

ESTOVER SURGERY

PRACTICE BOOKLET

Estover Surgery

Drs R Olaiya

Estover Health Centre

Leypark Walk

Estover

Plymouth

PL6 8UE

Tel: 01752 789 030

Fax: 01752 772 665

Email: estover.surgery@nhs.net

Website: www.estoversurgery.co.uk



INTRODUCTION

We aim to provide a high standard of medical care in a friendly and professional manner.

You can help us achieve our aim by reading this guide and following the suggestions made to ensure that appropriate services can be provided when you need them most.

The guide contains useful information about how to get the most from a visit to your surgery.

CLINICAL STAFF

Dr Richard Olaiya	Male	MBBS DTMH D-obst MRCOG MBA JCPTGP (Reg. June 1995 - London)
Dr Alan Fitter	Male	MBBS MRCGP FRACGP (Reg. August 1985 – Royal London)
Sarah Gilbert-Smith	Nurse Practitioner	RGN B Phil. Independent Prescriber
Sandy Gidley	Nurse Practitioner	RGN B Phil. Independent / Supplementary Prescriber
Marcia Pearce	Practice Nurse	RGN
Katherine Page	Practice Nurse	RGN
Emma Court	Healthcare Assistant	

HEALTHCARE TEAM

Health Visitor	Estover Team
District Nurses	Central & North East Locality Team

ADMINISTRATION STAFF

Kim Stevens	Practice Manager	BA (Hons)
Chloe Porter	Receptionist	
Julie Piney	Receptionist	
Hilary Gray	Receptionist	
Sheila Revill	Receptionist	
Susan Naylor	Receptionist	
Daria Szymczak	Receptionist	

SURGERY OPENING TIMES

Monday – Friday **8:30am – 6:00pm** (WE RUN AN EXTENDED HOURS
CLINIC ON TUESDAYS 6:30PM – 8:00PM)

The premises have suitable access for disabled patients.

PLEASE BE AWARE CLINICS COULD BE SUBJECT TO CHANGE

APPOINTMENT INFORMATION

Please attend or telephone the surgery anytime during opening hours to make an appointment to see the doctor, nurse or healthcare assistant. Please remember your appointment with the Doctor is for 10 minutes, if you have more than 1 problem or feel you need more than 10 minutes please ask for a double appointment.

If you require an appointment for a problem that you feel will not wait you will be given a time to attend usually at the end of morning surgery or at the end of afternoon surgery (this may not be with the doctor of your choice and you may have a slightly longer wait than usual).

Please arrive promptly and remember to cancel your appointment if you are unable to attend.

HOME VISITS

Home visits can be arranged for those patients to ill to attend the surgery. Please ring as early as possible to request a home visit. The receptionist may ask for further information to enable the doctor to determine the priority and nature of the visit.

CHAPERONES

If you would like a chaperone present during your consultation, then please advise the receptionist when booking your appointment or checking in.

TEXT MESSAGING SERVICE

We are using the text messaging service to remind you of an appointment you have booked with the surgery. Please can you ensure we have your correct mobile number in order for you to receive a text message reminder. If you would like to opt out of this service please inform reception.

ONLINE SERVICES: PATIENT ACCESS (NEW CLINICAL SYSTEM)

You can register for our Online Services, giving you the ability to book/cancel appointments and order repeat medication online. To register for this service please speak to one of our Receptionists.

If you were previously registered with our old system you will still need to register with the new one. You will need to ring the Surgery (789030) and ask the Receptionist to sign you up for online services. Please give your name, date of birth and the email address you would like to use. You will then receive the codes that you need to set up your account with two working days.

Please use/save the following link to access the services for Prescription Requests and Making Appointments:

<https://www.patientaccess.com>

CARERS

Are you a carer? Do you care for someone on a daily basis? If the answer is yes, please let us know as there is help available if you require it. Referral forms are available for the carer's support group in Plymouth. They are there to support and help you. A carer can be of any age, some children may be carers also, if you know of a child who is a carer encourage them to let us know as there is a support group for young carers also, this is based at The Zone. Plymouth Carers Support Service can be contacted on 01752 201 890

REPEAT PRESCRIPTIONS

Patients can order their repeat prescriptions via 4 different pathways. They Are:

1. The Postal Service
2. Personally bring request to surgery
3. Via the Practice email system
4. Using Patient Access

Please only order your tablets when required. This will help reduce stock piling of medications. Please remember prescription requests take 3 whole working days. i.e. minimum 72 hours.

We do not accept telephone requests for prescriptions.

REPEAT DISPENSING OF PRESCRIPTIONS

For those patients who are on regular medication and are stable on all of their repeat medication and have been for some time Repeat Dispensing may be an option. If the Doctor thinks that you are clinically appropriate, then he/she can issue prescriptions at intervals of up to one year depending on the medication.

You will need to arrange an appointment to see Doctor to discuss and sign a consent form.

TEST RESULTS

Please allow up to 5 working days before ringing for any results. If ringing for results, please call after 2:00pm.

OUT OF HOURS

The surgery has an on-call service and you will not have a choice about the doctor you see. If you require urgent attention you should, or if you are unwell in the evening, overnight or at the weekend, telephone **01752 789 030** and listen to the recorded message.

