

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.

CHILD DEVELOPMENT CHECKS These are organised by the Health Visitor Team.
Tel 0333 234 1902

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 Pay & Display On-Street Parking. Wheelchair access and disabled facilities are available at our Branch Surgery; parking is also easier there.

LONG TERM CONDITION REVIEWS Patients with asthma, diabetes, heart conditions and respiratory conditions will be offered annual appointments for review during their birth month

PHARMACIST/PHARMACY TECHNICIAN

The practice is supported by a Pharmacist and Pharmacy Technician. You may be contacted by them with regards to your medication or prescriptions issues.

Tel 01392 211266

ONLINE SERVICES

We encourage the use of online services to help us to help you. You can book GP appointments, order repeat medication, see a summary of your medical record online and request support for clinical and administrative matters via online services. Please ask Reception if you require support with setting this up.

PRACTICE AREA - We accept new patients from within the Exeter city boundary. Please see our practice website and view the surgery boundary map to see if we cover your address. Please note you are expected to be able to attend either of our sites.

NEW PATIENTS that wish to register with the practice should collect a registration forms or download them from our website. You will be registered with the practice and will be able to see any of the Doctors. All patients are allocated a named GP for administrative purposes. Please ask Reception if you wish to confirm who this is.

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 and refer to our Patient Privacy Notice.

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

NHS England
PO Box 16738
Redditch
B97 9PT
Email: england.contactus@nhs.net
Tel: 0300 311 22 33

Southernhay House Surgery
30 Barnfield Road,
Exeter EX1 1RX

Branch Surgery
10 Whipton Village Road
Whipton
Exeter EX4 8AR

www.southernhayhousesurgery.co.uk

DOCTORS

Peter Bates

BSc MB BS (London 1992) MRCP (UK) MRCGP

Jason Fearn-Smith

BSc (Hons) PCGE MB ChB (Leicester 1999)

DRCOG DFFP MRCGP MSc

Dr Amye Farrell

MBBS MRCGP DFSRH DRCOG

Dr Timothy Whiter

BSc BMBS MRCGP

Practice Business Manager

Cindy Flatt

VISITS AND ENQUIRIES

Tel 211266

APPOINTMENTS during office hours Tel 211266

Monday to Friday
8.00am - 6.00pm
Monday—Thursday

BRANCH SURGERY

Tel 211266

OUT OF OFFICE HOURS

Tel 111

**WELCOME TO SOUTHERNHAY HOUSE &
WHIPTON BRANCH SURGERY**

TO SEE YOUR DOCTOR

APPOINTMENTS You can make an appointment by telephone, in person or online (ask reception for details about registering for online services).

Routine appointments are usually for 15 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 111 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 ICB is responsible for commissioning this service. Tel 111

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 NHS Devon has commissioned the service for violent patients

Other available agencies that you can contact
NHS 111 Service Tel: 111

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 or order online (ask reception for details about registering for online services). 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.

ELECTRONIC PRESCRIPTION SERVICE (EPS)

The Electronic Prescription Service (EPS) sends electronic prescriptions from GP surgeries to pharmacies. Eventually EPS will remove the need for most paper prescriptions.

PHARMACY ARRANGEMENTS

Some pharmacies collect prescriptions from Southernhay House & Whipton Branch Surgery. Please speak with your local pharmacy to find out if they have this arrangement.

RESULTS Please telephone after 2.00pm for results.

Tel 211266

TO SEE YOUR MIDWIFE We have a Midwifery Team attached to our practice who are 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)406686

Opening Times

Southernhay House Monday to Friday 08.00 -18.00.

Whipton Branch Surgery Monday 08.30-16.00, Tuesday 08.30-18.00, Thursday & Friday 08.30 -16.00, Wednesday 08.30 -16.00,

Weekend Appointments

We work with other local practices in our Primary Care Network (PCN) This includes Barnfield Hill Surgery, ClockTower Surgery, St Leonard's Medical practice, The Whipton Surgery and Wonford Green Surgery. You may be offered a Saturday appointment at The Whipton Surgery or St Leonard's Medical Practice

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
- We also have 1 Phlebotomist & a Health Care Assistant .

TO SEE YOUR 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 01392 269475

TO SEE YOUR PHYSIOTHERAPIST Your doctor can arrange for you to see a physiotherapist

PRACTICE BUSINESS MANAGER, Cindy Flatt, is responsible for the overall running of the practice, supported by the Practice Operations Manager. We welcome your comments and suggestions of the way in which we work.

Please contact the Practice Operations Manager in the first instance if you wish to raise a complaint

Tel 211266

If however you feel your complaint has not been resolved satisfactorily or would like support in raising issues you can contact NHS England on 0300 311 22 33.

NHS England Tel 0300 311 22 33

The Admin Team 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

Research

Southernhay House is a research practice. The research we undertake is approved by an NHS Research Ethics Committee. There is no obligation for patients to participate and will not affect your care in any way.