

REPEAT PRESCRIPTIONS AND DISPENSARY SERVICES

Please call **01805 622537**. This is a dedicated telephone number for repeat prescription requests and will be open **Monday to Friday from 1100-1600. Prescription requests cannot be accepted outside these hours.**

Prescription requests delivered in person will be accepted at all times.

Repeat prescriptions can also be ordered online via our website www.castlegardenssurgery.co.uk Please ask at Reception. For reasons of data security you will need to attend the surgery in person to collect your logon details and password.

Patients on repeat prescriptions will be requested to see their doctor every year for a review of their medication.

Repeat prescriptions for 'town' patients will be delivered to Lloyds Chemist in Torrington within 48 hours of being requested.

Dispensed prescriptions will be available for collection from the Surgery for patients living more than one mile from Torrington within three normal working days of being requested.



Castle Gardens Surgery

Castle Hill Gardens

Torrington

Devon EX38 8EU

Telephone: 01805 623222

Dr Stuart Davey

Dr Alisha Kaliciak

Dr Elizabeth Shawcross

Dr Deborah Rotheray

Dr Rosi Fraser

INDEX

	<u>Page</u>
The Doctors.....	3
Maps.....	4-5
Surgery Times.....	6
Members of the Practice Team.....	7-8
The Patients Charter.....	9-10
How to contact your doctor.....	11-13
Repeat Prescriptions & Dispensing Services.....	14

NIGHT VISITS AND WEEKENDS

When the practice is closed, you are able to contact the out-of-hours service by telephoning the Surgery. A recorded message will offer you the following information.

For medical advice out of hours, please telephone the **111** service who will help you to find the right care to meet your needs.

In an emergency please dial **999**

DENTAL EMERGENCIES

Please contact **111**

ACCESS

Parking is available next to the Surgery. There is level access for wheelchairs and prams and automatic doors. There is a disabled W.C. which also has a nappy changing area.

COTTAGE HOSPITAL

Torrington has a Cottage Hospital where a number of day care treatments can be arranged through referral from your GP. There is also a well-equipped physiotherapy clinic.

For routine calls to speak to a doctor, please call after morning Surgery, between 1130 and 1200.

To enquire about results of tests and x-rays please ring between 1400 and 1600.

URGENT APPOINTMENTS

Emergency appointments are for urgent medical conditions. When the surgeries are full it is necessary to ask patients whether their appointment can wait until the following day. We endeavour to offer patients an appointment to see a doctor within 24 hours. Taking an emergency appointment for a non-urgent condition is to the detriment of other patients. If emergency appointments are abused this can ultimately cause longer waiting times for all appointments.

LATE ARRIVAL FOR APPOINTMENT

If you are more than 20 minutes late for your appointment you will NOT be seen by the GP, nurse or HCA and you will be asked to rebook your appointment. If you are between 5-20 minutes late you will be asked to wait until the end of the surgery to be seen. Late arrivals for appointments over the day can result in surgeries running late and cause inconvenience to others.

HOME VISITS

When you are too ill to come to the Surgery, please ring before 10am to ask for a visit to enable the doctors to plan their day. If at all possible please try to come to the Surgery. Many patients can be seen at the surgery in the time taken to do one home visit.

The Doctors

Dr Stuart Davey

MBBS
University College London, 1995

Dr Alisha Kaliciak

MBChB, DRCOG, MRCGP, DFFP
LoC IUD, DTM&H
University of Bristol Medical School, 1997

