

# THE COLERIDGE MEDICAL CENTRE

CANAAN WAY, OTTERY ST MARY, DEVON, EX11 1EQ



## GP Partners:

**Dr Christopher Dilley MRCGP 1984 London (GMC No: 2942195)**

**Dr Simon Kerr MRCGP 1988 London (GMC No: 3272749)**

**Dr Katharine Gurney MRCGP 1988 Cambridge (GMC No: 3279076)**

**Dr Nigel de Sousa MRCGP 1990 Dublin (GMC No: 4173171)**

**Dr Emma Stuart MRCGP 1991 Oxford (GMC No: 3545496)**

**Dr Juliet Nelson MRCGP 1988 Bristol (GMC No: 3291807)**

**Dr Craig Thompson MRCGP 2009 London (GMC No: 7041174)**

## GPs:

**Dr Sally Caswell MRCGP (GMC No: 3332926)**

**Dr Sarah Fletcher MRCGP (GMC No: 4179249)**

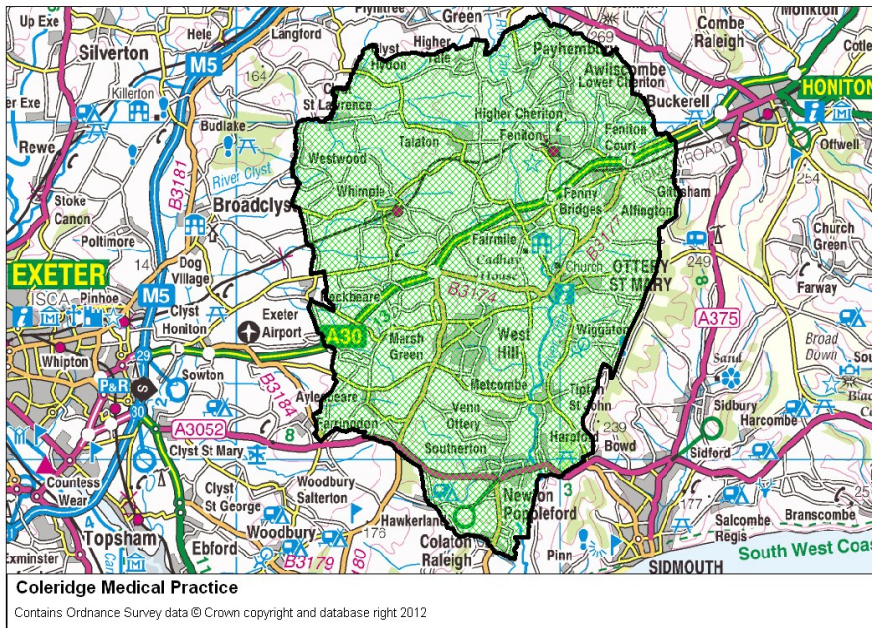
**Dr Angharad Jones MRCGP (GMC No: 7041862)**

**Dr Alexander Werhun MRCGP (GMC No: 6144299)**

**Dr Louise Knight MRCGP (GMC No: 4407742)**

## GP Registrar:

**Dr Ellie Rejzl (GMC No: 7284208)**



*Image produced from the Ordnance Survey Get-a-map service. Image reproduced with kind permission of Ordnance Survey and Ordnance Survey of Northern Ireland.*

## USEFUL TELEPHONE NUMBERS:

NHS 111 (out of hours medical advice and services):	111
Public Health Nursing :	0333 2341 903
Royal Devon & Exeter Hospital:	01392 411611
Care Direct (Adult Social Care & Health):	0845 1551007
Safeguarding Children (MASH):	0345 1551071
Devon Carers :	08456 434435
Patient Advice & Liaison Service (PALS):	0300 1231672
Integrated Children's Services	0330 0245321

## LOCAL PHARMACIES

Boots, Ottery St Mary	01404 812503
Boots, Sidmouth	01395 513307
Boots, Woolbrook, Sidmouth	01395 579566
Well Pharmacy, Ottery St Mary	01404 812732
Lloyds, Sidmouth	01395 513420

Northern, Eastern and Western (NEW) Devon CCG

Old Rydon Lane, Exeter, Devon, EX2 7JU

Tel: 01392 205205

Telephone: 01404 814447

Web site: [www.coleridgemedicalcentre.co.uk](http://www.coleridgemedicalcentre.co.uk)

