

THE MANNAMEAD SURGERY
Practice Leaflet



We aim to provide high quality healthcare with a personalised service, whilst maintaining respect, confidentiality and compassion.

Welcome to Mannamead Surgery

The purpose of this leaflet is to provide you with the information you need in understanding how Mannamead Surgery operates.

It is an introduction to

- The GP's
- Staff members
- Other agencies that are involved in your care as our patient.

Our GP's offer personal lists for continuity of care.

Our care extends to various Nursing and Residential Homes local to our area. We also have an attached District Nurse Team, Midwife and our own Nursing Team to offer a variety of services to our patients.

We hope that you will have a positive experience with us but if you encounter any problems or wish to discuss any matters, please consult our Reception Team Leaders, Carrie Conoley or Zoe Moore, our Operations/Finance Manager, Trudy Smith or our Practice Manager, Lorna Taylor, who will be available to help you.

Surgery Opening Hours

Monday open 8am – 8pm Tuesday – Friday 8am – 6pm



New Patient Registration

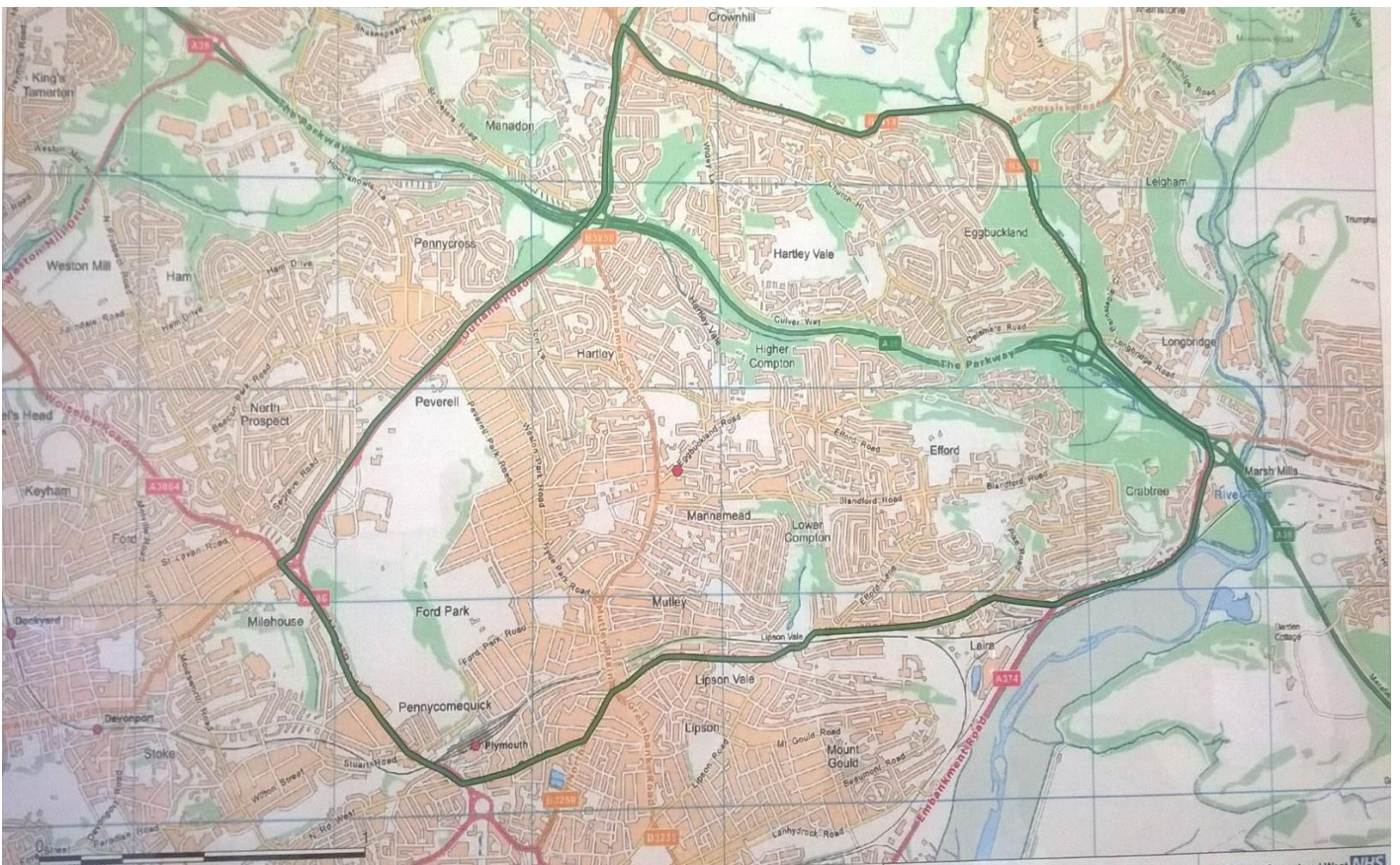
Once accepted by us you will be assigned a named GP as arranged by the surgery. This helps to spread the workload evenly to avoid undue pressure on any one GP. Please keep your details up to date by informing us of any change of address or telephone number.

