



# MINEHEAD MEDICAL CENTRE

## A GUIDE TO OUR SERVICES

2 IRNHAM ROAD, MINEHEAD, SOMERSET, TA24 5DL

**Reception: 01643 703441**  
8.00am- 6.30pm

**Prescriptions: 01643 703441 Option 2**  
9.00am - 12 noon

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

Providing NHS Services



# WELCOME TO MINEHEAD MEDICAL CENTRE

This booklet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

We aim to treat all of our patients promptly with courtesy, care and in complete confidence at all times. We hope that you will enjoy your experience with our practice and this booklet has been prepared to help you make the best use of our facilities. Full details of all of our services are also available on our website [www.mineheadmedicalcentre.co.uk](http://www.mineheadmedicalcentre.co.uk)

Our practice serves the whole of Minehead as well as its surrounding villages. Full details of the areas covered are listed below.

## REGISTRATION

Patients are registered as a patient of the practice rather than with an individual GP although a named GP will be allocated to you on our medical records system.

### **Our Practice Catchment Area**

Patients with addresses in the following locations are accepted on to our practice list:

Minehead & Alcombe	Dunster	Timberscombe
Allerford	Luccombe	Washford
Billbrook	Luxborough	Wheddon Cross
Blue Anchor	Porlock	Withycombe
Carhampton	Selworthy	Wootton Courtenay

We regret that we **cannot** accept patients from the following locations and beyond:

Exford	Rodhuish	Williton
Roadwater	Watchet	

## How to Register

To register at the surgery please request a new patient registration pack from reception. You will be required to complete two registration forms which will be enclosed in your pack.



## Your NHS number will be helpful in order to register with the practice.

The address of your previous GP practice will also be required.

## New Patient Medicals

All newly registered patients that are on long-term repeat medication will be invited to book a telephone consultation for a New Patient Medical with a our practice pharmacist to discuss medication and ongoing health problems.

**Anyone requiring medication must first see a clinician.**

## ACCESS TO OUR SERVICES

### Car Parking

Parking is available for users of the surgery. We kindly ask that drivers move their vehicle when their visit is complete out of courtesy for the patients who need to access our services.

### Wheelchair & Pushchair Access

All surgery facilities are located on ground floor level and automatic doors are available into the main foyer and waiting room.



There is a disabled toilet and baby changing facilities. The car park has reserved parking for patients displaying the appropriate sign.

### Hearing Loop

Accessible hearing technology is available for use on reception and in consultations. Please let reception know if you would find this helpful.



### Languages

A translation service is available to help patients who may not be fluent in English. Please let reception know if this service is required for a consultation as it will need to be booked in advance. Many leaflets and posters can also be made available in a range of languages. Again, please ask at reception.

### Privacy

If you would prefer to speak to a receptionist in private rather than at the window please ask.

## **SURGERY OPENING AND APPOINTMENT TIMES**

### **Harley House Surgery Site**

Reception - 01643 703441 Option 1 - Monday to Friday - 8am to 6.30pm

Prescriptions line - 01643 703441 Option 2- Monday to Friday - 9am to 12.00 noon

### **GP Appointments – Ongoing Conditions**

In order to ensure patient safety and build a good doctor patient relationship, we advise patients to consult with one GP wherever possible, particularly for ongoing conditions.



Please let our reception team know which GP you usually consult with and they will let you know when that doctor is next available. We do recognise that on occasions you may not be able to wait in which case you will be given alternative options.

Our receptionists will ask the nature of your condition in order to direct you to the appropriate clinician and establish the urgency of your needs.

### **Same Day Appointments**

Our receptionists will ask the nature of your condition in order to signpost you to the appropriate clinician and establish the urgency of your needs. Initially you will be offered a telephone consultation with a member of the practice clinical team. You may then be offered a 'Sit and Wait' appointment if your needs are acute or time critical.

For a 'Sit and Wait' appointment you will be asked to attend the surgery at a particular time and will be seen by a member of our healthcare team as soon as they become available. This will often be one of our Primary Care Practitioners who are fully qualified paramedics and nurse practitioners working closely with our GPs.

### **Home Visits**

Home visits are conducted on a daily basis for patients who are genuinely housebound. Home visit requests may be triaged by a GP to assess the nature of the problem, the urgency and to make arrangements for the visit. The GP may decide to conduct the visit themselves or may send a Primary Care Practitioner. We would kindly ask that requests for a home visit reach the surgery before 11am, except in the case of a genuine emergency, to help our team plan their day.



### **Other Appointments**

To book an appointment with our Practice Nurses, HCA or any other member of our clinical team, please contact reception on 01643 703441 Option 1. Please note that all appointments need to be pre-booked and we cannot offer a walk-in service.

