

Welcome to: The College Surgery Partnership



Surgery Times

College
Monday - Friday* **Times**
8:30am – 6:30pm

Bradninch
Monday – Friday **Times**
8:30am – 12:30pm
Wednesday Dispensing Only 9:00am – 12:30pm

Uffculme
Monday – Friday **Times**
8:30am – 12:30pm
Monday – Friday 2:30pm – 6:00pm

Willand
Mon – Tue – Thurs – Fri** **Times**
8:30am – 12:30pm

Sampford Peverell
Mon – Tue – Thur – Fri** **Times**
8:30am – 1:00pm
2:30pm – 6:00pm
Wednesday 8:30am – 1:00pm

* MONDAY - THURSDAY BY PRIOR APPOINTMENT THE SURGERY CAN BE OPEN UNTIL 7:00PM

** APPOINTMENTS CAN BE BOOKED ON THURSDAYS FROM 6:30PM UNTIL 6:45PM BY PRIOR ARRANGEMENT AND WILL BE HELD AT OUR CULLOMPTON CENTRE ONLY.

www.collegesurgery.org.uk

College Surgery
Culm Valley Integrated
Centre for Health
Willand Road
Cullompton
EX15 1FE
Tel: 01884 831300
Fax: 01884 831313

Uffculme Surgery
Commercial Road,
Uffculme
EX15 3EB
Tel: 01884 840743
Fax: 01884 841958

Bradninch Surgery
The Manse,
4 Millway,
Bradninch EX5 4NL
Tel: 01392 881952
Fax: 01392 882460

Willand Surgery
17 Southview Close
Willand
EX15 2QP
Tel: 01884 821878

Sampford Peverell Surgery
29 Lower Town
Sampford Peverell
EX16 7BJ
Tel: 01884 820304
Fax: 01884 821188

Dr Andrew Smith
BSc MB ChB DCH DRCOG MRCP

Dr Clare Matthews
MB ChB MRCP DRCOG

Dr James Rowbury
MB, BS BSc MRCP

Dr Susan Tat
MB BS, MRCP

Dr Jennifer Kerin
MB BCh DCH DRCOG MRCP DPD

Dr Daisy Robinson
BA MB, BS MRCP DFRSH

Dr Beth Phillips (Salaried GP)
MB ChB, MRCP

Dr John Kekwick
MB ChB, MRCP

Dr Lorna Mason
MB ChB, MRCP

Dr Michael Dixon
MA MB, BS DRCOG FRCGP

Dr David Jenner
MB ChB DRCOG MRCP

Dr Hilary Harris
MB, BS MRCP DRCOG DCH

Dr Fiona Black
BSc MB ChB DFFP DRCOG MRCP

Dr Ben Greenwood
MBCh MRCP

The Practice

The Receptionists

These are the first people you meet when you come in. It is their job to answer the telephone, arrange appointments with the doctor, nurse and midwife and deal with your enquiries. They are there to help you, so please ask when you have any queries.

The Doctors are currently fourteen in number (thirteen partners and one salaried GP), six male and eight female. On registration you will be allocated a named doctor who will be responsible for your overall care. If you wish to know which doctor that is, then please contact the practice. Reasonable efforts will be made to accommodate requests from patients who wish to be registered with a preferred doctor but please note that, as most of the doctors work part time, this may not be possible. Booking appointments in advance increases the possibility of seeing your preferred doctor.

Doctors Teams

College Surgery is unique in Devon in providing local access to people across five separate surgeries and we continually get feedback from patients, especially the elderly, on how much they value these local surgeries. However, sadly it isn't always possible for you to see your "own" doctor at all times and to try and help with this problem the partners work in teams. At any one time a doctor from your team will always be on duty and this means that the same team view results and letters and will always be more familiar with the patient and their needs.

The teams are as follows:

**Dr Smith Dr Matthews Dr Rowbury Dr Tat
Dr Kerin Dr Robinson Dr Phillips Dr Mason Dr Kekwick
Dr Dixon Dr Jenner Dr Harris Dr Black Dr Greenwood**

The Practice Nurses have their own clinics at the same time as the doctors. Sometimes you will be sent to them by the doctor, but you can make your own appointment at other times. They take the lead on some chronic disease care.

The Practice Manager is responsible for the administration and smooth running of the practice. If you have any suggestions about the surgery, or any problems with the service you receive, she will be happy to see you.

Community Team

Offer nursing care to patients in their own home or residential home, when they are unable to come to the surgery.

Appointments

Please ring so we can arrange an appointment for you with the most appropriate member of our team. **If you are not able to attend please ring and cancel**, this will allow us to see other patients, please do not come in without an appointment trying to be seen.

Same Day Service

Every day there will be a duty team consisting of at least one doctor and a nurse practitioner for patients with urgent medical problems who need to be seen on the same day or patients not able to wait for the next routine appointment. Please ring the surgery in the normal way, the team will phone you back, assess the problem and direct you to the appropriate person. Please do not attend without telephoning the surgery first.

Telephone Consultation

A doctor will be happy to give telephone advice when they are not consulting. These are limited and the doctor will contact you as soon as they can.

Home Visits

If you are too ill to come to the surgery, you can be visited at home. Please telephone before 11:00am if you think you need a visit.