The leaflets, which are available on the NHS Choices website, will advise patients on how to find a GP practice in the local area and to assist in registering with the practice.

NHS England has co-produced a series of leaflets available online at:

<http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/NHSGPs.aspx>

Patient Registration Area



Meet the Team



GP Partners:

Dr Claire HARNETT
Dr Peter LEMAN
Dr Sarah ADAMS

Salaried GP's:

Dr Clair ASHFORD
Dr Catherine STOECKER
Dr Ruth BATH

Clinical Support:

Advanced Nurse Practitioner: Liz Shilitto

Paramedic: Claire Elliott & Claire Swift (DMA Paramedic)

Pharmacist: Laura Hauser - Advanced Clinical Pharmacist (DMA Pharmacist)

Nursing Team:

Lead Nurse: Michelle Johns

Registered Nurses: Jane Emerson, Anita Reason

Health Care Assistants: Joanne Benson, Mel Buckingham

Phlebotomist: Kelli Hutchinson

Management:

Practice Manager: Lorna Taylor

Finance/Operations Manager: Trudy Smith

Administration Team:

IT/Data Lead: Ali Bees

Scanning/Data Input: Mary Lockett

Medical Secretaries: Heather Bailey, Anna Mills

Reception Team:

Prescription Clerk: Tracey May

Receptionist/Non NHS work: Sue Bickley

Receptionists: Chrissy, Jo, Carrie, Debby, Annette, Amanda, Zoe M, Zoe L, Ann

Confidentiality

All employees of the Surgery have a legal duty to keep your medical information confidential. We will only provide information to your relatives, friends or carers with your permission - this must be given in writing

GP Appointments

Routine appointments are available Monday to Friday 8.10am - 5.50pm and can be pre-booked up to 2 weeks in advance.

We appreciate attending the surgery during normal hours can be difficult for people who work, therefore additional appointments are available each Monday evening between 6.30pm - 8pm, (Bank holidays excluded).

Medically urgent requests will be dealt with on the day by the duty GP, Advanced Nurse Practitioner or Paramedic. The reception team will record the details of your problem in preparation for the duty GP, Nurse Practitioner or Paramedic to call you back. The outcome of this could be:

- an urgent consultation with a clinician
- a prescription
- routine appointment with your named GP at a later date

Telephone Appointments

Telephone consultations are available up to 3 weeks in advance for routine problems and on the day for medically urgent problems.

Nurse Appointments

Nurse appointments are available up to a month in advance.

We appreciate attending the surgery during office hours can be difficult for people who work, therefore additional appointments are available each Monday evening until 7:30pm, (Bank holidays excluded).

The nursing team will support you with your on-going care for example:

- routine checks for chronic health conditions
- asthma
- diabetes
- COPD
- provide advice and care in family planning
- women's and men's health
- baby and young children immunisations

- advice and immunisation for :
 - Influenza, Shingles and Pneumococcal
 - travel

Phlebotomist Appointments

Phlebotomist appointments are available up to a month in advance.