Dr Elizabeth Shawcross

MBChB, MRCGP, DRCOG
LoC IUD
University of Bristol Medical School, 1999

Dr Deborah Rotheray

MBChB, MRCPCH, nMRCGP
University of Sheffield Medical School,
2000

Dr Rosalind Fraser

nMRCGP, MBBS
University College London, 2005

Dr Liz Wilson-Smith

MB BS, DRCOG, MRCGP, DFFP
University of London, 2005

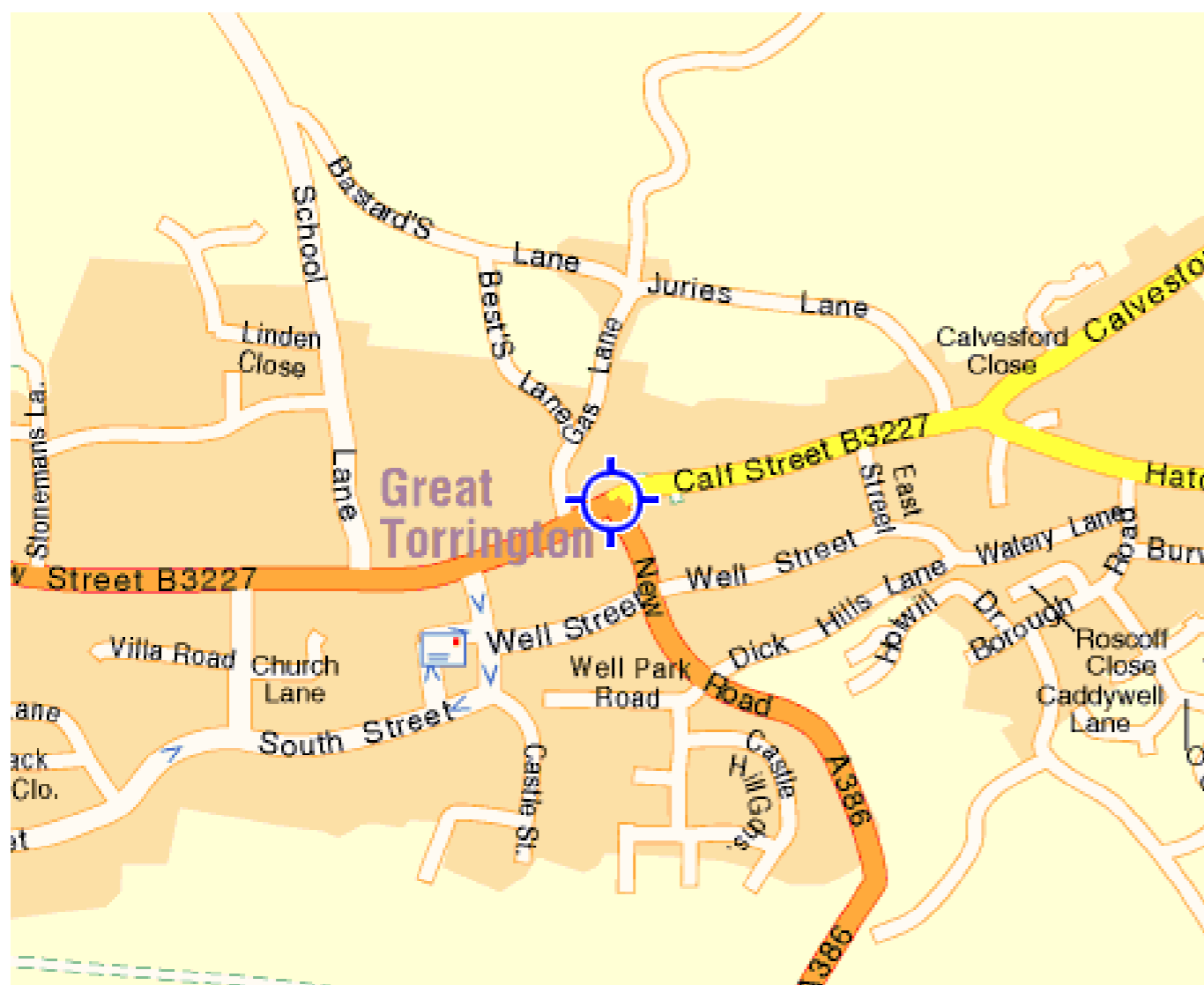
Dr Jenny Martineau

MBBS, DRCOG, MRCGP, Royal Free
Hospital London, 1988

Dr Feisa Radford

MRCGP, BMBS

STREET MAP OF TORRINGTON



The next time you visit the surgery please confirm with reception, GP, practice nurse, Healthcare Assistant or at dispensary who your GP is. This will not prevent you from seeing any GP in the practice as you currently do.

If you have any questions, or wish to discuss this further with us, please contact us on 01805 623222.

Help us to help you

Please use this Practice Booklet. The information it contains will help you use the Surgery services in the most efficient way.

Please do not ask for a home visit unless it is necessary. The out-of-hours service is provided by Devon Doctors On Call and is for emergencies only.

HOW TO CONTACT YOUR DOCTOR

The **Surgery** is open weekdays from 0800 to 1315 and 1400 to 1800. The Surgery and Dispensary are closed Saturdays and Sundays.

The **Dispensary** is open for ordering and collection of medicines from 0830 to 1200 and from 1400 to 1800. Patients will also be able to collect medicines from reception between **1200 and 1400**, our receptionists will be unable to answer any queries about a patient's medication.

To make an appointment with the doctors or nurses, you can either, call into the Surgery and speak to the receptionist, or telephone on **01805 623222**.

If you wish to speak to your doctor or a nurse, please ring or call into the Surgery and speak to the receptionists. The receptionists will take a message and pass it on to the doctor/nurse who will ring you back when they have finished Surgery.

