



# ELM SURGERY

01752 776772

## ABOUT US

Our practice has served the local area since 1971, originally as a branch surgery, then in Estover Health Centre. We moved into our present premises in 2001. We are a PMS practice.

The Practice's freedom of information publication can be viewed at the surgery, please ask the receptionists.

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from reception

## OUR DOCTORS

### **Dr Richard St. J Harold**

Registered Cambridge, 1970 MB BChir.

### **Dr Anne Rogers**

Registered Manchester, 1975 MBChB, DCH, DRCOG, MRCP, FFP, LFHom

### **Dr Tim Alexander**

Registered Bristol, 1987 BSc MBChB, DOH, CertFP, DRCOG, NRCGP, Certificate in Primary Care Diabetes

### **Dr Dan Bridger**

Registered Leeds, 1979 MBChB, MRCP

### **Dr Charlotte Ferriday**

Registered Edinburgh 1992 MB, ChB, MRCP, DFP, DRCOG

For administrative purposes you will be registered with one named doctor but you are free to consult with any of our doctors

We are a training practice and may have other doctors working with us as registrars. They are fully qualified doctors in the final stages of training to be GPs.

We also train students from the Peninsula Medical School in the practice and we are grateful for the help that you can give in helping them towards being tomorrow's doctors. We will make it clear to you if a student is seeing patients with your doctor. If you would rather not have a medical student present in your consultation, please inform reception.

## OTHER MEMBERS OF THE PRACTICE TEAM

### PRACTICE NURSES

Sisters Anne Mansell, Helen Webb, Mandy Hall and Charlene Moreno-Chamorro are experienced practice nurses. They have particular skills in health promotion, contraception, foreign travel advice, immunisations, ongoing care of asthmatics, diabetics and coronary heart disease and in caring for wounds. They also remove stitches, take cervical smears and syringe ears etc. They are always willing to discuss concerns that you may have about your health.

If the nurses feel that you need to see a doctor, they will refer you on. Equally, you will often find that the doctors refer you on to the nurses.

Tracey Hayhurst and Lisa Macdonald our Health Care Assistants undertake phlebotomy [taking blood] and other tasks to support our doctors and nurses.

### RECEPTIONISTS

Our Reception manager is Trish Monks who is ably supported by Ronnie Sullivan, Karen Pinnell, Joy Owens, Julia Barker, Debbie Delaney, Nikki Godefroy & Debbie Morrison. They have a vast knowledge of how the surgery functions and can usually point you in the right direction (e.g. if you are unsure whether you need to see the nurse or the doctor).

They cannot advise about medical problems, but they may ask you for brief details of your problem if you



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request an urgent appointment or visit. This allows the doctor to see the most urgent patients first. Please be assured that all practice staff are bound by the same rules of confidentiality as the doctors.

We pride ourselves on nearly always being able to offer a routine appointment within 2 working days - if you can be flexible about appointment times and which you doctor you see

## **PRACTICE MANAGER**

Mike Davies is our Practice Manager. He is responsible for the smooth running of the practice and is usually working behind the scenes. He is the person to approach (by telephone or in person) if you have any suggestions or criticism about the practice.

## **ADMINISTRATION ASSISTANT**

Administration Assistant is Helen Fabiani-Laymond, she does much of the behind the scenes administration including the preparation of insurance reports & stock control.

## **PRACTICE SECRETARY**

Tracey White is our Practice Secretary and she performs many valuable tasks including the typing of referral letters, reports and minutes of meetings. She manages the Choose and Book system for hospital appointments as well as providing administrative support to the doctors.

## **THE PRIMARY HEALTH CARE TEAM**

[Others who may be involved in your care]

## **COMMUNITY MIDWIFE**

Debbie Gould is our Community Midwife. She does ante-natal checks in our surgery and parent craft classes nearby in Estover Health Centre. She also visits expectant mothers at home and cares for those who choose to give birth at home.

## **HEALTH VISITORS**

Our Health Visitors are Yemi Oriolowo and Caroline Ashby. Their main role is with mothers and their children under 5. They specialise in health promotion and developmental checks. They run an open clinic in the Health Centre on Tuesday 11am - 1pm and Thursday 2pm - 4pm. You can contact them on 01752 314921

## **DISTRICT NURSES**

Janet McNally, Jo Palmer, Isobel Parish and Lorna Sutton provide nursing care for those of our patients who are confined to their homes. You can contact them on 01752 314888

## **COUNSELLOR**

Fern Copeland, Donna Torres and Helen Kirk are our Counsellors. Our doctors will refer patients who they think will benefit from the service. We regret that we have limited provision and cannot necessarily refer all who would like counselling.