Phlebotomy (taking blood) needs to be taken in the morning before 2:30pm - this is because the samples have to be taken to the hospital laboratory for testing.

Cancellation of Appointments

If you are unable to attend for a booked appointment or you no longer require the appointment, please contact reception or use 'patient partner' to cancel. This will ensure your appointment can be offered to another patient.

Patient Partner – Automated booking system



You can book, cancel, check and change appointments at our surgery 24 hours a day. Just ring our number 223652 and choose the automated booking option.

All you need is your date of birth and the telephone number (this will be the information you gave us when you registered) Please ensure we have your correct details.

Online Services

To register for our online services please ask at reception.

The services available online are:

- you can book your appointment
- you can order or view your prescriptions
- View your care records online

Please note that this is our preferred method for requesting your repeat medication

Home Visits

If you require a home visit please try to ring **before 10.30am** on 01752 223652. Home visits are for bed, housebound or terminally ill patients. A clinician may contact **the patient, carer or friend** prior to visit in order to assess the situation.

How to obtain a repeat prescription

Please request your medication **one week** before you run out. This will ensure we can process your prescription on time.

Please supply a repeat prescription list (the white paper adjacent to your green prescription) with all the items you require ticked. This will ensure we do not over order on medication but more importantly ensure we order the right medication for you. If this is not available, in the downstairs waiting room there is an area available for you to complete a request and also blank medication slips for you to complete. Please post the request in the white letter box in the ground floor waiting room.

If you have a regular pharmacy they may be able to request medication for you if you are unable to attend surgery. Local pharmacies provide a collection service from us, or prescriptions can be sent **electronically** to a selected Pharmacy. This is known as **EPS** – Electronic Prescription Service.

Medication may also be requested via our webpage www.mannameadsurgery.co.uk or through your online Systmone account.

Whichever option you choose it will take up to 3 working days to process your medication. If a GP needs to see you on receipt of a request, a member of the reception team will telephone you to arrange an appointment.

Please do not telephone to ask if a repeat prescription is ready. We will contact you either by telephone or letter if the GP needs to see you. This helps us to ensure we keep our telephone lines free to deal with emergencies, appointment bookings and results.

Test Results

Results are received daily. Please telephone 01752 223652 **after 2pm** to obtain your results. If a GP would like you to attend for an appointment or needs to speak to you, a member of the reception team will telephone you or send a letter to arrange this.

Cervical Smear Results will be sent to you via the National Programme. If you have not heard after 8 weeks please contact the surgery after 2pm in order that we can look into it for you.

Summary Care Record

The Summary Care Record contains basic information that will help Accident and Emergency Departments and Out of Hours health services to give you safe, timely and effective treatment.

It will contain:

- Any allergies you may have.
- Unexpected reactions to medication.
- Any prescriptions you have recently received.

Please indicate and sign if you consent for your information to be shared.

Communication Needs (Physical or Sensory)

If you require any form of assistance with communication please let us know. If you would like to speak confidentially to a member of the reception team, please make them aware that you would like to talk in private.

We can also arrange for an Interpreter via 'Language Line' for non- English speaking patients but the patient must make reception aware of this at the time of booking the appointment.

If you are visually impaired and would like information in a different format please contact reception and we will do our best to help.

Carers

If you are a carer or are cared for please inform reception

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Physiotherapy

Patients are now able to self-refer to Derriford Hospital Physiotherapy Department without seeing a GP by using the link below

<https://www.plymouthhospitals.nhs.uk/physio-self-referral>

Please ask at reception if you have any further questions about services we provide

Agencies working alongside our Surgery

Community Nurses -Telephone 01752 434851

Health Visitors -Telephone 01752 435169

Community Midwife-Telephone 01752 788992

Social Services -Telephone 01752 668000

Peninsula Medical School – Medical Students

Training of Medical Students from the Peninsula Medical School

Mannamead Surgery welcomes medical students from Plymouth Peninsula Medical School. The students will observe consultations led by a GP or nurse. The students may wish to talk to you first before seeing your GP. You will always be asked for your permission for a medical student to be present prior to the consultation.

