

WELCOME TO SOUTHERNHAY HOUSE SURGERY

TO SEE YOUR DOCTOR

APPOINTMENTS You can make an appointment by telephone or in person. **Routine appointments** are usually for 10 minutes. **Tel 211266**

Evening Appointments—See opening times

Urgent problems A small number of appointments are available each day for problems which are genuinely urgent. Please speak to reception. Tel 211266

HOME VISITS If you are too ill to come to the surgery and need a home visit, please try and telephone before 10.30am. Be prepared to give full name & a brief outline of the problem to the receptionist.

Remember that house visits are only for the very ill or infirm. We have better facilities at the surgery and the Doctor can see six patients here during the time taken for one home visit.

Tel 211266

OUT OF HOURS

In the evenings, at weekends and on bank holidays you will need to call "Devon Doctors on Call" message handling service who will take a message for you. The doctor on call will then telephone you as soon as it is possible. Devon PCT is responsible for commissioning this service. **Tel 0845 6710270**

If you make an appointment to see the Doctor or the Nurse it is your responsibility to keep that appointment and if you cannot attend please cancel it. If you do not it means wasted time for the practitioner.

The Practice has zero tolerance of abusive behaviour. If we do have a potentially violent patient, arrangements will be made for them to be seen at alternative premises where Devon PCT has commissioned the service for violent patients

Other available agencies that you can contact

NHS Direct **Tel 08454647**
www.nhsdirect.nhs.co.uk

Exeter Walk in centre

31 Sidwell Street, Exeter **Tel 276892**

Exeter Walk in Centre, Royal Devon & Exeter Hospital in The A & E department **Tel 406300**

REPEAT PRESCRIPTIONS You can order prescriptions for medicines that you take regularly if your doctor has given you a printed repeat prescription slip. To order your medicines - hand in or post your prescription request slip to the surgery. You can also email your request to southernhayhousesurgery@nhs.net Allow 2 working days before you need to collect your prescription. If you want your prescription to be posted, please send a stamped addressed envelope with your prescription request slip.

To avoid errors, we do not take prescription requests by telephone.

Pharmacy arrangements for repeat prescriptions

Wipton pharmacy will collect prescriptions from our branch surgery - leave your request form with us, then collect your medicine from Wipton pharmacy. Superdrug, Lloyds & Boots pharmacies collect prescriptions from our main surgery and will deliver medicines within Exeter if necessary

RESULTS Please telephone after 1.30pm for results.

Tel 425126

ASSISTANT DOCTOR Dr Patrick Fingleton MBChB DRCOG (joined us in March 2004) and Dr Amye Farrell MBBS MRCGP DFSRH DRCOG (joined us in January 2009) Both are general practitioners working as assistant GP's with us. They both have four regular surgeries each week

Opening Times

Southernhay House Monday to Friday 08.30 -18.00. We are closed on Saturdays. Southernhay is closed between 12.30-1.30pm on one day per month for staff training. Please check notices on site.

Wipton Branch Surgery Monday 08.30-16.30, Tuesday 08.30-18.00, Thursday & Friday 08.30 -16.30, Wednesday 08.30 -17.00, . Wipton is closed between 12.15-2.00pm on one day per month for staff training. Please check notices on site. We are closed on Saturdays.

We also have late appointments from 6.30-7.30pm between Monday-Thursday specifically for patients that are unable to attend during the day. We ask that these are not used by patients that are able to attend the surgery during our usual clinic times.

TO SEE THE PRACTICE NURSES Tel 211266

Louise Broom, Practice Nurse, leads the nursing services.

- Immunisations for children and adults
- Contraceptive advice and cervical smear tests
- Advice about diet, smoking, alcohol and exercise
- Checks for people with asthma, diabetes, high blood pressure, heart or chest problems
- Dressings, swabs, ear syringing, stitch removal
- Foreign travel advice

We also have Jon, a Health Care Assistant, who can do blood tests, blood pressure checks, smoking cessation advice and ECG's.

TO SEE YOUR DISTRICT/COMMUNITY NURSE

When a patient is housebound or too ill to come to the surgery; the community nurses may visit the patient at home. Visits are usually arranged by your doctor or sometimes by the hospital. You can contact a nurse by leaving a message on the answer phone **Tel 208308**

TO SEE YOUR MIDWIFE We have a midwife attached to our practice who is involved with all women during pregnancy. She will help you to plan your care during pregnancy and labour. After your baby is born she will visit regularly at home for the first 10 days.