## **MACMILLAN NURSES**

Martin Thomas and Tracy Thomas have particular training and expertise in dealing with cancer symptoms. We will usually ask one of them to introduce themselves to anyone in the practice who has been newly diagnosed with cancer; you may never need their expertise but you will have a familiar face should the need arise.

## **SURGERY INFORMATION**

### **NEW PATIENTS**

We welcome new patients who live within our practice area. We ask you to see one of the nurses for a "New Patient Medical Check" as this helps us to learn about any ongoing medical problems you may have. It also allows us to carry out some simple checks (e.g. blood pressure, urine test). Medical records may take up to two months to arrive from your old practice. Until they reach us, we will not have full information about your past medical problems. When the notes do arrive we look through them and make a summary of any past medical problems.



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## **SURGERY OPENING HOURS - APPOINTMENTS ONLY**

The surgery phones are manned from 8.00am until 6pm and the surgery opening hours are 8.30am until 6pm.

The surgery is open between the hours of 6.30 pm and 9.30 pm on Wednesday evenings for GP consultations. Pre -booked appointments which are primarily intended for patients who have difficulty see a doctor during normal surgery opening hours can be made by contacting reception.

Home visits and telephone consultations will NOT be undertaken on Wednesday evenings. For urgent visits phone Devon Docs on 0845 6710270

One of the Doctors is Duty Doctor available on a rota system each day.

Sister Anne runs a Minor Illness Clinic Mon-Thurs until 12.30. These appointments can be booked in advance or on the day and deals with minor illnesses such as Coughs, colds, urine infections rashes and any other minor illness. If you are unsure whether your problem is suitable for this clinic please ask at reception. If she feels you need to see a doctor she will either call the duty doctor in or give you an appointment.

## **HOW TO SEE YOUR DOCTOR OR HEALTHCARE PROFESSIONAL**

Please telephone to make an appointment. We run a Duty Doctor system with the aim of being able to offer you an appointment with a healthcare professional within 1 working day or with a doctor within 2 working days. If you want to see a specific doctor or nurse, you may have to wait a little longer for their next available appointment.

## **HOME VISITS**

We will visit you at home if you unable to travel to the surgery because of illness. It helps us to plan doctor's visits if you telephone the surgery before 10 am. The receptionist will usually ask you for details of the problem, to enable most urgent cases to be visited first.

Please try to come to the surgery if you possibly can as we have better facilities to examine and treat you in the

surgery than in your home, and you will normally be seen by a doctor sooner if you come to the surgery than if we visit you

Contrary to popular belief children can be brought to the surgery even if they have a high temperature or rash. You will find that taking them out into the cooler air often makes them feel better.

## **TELEPHONE ADVICE**

The doctors and nurses are happy to give telephone advice, but we try not to interrupt booked appointments with other patients to do this. The best time to telephone is between 8.30 and 8.50 am, when there is always a doctor available to talk to you. Another good time is between 12.00 noon and 1.00pm, when there is often a doctor in the building. If the doctor is not available to speak to you when you telephone, the receptionist will try to suggest a good time to telephone again, or may make an alternative arrangement.

## **WHEN THE SURGERY IS CLOSED**

If you need a doctor for an urgent medical problem, phone the normal surgery number 01752 776772. An answer phone message will advise you how to contact the out of hour's service. We ask you to try to use the service sensibly.

NHS Direct is a telephone helpline staffed by qualified nurses. If you are not sure whether to call a doctor, or want some simple advice, you may like to telephone NHS Direct on 0845 4647. NHS Direct is also available on line at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## **REPEAT PRESCRIPTIONS**

We have withdrawn the link to The Waiting Room in view of technical problems and patient feedback. You can still order your repeat prescription online by clicking here.

Prescription requests must be received by 10am to be



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dealt with that day. Please allow 2 days for preparation. We do not accept prescription requests by telephone.

Please note that with effect from 1st July 2010 your script request should be clearly marked with the chemist you want it delivered to i.e. either Asda or Boots. Script requests not marked with kept at the surgery for collection.

## REPEAT DISPENSING

If you or someone you care for, use the same medicines regularly, you may be entitled to Repeat Dispensing direct from the local pharmacist. This means you won't have to visit the surgery every time you need more medicine. Please ask the doctor or nurse if you are able to benefit from Repeat Dispensing at your next appointment.

If you would like more information. leaflets are available from reception or ask to speak to Joan Armsby.

## TEST RESULTS

When the doctors or nurses send off your blood or other samples for testing, they will usually tell you when they expect the result to be available. We ask you to take the responsibility to contact us for the results of your tests. Please telephone after 2pm as results arrive at lunchtime.