## Chaperones

All patients who require an intimate examination will be asked by the clinician if you would like to have a chaperone present, all our nursing and reception staff have received chaperone training and have DBS checks. You can if you prefer bring a friend or family member with you. Please ask to see our Chaperone Policy.

## Out of Hours

When the surgery is closed please telephone **111**. **Calls to NHS 111 are free from landlines and mobiles**. The Out-of-Hours service is commissioned by the NHS and is not provided by our practice.

## Repeat Prescriptions

Repeat prescriptions are authorised by a GP, and mean you have a limited number of prescriptions without further consultations. A repeat prescriptions clerk is available from 9am to 12 noon Monday to Friday.



Repeat prescriptions can be ordered online anytime via the NHS App or Patient Access (registration is required to use these two services), by email - **somccg.mmcprescriptions@nhs.net** or by telephone on **01643 703441** Option 2 between 9am and 12 noon.

## Online ordering via the NHS App or Patient Access

These services link directly to your medical record and are therefore a safe way to order repeat medication. Registration for the NHS App can be completed from home using a driving licence or passport. To sign up for Patient Access please contact the surgery.

## Access to your Medical Record

The NHS App and Patient Access also allow patients to view areas of their medical records. This may be useful for patients who wish to monitor test results for example. If you would like to access your medical record please contact the surgery and leave a message for Steve Quantick

## Local Pharmacists

Please let our prescription clerk know which pharmacy you would like to collect your medication from. Please allow 72 hours for collection. Home delivery services are also available. If you need any advice about the medication you are taking you can contact your local pharmacist.

### The local pharmacies are:

Alcombe Pharmacy	01643 703478
Boots the Chemist	01643 702004
Lloyds Pharmacy	01643 702007
Quantock Pharmacy (Watchet)	01984 631343
Tesco Pharmacy	01643 459847



## **OUR PRACTICE TEAM**

GP Partners:

Dr John O'Dowd, Dr Edward Ford, Dr Elizabeth Gillies and Dr Anna Simmons

Salaried GP:

Dr Rebecca Goddard and Dr Shura Ashworth

### **Vocational Training for GPs**

We are approved as a training practice for doctors who have had extensive hospital experience and have decided to make general practice their career. Known as registrar GPs, they join our practice team for either six months or their final year before qualifying.

In addition we may occasionally be involved in the teaching of medical students. You will always be advised if a student is to accompany your doctor.

### **Primary Care Practitioners**

Our team of primary care practitioners are available to assess patients both in the community and in surgery. They see patients booked in to our Sit and Wait clinics, referring into a GP if necessary. They also conduct home visits to housebound patients with acute conditions. Our primary care practitioners are fully qualified, experienced paramedics and nurse practitioners who are able to use the surgery's diagnostic equipment to assess patients.

### **Practice Nurses**

Our experienced team of practice nurses are available for dressings, injections, ear syringing, HRT, family planning and other nurse procedures. Individual nurses have been trained in specialist areas to review patients with conditions including asthma, diabetes and COPD.

### **Health Care Assistants (HCAs) and Phlebotomist**

Our HCAs and Phlebotomists support our practice nurse team. They are not qualified nurses and will not be able to give you advice on medical matters, but where this is necessary they will ask you to consult with a doctor or nurse as appropriate.

### **Primary Care Pharmacist**

Our primary care pharmacist Piotr Zak supports our GPs by ensuring that patients are placed on the most effective medication regimes for their condition. Our pharmacist will focus mainly on the care of patients with chronic disease. Pharmacists are trained to master's degree level in pharmacology and are highly knowledgeable in safe and effective medication use.

### **Research**

If we take part in a study we may pass anonymised information from your medical records to the researchers co-ordinating the study. Information will

only be used for research approved by an ethics committee. If you do not wish to participate in any research, please write and inform us.

### **Practice Manager – Janet Hewlett**

The Practice Manager oversees the general running of the surgery and the premises, managing the team and the day to day operations. An important part of the role is to continually look at ways to try and improve services for patients, GPs and our team. Janet works closely with our Patient Participation Group and is keen to hear any suggestions. The Practice Manager is usually the first point of contact for any complaints which arise.

### **Our Reception Team**

Our reception team take telephone calls and welcome visitors to the surgery. They provide the link between our patients and clinical team. We choose our receptionists carefully, value them highly and hope that you will find them friendly and helpful.

### **Our Administrative Team**

There is a huge amount of admin involved in general practice and our team provide a vital service. They deal with patient referrals, keep records up-to-date, liaise with various external authorities and deal with all day to day office administration. You may often see our administrators working in the reception area.

## **ATTACHED STAFF**

### **Community Nurses and Palliative Care Nurse**

The district nursing team provide an invaluable service to those who are housebound. The team are all experienced Nurses based at Williton Hospital. They give nursing care to housebound patients with advice and support to family and carers. They are contactable on 0300 124 5607.

