

ROBOROUGH SURGERY

1 Eastcote Close, Roborough,
Plymouth, Devon, PL6 6PH

www.roboroughsurgery.org.uk

OPENING TIMES

Mon: 08:00 – 18:00

Tue: 08:00 – 18:00

Wed: 08:00 – 18:00

Thu: 08:00 – 18:00

Fri: 08:00 – 18:00

Sat: 08:00 – 13:15*

* Pre-bookable appointments approx twice
monthly

TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours

01752 701659

Appointments & Prescriptions

01752 701659

Prescriptions query line will only be taken between 10.00
and 12.00 and 14.00 and 16.00

Enquiries and Results

01752 701659

Business & Enquiries

01752 701659

Fax

01752 201410

PRACTICE STAFF

Dawn Mainland Practice Manager

Karen Avery Reception Manager

Claire Bond Finance Manager

Jill Porthouse Medical Secretary/PA

Lauren Crick Medical Secretary

Linda Green Clinical Practitioner/ Nurse Lead

Sam Perkins Clinical Practitioner

Miranda Burke Practice Nurse

Rebecca Seabrook Practice Nurse / Research Nurse

Alison Grigg Health Care Assistant "HCA" Lead

Jason Green HCA

Stephanie Pullinger HCA

Sharon Atkins Phlebotomist

Sue Taylor Nurses Clerk/IT

Hayley Hill Prescription Clerk Lead

Donna Milton Summariser

Michelle Smith Summariser/Carers Lead

Nicki Allott Medical Administrator/Research Co-ordinator

Jane Rees Medical Receptionist/ Prescription Clerk

Lynne Benwell Medical Receptionist/Relief Secretary

Codie Mullen Medical Receptionist

Maisie Northcott Medial Receptionist/ Prescription Clerk

Jasmin Shute Medical Receptionist

Carla Stephens Receptionist

Donna Sluggett Receptionist

Priscilla Ileladewa Receptionist

Patient's Rights to General Medical Services

To be offered a health check on joining the surgery for the first time

To have appropriate drugs and medicines prescribed.

To be referred to a consultant acceptable to them when they and their clinician thinks it is necessary, and to be referred for a second opinion if they and their clinician think it is advisable.

To have access to their health records, subject to any limitations of law, and to know that those working for the NHS are under legal duty to keep those records confidential.

To choose whether to take part in research or medical student training,

To receive a copy of their practice leaflet, setting out the services that he or she provides.

To receive a full and prompt reply to any complaints they make about the care they receive at Roborough Surgery

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PRACTICE CHARTER

Information for Patients

PARTNERS

Dr Helen Wright

Dr Cord Bredemeyer

Dr Kim Wade

Dr Ruth Arkle

Dr Kathy Rainsbury

Dr Alison Eley

Dr Alan Holman

ROBOROUGH SURGERY Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and clinicians are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Please take a copy

| Our Practice Charter | |
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| What we will do for you, our patients | What you, our patients, can do to help us |
| All clinicians and staff will be respectful and courteous to you at all times when trying to deal with your enquiry. | We expect you to extend the same courtesy to us and please do try to understand if, now and then, we are unable to provide exactly what you want precisely when you want it. |
| For urgent medical conditions you will be offered an appointment with a clinician on the day you contact us. | Please do not say your condition is urgent when this is not the case simply to get a same day appointment. You will be acting irresponsibly towards your fellow patients with more serious conditions. |
| For non-urgent conditions we will ensure you are offered an appointment with a clinician no later than 48 hours beyond the day you make your request. If, however, you insist on seeing a particular clinician, you may have to wait a lot longer. | If, having booked an appointment, you are unable to keep it, please endeavour to let us know as soon as possible so that we may offer it to another patient. |
| We will do our utmost to keep to appointment times and keep your waiting to a minimum. If you are likely to face a wait of 30-minutes or longer, we will make you aware of this. | Please attend promptly for all appointments. |

| What we will do for you, our patients | What you, our patients, can do to help us |
|---|--|
| Routine appointments with our clinicians will be booked at 10-minute intervals and are intended for use by one patient only and with one problem. | When you first contact us, if there is more than one person needing to be seen by the clinician, please ask for one appointment for each patient. |
| We will provide an out of hour's emergency service for you between the hours of 6pm and 8.00am from Monday to Friday each week and at weekends. | Please request a night visit only for very urgent conditions that you feel cannot wait until the morning. |
| A clinician will visit you at home if your medical condition prevents you from coming to the surgery. | Please do try to come to the surgery as this can enable a much more thorough examination of your condition to be made. Please do not smoke when the clinician calls in line with April 2007 Smoking Charter. |
| All our staff will wear name badges so that their identity is immediately made known to you and will always give their name when answering the phone. | Please make your identity clear when contacting us and, if making contact on behalf of a patient, your relationship to that patient. |
| Repeat prescriptions will be ready for collection 48-hours after your request except, those received on Fridays. These will not be ready until after 4pm the following Tuesday. | Please keep a close check on your stock of medicine and order a repeat prescription in good time ensuring that you will not run out over a weekend |

| What we will do for you, our patients | What you, our patients, can do to help us |
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| Most routine test results will be available to relay to you within one week of the examination being made. We will contact you immediately if a result comes back indicating you have need of further urgent examination or treatment. | When contacting us for a result, please try and do so between 2.30 and 4.30pm from Monday to Friday when we are best placed to deal with your enquiry. |
| Your medical records will be held and maintained by us in the strictest confidence. | Please remember we cannot give information from your records to you over the telephone unless we are able to positively identify you. Remember also that we cannot give information about you to a third party, regardless of their relationship, without your prior written consent. |
| Access to the surgery main entrance is designed to cope with patients needing to use a wheelchair and we will ensure they are dealt with on the ground floor. | Please avoid restricting access to the main entrance or ground floor waiting room with prams, pushchairs or shopping trolleys. |
| We will always strive to provide services that meet the needs of patients but should you have reason to complain, please ask for Jill Porthouse, Personal Assistant to the Partners / Complaints Co-ordinator. | Please also tell us what you feel we do well. We want to continually improve our overall service to you so it is important to know what parts of it you feel are already very good. |