

Welcome to:

**The
College
Surgery
Partnership**



www.collegesurgery.co.uk

College Surgery
Culm Valley Integrated
Centre for Health
Willand Road
Cullompton
EX15 1FE
Tel: 01884 831300
Fax: 01884 831313

Uffculme Surgery
Commercial Road
Uffculme
EX15 3EB
Tel: 01884 840743
Fax: 01884 841958

Bradninch Surgery
The Manse
4 Millway
Bradninch
EX5 4NL
Tel: 01392 881952
Fax: 01392 882460

Willand Surgery
17 Southview Close
Willand
EX15 2QP
Tel: 01884 821878

Sampford Peverell Surgery
29 Lower Town
Sampford Peverell
Tiverton
EX16 7BJ
Tel: 01884 820304

Dr Andrew Smith
*BSc MB ChB DCH
DRCOG MRCGP*

Dr Clare Matthews
MB ChB MRCGP DRCOG

Dr James Rowbury
MB,BS BSc MRCGP

Dr Juliet Nelson
Bsc MB ChB MRCP MRCGP

Dr Neil Rushton
MB,BS MRCGP

Dr Jeremy Jacob
*MB,BS DRCOG DFFP
MRCGP*

Dr Michael Dixon
*MA MB,BS DRCOG
FRCGP*

Dr David Jenner
MB ChB DRCOG MRCGP

Dr Hilary Harris
*MB,BS MRCGP DRCOG
DCH*

Dr Fiona Black
Bsc MB ChB DFFP DRCOG MRCGP

Dr John Kekwick
MBChB MRCGP

Dr Jonathan Osborn
*MBChB MSc MBA DGM DRCOG
MRCS MRCGP*

The Practice

How to Register

You can register in person at the surgery at any time during the surgery opening hours. All you need to do is come along and we will be able to provide you with a registration form to complete. You will also be asked to complete a brief questionnaire in order to give the Doctors and idea of your previous medical history. If on repeat medication you will be asked to make an appointment.

New Patients

When registering you will be asked if you are on any repeat medication, if you are you will be asked to make an appointment to see a doctor before you require your next prescription. It gives you an opportunity to meet us and provides us with an overview of your medical history whilst we await your notes to be forwarded from your last surgery.

The Receptionists

These are the first people you meet when you come in. It is their job to answer the telephone, arrange appointments with the doctor, nurse and midwife and deal with your enquiries. They are there to help you, so please ask when you have any queries.

Touch Screen Terminals

We now have touch screen computers in the entrance to Reception at the Cullompton and Uffculme sites. Enter your day and month of birth by touching the screen, this will identify your arrival to our computer system which lets the Doctors and Nurses know that you are waiting to see them. If you are very late or in the unlikely event that your birth date is duplicated on our system you will be directed back to a receptionist to help avoid queues.

The Doctors

There are currently ten doctors, six male and four female. We encourage you to specify a preferred doctor to lead your care. Please book in advance to allow you to see your preferred doctor where possible.

The Practice Nurses

Have their own surgeries at the same time as the doctors. Sometimes you will be sent to them by the doctor, but you can make your own appointment at other times. They take the lead on some chronic disease care.

The Strategic Manager

Is responsible for the administration and smooth running of the practice. If you have any suggestions about the surgery, or any problems with the service you receive, he will be happy to see you.

Complaints

These should be sent to our Strategic Manager (Andrew Stennett) who will deal with them promptly. Alternatively you may choose to deal directly with NHS Devon on 01392 207819.

The Health Visitors and School Nurses

Focus on families with young children, offer advice and support on growth and development and behaviour management (sleeping, feeding, bed wetting etc). School nurses cover all these issues in school age children

The District Nurses

Offer nursing care to patients in their own home or residential home, when they are unable to come to the surgery.

Improved Access to Services

Please try to be on time for your appointment.

Same Day Service

Every day there will be a duty team consisting of a doctor, paramedic and a nurse practitioner for patients with urgent medical problems who need to be seen on the same day or patients not able to wait for the next routine appointment. Please ring the surgery in the normal way, the team will phone you back, assess the problem and direct you to the appropriate person.

Home Visits

If you are too ill to come to the surgery, you can be visited at home. Please telephone before 11:00am if you think you need a visit.

How to get help with urgent problems out of surgery hours

For general advice ring NHS Direct on 0845 4647. For urgent problems ring the surgery number where you may be diverted or hear a message. Devon Doctors can be contacted on 0845 6710270

Repeat Prescriptions

We require a minimum of 48 hours for repeat prescriptions and cannot accept prescription requests by telephone. Unless you indicate that you want the prescription sent to another pharmacy it will be at the surgery for your collection. You can also order from our web site which is www.collegesurgery.org.uk

Hospital Transport

You will need to telephone 01884 242099 to book this yourself.