Demand for their services is high and we ask that only patients who are genuinely unable to leave their home for any purpose are visited by district nurses. If you are housebound and need a nurse to see you at home please contact reception.

Palliative care nurses are trained to provide a specialist cancer and terminal care service for patients and their families. Our GPs liaise closely with the Palliative Care Nurse and community nursing team to ensure the needs of this group of patients are met.

### **Midwife & Health Visitor**

Our attached midwives are Siew-Gin Bunce and Linda Hawker. Our link health visitor is Suzanne Lloyd. Messages can be left for them at Minehead Hospital (Midwives) or the Alcombe Children Centre (Health Visitors).

## **WORKING WITH OUR PATIENTS**

We aim to provide a flexible and friendly service to meet the needs of our diverse range of patients. We encourage feedback and welcome your thoughts and suggestions in a range of ways.

### **Patient Participation Group**

The surgery has a Patient Participation Group (PPG) which plays an important role in helping to shape the services and facilities available at the practice. The Patient Participation Group is independent of the surgery but works closely with the Practice Managers and GPs to help us build our understanding of the patient's perspective.

### **Virtual Patient Group**

We also have a virtual patient group affiliated to our PPG which enables members to share their views with the practice by email. The practice keeps the virtual patient group up-to-date with regular news updates. If you would like to join this group please contact Julie Furse on 01643 703441.

### **Suggestion Box**

There is a suggestion box available on reception. Please feel free to complete a card and put this in the box. All cards are passed to the Practice Manager who discusses them with the PPG and action is taken as appropriate. Your reply can be anonymous if you prefer.

### **Website**

Up to date practice news and information can be found on our website - [www.mineheadmedicalcentre.co.uk](http://www.mineheadmedicalcentre.co.uk)

### **Friends and Family Test**

Cards are available in reception for patients who wish to complete the friends and family test. This is a simple 2 question exercise and lets us know if you would recommend us to friends and family. You can complete this anytime you visit the surgery. This is also available online under the patient survey button.

### **Complaints**

The surgery aims to give everyone who attends our practice the best possible service. We realise that there may be occasions where patients and their families will feel that they have a complaint to make and we welcome any feedback which helps us to improve our services. We will seek to resolve all situations in as efficient and effective a way as possible whilst maintaining a good doctor/patient relationship.

Should you wish to raise any issues our leaflet Practice Complaints Procedure is available from our reception with full details.



## **Confidentiality**

All patients have a right to confidentiality and need to feel secure in the knowledge that this is ensured.

Everyone working in the NHS has a duty to keep information about you confidential. We have a very strict code of confidentiality linked to staff contracts and any breach will be treated very seriously.

Please be aware that on occasions this may mean that we are unable to provide people with information about friends or family members unless a form allowing third party information to be shared with you has been signed by the patient. Even something as simple as telling you if someone has an appointment is treated as confidential. We hope that you will understand that our reception team are not being difficult if they cannot share this with you.

The practice is registered as a Data Controller under the Data Protection Act. Please see our leaflet Patient Confidentiality for further details.

## **HELP US TO HELP YOU**

### **Change of Details**

Please let us know immediately if you change your name, address or telephone number.

### **Keeping Appointments**

If you are unable to attend for an appointment, please let us know in advance so that we can offer the slot to another patient who needs it.

### **Waiting Times**

Please try to arrive promptly for your appointment. If we are running late please try to be patient, there are occasions when some people need more time with a clinician than originally anticipated. If you have been waiting longer than 15 minutes after your appointment time please inform reception so they can check your status on our computer system.

### **Calling the Surgery**

Please note our peak times are between 8.30am and 11am daily. Mondays are our busiest day and Monday mornings are particularly busy. If your appointment is routine or non-urgent, we would suggest that you try telephoning the surgery outside of peak times.

We will try to answer the telephone promptly. Calls are handled through an electronic call stacking system. This means that when our lines are busy you will be placed in a queue until a receptionist is available to take your call so that you do not have to ring back.

Please do not use the ring back service when trying to get through to the surgery as this blocks our telephone system. BT cannot remove this facility from our lines.

## **Test Results**

Test and x-ray results ordered by the practice can be requested between 2pm and 4pm on 01643 703441 Option 1.

We ask that you telephone after 2pm for results to avoid our peak times. Results needing medical attention will be telephoned through by the doctor or a receptionist with instructions for the patient.

Enquiries about tests ordered by a hospital should be directed to the consultant's secretary and not our practice.