**THE PRACTICE TEAM**

**CLINICAL TEAM**

**GP PARTNERS:** Dr C Dilley, Dr S Kerr, Dr K Gurney, Dr N de Sousa, Dr E Stuart , Dr J D Nelson, DR C R Thompson

**GPs:** Dr S Caswell, Dr S Fletcher, Dr A Jones, Dr A Werhun, Dr L Knight

**GP REGISTRAR:** Dr E Rejzl

**PHARMACIST**

Gail Foreshow (Prescriber)

**CLINICAL MANAGER**

Vacant

**NURSE PRACTITIONERS**

Pip Hynam (Prescriber), Tanya Cannon (Prescriber), Julies Anderson (Prescriber)

**PRACTICE NURSES**

**Practice Nurses:** Jean Coombes, Emma Blake, (Prescriber), Helen Carden, Natalie Henderson (Prescriber)

**Research Nurse & Phlebotomy:** Christine Wright

**Treatment Room Nurse:** Helen Wakelin, PK Brown, Claire Crabb

**Health Care Assistants:** Vikki Bowes, Emma Mullenger, Emma Snow

**Phlebotomist:** Christine Wright

**COMMUNITY NURSES AND MIDWIVES**

The community nurses and midwives work with us in the surgery. They can be contacted on our telephone number.

**SPECIALIST COMMUNITY PUBLIC HEALTH NURSES (Health Visitors)**

They can give advice and guidance on health matters for all age groups. They can be contacted on 0330 0245 321

**OTHER MEMBERS OF THE TEAM**

Your doctors may ask the help of physiotherapists, occupational therapists, social workers, school nurses, mental health workers and hospice nurses from time to time.

**NON CLINICAL TEAM**

**PRACTICE MANAGER:** Sue Stokes

**ASSISTANT PRACTICE MANAGER:** Mel Gooding & Claire Hobbs

The purpose of the assistant practice managers is to assist the practice manager in the management of the practice to deliver high quality of care to the patient population. Our assistant managers are responsible for particular operational aspects of the practice's management.

**PATIENT SERVICES ADVISORS**

Our Patient Services Advisors (the new name for our reception team) are here to help you

<b><u>DOCTOR</u></b>	<b><u>MONDAY</u></b>	<b><u>TUESDAY</u></b>	<b><u>WEDNESDAY</u></b>	<b><u>THURSDAY</u></b>	<b><u>FRIDAY</u></b>
Dr Chris Dilley	AM PM	AM PM	- -	AM PM	AM PM
Dr Simon Kerr	AM PM	AM PM	- -	- -	AM PM
Dr Kate Gurney	- -	AM PM	- -	AM PM	- -
Dr Emma Stuart	AM PM	AM PM	AM PM	- -	AM PM
Dr Nigel de Sousa	AM PM	AM PM	- -	AM PM	- -
Dr Juliet Nelson	AM PM	AM PM	AM PM	- -	- -
Dr Craig Thompson	AM PM	- -	- -	AM PM	AM PM
Dr Sally Caswell	- -	- -	AM PM	AM PM	AM -
Dr Sarah Fletcher	AM -	AM -	AM PM	- -	- -
Dr Angharad Jones	- -	AM PM	AM PM	AM PM	- -
Dr Alexander Werhun	- -	- -	AM PM	- -	AM PM
Dr Louise Knight	AM PM	AM PM	- -	- -	AM -
Dr Ellie Rejzl	AM PM	- -	AM -	AM PM	- -
Dr Laura Livingstone	AM PM	AM PM	- -	AM PM	AM PM

available from the front desk or online from our web site.

### **ACCEPTABLE BEHAVIOUR**

We are here to help you. Our aim is to be as polite and helpful as possible. If you consider that you have been treated unfairly or inappropriately please let us know so that we can address your concerns.

Any verbal or physical abuse (and that includes shouting and swearing) will not be tolerated under any circumstances. If you demonstrate any manipulative, anti social behaviour or violence towards any member of staff or person in the building you will be asked to leave. If our staff feel threatened they will call the police.

Patients who are abusive, violent or demonstrate any form of manipulative or anti social behaviour may be removed from our patient list. We operate a zero tolerance policy.

### **PATIENT GROUP**

A Patient Participation Group (PPG) was established in this practice in December 2011 and meets periodically to consider results from patient surveys and feedback. Please contact us if you would like to join our group.