- If you have a complaint please ask to see the practice manager who will help you to use our in-house procedure.
- We will ensure that people with language or communication needs are supported in accessing health information leaflets and the complaints process.
- In accordance with the Freedom of Information Act and the Data Protection Act you have the right to see all of your health care records.
- All aspects of your care will be confidential.

Patients' Responsibilities:

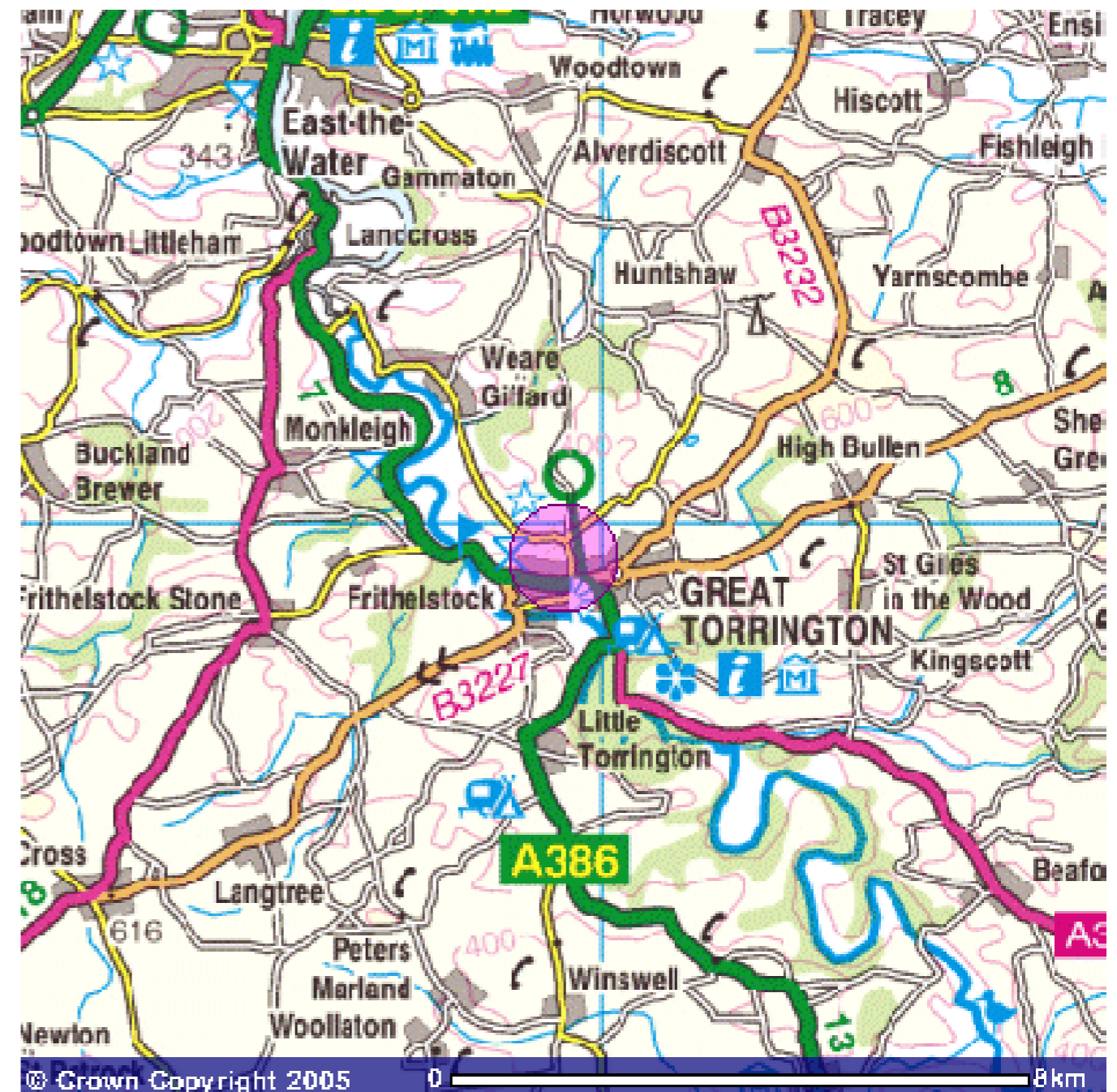
- If you are unable to keep an appointment please tell us straight away. Another patient may need it.
- This Practice supports the Government's zero tolerance campaign which states that aggression, violence and threatening behaviour will no longer be tolerated by Professionals and staff working in the Practice.
- Violent behaviour includes actual or threatened physical violence or verbal abuse.