Telephone at all times: 01884 831300

Surgery Times

College	Monday - Thursday*	08:30am - 6:30pm
	Monday - Friday	08:30am - 6:30pm
Bradninch	Monday - Friday	08:30am - 12:30pm
	Wednesday dispensing only	09:00am - 12:30pm
Uffculme	Monday - Friday am	08:30am - 12:30pm
	Monday - Friday pm	3:00pm - 6:00pm
Willand	Mon - Tue - Thurs - Fri	08:30am - 12:30pm
Sampford	Mon - Tue - Thurs - Fri	08:30am - 6:30pm
Peverell	Wednesday	08:30am - 1:00pm 5:00pm - 7:30pm

* **MONDAY - THURSDAY THE SURGERY CAN BE OPEN UNTIL 7:30PM BY PRIOR APPOINTMENT ONLY.
WEDNESDAY MORNINGS THE SURGERY CAN BE OPEN FROM 7:30AM BY PRIOR APPOINTMENT ONLY.**

Appointments

Please ring so we can arrange an appointment with the most appropriate member of our team. ***Please don't just turn up***

Asthma Clinic	Tues & Wed College	By Appointment
Baby Clinic	Tues/Thurs College Wed am Uffculme	2:30pm - 3:20pm By Appointment
Ante-Natal Clinic	Mon - Tues - Thurs College Fri am Uffculme Alternate Wed am at Bradninch	By Appointment
Diabetic Clinic		By Appointment
Minor Surgery		By Appointment

Other Useful telephone numbers

College Surgery Fax No.....	01884 831313
NHS Direct.....	0845 4647
Devon Doctors Out of Hours.....	0845 6710270
Health Centre Staff.....	01884 836000
Boots Pharmacy Willand Road.....	01884 32468
Boots Pharmacy Station Road.....	01884 32279
Gables Pharmacy.....	01884 32604
Tesco Pharmacy.....	01884 705 447
Royal Devon and Exeter Hospital.....	01392 411611
Tiverton and District Hospital Reception.....	01884 235400
Tiverton and District Hospital Accident & Emergency.....	01884 235440
Tiverton and District Hospital X-Ray Dept.....	01884 235447
Musgrove Park Hospital Taunton.....	01823 333444
NHS Devon.....	01392 449864

Services Provided

Who to See



EMERGENCIES e.g. Chest Pain,
Major Injury, Collapse

Ring 999



General Health Advice
(do you need to see a
doctor or nurse?)

Ring NHS Direct
0845 4647



General Health Concern
New Symptoms
Need For Medication

Doctor



Coughs, Colds, Sore Throats,
Water Infections

Pharmacist or
Nurse Practitioner



Help with: Anxiety, Worries,
Relationship Problems,
Depression,
Bereavement

Doctor



Asthma, Diabetes, COPD,
Heart Clinics

Practice Nurse



Healthy Living Advice
Blood Pressure Test
Smoking Cessation
Alcohol Problems
Women's Health

Practice Nurse



**Advice
Centre**

If you think you are entitled to:
Home Help, Meals on Wheels,
Mobility Allowance,
Disabled Driver Sticker

Including Carers
Bereavement
Disability Groups

Social Services
Devon Area
Care Direct
0845 1551007

Services Provided

Who to See



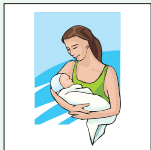
Travel Advice & Immunisations
Childhood Immunisations

Practice Nurse



Ear Syringing, Dressings,
Removal of Stitches
Incontinence

Practice Nurse or
District Nurse
(District Nurse
01884 836000)



Family Planning
Advice before you
get pregnant
Sexual Health

Practice Nurse or
Doctor or Health
Visitor (Health Visitor
01884 836000)



Advice on baby and child care
Family diet and exercise
Baby checks and hearing test
Problems with children

Health Visitors or
School Nurses
01884 836000



Maternity Care

Midwife
01884 836005



Home Nursing

District Nurse
01884 836000



Cervical Smear

Practice Nurse



Self certification Form Sc1
for the first 6 days.....Reception
Sick certificate Day 7 onwards..... Doctor

If you need a doctor's note before day 7, a fee will be payable

Doctors Teams

We do get feedback from many of you that you find it difficult to see your own doctor as soon as you would like. College Surgery is unique in Devon in providing local access to people across four separate surgeries and we continually get feedback from patients, especially the elderly, on how valued these local surgeries are.