### **CCG & NHS ENGLAND**

The Eastern Locality is part of NHS Northern, Eastern and Western Devon Clinical Commissioning Group (NHS NEW Devon CCG). The CCG commission your local health services and, with NHS England, jointly commission more specialised services and primary care (GPs, pharmacists and opticians).

### **PATIENT ADVICE AND LIAISON SERVICE**

If you need help and advice about any aspect of NHS health and related social care services you can contact the Patient Advice and Liaison Service (PALS) team on 0300 123 1672 or 01392 267 6645. Alternatively text for a call back to 07789 741 099. PALS is a free and confidential service for patients.

### **LOCAL MEDICAL COMMITTEE (LMC)**

The LMC provides local and national representation and negotiation for Devon GPs. Dr Gurney is our local LMC representative.

### **ROYAL COLLEGE OF GENERAL PRACTITIONERS (RCGP)**

The RCGP is a professional membership organisation for GPs in the UK. Its aim is to encourage and maintain the highest standards of general practice and act as the voice of general practitioners on education, training and standards issues.

### **GENERAL MEDICAL COUNCIL (GMC)**

The purpose of the GMC is to protect, promote and maintain the health and safety of the public by ensuring proper standards in the practice of medicine. The Law gives the GMC four main functions under the Medical Act 1983:-

1. keeping up to date registers of qualified doctors;
2. fostering good medical practice;
3. promoting high standards of medical education;

### **OUR MAIN SITE**

Welcome to the Coleridge Medical Centre. Our practice aims to provide a high quality of caring and friendly atmosphere within which we help members of our community achieve and attain optimum levels of health.

We are a friendly and welcoming GP practice located in the historic market town of Ottery St Mary. We look after approximately 16,000 patients who live in Ottery and the surrounding villages. We have been on this site since 1982 and our building has disabled access and parking bays. Our waiting room is light and spacious with self check in, high back chairs, a patient call screen and tannoy call system, information points, wide range of reading materials, access to public Wi-Fi and a zoned children's area. Drinking water is available on request. Please keep your telephone on silent while in the practice.

### **PARKING**

The small amount of space available is intended for patients who have limited mobility. The bays at the front of the building are for exclusive use of disabled badge holders. All other patients are politely requested to use the car park on the Land of Canaan (small fee applies) or Sainsbury's (free for 2 hours). Both are a short walk away.

### **BRANCH SURGERIES**

These are at Sandfords Surgery, Station Road, Whimble, EX5 2TS and The Surgery, Roberts Way, Newton Poppleford, EX10 0SP. Appointments to consult with either a doctor or a practice nurse at Whimble or a doctor at Newton Poppleford can be made by telephoning 01404 814447.

All buildings have access for wheelchair users but please do check first if you have a specific requirement

### **TO REGISTER AT THE PRACTICE**

All new patients are asked to complete a patient registration form and questionnaire, which are available from the practice. All patients in this Practice are allocated a named GP who is responsible for your overall care at the Practice. Please contact us if you would like to know who your named (registered) GP is. If you have a preference we will make reasonable efforts to accommodate this request. After registering you are very welcome to make an appointment for a registration medical with your new doctor.

### **DATA SHARING—DISCLOSING INFORMATION**

We handle medical records in line with laws on data protection and confidentiality. We share medical records with those who are involved in providing you with care and treatment. In some circumstances we will also share medical records for research, audit and when the law requires us to. Our privacy notices can be found on our website, in the entrance lobby or by asking at the front desk for a copy.

### **TELEPHONE CALLS**

Please note that all incoming and outgoing calls are recorded for training and monitoring purposes. Monitoring includes dispute resolution, medico-legal purposes, crime prevention and audit for safety and quality improvement.

### **CONSULTATIONS**

It is recommended that all patients should consult with their doctor at least every three years. Patients over 75 years old should consult their doctor annually.

## **ACCESSIBLE INFORMATION**

We are improving how we communicate with patients. Please tell us if you need information in a different format or communication support.

## **IF YOU NEED HELP WITH YOUR HEALTH**

### **IN AN EMERGENCY**

In the event of a life threatening emergency please telephone 999. Please do not attend accident and emergency unless you have sustained an injury that needs immediate attention or are very unwell. If you are not sure please telephone us or when we are closed telephone 111 for advice.