NAMED GP FOR ALL PATIENTS

Every patient registered at the practice has a named GP who will have overall responsibility for the care and support that our surgery provides to them. At the time of registration you will be offered to register with the GP who at the time will be accepting new patients, however you may prefer to be registered with another GP and we will make every effort to accommodate your request.

APPROXIMATE PRACTICE AREA

Image produced from the Ordnance Survey Get-a-map service. Image reproduced with kind permission of Ordnance Survey and Ordnance Survey of Northern Ireland.



PATIENTS CHARTER

Day	Dr Davey	*Dr Kaliciak	*Dr Shawcross	**Dr Rotheray	**Dr Fraser	Dr Radford	Dr Martineau	Dr Wilson-Smith
Mon	0830-1100 1500-1720	0830-1100 1500-1720			0830-1100 1500-1720	0830-1050 1500-1720		
Tues	0830-1100 1500-1720		0820-1050 1500-1720				0900-1120 1500-1720	
Wed	0830-1100 1500-1720			0830-1100 1500-1720				0830-1050 1500-1700
Thurs		0830-1100 1500-1720			0830-1100 1500-1720	0830-1050 1500-1700		
Fri	0830-1100 1500-1720		0820-1050 1500-1720	0830-1100 1500-1720				0830-1050 1500-1700

EXTENDED HOURS SERVICE: Monday 1830-1930

Prioritized for people unable to attend during surgery hours due to work

Working patients can also book an appointment with a Practice Nurse and a blood test with our HCA during this service

* Job share, rotas may vary

** Job share, rotas may vary

Our responsibilities:

- You will be seen for an urgent consultation the same day you request assistance.
- You will be seen by a doctor of your choice within 48 hours provided the doctor is available.
- We try to ensure that you will be seen with the minimum of waiting.
- If your doctor is called to an emergency we will arrange for you to see another doctor as soon as possible.
- Repeat prescriptions for 'town' patients will be delivered to Lloyds Chemist in Torrington within 24 hours of being requested.
- Dispensed prescriptions will be available for collection, from the Surgery, for patients living more than one mile from Torrington, within three normal working days of being requested.
- For urgent medical advice when it's not a 999 emergency when we are closed, telephone NHS 111 on **111**.
- We will advise you about how and when to obtain the results of any tests or x-ray results.
- Our staff will answer the phone promptly.
- In order to assess the urgency of any request it may be necessary to ask for information about the nature of the request.
- We welcome suggestions and ideas that will improve our service to patients.

Reception Staff

Our reception staff are the first point of contact for patients. They deal with all enquiries, including appointments, home visits and prescriptions.

Dispensary

Our Dispensers prepare medications for patients living more than a mile from the local chemist.

Community Nursing Team - based at Torrington Cottage Hospital

Our Community nurses care for patients in the home, working very closely with the doctors. They undertake assessments for post-operative care, incontinence and other home aids. Messages for them can be left on **01805 626316** or via reception.

Midwives

Our midwives provide advice, care and support before, during and after pregnancy. They are based at Torrington Cottage Hospital and their contact number is **01805 626310**.

Public Health Nursing Team

Health Visitors and School Nurses

The Public Health Nursing Team work to improve health with all age groups, especially for families with children under five years of age. The school nurses monitor the health of school children and provide health education and advice in schools.

The Public Health Nursing Team are based at the Early Years Centre, Borough Road, Torrington. They can be contacted on **01805 628000**.

A Child Health Clinic is held every Wednesday morning from 0930 to 1130 at the Early Years Centre, Borough Road, Torrington. Ring **01805 628000** for more information.

THE PRACTICE TEAM

Practice Manager

Our Practice Manager administers all financial aspects of the Practice and works with the whole team to maintain and develop patient services. He will help resolve any problems or complaints you may have, using the Practice Complaints Procedure.

The Office Manager

Our Office Manager has responsibility for the administration of appointments and all aspects of reception. Additionally she undertakes the secretarial duties of the practice.

Administration Officers

Our Administration officers are responsible for all Chronic Disease and Patient Registration management.

Practice Nurses

Our practice nurses have a range of specialist skills including management of diabetes, asthma and care of patients over 75 years old. They provide immunisations, dressings and a variety of health checks. Appointments can be made at reception.

Phlebotomist & Healthcare Assistant

Our Phlebotomists are experienced in taking blood tests. They also provide a comprehensive in-house service for monitoring anti-coagulant treatment. Their role as Healthcare Assistants means they are available to assist the doctors during minor surgery and can carry out various health checks, for example help with smoking and alcohol, enabling our practice nurses to have more time to use their specialist skills.