



Dr STEPHEN STRAUGHAN

MB ChB (Leeds, 1980)
DA, MRCGP

Dr MALCOLM BODGER

MBBS (Adelaide, 1981)
MRCGP

Dr CEINWEN ROBERTS

BM (Southampton, 1988)
DCH, DRCOG, MRCGP

Dr RICHARD HARPER

MBBS (London, 1988)
MRCGP

Dr LAURA TAYLOR

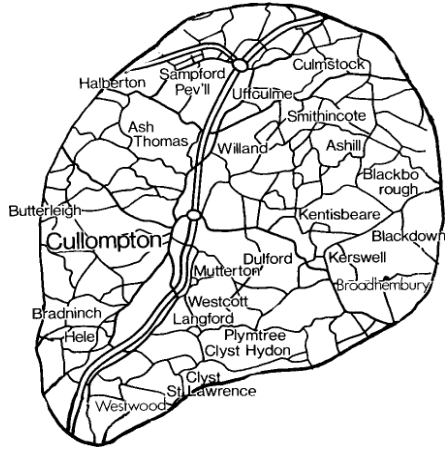
MBBS (London, 1998)
MRCGP, DTM&H, BMedSc

Bramblehaies Surgery
College Road
CULLOMPTON
Devon
EX15 1TZ

Tel: (01884) 33536 Fax: (01884) 35401

www.bramblehaiesurgery.co.uk

PATIENT INFORMATION



THE PRACTICE covers approximately 180 square miles of towns, villages and countryside as shown above. We provide a service from comfortable modern facilities on ground level with ample car parking.

OPENING TIMES

Monday to Thursday 0830 - 1930

Friday 0830 - 1900

SURGERY TIMES

Monday	0900 – 1130	1500 – 1930
Tuesday	0900 – 1130	1600 – 1930
Wednesday	0900 – 1130	1430 – 1930
Thursday	0900 – 1130	1530 – 1930
Friday	0900 – 1130	1500 – 1900

All appointments can be made by telephoning
01884 33536.

THE PATIENT CHARTER

WHAT WE WILL DO TO HELP YOU:

The receptionists will try to answer all calls promptly

There is always a doctor available to help either via the surgery during the working week or via the out of hours co-operative at other times

All patients who request to be seen for urgent conditions on the day will be accommodated wherever possible.

Wherever possible patients will be able to see the GP of their choice within five working days unless you agree to an earlier appointment with another doctor

Consultations are usually 10 minutes but longer consultations can be arranged.

Wherever possible you will be seen within 30 minutes of your appointment time and the reasons for any delay will be explained to you

You will be visited at home if the GP assesses that a home visit is necessary.

We aim to have repeat prescriptions ready for collection 48 hours after receipt of request

We will regularly review your long-term needs for medication and will explain the likely side effects of any drugs

We will maintain strict confidentiality regarding all of your medical details

Provide easy access to the building with assistance, if required, for the elderly, disabled or those with young children

We welcome any suggestions you may have for improving our service

WHAT YOU CAN DO TO HELP US:

Only ask for urgent appointments or emergency consultations when appropriate

Ask for home visits only when appropriate. Request home visits before 10am, if possible, to help the doctor plan his/her day

Please be prompt for your appointment and always contact the surgery if you are unable to attend

If you need longer than a ten-minute appointment please tell the receptionist when you make the appointment

Repeat prescriptions can be requested by handing in your prescription counterfoil at the surgery, by telephone after 10:30am, by post, by fax, or via the surgery website

Whilst the staff and doctors at the surgery will do everything they can to help in an emergency we are not an emergency service. In an emergency situation please dial 999

If you have any concerns at all about the service you have received please contact the Practice Manager

THE PRACTICE TEAM

Office Staff

Our receptionists have a vital, but difficult task as the link between the patients and the doctors, trying to keep both sides happy. Anyone who watches them on a Monday morning will realise the difficulties involved, and still they keep smiling! They are expected to help ill and troubled patients and direct them to our surgeries as well as field telephone calls, cope with an ever-increasing load of paperwork and keep the office area generally shipshape.

They do their very best to help you but you may have to modify your requests to fit in with what is possible. Please try to help them.

Practice Nurses

Nurse Jennie Adcock SRN SCM

Nurse Heidi French RGN SCM

Nurse Nichola Best SRN

Nurse Tracey Downing RGN

The nurses run the treatment room and perform a wide variety of nursing activities. These include vaccinations and immunisations, dressings, urine testing, ECGs, taking blood samples, ear syringing, and measuring blood pressure as well as giving advice on general health matters. Our nurses also run the asthma, COPD, diabetic, coronary heart disease and new patient health check clinics. There is a nurse present from 0900 – 1900 hours each weekday; appointments are made by contacting a receptionist.