We also believe in identifying a named doctor for you who will be responsible for your care. However, sadly it isn't always possible for you to see your "own" doctor at all times to try and help with this problem College Surgery partners work in teams. At any one time a doctor from your team will always be on duty this means that the same team view results and letters and will always be more familiar with the patient and their needs.

The teams are as follows

Dr Smith Dr Matthews Dr Rowbury Dr Seal
Dr Nelson Dr Rushton Dr Jacob
Dr Dixon Dr Jenner Dr Harris Dr Black

Same Day Service - SDS

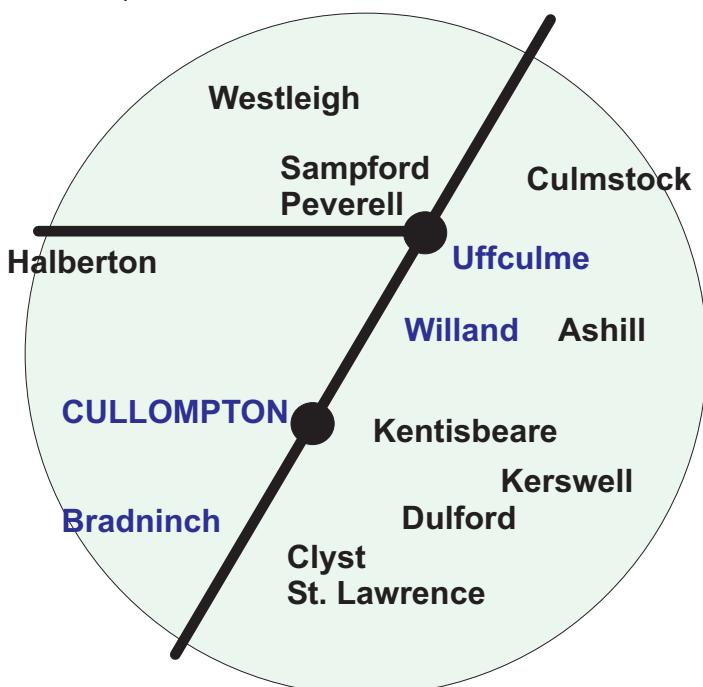
Our Same Day Service (SDS) consists of our Nurse Practitioners, paramedics and a designated Duty Doctor. If you have a health concern that you think needs rapid assessment, speak to our receptionists who will either offer you an appointment with a Nurse Practitioner that day or a telephone call from the Duty Doctor. If you specifically want to see a doctor please speak to the Duty Doctor who will be able to help.

Confidentiality:

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care. CCTV at Cullompton is installed internally in public areas and externally for security. Recordings are used entirely at the discretion of the partners including provision of images to the police or other official bodies, and will otherwise comply with the Practice's Data Protection registration. Please note that it is the Practice's policy to record all telephone calls for the purposes of patient and staff care, security, training, and dispute resolution. Recordings and their use will be at the Partners' discretion and will also comply with the Practice's Data Protection registration.

Registering with the practice:

Although patients register with the whole practice you will be asked to state your preferred doctor and we will endeavor at your behest to make appointments with the doctor of your choice if possible.



Dispensing Arrangements:

If you consult in Bradninch or Uffculme Surgeries and live more than 1 mile away from the nearest pharmacy you may register as a dispensing patient to receive your medicine from our dispensaries.

Uffculme Dispensary opening times:

Mon - Fri: 8:30am - 12:30pm & 3pm - 6pm

Bradninch Dispensary opening times:

Mon, Tue, Thur, Fri: 8:30am - 12:30pm

Wed: 9am - 12:30pm

Sampford Peverell Dispensary opening times:

Mon, Tue, Thur, Fri: 8:30am - 12:30pm & 3pm - 6pm

Wed: 8:30am - 12:30pm & 5pm - 7pm

Patient Rights and Responsibilities

We respect the rights of our patients in terms of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition and would expect the same from our patients. You will be treated as a partner in your care and as such means you have responsibilities too.

We will:

Ensure our patients have 24-hour access to medical advice.

Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.

Work in partnership with you to achieve the best medical care possible.

Involve you and listen to your opinions and views in all aspects of your medical care.

The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

We would respectfully ask that you:

Let us know if you intend to cancel an appointment or are running late.

Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.

Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it's ex-directory.

As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy.

A directory of all healthcare services is available from:

NHS Devon
County Hall
Topsham Road
Exeter
Devon EX2 4QL
01392 205205 or 0845 140 5005
E-mail: corporateservices.devonpct@nhs.net

NHS Direct online:

<http://www.nhsdirect.nhs.uk>

Disabled Access:

If you are disabled and experience any difficulty with access to our premises please inform reception and we will do our best to accommodate all your needs.

We operate a strict policy where if patients are violent or abusive this could result in their removal from the practice list.