



**Chillington Health Centre**  
**Orchard Way**  
**Chillington**  
**Kingsbridge**  
**Devon**  
**TQ7 2LB**

**Tel: 01548 580214**

[www.chillingtonsurgery.co.uk](http://www.chillingtonsurgery.co.uk)

**email: [enquiries.chillington@nhs.net](mailto:enquiries.chillington@nhs.net)**

**Chillington Medical Ltd**

**Dr Alison Harvey**

BM, MRCGP

**Dr Sue Crawford**

MB BS, MRCP, MRCGP

**Dr Mark Mordue**

BM, BS, BSc Hons, MRCGP

### **WELCOME TO THE PRACTICE:**

We hope you will find this leaflet helpful. If you have any suggestions on how we might improve our service please let us know. Similarly if you are dissatisfied with any aspect of the care you receive please contact one of the Doctors or the Practice Manager. Should you become a permanent resident within our practice area you are welcome to join our practice. Please speak to one of our reception staff.

### **HEALTH CENTRE OPENING HOURS:**

Monday - Friday 8.30am - 6.30pm (except Bank Holidays)

Saturday, Sunday and Bank Holidays - **CLOSED**

**Closed every Tuesday from 1pm – 2pm for staff training.**

**Dispensary is closed every day from 12.30pm – 2pm**

### **LOCATION OF THE PRACTICE:**

The Health Centre is situated at the far end of Orchard Way in the centre of Chillington (Orchard Way leads off the main street opposite the Post Office). There is ample parking and wheelchair access to the surgery. A map of the Practice area is available for inspection at Reception.

### **PRACTICE STAFF:**

Dr Alison Harvey: GP

Dr Sue Crawford: GP

Dr Mark Mordue: GP

Mrs Genevieve McBride: Practice Manager

Mrs Lynn Butler-Vaughan: Office Manager

Ms Lindsey Mathieson: Senior Receptionist

Mrs Teresa Trout: Receptionist/Secretary

Mrs Mandy Abraham: Admin/Reception/  
Nurse support

Mrs Jane Gerrard: Admin/Receptionist

Ms Sam Hodges: Receptionist

Mrs Ruth Tomlinson RGN: Practice Nurse

Mrs Linda Hodgson : Health Care Assistant

Mrs Cathy Durham: Health Care Assistant

Mrs Brenda Darke: Dispenser

Mrs Jane Jones: Dispenser

Mrs Sandra Drew: Dispenser

Ms Kirsty Bonstow: Dispenser

Mr Will Cockburn: Pharmacist

Attached staff include a District Nursing Team and Health Visitor.

### **TO SEE A DOCTOR:**

The Doctor's Surgery timetable is below, but please note that there may be occasional alterations. You may make an appointment to see any of the Doctors but it is better to try to see the same Doctor for ongoing problems each time regardless of who you are registered with. Note that all surgery appointments are for ten minutes only, so if you anticipate your appointment will take longer please request a twenty minute slot. Appointments can be made by telephoning or by attending the surgery. Medically urgent cases will always be seen on the same day but not always by your own

Doctor. The Doctors are happy to discuss problems by telephone, where appropriate, please contact the reception for advice. Please be available on your preferred number.

**08:30 - 12.00md**

**3pm - 6pm**

<b>Monday</b>	Dr Harvey & Dr Crawford	Dr Harvey & Dr Crawford
<b>Tuesday</b>	Dr Crawford & Dr Mordue	Drs Harvey, Crawford & Dr Mordue
<b>Wednesday</b>	Dr Harvey & Dr Grove-White	Dr Crawford & Dr Mordue
<b>Thursday</b>	Dr Harvey & Dr Crawford	Dr Harvey & Dr Mordue
<b>Friday</b>	Dr Mordue & Dr Grove-White	Dr Mordue & Dr Grove-White

**Saturday/Sunday CLOSED**

The above rota may be altered without notice.

**The Dispensary is closed between 12.30pm and 2pm each week day.**

**The whole practice is closed between 1pm and 2pm every Tuesday.**

**ONLINE E-CONSULTATIONS**

We offer online consultations with your GP. For more information go to

<http://www.chillingtonsurgery.co.uk>

We hope you will find the service useful, and in many instances, it should remove the need for you to come into the surgery for treatment.

**IMPROVED ACCESS – GP routine appointments are now available during the evening and at weekends.**

Routine appointments for patients are available alternate Tuesday evenings between 6-8pm at the surgery and also on weekends at Cricketfield Surgery, Newton Abbot on Friday 6-8pm, Saturdays 8am-6pm and Sundays 8am-2pm. Please book appointments via our surgery reception.