### **MINOR INJURIES**

The nearest minor injuries unit (MIU) is at Honiton Hospital between 08:00 and 22:00 daily. MIU is also available at Beacon Medical Centre, Sidmouth Mon-Fri 0800 to 1800. If you are not sure what to do, please telephone NHS 111 for further advice. Minor injuries are usually cuts, grazes, minor falls, animal bites, minor burns, bruising, sprains, strains, foreign bodies and minor bumps.

### **SELF HELP**

We encourage all our patients to take responsibility for their own health and well being. Therefore part of your on going health care is to maintain a healthy lifestyle. The NHS has developed an excellent web site called NHS Choices to help you to do this at <http://www.nhs.uk/Pages/HomePage.aspx>. You can also use our eConsult service at [www.coleridgemedicalcentre.co.uk](http://www.coleridgemedicalcentre.co.uk)

For the safety of other patients and our staff you must telephone us first if you or a member of your family or friend needs to see us and they are suffering from diarrhoea, vomiting or flu like symptoms.

### **eCONSULTATIONS - ACCESS TO A GP VIA OUR WEBSITE**

Patients with internet access can use the eConsult service. Our eConsult service will allow you request advice and treatment from our doctors and get self help advice for hundreds of common conditions. There is also an option for administration requests e.g. med 3 certificate.

### **HOW TO BOOK AN APPOINTMENT WITH A GP OR OTHER HEALTH PROFESSIONAL**

All GP and nurse consultations are by appointment. Appointments can be made via our online booking service. Otherwise please telephone and give the patient advisor brief details of your problem so that you can be signposted to the most suitable appointment for you. You may be redirected to our eConsult service.

**We ask that routine appointments are booked 2-3 weeks** in advance and with your named GP or the GP you usually see. We offer online booking for routine appointments.

**If you need an appointment within the next 2-3 days** and there are no appointments available, you may be offered a telephone call or eConsult with your named GP or the GP you usually see.

**If you are very unwell and need to see a health professional today**, please use eConsult using the link at [www.coleridgemedicalcentre.co.uk](http://www.coleridgemedicalcentre.co.uk). If you do not have access to the internet please telephone. The Patient Services Advisor will signpost you either to a telephone consultation, an on the day appointment with a nurse practitioner or to a

- passport signing;
- prescriptions for taking medication abroad;
- private or duplicate sick notes;
- vaccination certificates;
- some travel vaccinations;
- writing letters.

The fees charged are based on the British Medical Association (BMA) suggested scales and our patient services advisors will be happy to advise you about them along with appointment availability. You will be required to pay for any non-NHS work beforehand. We accept debit cards and payment over the telephone or at the front desk.

### **TRAINING ATTACHMENTS**

This is a training practice attached to the University of Exeter. GP Registrars spend time working at the Medical Centre with us to gain experience of general practice. You may be offered an appointment with a GP Registrar, please accept them as one of us. Medical students also spend some time with us; they will be introduced to you and be supervised by a practice doctor. Please let us know if you object to them being present.

### **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 (NIHR) and the UK Clinical Research Network (UKCRN). As a practice we are involved in research to improve the knowledge about illness and so develop better treatments for patients. All the research that we are involved with has been approved by the NHS. This means your doctor may ask you if you want to be involved in a study the practice is conducting. If you are invited to participate in research there is no obligation to do so and if you decline this will not affect your treatment in any way. Anonymised patient data may be used for research that is in the best interests of patients and the NHS as a whole. If you do not want to participate in any research and/or share data please write to us.

### **YOUR VIEWS AND FRIENDS AND FAMILY TEST**

We welcome your feedback — please use the patient feedback forms, the suggestion box or write to the Practice Manager. If you have a query please in the first instance speak to one of our Patient Services Advisors. You can complete a friends and family questionnaire online via our website or in the surgery using our feedback forms. Results from this national survey are published on our website and in the practice.

### **COMPLAINTS**

If your problem cannot be resolved by a member of our team, there is a formal practice complaints procedure. If you are unhappy about any aspect of the service we provide please write to the Practice Manager. A leaflet explaining our complaints procedure is

Our policy is not to advertise private health or other services.

Our email address can be used to send us comments and suggestions. Medical matters cannot be dealt with via email as email correspondence is not secure and does not replace a consultation with your GP. Please use eConsult to contact your GP. You can telephone us if required.