As part of their placement, they video themselves whilst consulting with you, this will enable them to improve their technique. We will ask you to sign a consent form if you are booked in to one of these clinics.

Staff Training

Training is an important element of providing a good service to you. There will be occasions when the surgery will be closed for such events, we will make patients aware of the closure well in advance. Additionally there will be occasions when clinical members of our team are absent due to clinical training and therefore their clinic is cancelled.

Non-NHS work

The surgery charges for all non-NHS work undertaken for patients, solicitors and insurance companies. This includes all medical examinations for insurance companies and other bodies, all medical reports, HGV, DVLA examinations or reports, photocopying and extracts from records etc. The patient's consent will always be obtained. **Sue Bickley** is the non-NHS work secretary and is available most days to help with any enquiries. A list of charges is available at front desk.

Direct Line: **01752 831955**

Patient Parking

Limited car parking is available for the elderly or parents with children, which is situated in Rosevean Gardens at the side of the surgery. General parking is available in Mannamead Road and Brandreth Road.

Access for the Disabled

The Surgery is situated on 2 floors with a patient lift suitable for a wheelchair to the first floor. There is a ramp to the front entrance and a disabled toilet also at the front entrance. A member of the team is always willing to help if required. A wheelchair is available in the waiting area. We have Portable Hearing Loop systems available for those who require assistance. Please ask at main reception. We can also arrange for a visual interpreter to assist you during a consultation, or access to help lines, but please note this will need to be arranged in advance of your appointment.

Patient Participation Group

The practice has a group of interested patients called a Patient Participation Group, PPG, who meet with the Surgery at regular intervals and assist in helping to gauge the views of our patients through a patient survey, offer a forum of consultation, and assist in feeding back views of our patients to the practice and other patients. This is mainly done by an annual survey, leaflets, newsletters, and on the practice website at: www.mannameadsurgery.co.uk

New members are always welcome to join, and we are particularly interested in reaching out to our younger patients, or representatives of other groups of patients less well represented. If you are interested or have ideas please contact the practice or add your views via the website.

Friends of Mannamead Surgery

The Friends of the Mannamead Surgery have Charitable Trust status and the members of the committee are patients of the surgery. Their aim is to raise funds to provide extra equipment for the practice, for which we are very grateful for their support. The group welcomes your support by donations or attendance at any functions they organise for fundraising. They would also welcome new members.

We have a book stall in the foyer where books can be purchased at a very reasonable price.

If you would like to donate suitable books to be sold to raise funds for the surgery please leave your donation at reception.

Suggestions or Complaints

The surgery welcomes suggestions for improving our service. Please feel free to discuss any ideas with the Practice Manager or Head Receptionist. The surgery will undertake a patient survey each year and we are always open to any suggestions you may have. You can also post comments on the website www.mannameadsurgery.co.uk or leave your suggestion in the box available in the foyer.

In the event of a complaint we ask you to phone the Practice Manager or the Head Receptionist and hopefully this can be addressed and dealt with on the same day, or you can write a letter, or make an appointment to see your doctor. Our complaints procedure is available in reception if you wish to view it. (If you require the document in braille or another format please ask at the reception desk). Your complaint will be dealt with in accordance with our practice policy. A written acknowledgment to a complaint will be sent within 3 working days whenever possible (whilst we investigate your complaint).

Complaints are taken very seriously and are reviewed at the weekly practice meetings.

Help for patients is also available from the Independent NHS - Health Complaints Advocacy Service on 0845 120 3782 www.seap.org.uk

Northern , Eastern and Western Devon Clinical Commissioning Group (NEW Devon CCG)

The Western Locality spans about 260 square miles and stretches from Lifton to Salcombe and Plymouth to North Bovey. More than 340,000 people live in the Western Locality and 19 percent (just over 65,000) are aged over 65 years compared with a national average of 16 per cent.