Health Care Assistant (HCA)

Barbara Anderson

The HCA is trained to undertake blood pressure checks, blood samples, ECG recording, urine testing, cardiocall fitting, influenza and pneumococcal vaccinations. The interpretation of the ECG results is the responsibility of the GP.

Practice Manager

Tracey Worley

Our practice manager is responsible for the overall management of the surgery, including staff, finance, premises and strategic planning. Tracey also sits on the 'Friends of Bramblehaies' patient group.

THE COMMUNITY TEAM

Community Nurses

Community Nurses are an integral part of the primary care team. You can contact them direct at the Culm Valley Integrated Centre for Health or via the practice. They can offer practical help in areas of home nursing, continence problems, leg ulcers, dressings and terminal care. Often they work in close conjunction with other health professionals such as occupational therapists, physiotherapists, chiropodists and members of social services.

Health Visitors

The Health Visiting team for this practice is based in the Culm Valley Integrated Centre for Health along with the other community nurses. The health visitors within the team are all qualified nurses with specialist training and experience in child health, health promotion, health education and public

health. Their work with families is supported by community health workers who have also undertaken specialist training

The health visiting team generally supports families with children under 5 years and run weekly baby/child health clinics in Cullompton, Uffculme, Willand, and fortnightly in Bradninch. They also work closely with the School health team which is also based at the Culm Valley Integrated Centre

The Health visiting team works closely with the Culm Valley Children's Centre and from here a breast feeding support group is run and weaning talks are arranged monthly. Baby and child developmental reviews are generally held at either the Culm Valley Integrated Centre or at the Children's Centre in Cullompton or Uffculme

Mental Health teams

We work closely with the local mental health teams:

- Adults – Silverlea, Tiverton Hospital, Tiverton. (01884 235710)
- Psychological Treatment Service (01392 275630)
- Elderly confused – Melrose Unit, Tiverton Hospital, Tiverton (01884 251038)
- Children & Adolescent Health Services – Unit 1 Capital Court, Bittern Road, Sowton Industrial Estate, Exeter, EX2 7FW

Physiotherapist

We greatly value the services of trained physiotherapists, who are also based at the Culm Valley Integrated Centre for Health. If appropriate, the doctor or nurse may suggest that you see them.

Also if you wish to consult them, please ask at reception.

They can give advice and treatment for any musculo-skeletal problem that has occurred, such as a sporting injury or work related complaint. This includes the neck, lower back and peripheral joints or muscles. They can also offer advice to prevent problems that may occur due to poor ergonomics at work.

SERVICES PROVIDED BY THE PRACTICE

Routine Appointments: these can be made by telephoning the surgery or by attending personally at the surgery.

Duty Doctor System: We operate this system daily for urgent problems that cannot wait for a routine appointment and problems you feel may need attention the same day (e.g. infections). We ask you to provide us with your name, address, contact telephone number and brief details of your symptoms to help the Doctor assess the degree of urgency.

We pass this information to our duty doctor, who rings you back to discuss your symptoms further. This may result in an advice call, a prescription being issued, a face to face appointment with the duty doctor at the surgery, or a home visit.

Telephone Advice: if you need to speak to a doctor on the telephone please talk to a receptionist to arrange a mutually convenient time.

Repeat Prescriptions: for patients on regular medication treatment it is not always necessary to see a doctor for each request. We have a computerised system, which controls and prints the

prescriptions. We do ask you to give 48-hours notice for these prescriptions. To request such a prescription either return the tear off slip which accompanies your previous prescription, post, fax, telephone after 10:30am, or send a request via our website at any time.

Home Visits: we can visit you at home if you are unable to attend the surgery, but we all recognise that this takes up a lot of time. Quite often it will be obvious why a visit is necessary but on some occasions you may be asked to explain the circumstances. Please telephone before 10:00am if possible so that we can plan our visits.

Out of hours: Devon Doctors on Call can be contacted on 0845 6710270, a telephone operator will take the call and note down all details of the problem. The centre is not based at the practice. Arrangements will be made for a doctor to call you back or visit you.

New patients: To register as a new patient please pick up a form from the receptionist and return it as soon as possible, when you will be offered an initial medical check appointment and a copy of our practice booklet.

This surgery operates a zero tolerance policy towards violent patients, be it verbal or physical abuse. The Partners are committed to doing everything possible to protect their staff, patients and visitors from unacceptable behaviour that causes hurt, alarm, damage or danger.

Minor surgery: All doctors in the practice carry out minor surgery procedures. These can be arranged by appointment with a doctor.

Family Planning/Contraception: We see women of all ages, young and mature; to talk about their

contraceptive needs in all our normal surgeries. All doctors are trained in family planning, as is Nurse Jennie and Nurse Tracey, and are able to advise which particular method may suit you best. We have a GP trained to fit coils, and two GPs trained to fit the Implanon implant.