### **MEDICAL RECORDS**

Medical records are held on a secure computer system and will be available for access by the GPs and clinical staff in the course of a consultation. Patient Services Advisors will access your records occasionally to update them. All patient information is covered by General Protection Data Regulations and you are entitled to request a copy of your records. Your request must be in writing to the practice or the hospital where you are being treated. There is no facility for immediate access to your records unless you sign up to online services.

### **MAINTAINING CONFIDENTIALITY**

Requests to share medical or other personal information including test results and details of appointments can only be made by the patient. We will not share information with a spouse, other family members or friends unless permission is granted beforehand by the patient concerned. The same duties of confidentiality for adults also apply for children and young people.

When you contact us, we will ask for personal information to enable us to verify your identity.

Our privacy notices are displayed in the waiting room and on our website

### **THE OTTERY ST MARY MEDICAL TRUST**

A registered charity, set up in 1990 for the benefit of patients of the Coleridge Medical Centre. Our charity aims to be able to make one off purchases for medical equipment that is not available on the NHS. If you wish to make a donation, please send it to the Trust Administrator c/o Coleridge Medical Centre at our usual address. A leaflet about the Trust is enclosed with our registration pack and is available online and at the front desk.

### **HELP SCHEME**

The Help Scheme co-ordinates an excellent team of volunteers who offer a variety of help to patients of the practice including transport services, nail cutting, bereavement, memory café and a variety of other support. If you need help or are interested in becoming a volunteer or you need their help please contact them on 01404 813041.

### **NON NHS SERVICES**

Some services provided are not covered under our contract with the NHS. Please note that we are not obliged to provide non-NHS services and we reserve the right to refuse to carry out private work of any kind. Non-NHS work attracts a fee. Examples of non-NHS work include the following:

- Signing forms
- medicals for pre-employment, sports and driving requirements (HGV, PSV etc.);
- insurance claim forms;

telephone call with the duty doctor. The duty doctor will then decide the best course of action and you will be seen if necessary. You may be redirected to the eConsult service.

**Practice Nurses and health care assistants** can provide a number of services by appointment including blood tests, lifestyle advice and disease prevention advice, smoking cessation advice and treatment, cervical smears, immunisations, basic travel advice, childhood/baby vaccinations (Monday 14:30—16:15, Thursday 10:30—11:45), family planning, emergency contraception, teenage health matters, management of long term health problems, chronic disease and health and well being.

**The Practice Pharmacist** consults with patients and GPs to optimise prescribing. The pharmacist reviews and reconciles medication and provides specific advice, guidance and education to patients and the practice team.

### **RUNNING LATE**

We will make every effort not to run late but from time to time it is unavoidable. Running late happens for a variety of reasons. You can help us and the patients that are booked in after you if you book a double appointment for complex or multiple problems and book individual appointments for each person who needs to be seen. Your doctor may ask you to book another appointment if you require more time than is available or you want to discuss more than one problem.

### **MISSED APPOINTMENTS**

Please let us know without delay if you cannot attend so that we can offer your slot to someone else.

### **LATE FOR APPOINTMENTS**

If you are late for your appointment, we will do our best to rebook you in as soon as possible. However, you may be asked to return later or on another day.

### **APPOINTMENTS POLICY**

To reduce the number of wasted appointments through failure to attend, and to minimise the effect of running late on other patients and our clinicians, we take these issues very seriously and we have a policy for missed appointments and lateness.

**Please let us know if you have difficulty communicating with us or attending appointments.** If you repeatedly fail to attend without letting us know or are repeatedly late for your appointment, we will raise this formally with you and as a result you may be removed from our list and have to find an alternative practice.

### **WHEN THE SURGERY IS CLOSED**

If you have a life threatening medical emergency please dial 999.

If you need advice or medical treatment that cannot wait until we reopen please telephone the NHS 111 service or use our eConsult service at [www.coleridgemedicalcentre.co.uk](http://www.coleridgemedicalcentre.co.uk). Doctors from this practice join with other GPs in the area to provide out of hours service, improved access and extended hours for patients.

### **CONTACTING US**

You can make an appointment online, at the front desk or by telephoning between 0830 to 1330 and 1400 to 1800 Monday to Friday. Our telephone lines are closed between 1330 and 1400 please avoid making calls at this time. Our front desk is usually open all day between 0800 and 1830.

We are closed at weekends and Bank Holidays. Occasionally we also close for staff training, please check the latest news page on our web site before making a special journey to see us.

