

# Bramblehaies Surgery



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

## OPENING TIMES

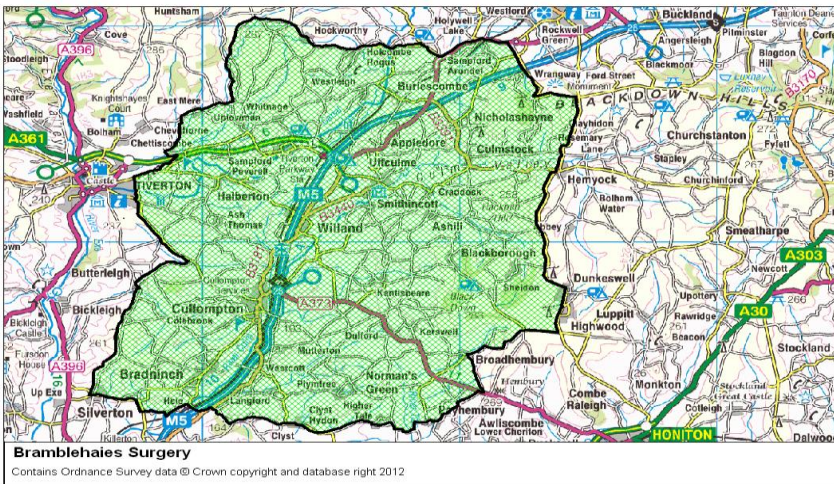
**Monday to Thursday 0830 - 1930**  
**Friday 0830 - 1900**

# GP SURGERY TIMES

Monday	0900 – 1330	1500 – 1900/1930
Tuesday	0900 – 1130	1600 – 1930
Wednesday	0900 – 1130	1430 – 1930
Thursday	0900 – 1130	1530 – 1930
Friday	0900 – 1130	1500 – 1830/1900

## PATIENT INFORMATION

The practice boundary area:



Parking and Access to building:



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. 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.

# THE PRACTICE TEAM

## Office Staff

Our reception team has 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 Lis Baker RGN*

Our 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 some chronic disease clinics, namely coronary heart disease, chronic obstructive pulmonary disease, asthma and diabetes.

There is a nurse present each weekday; appointments are made by contacting a receptionist.

## Health Care Assistants (HCA)

*Barbara Anderson*

*Gayle Knowles*

Our HCAs are trained to undertake blood pressure checks, blood samples, ECG recording, urine testing, cardio call fitting, influenza and pneumococcal vaccinations, and NHS Health Checks. May I add that the interpretation of the ECG results is the responsibility of the GP.

## Practice Manager

*Tracey Worley*

Our practice manager is responsible for the general management of the surgery. She is supported by a team of staff, all of whom work extremely hard to ensure the smooth running of the Practice ensuring you obtain the services you need. Tracey also sits on the 'Friends of Bramblehaies Surgery' patient group and the Patient Participation Group.

## OUR COMMUNITY TEAM

**(all based at Culm Valley Integrated Centre for Health,  
with some clinics provided here)**

Community Nurses – 01884 836000

Health Visitors – 01884 836004

Midwives – 01884 836005

Physiotherapist – 01884 836016

## SERVICES PROVIDED BY THE PRACTICE

**How to register with us:** You would need to come to the practice and complete a standard form to register; two forms of ID are required, one with a photo and another confirming your address. At this time you will receive a registration pack and also be offered an initial new patient consultation.

We do not stipulate for you to register with a particular GP, you become registered with the practice. Once registered, you can, of course, see whichever GP you choose, as we do not run personal lists, equally you can choose to see the same GP each time you book an appointment. Should you have an urgent medical concern you may find you will see a different GP if your preferred GP is not on duty.

**PLEASE NOTE:** 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.

**Carers:** You are a carer if you regularly look after a disabled, ill or frail relative, neighbour or friend who cannot manage alone. If you are a carer please let the receptionist know; a note will be placed on your medical record.

**Routine Appointments:** these are bookable **up to 6 weeks in advance** and can be made by telephoning the surgery, or by attending personally at the surgery.

**Duty Doctor System:** Whilst we usually endeavour to provide a routine appointment within 3 days, there are occasions where you may need to see a doctor more urgently. The duty doctor system ensures that we can deal, on a daily basis, with any urgent 'on the day' problems or where you feel you are unable to wait for a routine appointment. The receptionist will 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. The duty doctor will ring 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 doctor at the surgery, or a home visit.

**Telephone Advice:** if you need to speak to a doctor on the telephone please speak with a receptionist to arrange a mutually convenient 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 09:30am, if possible, so that we can plan our visits

**When the surgery is closed (out of hours):** NHS 111 can be contacted on 111. A telephone operator will take the call and note down all the details of the problem. The centre is not based at the practice. Arrangements will be made for a doctor to call you back.

**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 send a request via our website [www.bramblehaiaesurgery.co.uk](http://www.bramblehaiaesurgery.co.uk), return the tear off slip which accompanies your previous prescription or telephone after 10:30am.  
**PLEASE NOTE:** Our website can be accessed at any time.