## **Samples**

Samples which need to be sent to the laboratory at Musgrove Park Hospital are collected daily at around 10.30am, Monday to Friday. **We would kindly ask that you avoid dropping off samples at the surgery on Fridays if possible or that you try to get them to the surgery well in time for the transport.**

## **Zero Tolerance**

We would kindly ask patients to treat everyone with respect whilst on the practice premises. The practice operates a zero tolerance policy towards any threatening behaviour. Any patient behaving in this way will be immediately removed from the premises and the police informed. Applications will be made to have patients removed from our list should they act threateningly towards anyone whilst on the practice premises.

## **Staff Training**

We will sometimes close the Surgery for Staff Training. During these times the telephones will be switched to our emergency number. You will be asked to phone back if the matter is not urgent. If there is an emergency, a Doctor will be contacted immediately.

## **OTHER SERVICES**

### **Support for Carers**

For information, advice or just a 'listening ear regarding any aspect of being a carer. Somerset Carers Service maintain information and services that may be of interest or benefit to carers. A carer's support worker may be able to visit you to talk through your situation.

Telephone: 0800 31 68 600

Email: [carers@somersetccc.org.uk](mailto:carers@somersetccc.org.uk)

Website: [www.somersetcarers.org](http://www.somersetcarers.org)

### **Cervical Smear Appointments**

Women are recommended to have routine smear tests as follows:

25 to 49 years old - every 3 years

50 to 64 years old - every 5 years

You will be sent a letter from the health authority inviting you to make an appointment for this to be carried out.

### **Child Health & Immunisation**

Childhood vaccinations are given in line with the National Immunisation Programme. The health authority will contact parents to invite them to either to make an appointment when their child is due for vaccination. It is important that children are vaccinated against diseases. If you have any concerns please feel free to discuss these with your Health Visitor.

### **Flu, Pneumonia and Shingles Vaccinations**

Flu vaccination clinics are held routinely every autumn. The Department of Health decides annually the patient categories entitled to a flu vaccination. This includes clinical at risk groups and patients over the age of 50 years for flu, over 65 for pneumonia and 70-79 years for shingles. We would encourage vaccination amongst these groups. Those entitled to a pneumonia vaccination will be informed when they attend for their flu jab. The pneumonia and shingles jabs are once in a lifetime vaccinations.

### **Stopping Smoking**

If you require assistance to help you stop smoking, please go to <https://www.healthysomerset.co.uk/smokefree> or call **01823 356222**.

### **Well Baby/Development Clinics**

These are organised by our Health Visitor who will arrange appointments directly with patients. Our Health Visitor works closely with our doctors on family health and support.

### **Patient Advice and Liaison Service (PALS)**

PALS is available for patients, relatives and carers who need advice, have concerns or do not know where to turn. PALS is free, confidential and can:

- offer advice and support to patients, their families and carers;
- provide information on NHS services
- listen and respond to concerns, suggestion or queries;
- talk to staff, management and other organisations on your behalf;
- help sort out problems quickly on your behalf.

NHS Somerset Clinical Commissioning Group,  
Freepost RRKL-XKSC-ACSG, Yeovil, Somerset, BA22 8HR  
Telephone: 0800 0851 067  
Email: [pals@somersetccg.nhs.uk](mailto:pals@somersetccg.nhs.uk)

**USEFUL CONTACTS**

<b>Chemists</b>	Alcombe Pharmacy	01643 703478
	Boots, Minehead	01643 702004
	Lloyds, Minehead	01643 702007
	Porlock Pharmacy	01643 862455
	Quantock Pharmacy (Watchet)	01984 631343
	Tesco Pharmacy	01643 459847
<b>Somerset Carers</b>		0800 316 8600
<b>Irnham Complementary Health Centre</b>		01643 705020
<b>Dentists</b>	Blenheim House	01643 702317
	Holloway House	01643 703071
	Ponsford 59 Dental Practice	01643 702681
<b>Funeral Directors</b>	Green Undertakings of Watchet	01984 632285
	Hedley Price	01643 703111
	J & E Hayes, Porlock	01643 862615
	Oak Funeral Service	01984 248006
	The Parks Funeral Service	01643 703000
<b>Hospitals</b>	Bridgwater Hospital	01278 451501
	Minehead Hospital	01643 701701
	Musgrove Park Hospital	01823 333444
	Nuffield Hospital	01823 286991
	Pyrland House	01823 368225
	Rydon House	01823 333438
	Shepton Mallet Treatment Centre	01749 333700
	St Margarets' Hospice	01823 259394
	Wellington Community Hospital	01823 662663
	Weston General Hospital	01934 636 363
	Williton Hospital	01984 635600
<b>MIND (Taunton &amp; West Somerset)</b>		01823 276892
<b>NHS Direct</b>		0845 46 47
<b>Out of hours</b>		111
<b>Police - Non-Emergency Line</b>		101
<b>Childrens Social Care</b>		0300 123 2224
<b>Adult Social care</b>		0300 123 2224
<b>Stroke Club</b>		01643 702400