

**Welcome to**

 **North Curry Health Centre**

April 2024

**INTRODUCTION**

This booklet outlines the services we provide for our patients and will give you information that we hope you will find useful. Please read these notes carefully and keep them accessible for future reference. Our Practice has excellent facilities in pleasant surroundings and we aim to offer the population we serve a comprehensive medical service with an emphasis on continuity of care.

We moved into our purpose built, well equipped premises in 1981and the Practice has a list size of just over 4100 patients. We serve a wide area of approximately 85 Km2, from Curland to Burrowbridge and Fivehead to Henlade. Please check on NHS England or on our website to make sure we cover your area.

<http://www.northcurryhealthcentre.co.uk/new-patients.aspx>

**NEW PATIENTS**

If you are living within our practice area you can register with us by completing forms provided by reception or printed from our website.

The practice area is as below – This map is also available on our website with zoom in and out facilities.



**GMS1 Form and New Patient Questionnaire** These must be completed fully for each member of the household who wishes to register

**Please can you bring**

One form of Photographic ID (e.g. Passport or Photo Driving Licence)

Confirmation of your address (e.g. utility bill, bank statement, tenancy agreement)

When registering any person under the age of 16, a passport or birth certificate is required.

**TEXT APPOINTMENT REMINDER SERVICE**

Please consent to receive text messages on your new patient questionnaire or patient details update form, *(either download via our website or collect from reception).*

*Please let us know if you are unable to attend or no longer require your appointment so this can be offered to others*

**PATIENT REFERENCE GROUP (PRG)**

We need the views and opinions of our registered patients. To join the PRG please ask reception for details. We will add your email address to a contact list. We will contact you via email every now and again to seek your views and opinions.

**VIOLENCE POLICY**

The NHS operates a zero-tolerance policy with regard to violence and abuse. The practice has the right to remove violent patients from the list with immediate effect to safeguard practice staff, patients, and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person’s safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient’s medical records the fact of the removal and the circumstances leading to it.

**CONFIDENTIALITY**

Patient information is confidential, and all members of our team have a professional responsibility to take your confidentiality seriously. No member of our team will discuss your medical records without your consent. You have a right to keep your personal health information confidential between yourself and your doctor and to know who has access to your records.

**STAFF TRAINING**

We are closed from 13.00 – 16.30 on the last Thursday of every month for staff training.

**NAMED GP**

All patients are allocated to, Dr R Winter, Dr V Sutcliffe or Dr T Russell as their named GP. If you have a preference, please let the receptionist know and we will try to accommodate your request.

# FACILITIES FOR THE DISABLED

Our patient facilities are located within ground floor level, with ramp and wide door access into the building and toilet facilities for patients with wheelchairs or walking aides. We also have a Hearing Loop in reception and a wheelchair available for any patient who has difficulty in walking.

**TRAINING PRACTICE**

We are an approved Training Practice for both doctors and paramedics seeking a career in General practice. GP Registrars are fully qualified doctors and are usually with us for a period of one year. We currently have paramedics on a rotational basis.  Some consultations are recorded for training purposes, and we ask patients for their permission to take part.

**E-MAIL ADDRESSES:**

You are welcome to provide us with your e-mail address as a contact method. However please note that if others have access to your e-mails they may also see e-mails that we send to you, which may include confidential information

**COMPLAINTS, COMPLIMENTS & SUGGESTIONS**

We welcome you views and feedback, a Friends and Family form is situated in the waiting room. If you have any complaints these should be addressed to the practice manager in writing.

**BOOKING APPOINTMENTS ON-LINE**

## Patients can book a selection of nursing appointments online.

You will need to register for this service, please read and complete the enclosed form. Appointments can also be cancelled using this facility.

