

## Elm Surgery

### Partners:

Dr Joe Bruynseels  
Dr Katherine Denham  
Dr Mark Perring

### Practice Manager:

Sarah Giles



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Estover  
Plymouth  
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Tel:  
01752 776772

Website: [www.elmsurgery.co.uk](http://www.elmsurgery.co.uk)

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### Welcome to Elm Surgery

With patient's needs at the heart of everything we do, this leaflet and our website have been designed to make it easy for you to gain instant access to the information you need. As well as specific practice details such as opening hours and how to register, you will find a wealth of useful pages covering a wide range of health issues along with links to other relevant medical organisations.

### Get Well, Keep Well

Of course we're not just here for you when you are unwell, our team of Healthcare professionals and back up staff offer a number of clinics and services to promote good health and wellbeing whatever your medical condition.

### Our Staff

#### Partners:

Dr Joe Bruynseels	Registered Birmingham 2002 MRCGP, MBChB, BMedSci
Dr Katherine Denham	Registered Southampton 2003 BSc (Hons) BM, DCH, DRCOG, DFSRH, MRCGP
Dr Mark Perring	Registered Peninsula 2015 BMBS, MRCGP

We also have Dr Philippa Lee as a salaried GP. Our current Registrar is Dr Pugh. The Doctors do not have their own lists of patients, your registration is with the Surgery and not a particular Doctor although you can express a preference of practitioner if you have one at the reception desk.

### Paramedics

#### Judi Strong, Jason Long and Kirstie Brown

Judi, Jason and Kirstie support the GPs with triage and with urgent on the day appointments.

### Nurses

#### Sister Liz Bullen and Debbie Cocking

Our practice Nurses have particular skills in health promotion, contraception, foreign travel advice and immunisations, on-going care of asthmatics, diabetes and coronary heart disease and caring for wounds.

### Healthcare Assistants

#### Tracy Baylis and Sally Benney

Healthcare Assistants support Practice Nurses with their daily work and carry out tasks such as blood pressure, removal of sutures, smoking cessation advice along with a variety of different skills.

## **Phlebotomist** **Sophie Curtis**

A Phlebotomist is responsible for taking blood samples, Blood Pressures and INR's.

## **Practice Management**

Sarah Giles	Practice Manager
Julia Barker	Operations Manager

## **Administration**

Tracey White	Secretary
Melanie Mansell	Practice Administrator

## **Reception**

Janine Murphy, Sharon Blackmore, Sophie Curtis, Jo Tiley, Jenny Williams, Natalie Fogg, Katie Downing and Julie Field.

Our Receptionists have a vast knowledge of how the surgery functions. They cannot advise about medical problems but they may ask you for brief details of the problem if your request is urgent.

## **Community Nurses**

You can contact them on **01752 436716**

## **Health Visitor**

Jane Dixon - Her main role is with mothers and their children under 5. She specialises in health promotion and developmental checks. You can contact her on 435555.

## **Opening times**

<b>Monday</b>	<b>8.30 – 1800</b>
<b>Tuesday</b>	<b>8.30 – 1800</b>
<b>Wednesday</b>	<b>7.30 – 1800</b>
<b>Thursday</b>	<b>8.30 – 1800</b>
<b>Friday</b>	<b>8.30 – 1800</b>

## **Weekends/Bank Holidays - Closed**

The surgery telephones are manned from 08.00 until 18.00.

## **Extended Hours**

The surgery is open at 7.30 on a Wednesday morning for GP /Nurse Consultations. Pre booked appointments which are primarily intended for patients who have difficulty seeing a Doctor during normal surgery opening hours can be made by contacting reception.

## **Registration**

We welcome new patients who live within our practice area. The boundaries are Plymbridge Road, River Plym, A38 and Tavistock Road. Just simply ask for a registration form and new patient questionnaire at reception or visit our website and complete the online forms.

Medical records may take several months to arrive from your old practice. Until they reach us we will not have full information about your past medical problems. When the notes do arrive we look through them and make a summary of past medical history.

*Please ask at reception if you wish to see a copy of our Patient's Rights & Responsibilities.*

## **Change of Address**

If you are moving house or if you change your telephone number please let us know so these details can be updated.

### **Access**

Our surgery has suitable access for disabled patients and all patient areas including the waiting room, consulting rooms and toilets have wheelchair access. Designated disabled parking spaces are located near to the main entrance.

### **In-House Training – Clinical Governance**

On the second Tuesday of each month we meet as a team to audit and develop our practice. This is in line with government requirements. This means that on those days we will offer a limited service with a Doctor seeing emergency cases only.

### **When the Surgery is Closed**

If you need a Doctor for an urgent medical problem, phone NHS 111. The Cumberland Centre is also a walk-in centre 01752 314600 or 01752 565655.

Out of hours services are generally busy so please think carefully before asking to see a Doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency you should call 999. Chest pains and/or shortness of breath constitute as an emergency.