### **VISITS**

If you are too ill to come to the surgery, you can request a home visit. Your request will be triaged by a doctor, who may telephone you before agreeing to visit. Please give the Patient Services Advisor details of your problem so that the doctor can prioritise your need. You may be redirected to the eConsult service. It is most helpful if you can ring **before 10:00 am** so that the doctors can plan their rounds.

Community nurses can only visit genuine housebound patients who are on their current caseload, having been referred to the service by another health professional e.g. consultant, GP.

### **TRANSPORT**

Patients are asked to travel as independently as possible to and from health care. The local Ottery Help Scheme may be able to provide you with transport to and from health care settings (a charge is usually made for this). The Help Scheme can be contacted on 01404 813041.

Advice on Supported Travel is available from your local SPoC (Single Point of Contact) on 01404 46529 (open week days only). If you can't use the telephone you could ask a friend, carer or family member to ring for you.

### **PATIENTS WITH LONG TERM CONDITIONS**

If you have a long term condition that needs review we will usually contact you when your next appointment is due, usually during the month of your birth. However if you do not hear from us when expected please contact us. You do not need to wait for a letter before you book your seasonal flu vaccination. Appointments are usually set up towards the end of the summer. Please book in as soon as you can so that you get your immunisation ready for the start of the flu season.

### **CHAPERONES**

If you would like a chaperone with you please ask when you book your appointment or before a discussion or examination takes place. Our nurses and health care assistants are trained to chaperone during any medical examination or consultation. Likewise the doctor or nurse examining or treating you may ask that a chaperone is present. If a chaperone is not available, then you will be asked to wait until one is available or rebook your appointment.

### **INTERPRETERS**

If you need a translator for an appointment here, you should inform us well in advance of your appointment so we can liaise with you to arrange this service.

### **TEST RESULTS**

Please telephone for test results in the afternoon. This gives your doctor chance to look at the results. It is also a time when our phone lines are less busy.

### **REPEAT PRESCRIPTIONS**

Your doctor may agree to let you have a prescription for a long term treatment without the need for a consultation every time. For safety, accuracy and because of the requirements for medicine review, once we receive your request it can take at least 48 hours (2 working days) for us to process it for you. This time excludes any processing

and delivery time the pharmacy might need. Please order in good time and plan ahead if there is a bank holiday or you are going away.

Please note that we will not under any circumstances interrupt doctors to sign repeat prescriptions.

Please use the following methods for ordering repeat prescriptions:-

1. online via a secure website (see online services);
2. use the tear off slip attached to your last prescription or write out your order and hand it in to us.

You can nominate a pharmacy to receive your signed prescription electronically. This means you do not have to collect your prescription and take it to the chemist. Please ask your pharmacy to set this up for you.

Otherwise please indicate where you wish to collect your medicine.

Orders for items that are not available as repeat medication may take longer than 48 hours (2 working days) to process and to ensure safe prescribing you may be asked to make an appointment to be seen by a GP before the medication can be issued.

To ensure safe prescribing you are politely requested to attend appointments to review your medication. Failure to attend could result in repeat medication not issued until the GP or practice pharmacist has seen you.

### **ONLINE SERVICES & NHS APP**

Using NHS App and our online services (SystemOnline) you can book appointments, cancel appointments, order repeat medication and access an online version of your medical record (detailed coded information). New patients can request prospective access to their full medical record. To sign up please use the NHS App or please complete the application form and bring in the ID required. Further details are available in our online services section on our website or in our registration pack (leaflet online services)

### **TEXT MESSAGING AND EMAIL**

We can text and email you with messages that are relevant to your on going health care. We can also text you to remind you about appointments you have booked with us. We will only do this if we have your consent therefore if you wish to use either of these services please complete and return the consent form enclosed with your registration pack, the form on our web site or collect one from the front desk. From time to time, we may send a short feedback questionnaire. Please let us know if you wish to unsubscribe at any time or you change your number and/or email address.

### **COMMUNICATION**

We communicate our latest news through our web site at [www.coleridgemedicalcentre.co.uk](http://www.coleridgemedicalcentre.co.uk). Please go to our latest news page. You can also follow us on Twitter @coleridgeonline and on Facebook.

From time to time we publish a newsletter. You can sign up on our web site to automatically receive the latest copy via email. The most up to date news can be found on our web site. Follow the link to latest news.

A health information screen is available in the waiting room along with a wide range of leaflets from health organisations and health related charities. If you are looking for information on a particular condition, charity or organisation please ask or access the wealth of information online.