**If you require a Chaperone, please let us know when booking the appointment or when checking in.**

**USEFUL TELEPHONE NUMBERS**

|  |  |
| --- | --- |
|  |  |
| **Out of Hours** | 111 |
| **District Nurses** | 0300 323 0026 |
| **Musgrove Park Hospital** | 01823 333444 |
| **Health Visitor** | 0300 323 0115 |
| **Community Services for Adults** | 0300 123 2244 |
| **Relate** | 0300 772 9681 |
| **Samaritans** | 01823 288998 |
| **SHARE** **(Youth counseling & Information** **Services)** | 01823 277133 |
|  |  |

Please visit our website - [www.northcurryhealthcentre.co.uk](http://www.northcurryhealthcentre.co.uk)

**APPOINTMENTS AND GENERAL ENQUIRIES (RECEPTION)**

**Telephone number**: 01823 490505

**Telephone lines:** 08.00 – 18.30

**Surgery open:** 08.00 – 18.30

**Phoning for results:** Please call after 10.00am

**Phoning for Home Visit:** Please Try and Call before 11.30am

*Please do not call reception for repeat prescription requests (see dispensary below)*

**Out of Hours:** 111

**Emergency**: 999

**Appointments**

**Routine Appointment:** Where timescale is less important such as a medication review or review of a long term condition.

**Acute Appointment:** New problem or deterioration in an existing problem that really needs to be assessed and managed within 1-3 working days

**Urgent Appointment**: Something that really must be dealt with the same day because of its severity or risk to the patient.

**Telephone consultations:** If you feel a telephone call would suffice. These are at set times morning and afternoon.

**Home Visits:** Please call before 11:30 am. You may only request a home visit if you are housebound or are too ill to visit the practice.

To ensure you see the most appropriate person, in the correct appointment time frame the receptionist will ask you the nature of the problem or issue. The Doctors endorse this practice and guarantee this information will be treated confidentially.

Appointments are available Monday to Friday for both Doctors and Nurses.

**Doctors’ surgery times**

Morning surgery is from 09.00am – Midday

Evening surgery is from 16.15pm to 18.30pm.

Improved Access alternate Wednesday and Thursday18.30 – 20.00 (telephone appointments only)

**Nurses’ surgery times**

These vary daily.

**Out of Hours**

An Out of Hours medical service is available when the surgery is closed. This service is for medical emergencies only. If you become unwell after the surgery has closed, please telephone NHS 111.

**DISPENSARY**

**Opening times:** 09.00 – 18.30

**Prescription line:** 01823 490505 option 2 (11.00-13.00)

Any medication you need following a consultation will be dispensed at the time.

**Ordering Repeat Medication *(Online is the preferred method)***

**Online:** Through Patient Access via our website. In order to register please read and complete the enclosed form. This is the preferred method for ordering repeat medication and allows access to repeat prescription requests 24 hours a day.

OR

By using the NHS APP, for more information please visit [www.nhs.uk/apps-library/nhs-app/](http://www.nhs.uk/apps-library/nhs-app/)

**Post:** Either by the regular postal service or by patients dropping their requests into the ‘Repeat prescription letterbox’

**By Telephone:** Prescription Line on 01823 490505 (option 2) between the hours of 11.00 am - 13:00 pm. (As safety guidance discourages telephone ordering of prescriptions, this service is intended only for those patients who have no other means of ordering their prescriptions).

**No medication requests can be taken via reception.**

**Repeat prescriptions can be dealt with only on the authority of a doctor and two full working days’ notice are required to process each request - please don't wait until you have run out.**

**SERVICES WE OFFER**

**Chronic Disease Management**

The Practice Nurses run clinics for Diabetic, Respiratory (COPD & Asthma) and Heart disease.

**Minor Operations**

These clinics are held on an ad hoc basis.

**Musculoskeletal Specialist**

The practice has a MSK who holds a clinic on Tuesdays and once a month on a Thursday.

**Physiotherapy**

Clinics are held fortnightly all day on a Wednesday. Referrals to this service are via your GP.