### **Appointments**

The receptionists are able to make doctors' appointments in advance, we understand that there are times when the next routine appointment is not soon enough and there are times when you only need to speak to a doctor over the phone. We have a range of telephone services for you to hopefully make sure we can offer you the most suitable option.

### **Telephone Services**

#### **Doctor Call Back Service 01752 776772 (Monday to Friday 08.00 – 10.00)**

This service ensures that everyone can see or speak to a doctor within 48 hours – we offer an appointment on the same day if needed but many problems can be solved over the phone, without the need for you to come to the Surgery. Simply provide our receptionist with a contact number and a doctor will ring you back.

### **Routine phone calls with your usual doctor**

If you have a routine query regarding an on-going problem, you can request to speak to your usual doctor at the end of a morning surgery. Every doctor has a limited number of phone call slots that the receptionists can use, but once these slots are full they are not permitted to add more so your call may have to wait until another day. If you think you are likely to need an appointment it may be more suitable for you to use the call back service.

### **Afternoon Duty Phone Calls**

If you have missed the call-back service in the morning, but have a problem that requires medical attention before the following day, there is a duty doctor that can call you back in the afternoon. You may have to wait until the doctor has completed their visits at lunchtime before the doctor calls. The doctor will offer you an appointment time that afternoon if you need to be seen on the day.

**IF YOUR CALL IS VERY URGENT OR REQUIRES IMMEDIATE ACTION, PLEASE TELL THE RECEPTIONIST!**

**Please note, telephone consultations will not be undertaken on Wednesday evenings.**

### **Home visits**

Except in an emergency, if you think you require a home visit from the doctor, please use the call-back service so that the doctor can ring you first to assess the urgency of the situation. Most visits are done at lunchtime so please ring as soon as possible in the morning.

**Home visits will not be undertaken on Wednesday evenings, for urgent visits at this time please phone NHS 111.**

### **Text Reminders**

We offer text reminders for appointments, please make sure we have your correct mobile number to register. Please keep us informed if your number changes.

### **Sickness Certificates**

You do not require a Doctor's sickness certificate for any illness lasting seven days or less. Your Employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website ([www.hmrc.gov.uk/forms/sc2.pdf](http://www.hmrc.gov.uk/forms/sc2.pdf)). We also keep them at the Surgery.

### **Evidence that you are sick**

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).

It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'statement of fitness for work' (see below) from your Doctor is strong evidence that you are sick and would normally be accepted unless there is evidence to prove otherwise.

You could also provide evidence from someone who is not a medical practitioner, e.g a Dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts they may still ask for a medical certificate from your GP.

### **Statement of Fitness for Work – 'Fit Note'**

The 'fit note' was introduced in April 2010. With your employer's support the note will help you return to work sooner by providing more information about the effects of your illness or injury.

For more information see the DirectGov website

[www.direct.gov.uk/en/mMoneyTaxandBenefits/BenefitsTaxCreditsAndOtherSupport/Illorinjured/DG\\_175850](http://www.direct.gov.uk/en/mMoneyTaxandBenefits/BenefitsTaxCreditsAndOtherSupport/Illorinjured/DG_175850) (where this information was sourced)

### **Training Practice**

We are a training practice and may have other Doctors working with us as Registrars. They are fully qualified Doctors in the final stages of training to be GP's.

We also train students from the Peninsula Medical School in the practice and we are grateful for the help that you can give in helping them towards being tomorrow's Doctors.

We will make it clear to you if a student is seeing patients with your Doctor, if you would rather not have a medical student present during your consultation please inform reception.

### **Repeat prescriptions**

You can order your repeat prescriptions online via the link on our website. New users are required to complete a simple registration. Please note we need to have received the online request by 10am for it to be seen that day and it takes 48 hours (excluding weekends and bank holidays) from this point.

You can also order by using the computerised counterfoil attached to your last prescription, simply tick the items you require and forward it to the Surgery in person or by post.

**Please also be aware we DO NOT accept prescription requests by telephone.**

- **Collections**

Your request should be clearly marked with the chemist you want it delivered to i.e. Asda, Boots or Doctor's Chemist. Requests not marked will be kept at the Surgery for collection.

- **Repeat Dispensing**

If you or someone you care for uses the same medicines regularly, you may be entitled to repeat dispensing direct from the local Pharmacist. This means you won't have to visit the Surgery every time you need more medication. Please ask the Doctor if you are able to benefit from the service at your next appointment.

- **Medication Reviews**

Patients on repeat medication will be asked to see a Doctor or Practice Nurse at least once a year to review these regular medications and notification should appear on your repeat slip. Please ensure you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

### **Prescription Charges and Exemptions**

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successful Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

### **NHS Charges**

These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.

- Prescription (per item) £9.15
- 12 month prepayment certificate (PPC) £105.90
- 3 month prepayment certificate (PPC) £29.65

If you have to pay for four or more items in three months, or more than 15 items in 12 months you may find it cheaper to buy a PCC.