The Western Locality shares the same vision as NHS New Devon CCG, which is:

Healthy people, living healthy lives, in healthy communities

Its mission is to:

- transform services
- ensure all individuals have access to high quality sustainable services that care for them when they are unwell

- promote wellbeing
- Commission services that are delivered when, where and how the individual chooses.

Contact address: Windsor House, Tavistock Road, Plymouth, PL6 5UF

Telephone: 0845 155 8000

Fax: 01752 398781

Email: westernlocality@nhs.net

Devon Clinical Commissioning Group (CCG) - The Northern, Eastern, and Western Devon CCG website is www.newdevonccg.nhs.uk

NHS England South (South West branch)

CCG's do not commission GP services, dental services, pharmacies or some aspects of optical services, military and prison health. This instead is the responsibility of NHS England local area team for Devon, Cornwall and Isles of Scilly.

For enquiries relating to these issues, please contact:

NHS England local area team (Devon, Cornwall and Isles of Scilly)

Peninsula House

Kingsmill Road

Saltash

Cornwall

PL12 6LE

Telephone: 01752 679250

USEFUL WEBSITES

www.mannameadsurgery.co.uk

www.masta.com

www.plymouthhospitals.nhs.uk

www.plymouthonlinedirectory.com

www.patients.co.uk

www.plymouthhospitals.nhs.uk/pals
www.nhs.uk
www.nice.org.uk
www.devon.gov.uk/care-and-health/adults/
www.fitfortravel.nhs.uk/home.aspx
www.colebrooksw.org/
www.plymouth.gov.uk/socialinclusion
www.improvinglivesplymouth.org.uk/our-services

USEFUL INFORMATION

Caring for Carers are available in our area at Caring for Carers Improving Lives Plymouth, 156 Mannamead Road, Plymouth PL3 5QL providing the following services:

- The Hearing and Sight Centre (HAS)
- The Disability Information and Advice Centre (DIAC)
- Volunteer Plymouth, including Avenues
- Longterm Conditions Self-Management (Expert Patients Programme)
- Ridleys - Learning Disability Support and Advice
- Active for Life
- Carers Hub Plymouth
- Advice Plymouth
- Shelter

For information on any of the above services please contact Caring for Carers
Telephone: 01752 201890
email: caringforcarers@improvinglivesplymouth.org.uk

USEFUL TELEPHONE NUMBERS

NHS Advice Centre/Out of Hours GP Service - 111
Health watch Plymouth 01752 202407

Zero Tolerance

Mannamead Surgery, in line with Government guidelines, undertake a Zero Tolerance Policy to violent or abusive behaviour, whether verbal or otherwise, to any member of our team inside or outside the surgery. If this occurs, you will, depending on the severity of the situation, receive a written or verbal warning, you may be asked to leave the surgery list immediately, or the Police may be called.



Knowle House ▪ Mannamead ▪ North Road West ▪ Roborough ▪ Wycliffe

What is Drake Medical Alliance?

It is a group of 5 practices from across the Western locality of NEW Devon CCG. They are collaborating to improve and expand upon the services they provide to their patients, and support one another to ensure primary care delivery remains sustainable.

Why have the 5 practices come together?

Primary Care is a rapidly changing environment - the resources to deliver services are not necessarily as readily available or as well funded as historically might have been the case. This means that all services provided to patients need to be reviewed to ensure they are appropriate. The aim of all practices is to support the patient with the management of their healthcare - and as a group we can work to improve our services to all patients.

To enable this we have to ensure we have adequately trained staff, and that they are supported by management and partners to deliver the most appropriate care and in the right place.

By collaborating we can better achieve these objectives, and put in place measures to ensure best practice continues and develops further in the future.

Mannamead Surgery
22 Eggbuckland Road Mannamead Plymouth PL3 5HE
Telephone: 01752 223652 Fax: 01752 253875 Website: www.mannameadsurgery.co.uk