## HOW YOU CAN HELP US TO HELP YOU

Please treat all staff with the same courtesy you would expect to be treated with yourself.

Please ask if you do not understand your treatment or what is advised.

Please arrive on time for appointments and give us as much notice as possible in advance if you need to cancel.

Please understand that we have to meet the needs of several thousand patients. We ask that you be tolerant of delays when another patient has pressing needs; and

help us to minimise delays by not abusing our availability for URGENT problems.

## VIOLENCE STATEMENT [ZERO TOLERANCE POLICY]

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault

## DISABLED ACCESS

Our surgery has suitable access for disabled patients and all patient areas including waiting room, consulting rooms and toilets have wheelchair access. Designated disabled parking spaces are located nearest to the main entrance

## IN-HOUSE TRAINING – CLINICAL GOVERNANCE

On the second Tuesday of each month we meet as a team to audit and develop our practice. This is in line with government requirements. This means that on those days we will offer a limited service, with a locum doctor seeing emergencies and urgent cases only.

## CHANGES OF ADDRESS

If you are moving house or if you change your telephone number, please let us know. We frequently try to contact patients, only to find that the information we have is out of date!

If you are moving outside the practice area, we will nor-



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mally ask you to re-register with a doctor nearer to your new home.

Our practice boundaries are Plymbridge Road, River Plym, A38 and Tavistock Road

## SURGERY SERVICES

### MINOR ILLNESS

Sister Anne runs a “minor illness” clinic, Monday – Thursday mornings. Minor illness covers a whole range of ailments from earache to urinary tract infections. If Sister Anne feels that you need to see a doctor she will refer you to the “duty doctor” that morning. If a prescription is necessary, she is able to arrange this. If you are unsure that Sister Anne will be able to deal with your illness, ask the receptionist who will be aware of what she can and cannot deal with.

### CHILD HEALTH SURVEILLANCE (DEVELOPMENTAL CHECKS)

The doctors and Health Visitors work together to carry out the recommended developmental checks on children. Drs Rogers and Alexander do 6-8 week checks, while Drs Harold and Rogers do 4 year old checks. Please feel free to approach any of the doctors or Health Visitors if you have concerns about your child.

### MATERNITY CARE

Drs Rogers and Alexander hold ante-natal and post-natal clinics. We share ante-natal care with Judith Allen our Community Midwife

Pre conceptual advice is available in the surgery. If you are thinking of trying for a pregnancy, we would encourage you to start taking Folic Acid tablets and continue these until you are 13 weeks pregnant. (These reduce the chances of your baby being born with Spina Bifida). We would also encourage smokers to try to stop smoking before becoming pregnant.

### CONTRACEPTION ADVICE

All the doctors and sisters Anne and Helen have specific training and qualifications in family Planning and are happy to offer contraceptive and emergency contraception. Whatever you age, we would much rather offer you contraception than have you risking an unwanted pregnancy.

We know that teenagers particularly the under 16s worry that we will tell their parents, if they come requesting contraception. We can assure you that all consultations are CONFIDENTIAL. ALL PRACTICE STAFF are bound by the same rules. If you are embarking (or considering embarking...) on sexual activity and don't want a pregnancy, please come and see one of us to discuss contraception and safe sex. Equally, if you just want information, we are more than happy to offer it and have some excellent leaflets.

Emergency Contraception needs to be started as soon as possible after unprotected sex. We suggest that you telephone the surgery at 8.00am the following morning to arrange to be seen the same day. All the doctors and Sisters Helen and Anne are happy to offer this service confidentially. It will help the receptionist to arrange an appropriate appointment if you can tell her it is for emergency contraception

Dr Rogers has particular expertise in contraception and is one of Plymouth's senior family planning doctors and trainers. She fits all inter-uterine devices (contraceptive coils) in the practice. The other doctors and nurses will discuss with her or refer to her if you have complex contraception problems.

Sister Anne, Helen and Dr Rogers all work part-time in Plymouth Family Planning clinics, as well as working in the practice. Dr Rogers and Sister Anne both train other doctors and nurses in Family Planning.

### TRAVEL ADVICE AND IMMUNISATIONS

The practice nurses are the experts in this area. They



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are happy to offer general advice to people travelling abroad, together with details about malaria protection and immunisation for particular areas. It may take up to 8 weeks for a full course of immunisations, so please contact us well before you are planning to go abroad.

## IMPOTENCE

This is a surprisingly common problem and will affect about 10% of men at some time in their lives. Those with Diabetes are at particular risk. There are several simple treatments that can help. Please see Dr Alexander or Dr Harold if you want to discuss this problem.

