of hospitals or clinics. There is a leaflet giving further details about this in the waiting room.

ACCESS TO SURGERY PREMISES

There is a car park to the side. There is a designated parking area by the front door for disabled persons. There is level access throughout and provision for wheelchairs. The patient's toilet is accessible for the disabled. The surgery is a designated NO SMOKING AREA.



THE PRACTICE TEAM:

THE PRACTICE MANAGER

The Practice Manager is Hilary Laight. She is responsible for the running of the office which is staffed by nine employees, mainly part-time. If you have any query or problem about the running of the practice, she is the best person to contact first.

DEPUTY PRACTICE MANAGER & SENIOR RECEPTIONIST

- Anne Wood

RECEPTIONISTS

- Sarah Argent
- Nicola Clayton
- Kay Harris—& Phlebotomist
- Jill Pickering
- Becky Steed
- Yasmin Wallace

SECRETARIES

- Joanne Kippax
- Jennie Willcocks

PHLEBOTOMIST/HCA*

- Alex Cherry

They are highly trained and are here to help you see the doctor appropriately.

*HCA— Health Care Assistant



THE PRACTICE NURSES

The practice nurses, Shirley Harvey and Tina Crispin may be seen by appointment for advice on minor illness, health checks, asthma foreign travel immunisations, blood pressure checks, urine checks, dressings, suture removal, ear syringing, taking of blood and childhood immunisation (details from reception).



DISTRICT NURSES



The district nurses, Wendy Mitchell, Lisa Chown and Gill Dawe may be contacted on 01752 880567. They are attached to the practice and give nursing care to patients who are confined to their own homes. Messages for the district nurses may be left with the receptionist at the Medical Centre.

MACMILLAN NURSES

Jan Roberts liaises with our practice and can be contacted via the receptionists.

COMMUNITY MIDWIFE

The community midwife, Ruth Mercer may be contacted on 01752 880567 (out of hours 01752 517888). She is attached to the practice and shares the responsibility of maternity care with the doctor. Parent classes are arranged. Once pregnancy is confirmed the midwife will arrange to see you before the tenth week of pregnancy when options for maternity care can be discussed. Thinking of starting a family? The midwife would be happy to discuss “getting healthy for pregnancy”.

HEALTH VISITOR

Alison Boardman, the health visitor, and her assistant, Jo Hearn, may be telephoned on 01752 880650. The health visitor gives advice on health care for everyone but especially for children and the elderly. There is a baby clinic every Wednesday morning.



PHYSIOTHERAPIST

We have a physiotherapist, Natalie Summers, who works two days a week. If you feel you would benefit from physiotherapy, please see your doctor who will then refer you, if appropriate. The physiotherapist can be contacted through the receptionist at the Medical Centre on 01752 880567.

PODIATRIST

The podiatry service provides education, support and treatment for problems of the foot and lower limb. This is based on clinical need and risk, with priority given to those with highest foot health needs and risks. There is a waiting list for patients who are not triaged as at immediate medical risk and you may or may not be offered ongoing care depending on individual need, nature of the problem and risk of potentially serious complications. This service is provided by NHS Plymouth and is independent of Yealm Medical Centre



HEALTH PROMOTION

It is the policy of all doctors and other members of the Medical Centre team to offer health promotion advice on smoking, alcohol, stress management, drug misuse, diet and exercise, heart disease prevention and general health checks. The practice is very interested in improving the care of diabetes, asthma and high blood pressure. We have an area dedicated to health promotion. There is a good selection of books, tapes and videos, all of which can be borrowed from us. Please ask the receptionist for details.

RESEARCH

We are pleased to be actively involved in research organised by the Primary Care Research Network. This is part of the NHS National Institute for Health Research (UKCRN). As a practice we are involved in research to improve the knowledge about illnesses and so develop better treatments for all patients. All the research that the practice is involved with has been approved by the NHS. This means that your doctor may ask if you want to be involved in a study the practice is conducting. The practice is not paid or employed by drug companies to take part in studies.