- Telephone advice line and order line 0845 850 0030
- General public – buy or renew a PPC on online

There is further information about prescription exemptions and fees on the NHS website ([www.nhs.uk/NHSEEngland/Healthcosts/Pages/Prescriptioncosts.aspx](http://www.nhs.uk/NHSEEngland/Healthcosts/Pages/Prescriptioncosts.aspx))

### **Clinics and Services**

#### **Contraception Advice**

All the Doctors and Sister Helen have specific training and qualifications in family planning and we are happy to offer contraceptive and emergency contraception. Whatever your age we would much rather offer you contraception than have you risking an unwanted pregnancy.

Emergency contraception needs to be started as soon as possible after unprotected sex. We suggest you telephone the surgery at 08.00 the following morning to arrange to be seen the same day. All the Doctors are happy to offer this service confidentially. It will help the Receptionist to arrange an appropriate appointment if you can tell them it is for emergency contraception.

Dr Denham fits all inter-uterine devices (contraceptive coils) in the practice. The other Doctors and our nurse Helen will discuss with her or refer to her if you have complex contraception problems.

#### **Travel Advice and Immunisations**

The Practice Nurses are the experts in this area. They are happy to offer general advice to people travelling abroad, together with details about malaria protection and immunisation for particular countries. It may take up to 8 weeks for a full course or immunisations, so please contact us well before you are planning to go abroad.

If you think you will need any vaccinations before travelling then please come to reception to pick up a "Pre Travel Risk Assessment Form", or download one from our website. We will contact you after this has been completed to make you an appointment with a nurse if necessary.

### **Impotence**

This is a surprisingly common problem and will affect about 10% of men at some time in their lives. Those with diabetes are at a particular risk. There are several simple treatments that can help. Please see Dr Alexander or Dr Bruynseels if you want to discuss this problem.

### **Non NHS Services**

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc)
- Insurance claim forms
- Passport signing
- Prescriptions for taking medication abroad
- Private sick notes
- Vaccination certificates

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

### **Teenagers**

We know that teenagers, particularly the under 16's worry that we will tell their parents if they come requesting contraception. We can assure you that all consultations are confidential. All practice staff are bound by the same rules.

If you are embarking (or considering embarking) on sexual activity and don't want a pregnancy, please come and see one of us to discuss contraception and safe sex.

Equally if you just want information, we are more than happy to offer it and have some excellent leaflets.

### **Test results**

When the Doctors and Nurses send off your blood or other samples for testing they will usually tell you when to expect the result to be available. We ask you to take the responsibility to contact us for the results of your tests. **Please telephone for results from 2.00pm onwards**

Please note we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.

### **Blood Tests**

A blood test is when a sample of blood is taken for testing in a laboratory. Blood tests have a wide range of uses and are one of the most common types of medical test. For example a blood test can be used to:

- assess your general state of health
- confirm the presence of a bacterial or viral infection
- see how well certain organs, such as the liver and kidneys are functioning

A blood test usually involves the Phlebotomist taking a blood sample from a blood vessel in your arm, usually in the inside of the elbow where the veins are relatively close to the surface.

You can find out more about blood tests, their purpose and the way they are performed on the NHS choices website.

### **X-rays**

An x-ray is a widely used diagnostic test to examine the inside of the body. X-rays are a very effective way of detecting problems with bones such as fractures. They can also often identify problems with soft tissue, such as pneumonia or breast cancer.

An x-ray is usually carried out by a Radiographer who specialises in using imaging technology such as x-rays and ultrasound scanners.

You can find out more about these tests and how they are performed on the NHS choices website.

### **Confidentiality and Medical Records**

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from District Nurses and hospital services.
- To help you get other services e.g. from the social work department, this requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know. Reception and Administrative staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

### **Freedom of Information**

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the Practice Manager.

### **Access to Records**

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the Business Manager and may be subject to an administration charge. No information will be released without the patients consent unless we are legally obliged to do so.

### **Complaints**

We make every effort to give the best service possible to everyone who attends our practice. We are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicably as possible. To pursue a complaint please contact the Business Manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

You can also contact the CQC at <http://www.cqc.org.uk> or **Patient Advice and Complaints Team** NHS Northern, Eastern and Western Devon Clinical Commissioning Group ,FREEPOST EX184,County Hall, Topsham Road, Exeter, EX2 4QL Telephone: 01392 267 665 or 0300 123 1672 Text us for a call back: 07789 741 099

Email: [pals.devon@nhs.net](mailto:pals.devon@nhs.net) or [complaints.devon@nhs.net](mailto:complaints.devon@nhs.net)

The NHS England Customer Care Centre is also available for you to use if you have any complaint query or concern about GP services.

The Customer centre can provide you with a helpful point of contact and support when you have issues.

**Telephone:** 0300 311 22 33

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**General Post (including complaints):** NHS England, PO Box 16738, Redditch, B97 9PT

**Website:** <https://www.england.nhs.uk/contact-us/>

### **Violence policy**

The NHS operates a zero tolerance policy with regards to violence and abuse and the practice has the right to remove violent patients from their list with immediate effect in order to safeguard practice staff and other patients. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records of the reason why.