## SELF HELP FOR COMMON ILLNESSES OR ACCIDENTS

**The following information is intended solely for registered patients of Elm Surgery and should not be used as a substitute for seeking advice from a GP.**

**Colds & Flu** – These usually start with a runny nose, temperature, aches and pain. Antibiotics will not help these illnesses as these illnesses are caused by viruses. Keep warm, rest and take plenty of fluids. Paracetamol taken every 6 hours will relieve the worst of the symptoms. Ibuprofen is a good alternative or addition to Paracetamol, but can make asthma worse and will give some people indigestion.

**Sore Throats** – These are mainly caused by viruses. Unless the patient is really unwell, antibiotics are unlikely to speed recovery. Keep drinking fluids and take Paracetamol and or Ibuprofen every 6 hours. But should not use both Ibuprofen and Aspirin. In addition, the over 12's can try gargling with soluble Aspirin.

**Diarrhoea and Vomiting** – These illnesses are usually self limiting. Kaolin and Morphine or Imodium are best avoided, since they may slow the Diarrhoea, but will usually allow the drug to stay in your body longer.

Avoid food for at least 24 hours, but drink plenty of water or Electrolyte solutions such as Dioralyte. In children, it is probably best to give their favourite drink, since this is the one they are likely to drink most readily! A good alternative to electrolyte solutions is “flat coke” (or lemonade etc). Take a litre of ordinary coke and let it go flat by adding a teaspoon of salt. The strong flavour of the coke masks the saltiness and children may drink it more readily than Dioralyte. (don't use “Diet” cokes or lemonades. The sugar in these drinks is an important component.) Children dehydrate more easily than adults; telephone for advice if you are concerned.

**Strains, sprains and backache** – Many acute sprains and strains will respond to a few days rest and Paracetamol. Ibuprofen, an anti-inflammatory (see cautions above) will complement Paracetamol, if pain persists, is very severe or causes problems in the legs, bowel or bladder, consult the Doctor. Arnica and Rhus Tox are two homeopathic medicines that can be helpful. “Arnica is of particular benefit for shock and bruising.

**Headlice** – These creatures prefer clean hair and are not a sign of poor hygiene. Lotions and shampoo are available from your chemist. Regular brushing and combing prevent headlice.

**Worms** – These are a common problem and the chemist can advise you about treatment for the whole family.

**Nosebleeds** - Sit in a chair, leaning forward with your mouth open and pinch your nose firmly below the bone for 10 minutes, by which time the bleeding should have stopped.

**Warts or Verrucas** – The chemist will be pleased to advise on simple treatments, such as “Compound W” available without prescription.

**Fever in children** – These are mostly caused by virus-



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es, especially in toddlers. Keep the child cool, give regular Paracetamol syrup, (eg. Calpol) according to dosage instructions on the bottle, - plenty of drinks. Children often lose their appetite so do not worry about meals if they are not interested. Consult the doctor if the child seems particularly unwell or is not improving by 48 hours.

**Insect stings and bites** – Wasps: apply vinegar to neutralise the sting as soon as possible. Bees: scrape away the sting and apply a little bicarbonate of soda as soon as possible. Generally – keep an antihistamine cream or tablets in the house to use when necessary (and particularly if travelling abroad) to soothe the itch and soreness.

**Sunburn** – Avoid exposure to strong sun and use a good sunscreen with a good protection factor, especially in children. Otherwise treat as burns and drink plenty of fluids.

**Chickenpox** – On the first day a rash appears as small red patches. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next 3 – 4 days further patches will appear and the earlier ones will turn crusty and fall off. Calamine lotion or calamine in aqueous cream may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from 2-3 days before the rash appears and up to 5 days after this date. Children may return to school 7 days after the most recent crop of spots.

**Earache** - This is often due to middle ear infection and can be a complication of a cold. Treat firstly with a simple painkiller such as Paracetamol (Calpol or Disprol are the same as Paracetamol) and some gentle local warmth, like ear muffs. This may be all that you need to do. If symptoms persist, make an appointment for a check examination. We have traditionally given antibiotics for middle ear infections: much published research is now questioning the value of this. The patients studied seem to get better just as quickly without antibi-

otics. At present, we have no hard and fast rules, but take several factors into account when deciding whether to prescribe an antibiotic.