Tel (Surgery)211266 (Hospital) 406650

TO SEE YOUR PHYSIOTHERAPIST Your doctor can arrange for you to see our physiotherapist either at the surgery or at the Sycamores Centre.

PRACTICE MANAGER, Cindy Flatt, is responsible for the smooth running of the practice. We welcome your comments and criticisms of the way in which we work. She is also the person to contact if you have a complaint in the first instance.

Tel 211266

If however you feel your complaint has not been resolved satisfactorily you can contact Devon PCT, County Hall, Topsham Road, Exeter, EX2 4QL

Tel 205205

RECEPTIONISTS AND SECRETARIES will always try to help you in person or on the telephone. Please try to help by giving them as much information as you can.

We are a practice linked with the Peninsula Medical School and medical students can be involved in routine surgeries

SERVICES PROVIDED UNDER PRIMARY CARE MEDICAL SERVICES

MATERNITY CARE All the doctors work closely with you and your midwife during pregnancy. We will respect your wishes about the kind of antenatal care and birth you would like, and do everything to make it possible.

CONTRACEPTION Advice about all methods of contraception and safe sex is available from doctors and practice nurses.

EMERGENCY CONTRACEPTION (e.g. the "morning after pill") is a completely confidential service for people of all ages - just make an urgent appointment with your doctor or nurse.

CHILD DEVELOPMENT CHECKS These are offered to all children under five years by your doctor or health visitor. You will be sent an appointment for each check. Please let us know if you are unable to come and arrange another time.

MINOR SURGERY All the doctors are able to do certain operations in the surgery. Please see your doctor first.

CHRONIC DISEASE MANAGEMENT Patients with asthma, diabetes, heart conditions and respiratory conditions will be offered annual appointments for review.

DISABLED FACILITIES Southernhay House Surgery has wheel chair access and disabled toilet facilities with limited public parking outside. Wheelchair access and disabled facilities are available at our Branch Surgery; parking is also easier there.

ANY HEARING PROBLEMS
For people with a hearing aid there is a loop system in each reception area

SOUTHHELP is our patient support group. They offer transport, visiting, sitting, advice and information. Please contact **Susan Price**, co-ordinator.
Tel 464477

PRACTICE AREA - We accept new patients from within the Exeter city boundary.

NEW PATIENTS that wish to register with the practice need to go to either surgery reception and collect registration forms. You will be registered with the practice and will be able to see any of the Doctors.

OTHER INFORMATION

COMPUTERS We are a fully computerised practice, which helps us to work efficiently. Access to this information is carefully restricted to maintain patient confidentiality.

HOW WE USE YOUR INFORMATION Your Doctor and other health professionals caring for you, keep records about your health and any treatment and care that you receive from the NHS. Your records are used to ensure your Doctor has accurate and up-to-date information to assess your health and decide what care you need. Everyone working for the NHS has a legal duty to keep information about you confidential. We will only ever pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances. For more information, ask Reception for a copy of **'How We Use Your Information'** leaflet.

The practice is contracted by NHS Devon to provide medical services and any details of these services can be obtained from them.

Devon Primary Care Trust
County Hall
Topsham Road
Exeter
Devon
EX2 4QL
Tel: 01392 205205

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Southernhay House Surgery
30 Barnfield Road,
Exeter EX1 1RX

Branch Surgery
10 Whipton Village Road
Whipton
Exeter EX4 8AR

www.southernhayhousesurgery.co.uk

DOCTORS

Benedict Leger
MB ChB (Manchester 1984) BSc MRCGP(UK)
Peter Bates
BSc MB BS (London 1992) MRCP (UK) MRCGP
Ruth Knowles
MB ChB (Manchester 1978) MRCGP MRCP
(Paeds) DCH
Jason Fearn-Smith
BSc (Hons) PCGE MB ChB (Leicester 1999)
DRCOG DFFP MRCGP MSc

Practice Manager
Cindy Flatt

VISITS AND ENQUIRIES **Tel 425126**

APPOINTMENTS during office hours **Tel 211266**

Monday to Friday
8.30am - 6.00pm
Monday—Thursday
Pre-booked Appointments 6.30pm-7.15pm

BRANCH SURGERY **Tel 462739**

IN AN EMERGENCY - OFFICE HOURS
Tel 211266
OUT OF OFFICE HOURS
Tel 0845 6710 270 (Evenings and weekends)