This service is for urgent medical situations – if you, or a member of your family, become ill and you are concerned. It is not for routine enquiries, such as booking an appointment with your GP, repeat prescriptions, test results etc.

A trained member of staff will answer the phone and take some details from you. They will pass your details straight over to a Doctor or Nurse, who will phone you back to ask you more about the problem and, with you, will decide the best option for you. Depending on the seriousness of your condition, this might be one of the following:

- Advice over the phone
- A visit to a local treatment centre
- A home visit by a Nurse, Doctor or Paramedic

If considered necessary you will be referred to a duty Doctor or Nurse Practitioner who will contact you and, either give further telephone advice, or ask you to attend a local centre or in appropriate circumstances visit you at home.

NURSING TEAM CLINICS OFFERED

Our Practice Nurses and Healthcare Assistant are in surgery Monday – Friday, they are available by appointment for the following clinics:

- Asthma Reviews
- Blood Pressure Monitoring
- Bloods
- Cervical Smear
- Healthy Heart Reviews
- Childhood Immunisations
- Chlamydia Screening
- Chronic Kidney Disease Reviews
- Chronic Obstructive Pulmonary Disease (COPD) Reviews
- Diabetes Reviews
- Dressings
- Ear Syringe
- ECG's
- Vaccinations, including Travel Vaccinations
- New Patient Medicals
- Contraception Reviews
- Removal of Stitches/Staples
- Smoking Cessation
- NHS Vascular Health Checks
- Weight Monitoring
- Well Person Reviews

PRACTICE CHARTER

The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

Provided that patients use the services offered by the surgery as laid out in the practice leaflet we aim to meet the following standards:

Our responsibility to you

- You will be greeted courteously
- To provide a high level of care to all patients regardless of age, sex, race or membership of any minority groups
- You have a right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen the same day if your problem is urgent
- You will be informed if there will be a delay of more than 20 minutes for your appointment
- You will be referred to a consultant when your GP thinks it necessary
- You will be given the result of any test or investigation on request or at your next appointment
- You will be advised of the usual length of time to wait

Your responsibility to us:

- Please treat all surgery staff with the same respect – we are all just doing our job
- 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.
- 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 one of the options mentioned 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

We operate a 'zero tolerance' policy for threatening and aggressive behaviour. That means we can refuse services to anyone who is violent or perceived as threatening violence to any member of staff or other patients.

CARE DATA

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care. It is important that we, the NHS, can use this information to plan and improve services for all patients. We would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. This will allow us to compare the care you received in one area against the care you received in another, so we can see what has worked best.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone.

How your information is used and shared is controlled by law and strict rules are in place to protect your privacy.

We need to make sure that you know this is happening and the choices you have.

COMPLAINTS

If you have a complaint the quickest and easiest way is to tell the person who is actively involved in your care, who might be able to rectify the situation straight away. If you are still not satisfied with the service, ask to speak or write to the Practice Manager who will try and deal with your complaint as soon as possible.

If you remain dissatisfied with the response to your complaint, you have the right to ask the Ombudsman to review your case. You can contact the Ombudsman on:

0345 015 4033 or write to them at:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

or visit their Website at <http://www.ombudsman.org.uk>

DATA PROTECTION AND CONFIDENTIALITY

It is important that patients and their carers can trust that personal information will be kept confidential and that their privacy is respected. All staff have an obligation to safeguard the confidentiality of personal information, law governs this. We might 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. We do have a confidentiality policy, which you can read by asking the Practice Manager.

The Data Protection Act 1998 gives you the right to view or have a copy of any personal information held in your medical records. If you want to view your medical record speak to the Practice Manager who will organise this. You may be charged for this.

SUMMARY CARE RECORD

The NHS would like to move towards centralised and electronic records in the future. A 'Care Record' will enable all care providers (e.g. hospitals) to be able to view significant illnesses, regular medication and allergies as soon as you present for further care. Patients will be able to opt out of having a 'Care Record'. For further information, visit:

<https://digital.nhs.uk/services/summary-care-records-scr>

ELECTRONIC TRANSMISSION OF PRESCRIPTIONS

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how we send your prescription to the place you choose to get your medicines or appliances from. If you inform us of your preferred chemist to use, we can then nominate them on your computer clinical record. Any prescription requests would then be sent through a secure electronic link for your nominated chemist to download.

If you do not want to be part of this service please advise us and we will opt you out

PRACTICE CATCHMENT AREA

The practice catchment area to register as a patient is:

Estover	Leigham	Mainstone	Thornbury
Austin Farm	Eggbuckland	Derriford	Crabtree
Widewell	Southway	Woolwell	Roborough
Glenholt & Crownhill	(Eggbuckland side of Tavistock Road)		

Please don't be offended when registering if the reception staff ask for a form of I.D. This is to help in the Government initiative of fraud within the NHS. For a child this may well be a birth certificate if they do not hold a passport, for an adult photo I.D will be preferable, if you do not have any form of photo I.D something confirming your name and address will be acceptable

USEFUL TELEPHONE NUMBERS

NHS 111 Service	111
Derriford Hospital	0845 155 8155
Minor injuries Unit	0845 155 8003
Royal Eye Infirmary	0845 155 8155
Boots Pharmacy – Estover	704189
ASDA Pharmacy	237860
Doctors Chemist	695554

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