**HOME VISITS:**

If you think you may need a home visit please phone **before 11am if possible** as this enables the doctors to plan their visits prior to afternoon surgery and avoid unnecessary delays. The doctor may ring to assess your problem. Please try to attend the surgery wherever possible as a more thorough examination is possible with specialised equipment available for some cases. Visits are for the housebound and those too unwell to attend the surgery. Please be prepared to explain what is wrong and to provide directions to your home. Remember that there is a transport service run by SCOF, who will provide a car to take patients to and from the surgery (paid for through voluntary donations) for those who would otherwise be unable to attend (phone 581181, or ask at Reception for details).

**EMERGENCIES:**

During Surgery hours the Receptionist will take your message and contact the Duty Doctor. At other times ring NHS 111 (dial 111) where you will be assisted to receive the right care or refer to useful contact numbers at the end of this leaflet. The Duty Doctor will give advice or visit when necessary.

**TO SEE THE PRACTICE NURSE:**

A practice nurse is available by appointment between the times shown below. They will see children and adults for immunisations. They perform cervical smears and give contraceptive advice. They see patients for dressings and removal of sutures and for first aid. In addition they provide advice on stopping smoking, disease prevention, monitoring hypertension, on living with asthma and diabetes, and on coping with stress. They undertake adult health checks and Foreign Travel Advice.

A practice nurse is available between:

Monday	08:30 – 1pm	2pm – 6pm
Tuesday	08:30 – 1pm	2pm – 6pm
Wednesday	08:30 – 1pm	2pm – 6pm

Thursday	08:30 – 1pm	2pm – 6pm
Friday	08.30 – 1pm	2pm - 6pm

The above hours may be changed without notice.

In addition a nurse is available to take blood samples, blood pressure checks, weight checks and ECGs, in the surgery each morning.

### PRESCRIPTIONS

The Practice is permitted to dispense drugs to those patients who live more than a mile from their nearest Chemist. If you take medication on a regular basis you will be asked to attend the surgery for review at intervals decided by your doctor or nurse. Further supplies of medication, between review periods, may be obtained from the Surgery without seeing the Doctor. Medication requests will be accepted in writing, by completion of a repeat request slip or via our online repeat ordering service. Not all drugs are kept in stock so **Requests for Further Supplies Must Be Made Giving 5 Full Working Days Notice** (we are closed weekends and bank holidays). When requesting or collecting repeat prescriptions please avoid busy times when surgeries are in progress. The Dispensary is closed between 12.30 -2pm each day.

### GENERAL MEDICAL CARE

The Doctors provide a full range of general medical services, including maternity care, contraceptive services, well woman care, minor surgical procedures, child health surveillance and health promotion.

1. **Child Surveillance:** The Doctors work closely with the Health Visitor and do regular checks on all pre-school children (by appointment only). The Midwife is based at South Hams Hospital in Kingsbridge and is available for general advice and after care – 01548 855983. Pregnant women seeking urgent midwifery advice should contact the Labour Ward at Torbay Hospital (01803 654631) or Derriford Hospital (01752 245041). The Health Visitor holds clinics at the surgery. Please contact the surgery if you require further information.
2. **Well Person:** The Doctors and Practice Nurses provide health checks on request for any adult patient. In addition every woman between the age of 25 and 49 are currently recommended to have cervical smears every three years, and every five years for women between 50 and 65. It is currently advised that all patients should receive five Tetanus, Diphtheria and Polio vaccinations, at different times, in order to provide lifetime protection. Please talk to either of our practice nurses to check if you are safely covered.
3. **Health Check:** Patients between the age of 40 and 74 years are eligible for a health check every five years (some exclusions apply for patients already under regular review). Please check your eligibility via reception.
4. **Minor Surgery:** The Doctors are trained to perform a variety of minor surgical procedures under local anaesthetic, at the Health Centre.
5. **Diabetes:** All diabetics are invited to undergo a regular diabetic review (usually every 6-12 months). They should make a routine appointment with the Health Care Assistant who will perform a blood test, and to make a further twenty minute appointment with the practice nurse, about two weeks later for a review. Arrangements can be made to visit housebound diabetic patients.

### Patients with Particular Needs

Our surgery is accessible to patients using a wheelchair, with access via a slope with handrails. We also have a parking space outside our practice which is reserved for patients displaying a disabled badge.

We have a practice wheelchair available from reception if required for use whilst accessing and in the practice.

We have a disabled toilet facility on the ground floor.  
Baby changing is available on the ground floor.

We have hearing loop availability and patients can have the text option on the intranet (a vocal facility using your own home system).

Should you have any particular requirements during your visit to the practice please speak to one of the reception team who will endeavour to assist.

### **Online Access**

Patients are encouraged to sign up for online services. This facility enables you to book GP appointments, request repeat medications and view your detailed coded records (including blood results). Please see reception for an online access request form (proof of ID required).