Out of Hours Emergencies

Out of Hours service is the responsibility of the Northern, Eastern and Western Clinical Commissioning Group (CCG) and is provided by the 111 service. This is available Monday to Friday 6.30pm – 8am and through the weekend 6.30pm Friday to 8am on Monday morning. The service also covers Bank Holidays. If you need to contact a doctor during this time, then telephone **111**. There is a leaflet describing the service in detail and is available at reception.

Repeat Prescriptions

On your doctors advice repeat prescriptions can be obtained through reception. This takes usually two working days. Requests can be made by letter, fax or through our online service (see our website). If a computerised repeat prescription request slip has been provided then we would ask you to use this if at all possible, as this ensures the correct medication is prescribed and your medical records are kept up to date. Please indicate if you require your prescription to be sent to another pharmacy otherwise it will be at the surgery for your collection. Please make your requests well in advance and ensure you always have sufficient medication to last over the weekend and public holidays when the surgery is closed. You should also note the doctor will want to see you at regular intervals to ensure your medication is effective and that the dose is correct prior to issuing the next prescription.

Medical Advice










Medical advice and guidance can also be obtained by calling 111 or online at www.nhs.uk/111

Hospital Transport

You will need to telephone 0345 1551009 / 01884 242099 to book this yourself.

Community Transport Advice

Please call 01884 242099

	Services Provided	Who to See
	EMERGENCIES e.g. Chest Pain, Major Injury, Collapse	Ring 999
	General Health Advice (do you need to see a doctor or nurse?)	Ring 111
	General Health Concern, New Symptoms, Need For Medication	Doctor
	Coughs, Colds, Sore Throats, Water Infections	Pharmacist or Nurse Practitioner
	Help with: Anxiety, Worries, Relationship Problems, Depression, Bereavement	Doctor
	Asthma, Diabetes, COPD, Heart Clinics	Practice Nurse
	Healthy Living Advice, Blood Pressure Test, Alcohol Problems, Women's Health, Smoking Cessation	Practice Nurse (Smoking Cessation 01884 836024)
	If you think you are entitled to: Home Help, Meals on Wheels, Mobility Allowance, Disabled Driver Sticker. Including Carers, Bereavement, Disability Groups	Social Services Devon Area Care Direct 0845 1551007
	Travel Advice & Immunisations, Childhood Immunisations, Ear Syringing	Practice Nurse
	Dressings, Removal of Stitches, Incontinence	Practice Nurse or District Nurse (District Nurse 01884 836025)
	Family Planning, Advice before you get pregnant, Sexual Health	Practice Nurse or Doctor or Health Visitor (Health Visitor 01884 836000)
	Advice on baby and child care, Family diet and exercise, Baby checks and hearing test, Problems with children	Health Visitors or School Nurses 01884 836000
	Maternity Care	Midwife 01884 836005
	Home Nursing	District Nurse 01884 836025
	Cervical Smear	Practice Nurse
	Self-certification Form SC2 for the first 6 days..... Statement of Fitness for Work (fit note) If you need a doctor's note before day 7, a fee will be payable	Reception Doctor

Your rights and responsibilities

We respect the rights of our patients in terms of race, gender, social class, age, religion, sexual orientation or appearance, and disability or medical condition and would expect the same from our patients. We operate a strict policy where if patients are violent or abusive this could result in their removal from the practice list.

Confidentiality

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care. CCTV is installed internally in public areas and externally for security. Recordings are used entirely at the discretion of the partners including provision of images to the police or other official bodies, and will otherwise comply with the Practice's Data Protection registration. Please note that it is the Practice's policy to record all telephone calls for the purposes of patient and staff care, security, training, and dispute resolution. Recordings and their use will be at the Partners' discretion and will also comply with the Practice's Data Protection registration.

Complaints

Should be sent to our Practice Manager (Kyla Dawe) who will deal with them promptly. Alternatively you may choose to deal directly with NHS England on 0300 311 2233.

Registering with the practice

Please contact reception, although patients register with the whole practice you will be asked to state your preferred doctor and we will endeavour at your behest to make appointments with the doctor of your choice.

Dispensing Arrangements:

If you consult in Uffculme, Bradninch or Sampford Peverell Surgeries and live more than 1 mile away from the nearest pharmacy you may register as a dispensing patient to receive your medicine from our dispensaries.

Dispensary opening hours:

Uffculme Dispensary:

*Mon - Fri: 8:30am - 12:30pm and
2:30pm - 6:00pm*

Bradninch Dispensary:

*Mon, Tue, Thur, Fri: 8:30am - 12:30pm
Wed: 9:00am - 12:30pm*

Sampford Peverell Dispensary:

*Mon, Tue, Thur, Fri: 8:30am – 1:00pm
& 2:00pm – 6:00pm
Wed: 8:30am - 1:00pm*

A directory of all healthcare services is available from:

Northern, Eastern and Western Devon
CCG,
County Hall
Topsham Road
Exeter
Devon EX2 4QD
01392 205205

Disabled Access:

Disabled access is available at all 5 surgeries. However if you experience any difficulty with access to our premises please inform reception and we will do our best to accommodate all your needs.

www.collegesurgery.org.uk