**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 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 Nexplanon 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. If you think that you may be pregnant, please come to see one of us in surgery about two weeks after your missed period.

**Cervical Cytology:** Smear testing can tell a woman if she is likely to develop cancer there. We strongly advise women to attend regularly for a test, an invitation will be sent, usually 3-yearly until 50 years of age and thereafter 5-yearly until 64 years of age. The smear can be done in surgery 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 does apply.

## **Immunisations:**

### **Routine children's immunisations:-**

- 2 months old - 1st Diphtheria, tetanus, pertussis (whooping cough), polio and Hib, 1st Pneumonia, 1<sup>st</sup> Meningitis B and 1<sup>st</sup> Rotavirus.
- 3 months old - 2nd Diphtheria, tetanus, pertussis, polio and Hib, 1st Meningitis C and 2<sup>nd</sup> Rotavirus
- 4 months old - 3rd Diphtheria, tetanus, pertussis, polio and Hib, 2nd Pneumonia and 2<sup>nd</sup> Meningitis B.
- between 12 and 13 months of age - 1st MMR, Hib/Men C booster, 3rd Pneumonia and 3<sup>rd</sup> Meningitis B.
- 2, 3 and 4 year olds - influenza
- 3 yrs 4 months -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.**

**Other Routine Immunisations:** Tetanus vaccination is given to adults if not immunized before. A course of 3 injections of Diphtheria, Tetanus and Polio are given at monthly intervals. Two additional doses given at 10 yearly intervals should provide lifetime immunity, but you may require a further vaccination after 10 years if you suffer a dirty wound or are travelling abroad. The nurses will provide you with further information should you require.

**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.**

**PLEASE NOTE:** 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 most over 65's considered at risk, although some may require a booster after 5 years.

**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.

**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.

**Protection and use of Information:** The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, 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 general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

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.

The practice is also now required to register with the Care Quality Commission (CQC) annually, commencing April 2013. In some cases we may occasionally need to disclose identifiable information as part of the CQC inspection process. This is usually done with the patient's consent and, wherever possible, anonymised information will be provided so that individuals are not identified.

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.

**Friends of Bramblehaies Surgery:** 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.

**Patient Participation Group:** We encourage patients to give their views on how the practice is performing and we also discuss, as a group, possible improvements too. If you would like to know more, please speak to the practice manager. This group is separate to the Friends of Bramblehaies Surgery, but we do have members who contribute to both.

**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. We also have a suggestion/feedback box in the waiting room for your use, and also the option to feedback via our website. If you wish to make a comment or complaint about the service you have received, and it cannot be resolved locally with the practice manager, please contact NHS England at [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or 0300 311 22 33.

*The surgery is contracted to NHS England.*



# THE PATIENT CHARTER

## WHAT WE WILL DO:

Ensure you have 24-hour access to medical advice

Aim for you to be able to access a **health care professional** within 48 hours of your initial contact with the surgery, or in an urgent case, the same day

Wherever possible patients will be able to see the **GP of their choice** within five working days

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

Wherever possible you will be seen within 30 minutes of your appointment time. Should there be an emergency which results in a GP being delayed with their appointments, we will do our utmost to keep you informed

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

Work in partnership with you to achieve the best healthcare possible

Involve you in your care, and listen to your opinions and views in respect of your medical care

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 9.30am, 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

Request a double appointment (20 minutes) if you feel you will need one

Please place a repeat prescription request as soon as you realize you are running low on medication – at least 48 hours before you need them, and if telephoning the request please ensure it is after 10:30am

Please phone 999 if your condition is serious or life threatening

If you have any concerns at all about the service you receive please contact the Practice Manager, who will be more than happy to see you

# 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

Insect cream

Cough medicine

Anti-diarrhoea medicines

Calamine lotion

Magnesium sulphate paste  
(to use as a poultice)

Also plasters, scissors, cotton wool, cleansing wipes, crepe bandage, safety pins, sterile gloves, scissors, tape, hot water bottle and a head lice comb to be used in conjunction with conditioner

## USEFUL TELEPHONE NUMBERS

BOOTS PHARMACY, STATION ROAD,  
01884 32279

BOOTS PHARMACY, WILLAND ROAD,  
01884 32468

TESCO'S PHARMACY, CULLOMPTON  
01884 369247

WILLAND PHARMACY, WILLAND  
01884 32604

NHS 111 SERVICE  
111

TIVERTON HOSPITAL/ROYAL DEVON & EXETER HOSPITAL  
01884 235400/01392 411611

AMBULANCE  
999

DEVON COUNTY COUNCIL – CHILDREN AND YOUNG PEOPLE SERVICES  
08448 805 838

PALLIATIVE CARE - OUT OF HOURS  
0845 504 9113

COMMUNITY NURSE - OUT OF HOURS  
0845 2419 130 or 01392 269475