The morning after pill: Emergency contraception is available from the doctors or nurse if required. It is effective if taken within 72 hours.

All consultations are confidential



Maternity Services: We feel that good antenatal care helps to ensure healthier babies and mothers. We are also keen to offer health advice to anyone who is thinking of becoming pregnant, and encourage them to start taking folic acid supplements. If you think that you may be pregnant, please come to see one of us in surgery about two weeks after your missed period. We can do a test on an early morning urine sample by sending it to the laboratory. After the pregnancy is confirmed we will give you an opportunity to meet the midwifery team – usually at a midwifery clinic. The midwives undertake antenatal clinics on Monday and Wednesday afternoons usually. The Midwives run Parenting classes on Tuesday afternoons – a chance to prepare. Most of our patients have their babies either in the maternity unit at Tiverton Hospital, or in the consultant Unit in Exeter. Subsequent 6-week post-natal checks are performed at the surgery by the GP.

Cervical cytology: Smear testing, or a few cells scraped off the neck of the womb; can tell a woman if she is likely to develop cancer there. Changes occur in these cells even though there may be no symptoms. We strongly advise women to attend regularly for a test. In our practice about 95% of women aged 25-64 do so. The smear can be done

in surgery by the doctor; or by appointment with one of our nurses.

Health Promotion: The practice is involved in a joint venture with the Culm Valley Sports Centre and Padbrook Park Fitness Centre whereby it is possible to have a “Health Script” to use the facilities at special rates for a limited period. A set of criteria apply.

Routine children's' immunisations:

- 2 months old - 1st Diphtheria, tetanus, pertussis(whooping cough), polio and Hib, 1st Pneumonia
- 3 months old - 2nd Diphtheria, tetanus, pertussis, polio and Hib, 1st Meningitis C
- 4 months old - 3rd Diphtheria, tetanus, pertussis, polio and Hib, 2nd Pneumonia, 2nd Meningitis
- between 12 and 13 months of age - 1st MMR, Hib/Menc booster and 3rd Pneumonia
- between 3yrs 4 months and 5 yrs old - Diphtheria, tetanus,pertussis and polio, MMR booster

For all of the above vaccinations, reminder cards are sent from the surgery. When you receive a card you should make an appointment to see the nurse.

Thirteen year old booster: Tetanus, Diphtheria and Polio. This vaccination is given at school, and no longer given by the surgery.

Other routine immunisations: Tetanus – The basic course is 3 injections at monthly intervals. We recommend 2 boosters in adult life, or at any time if you have a dirty wound.

Travel immunisation: We offer a comprehensive service to help you plan your travel requirements

including immunisations. We have access to up to date information. Please consult reception for a form which needs to be completed and returned at least 6 weeks before travelling, as some destinations require a complicated schedule of vaccination.

We are also an approved centre for Yellow Fever vaccinations.

Some travel immunisations have to be paid for – please ask reception for details.

Influenza vaccination: As part of a national campaign we offer all patients over 65 years old and ‘at risk’ patients under 65 years old, the flu vaccination during the latter period of each year. Please remember to book an appointment during October if you wish to have this important vaccination. All other patients should ask at reception if they wish to have this vaccination.

Pneumococcal vaccination: are available anytime – it is a once-only vaccination for over 65’s for those considered at risk.

Non NHS Medical Examinations: All doctors carry out private medical examinations for insurance companies, HGV licence applications, pre-employment and other NHS medical examinations. A charge is made for this work; please ask reception for details.

Carers: You are a carer if you regularly look after a disabled, ill or frail relative, neighbour or friend who cannot manage alone. The Government has asked practices to set-up a register of carers. They recognise the importance of carers and the hard work they do. We can only provide support for carers when we know who they are. If you are a

carer please let the receptionist know; a note will be placed on your medical record.

Disabled Patients: All rooms in the surgery are on one level with a gently sloping ramp to the front door with an intercom should disabled patients need help. Patients in wheelchairs or with walking disabilities should not find it too difficult to see us. We also have toilet facilities for the disabled.



Friends of Bramblehaies: A patient group exists as a forum for dialogue between patients and staff. The group was formed initially to oversee the practice services, but has now acquired a new emphasis in the raising of funds for equipment and services for the benefit of patients. We welcome comments and suggestions in writing addressed to Dr Davis (retired GP), and handed in to the practice for onward delivery.

Medical Students: From time to time students from the Peninsula Medical School visit the practice during their medical training. We hope that you might welcome them if they are present during your consultation. Please let us know if you are not happy to have them in attendance.

Medical Research Council (MRC): The Medical Research Council is a government-funded organisation, which supports high quality research with the aim of maintaining and promoting human health. The practice is a member of the MRC General Practice Research Framework (GPRF), and undertakes research on behalf of the council. You may be requested to participate on some occasions; we hope that you will give your consent to improve the health of all.