## Useful Telephone Numbers

### YOUR LOCAL PRIMARY CARE TRUST

Plymouth PCT are responsible for the provision of primary care services in the area served by Elm Surgery. Information on the role and responsibilities of the PCT together with the range of primary medical services available in Plymouth can be found at [www.plymouth-pct.nhs.uk](http://www.plymouth-pct.nhs.uk) or by contacting the PCT at

Plymouth tPCT  
Building One  
Brest Road  
Plymouth  
PL6 5QZ  
Tel 01752 315315  
Fax 01752 315321

## COMMENTS, SUGGESTIONS AND COMPLAINTS

We want to offer you a high standard of service. Your suggestions and comments can help us to improve this. Equally, if you have any reason to feel unhappy with any aspect of our service, medical or otherwise, please tell us.

We take any complaint seriously and have a formal complaints procedure. If you wish to make a complaint, please phone or write to our practice manager, Mike Davies. He will take full details of your complaint and decide how to investigate further. (As we have to respect our duty of confidentiality to our patients, we need the patient's consent if a complaint is not made by that patient in person).

We think it is important to deal with complaints swiftly, so we will formally acknowledge you're complaint in writing within two working days and normally offer an



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Derriford Hospital	0845 1558155
Mount Gould Hospital	268011
Nuffield Hospital	775861
St Luke's Hospice	401172
Alliance Chemist, Estover	704189
Genito-Urinary Medicine Clinic Previously known as "special" or STD clinic	763910
Age Concern	665424
Citizens Advice Bureau 40 Looe Street	207088
Relate	213131
MIND	254004
Alcoholics Anonymous	791111
Youth Enquiry Service (YES) (Advice on a wide range of topics for teenagers and under 25s)	267951

appointment at the surgery to discuss your complaint within seven working days. Occasionally, if we have to make a lot of enquiries, it may take a little longer, but we will keep you informed. When you come to see us to discuss matters, you may want to bring a friend or relative with you to the meeting; you are welcome to do so. At that meeting, we will try to deal with your concerns fully, provide you with an explanation, and discuss any action that may be needed. We usually improve some aspect of the way we do things if a complaint highlights a problem. However, we note that our practice procedure is not able to deal with questions of legal liability or compensation.

We hope that at the end of the meeting, you will feel satisfied that we have dealt with the matter thoroughly. However please note, if this is not possible and you wish to take your complaint further, we will direct you to the relevant authorities, who will help you to pursue matters. Please be assured that using our practice procedure does not prevent you taking the matter further if you wish to do so.

## THE PROTECTION AND USE OF PATIENT INFORMATION

We ask you for information about yourself so that you can receive proper care and treatment.

We keep this information, together with details about your care, because it may be needed if we see you again.

We may use some of this information for other reasons; for example to help us to protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains it's staff, pays it's bills and can account for it's actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information: for example to notify a birth.

The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner. The Register does not contain clinical information.



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You have a right of access to your health records  
**EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.**

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can, we shall remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law.

Anyone who receives information from us is also under a legal duty to keep it confidential.

**THE MAIN REASONS FOR WHICH YOUR INFORMATION MAY BE NEEDED ARE:**

- Giving you health care and treatment
- Looking after the health of the general public
- Managing and planning the NHS for example
- Making sure that our services can meet patient needs in the future

## **CONFIDENTIALITY AND YOUNG PEOPLE**

You can be sure that anything you discuss with any member of this practice e.g. doctor, nurse or receptionist will stay confidential

Even if you are under 16 nothing will be said to anyone including parents, other family members, care workers or tutors without your permission. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere for example at hospital or Brook centre, it is best if you allow the doctor or nurse to inform the practice of any treatment you are receiving.

If you have any worries about confidentiality please feel

free to ask a member of staff

## **STUDENTS OF THE UNIVERSITY COLLEGE OF ST JOHN & ST MARK**

If you are living away from home on the College Campus, the University College of St Mark & St John strongly advise you to register with a local doctor unless you are already registered with one within easy reach of your accommodation. The College has a close working relationship with Elm Surgery.

Elm Surgery has recently been assessed by Plymouth Teaching Primary Care Trust and accredited as Safe 4 Young People. This reflects the high quality standards we have achieved. It signifies:

- Our service is sensitive to all young people's needs.
- You will be welcomed by friendly staff.
- You will not be turned away; even though we may be busy we will always arrange to see you, either then or at another time.
- Our service is confidential.
- Our service is easy to access and where you will feel safe.
- You will be listened to and questioned answered.
- Our service is non judgmental.

We are situated a short distance from the college next to the Estover branch of Asda.

To register with us we prefer you to visit the surgery to complete a family doctor services registration form.† We also ask you to complete a new patient health question-



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naire which helps us to get to know you a little better.

When you move from the College Campus you may need to register with a surgery closer to your new address. Student Services at the College will provide you with further information when the time comes.