**Cervical screening**

Invitation letters are sent when your Cervical Smear is due.

**Contraceptive services and Devices**

These clinics are held on an ad hoc basis.

**Midwife clinic**

These are held off site.

**Childhood Immunisations**

Clinics are held fortnightly on a Friday afternoon. Invitation letters are sent by Child Health when vaccinations are due.

**Flu Vaccinations**

Clinics are held as soon as the vaccines arrive, this is usually mid to end September. They remain available until the end of March or until stocks run out. Please check if you are eligible for a free NHS vaccine.

**NON NHS EXAMINATIONS / REPORTS**

**Travel**

We **do not** offer private vaccines such as Rabies, Japanese Encephalitis or prescriptions for anti-malarial tablets. You will need to access these from a private travel clinic.

**Medical Examinations and Reports**

For special purposes *e.g.* fitness to travel, HGV, pre-employment etc. are undertaken during surgery times. These are not provided under the NHS contract and a fee is charged. Please contact the practice secretary for details.

**Attached Services**

**Community Nursing Staff** are employed by the Primary Care Trust. They can be contacted directly on 0300 124 5606.

**Health Visitors** can be contacted on 0300 323 0115.

**THE PRACTICE TEAM**

The **PRACTICE MANAGER** is Mrs. Sarah Keen. Sarah is responsible for administration and the running of the Practice. She is available during normal office hours Mon – Thurs to discuss any queries or complaints and is always happy to receive suggestions that may help to improve our service.

**THE DOCTORS**

**Dr Rachel Winter**

MB BCH, DRCOG, MRCGP

Qualified Cardiff University 2010

GMC No: 7082094

**Dr Vanessa Sutcliffe**

BMedSci, BM BS, DRCOG

Qualified Nottingham University 1998

GMC No: 4533584

**Dr Thomas Russell**

MBBS, BSc, MRCGP, DMCC

Qualified University of London 2012

GMC No: 4533584

**Dr Daryl Pearce**

MB, BS, DFFP, BDS, MRCGP, BSC

Qualified University College London 1991

GMS No: 3558025

**Dr Caroline Baker**

BSc, MBChB, MRCGP

Qualified Bristol 2010

GMC No: 7082711

**THE NURSING TEAM**

**Marinka Depledge** Lead Practice Nurse

RGN Diabetic Nurse

**Caroline Samuel** Practice Nurse

RGN Respiratory Nurse

**Amanda Collins** Practice Nurse

RGN

**Emma Smith**  Healthcare Assistant

**DISPENSARY**

Joanne Ferrari (Senior Dispenser)

Joanne Badger

Karie Cresswell

Leila Evenden (Dispensary assistant)

**RECEPTION**

Charlene Hunsperger Jen Neal

Louise Peters Jan Batten

Rose Parker Hollie wicks

**SECRETARIAL / ADMINISTRATIVE**

Michelle Foulger Susan Parkman

Elaine White

**RIGHTS & RESPONSIBILITIES**

**What patients can expect:**

* To be treated with respect and politeness by all staff
* For confidentiality to be maintained at all times
* To be informed of any changes in service or alteration in practice
* To be informed of the complaints procedure
* To have a named accountable GP

**What staff can expect:**

* To be treated with respect by all patients. Please remember our staff are trying to help you.
* The doctors and nurses will determine the frequency of appointments for each patient as determined by the patient’s condition.
* Patients with routine problems will not use the Out of Hours service.
* To be informed if patients are unable to keep their appointments.
* Patients to be on time for appointments.
* Repeat medication request to be made in accordance with practice policy.

**Help us to help you.** Please inform us of any changes to your contact details as soon as possible.

**Greenway**

**North Curry**

**Taunton**

**Somerset**

**TA3 6NQ**

**01823 490505**

**reception.northcurryhc@nhs.net**

[**www.northcurryhealthcentre.co.uk**](http://www.northcurryhealthcentre.co.uk)