Protection and use of information: We ask for information about you so that you can receive the

best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information. It may also be needed if we see you again.

There are times when we have to pass on information about you to other people such as hospitals, social services or the health authority/PCT. This is always done confidentially, or by removing your identifying details when they are not essential.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. If at any time you would like to know more about how we use your information you can speak to the Practice Manager.

Parking: There is ample patient car parking in front of the surgery. Please do not park at the rear of the surgery as this is reserved for doctors and staff. Should the patient car park be full, there is a public “Pay and Display” car park behind the Police Station.

Chemists: There are three chemists in Cullompton, namely Boots and Tesco’s, one of which is always open during surgery hours i.e. 0830 – 1930; all are also open on Saturday and Tesco’s is open on Sundays as well. Willand Pharmacy is also open Monday to Friday 0845 – 1730 and 0845 - 1230 on Saturdays.

Complaints, Comments and Suggestions: Our aim is to help you. It helps us to know what you think of the services we provide and perhaps how you think they could be improved. We would encourage all patients to feed back any thoughts or comments to us either directly when you see us, or to our Practice Manager by letter.

The surgery is contracted to NHS Devon. Details of services provided by the Trust can be obtained from NHS Devon, The Annex, County Hall, Topsham Road, Exeter, Devon, EX2 4QD

MANAGEMENT OF COMMON AILMENTS

Coughs and Colds: These usually start with a runny nose, cough, aches and a high temperature. They are caused by viruses and usually with rest, paracetamol and good liquid intake they will get better. If the cough persists or there is accompanied breathlessness, or a cough productive of green or bloodstained sputum then you should consult your GP.



High Temperature: Often a sign of infection and will usually respond to a dose of paracetamol. In children especially between the ages of 2 and 5 it is particularly important to cool as well, for instance by removing clothing, and if necessary, to tepid sponge. These measures are to prevent what is known as febrile convulsion.

Diarrhoea and Vomiting: In adults and older children this will normally get better on its own. Fluid loss is best replaced by drinking frequent small sips of liquid and avoiding solid food for 24 hours. Sachets of powder can be obtained from the chemist to make into a replacement drink. Diarrhoea, which lasts for more than 3 days, or is accompanied by blood or slime, should be reported to your doctor. In young children fluid loss can be more worrying and the doctor will be happy to give advice if the symptoms persist.

Faints: Happen when the blood pressure is insufficient to carry blood to the brain. This can

occur in hot conditions, after a shock, in gastroenteritis or as a side effect of some medications. The person who has fainted should be laid on their side, and help summoned if recovery does not occur quickly.

Nose bleeds: Sit in a chair leaning forwards with your mouth open. Pinch the nose firmly just below the bone for about 10 minutes after which the bleeding usually stops.

Bruises and Sprains: These are common and will normally get better in 1-2 weeks. Ice packs (frozen peas wrapped in a towel) should be applied as soon as possible. The injury will normally respond to rest and the swelling subside if elevated.



Head Injury: Frequent particularly in children. If there has been an episode of unconsciousness then the doctor should be contacted. In the case of a more minor injury then it is sensible to watch for vomiting, drowsiness, inappropriate behaviour or complaint of headache, in which case advice should be sought.

Burns and Scalds: Remove underlying clothing and apply cold running water for up to 15 minutes. If burns or scalds cover a wide area or there is severe blistering then advice should be sought.

HOME MEDICINE CABINET

Should contain:

A clinical thermometer
Soluble paracetamol tablets
Paracetamol syrup for children and babies

An antiseptic cream
Calamine lotion
Magnesium sulphate paste
(to use as a poultice)

Also plasters, scissors, cotton wool,
crepe bandage, hot water bottle and
a head lice comb to be used in conjunction
with conditioner

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USEFUL TELEPHONE NUMBERS

BOOTS PHARMACY, WILLAND ROAD,
01884 32468

BOOTS PHARMACY, STATION ROAD,
01884 32279

TESCO'S PHARMACY, CULLOMPTON
01884 705447

WILLAND PHARMACY, WILLAND
01884 32604

CULM VALLEY INTEGRATED CENTRE FOR HEALTH
01884 836000

TIVERTON HOSPITAL
01884 235400

ROYAL DEVON & EXETER HOSPITAL
01392 411611

AMBULANCE
999

CULLOMPTON POLICE
08452 777444

NHS DIRECT
0845 4647

SOCIAL SERVICES MID DEVON - CHILDREN (TIVERTON)
08448 805 838

SOCIAL SERVICES EAST DEVON - CHILDREN
(OTTERY ST MARY)
01392 384444

SOCIAL SERVICES – ADULT (CARE DIRECT)
0845 155 1007