

Yelverton Surgery

Practice Leaflet

Westella Road, Yelverton, Devon PL20 6AS

Tel: 01822 852202 Fax: 01822 852260

www.yelvertonsurgery.co.uk



Welcome to Yelverton Surgery

Yelverton Surgery covers a large rural area extending from the north of Plymouth across to Dartmeet and Hexworthy in the east and Grenofen to the west.

We have a branch surgery at Princetown which is held Mondays, Wednesdays & Fridays between 8.40 to 9.40 am. We dispense prescriptions for patients living in the Princetown area.

Various health promotion clinics are held including ante-natal clinics, baby clinics and asthma clinics. We also have a health care assistant who is available four mornings each week for blood tests, blood pressure checks and a weekly ECG clinic. Our practice nurses specialise in asthma and diabetes. A regular Cryotherapy treatment clinic is also held at the surgery.

We are a training practice and have doctors training to become General Practitioners working in the surgery. They work with us for up to 18 months at a time.

Partners

Dr Peter Smith MA MB BS MRCGP DRCOG DCH (Full time)

Qualified Cambridge & Guys 1983

Dr Beth Lynch MBChB MRCGP DFFP DRCOG Dip Pall Med (Part time)

Qualified Leeds 1998

Dr Matthew Best MBBS BSc MRCGP (Full time)

Qualified St George's London 2005

Dr Lisa Kelly MB BS BSc (Hons) DRCOG DFFP (Part time)

Qualified St Mary's London 1993

Dr Thomas Hanson MBChB, BMEDSCI, MRCP, MRCGP, DRCOG (Part time)

Qualified University Of Bristol, 2007

Staff

Practice Manager

Sue Edwards

Assistant Manager

Sarah Giles

GP Registrars

Dr J Ashdown

Dr R Thomas

Practice Nurses

Megan de Mendonça

Claire Forder

Health Care Assistant

Kayleigh Dymond

Associated Staff

District Nurses

Sarah Aspen

Nicky Strutt

Midwife

Denise Bedford

Physiotherapists

Gill Parnaby

Surgery Opening Times

Mon:	8.00 am	until	6.00 pm
Tues:	8.00 am	until	6.00 pm
Wed:	8.00 am	until	6.00 pm
Thurs:	8.00 am	until	6.00 pm
Fri:	8.00 am	until	6.00 pm

Most appointments are available from 08.30 to 10.30 am and between 15.00 and 17.00 on the above days, although these times may vary.

We also offer appointments outside of normal working hours for patients in full-time employment or education. In the main, our appointments are on Saturday mornings. All of these appointments have to be pre-booked. It is not an extension to our opening hours. To avoid potentially dangerous confusion, pre-booked appointments are the only surgery activity.

Clinics

- Mother & Baby Clinic: Tuesday all day (*2nd and 4th Tuesday of the month*)
(To book an appointment contacted the Health Visitors at their Tavistock office on 01822 619700)
- Ante-natal clinics: Wednesday 2.00pm - 4.00pm (*weekly*)
- Smoking advice clinics: Thursday 2.00pm - 5.00pm (*fortnightly*)
(Megan de Mendonça)
- Cryotherapy clinics: Friday 2.00pm - 3.30pm (*fortnightly*) - referral required
(Megan de Mendonça)
- Minor Surgery: Monthly on a Monday afternoon—referral required
(Dr Best)

Home Visits

Home visits may be required by those who are housebound or seriously ill. Except in an emergency, please request a visit by using the call-back service before 10.00am. The doctor will ring you back and assess the urgency of your visits. Most visits are done at lunchtime.

Repeat Prescriptions

Repeat prescriptions require 48 hours notice. Please keep the counterfoil given to you by the chemist. Please send or bring the counterfoil to the surgery at least three working days before you need the prescription. If for any reason you do not have a counterfoil, please provide a written request to include your personal details and items required. You can also order your prescriptions on line via our website: go to www.yelvertonsurgery.co.uk and click on "repeat prescriptions". We do not accept telephone requests for prescriptions.