### **Research**

The practice sometimes recruits patients for research studies supported by the Primary Care Research Network. All studies have been approved by an NHS Research Ethics Committee. If you are invited to participate in research there is no obligation to do so, and if you decline this will not affect your treatment in any way. Anonymised patient data may be used for research that is in the best interests of patients and the NHS as a whole.

### **Training – Medical Students & GP Registrar**

Medical students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about general practice. However, you will be informed of their presence in advance, and if you do not want them to be present at a consultation, your wishes will be respected. This will not affect your treatment in any way.

We now have a GP Registrar working at the surgery for a six month period. GP Registrars are qualified doctors undertaking post graduate training. They are qualified to see patients on their own but work under the supervision of one of the GPs in the practice.

### **Patient Participation Group:**

The practice has a patient participation group which enables patients to comment on our services and how best we can serve our patients' needs. We encourage all patients to join this group and this can be done at reception or via our website [www.chillingtonssurgery.co.uk](http://www.chillingtonssurgery.co.uk). Please see frequently asked questions regarding the PPG on the last page of this leaflet.

### **Start Circle Of Friends (SCOF):**

This registered charity is run by patients of the Practice for the benefit of patients of the Practice. It is served by a committee and is fully supported by the Doctors. One of its aims is to raise funds to purchase those items of equipment that are not essential to the basic running of a medical practice but which are crucial to the provision of high quality care. All items purchased are donated by SCOF to the Health Centre.

The Patient Transport Service plays a vital role in serving the patients of the Health Centre by transporting them to any medically related appointment and also by delivering prescriptions to housebound patients. This service would be impossible to maintain without the invaluable commitment of many volunteer drivers.

If you would like more information about SCOF, please contact the SCOF Office on 01548 581181 between 10.00am and 12 noon, Monday to Friday.

### **Your Rights and Responsibilities:**

We hope you will be pleased with your treatment at our practice and we are always grateful to receive positive feedback. We are aware that occasionally we may not perform to our desired standard and we would welcome the opportunity to investigate these instances with your help. Please contact our Practice Manager, either personally or by telephone to discuss your comments and she will carry out a full investigation and report back. Your help may prevent someone else having the same problem. All comments are dealt with in the strictest confidence.

We request that you inform the practice as soon as is practicable should you be unable to attend for an appointment. If you have certain ongoing conditions e.g. Diabetes, Asthma, Heart Disease, you may be invited to attend a clinic for check-ups.

We ask that our Doctors and staff treat each patient courteously and respectfully and we ask that you treat our Doctors and staff in the same manner. Any patient who is violent or abusive will be removed from our list. We respect patients' rights to confidentiality. Should you wish other members of your household/family to be given your medical information you must submit a written request to the practice. Should you wish to view your medical record you must write to your Doctor or the Practice Manager requesting to do this. A charge will be levied on requests for copies of records.

### **Privacy Notice**

Please see the practice website for further information on how we use your health records.

### **Useful Contact Details:**

<b>Surgery Reception</b>	<b>01548 580214</b>
<b>SCOF Transport</b>	<b>01548 581181</b>
<b>NHS 111 urgent Care Service</b>	<b>111</b>
<b>Emergency Dental Treatment</b>	<b>01392 823682</b>

### **Complaints**

**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/>

# CHILLINGTON HEALTH CENTRE

## Patient Participation Group

### Patient Information Leaflet – common questions & answers

#### **What is a Patient Participation Group?**

It is a group of patients who volunteer to get involved in making sure that the surgery is providing the services that its patients need.

#### **What is the purpose of me joining the group?**

We want to ensure that the people who use our services are able to have their say. Your opinion matters to us, the people who use our services are the best people to tell us what works and what doesn't work quite so well.

#### **How and when are you likely to contact me?**

We aim to communicate mainly via email using patients' registered email addresses. We do however want the group to be inclusive and we will endeavour to reach everyone including those who do not have the use of a computer. We will only be contacting people occasionally and any feedback that we ask for is unlikely to take more than a few minutes of your time.

#### **Will my doctor see this information?**

We only want to contact you to ask questions about the surgery, how well we are doing and to ask about patient focussed changes we are planning. If your doctor is responsible for making some of the planned changes they may see general feedback from patients.

#### **Will the questions you ask be medical or personal?**

We will only ask questions relating to the practice and the services we provide.

#### **Who else will be able to access my contact details?**

As always, all information you provide to us will be kept safely & securely, they will only be used for the purpose you have provided them for and they will not be shared with anyone else.

#### **What if I sign up and leave my contact details but then decide that I no longer wish to be involved?**

If at any time you change your mind and no longer wish to be involved, if you let us know this in writing we will remove your contact details from our list.

We really hope you decide to join up – please sign-up via our website [www.chillingtonsurgery.co.uk](http://www.chillingtonsurgery.co.uk) or for more information, please talk to any member of the practice team