Family Planning:

Dr Lisa Kelly runs a family planning clinic at the surgery for women who would like to a coil or implant fitted. Please make an appointment with Dr Kelly in the first instance to discuss your options.

Doctor Call-Back Service

The service ensures that everyone can be seen within 48 hours. **Please telephone 852202 between 8.00am – 10.00am.**

The receptionist will relay your message to the doctor who will phone you back promptly, usually within 30mins, and discuss your needs over the telephone. We find that many problems can be resolved at this point – saving you a trip to the surgery. If however, it is more appropriate for you to see the Doctor they will arrange an appropriate appointment for you.

Telephone calls may be monitored or recorded for quality and training purposes. Please be assured that, as with all consultations, confidentiality will be maintained at all times.

Once the call-back service has finished, urgent calls for that day will be triaged by the duty doctor. Please assist the receptionist in determining the urgency of your call by giving some details about the problem. If the problem is not urgent for that day, the receptionist is able to add you to the call-back list for the following morning.

Our receptionists are also able to help you with a number of things without you having to talk to the doctor, such as sick notes, queries about prescriptions and referrals and general enquiries.

Out of Hours Service

NHS 111 has now replaced DDOC when the surgery is closed. You can call NHS 111 directly by ringing 111 or if you ring the surgery on 01822 852202 you will be put through automatically.

District Nurses:

The district nurses have a direct line: 01822 854885 and can be contacted 8.30am to 6.30pm Monday to Friday. If they are out on their visits, you can leave a message and they will get back to you when they are next in the surgery. Messages are checked regularly throughout the day,

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. For more information, ask Reception for a copy of 'How We Use Your Information' leaflet. The practice is contracted by NHS NEW Devon to provide medical services and any details of these services can be obtained from them.

Northern, Eastern & Western Devon CCG, Old Rydon Lane, Exeter, EX2 7JU

Please also read the leaflet 'How information about you helps us to provide better care' which is included in your New Patient Pack.

Access to Medical Records

All manual and computerised health records about living people are accessible under the Data Protection Act 1998. Competent patients may apply for access to their own records, or may authorise a third party, such as their lawyer, to do so on their behalf. Parents may have access to their child's records if this is in the child's best interests and not contrary to a competent child's wishes. People appointed by a Court to manage the affairs of mentally incapacitated adults may have access to information necessary to fulfil their function. There are exemptions to this service.

A fee (up to £50) will be charged depending on the type of record and whether the patient wants copies.

Named GP and Rights & Responsibilities of the Patient

You will be allocated a GP who will be your named GP but you have a right to express a preference to see a particular clinician. You can find out who your named GP is by asking a receptionist or by looking at your repeat prescription form. We will always do our best to make this possible, however in urgent situations this will not always be possible.

Please arrive promptly and remember to cancel your appointment if you can no longer keep it; someone else may need to see the doctor urgently.

We operate a zero tolerance zone. If a patient is violent or abusive to staff or other

Useful Contacts

NHS 111 (24 hours a day)	111 or www.nhsdirect.nhs.uk
Devon Doctors On Call (out of hours service)	0845 6710 270
Derriford Hospital	0845 155 8155
Tavistock Hospital (inc. Minor Injuries)	01822 612233
Royal Eye Infirmary (Casualty)	01752 439330
Tavistock Clinic	01822 615935
Tavistock Social Services	01822 614121
Police (24hr non-urgent)	08705 777444
Citizens Advice Bureau	01822 612359

Local Pharmacies

Co-op Pharmacy (Yelverton)	0500 970482
Boots Pharmacy (Tavistock)	01822 612609
Tavyside Pharmacy (Tavistock)	01822 617894
Morrisons (Tavistock)	01822 613153
Lakes (Tavistock)	01822 612104



Disabled access is provided with disabled toilet facilities in the entrance foyer. There is a disabled car parking space available at the rear of the Surgery.



There is a portable hearing device available for patients, please ask at reception if you need any assistance.



Car parking is available at the rear of the surgery.