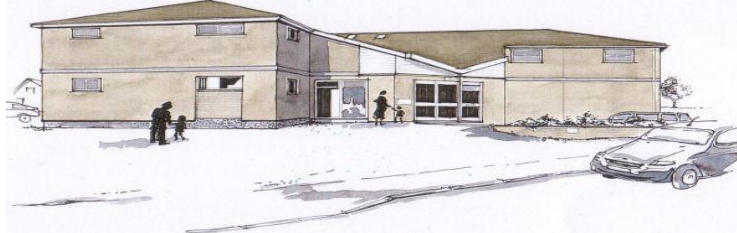


ROBOROUGH SURGERY

PRACTICE INFORMATION BOOKLET



1 Eastcote Close
Roborough
Plymouth PL6 6PH

Telephone number

01752 701659

111 Out of Hours when the surgery is closed

Opening Hours

Monday	8:00am – 6:30pm
Tuesday	8:00am – 6:30pm
Wednesday	8:00am – 6:30pm
Thursday	8:00am – 6:30pm
Friday	8:00am – 6:30pm

Our telephone lines are available between 8am and 6:30pm Monday to Friday.

If you call between 6pm and 6:30pm you will receive instructions on how to contact the deputising service. Further information can be found on our website

www.roboroughsurgery.org.uk

ZERO TOLERANCE

Ridding the NHS of intimidation and violence

Definition of Violence

..... any incident where staff are abused, threatened or assaulted in circumstances related to their work, involving explicit or implicit challenge to their safety, well-being or health. This also applies to any verbal aggression.

Aims of Zero Tolerance

- To make it absolutely clear to the public that violence against staff working in and for the NHS is unacceptable and the Government and the NHS has made a commitment to stamp it out.
- To reassure all staff that violence and intimidation is unacceptable and is being tackled.

There is no place for harassment of any kind in the NHS and it WILL NOT BE TOLERATED

Violence against staff working in the NHS is a crime and we will work with the police locally to prevent it.

“Our doctors and staff come to work to care for others. They do not come to work to be victims of violence. Aggression, violence and threatening behaviour do not go with the job and will not be tolerated. Individuals behaving violently towards staff will be reported to the police.”

ROBOROUGH SURGERY GP PARTNERS

Dr Cord Bredemeyer (male)

Cert. State Exam Med 1994
Cologne, Germany

Dr Elizabeth Ruth Arkle (female)

MBCHB Leeds 2000
DRCOG, DFFP, MCEM, MRCGP

Dr Kathy Rainsbury (female)

GPwSI (skin), DFSRH, MRCGP
Intercollegiate MRCD BM
2001 Southampton University

Dr Alan Holman (male)

BMBS, MRCGP
2007 Peninsula College of Medicine
and Dentistry, Plymouth

PRACTICE CHARTER

What we will do for you, our patients	What you, our patients, can do to help us
All doctors 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 we are unable to provide exactly what you want precisely when you want it.
For conditions considered medical urgent 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 suitable clinician or directed to an alternative service. If you insist on seeing a particular clinician, you may have to wait 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. Appointments can be cancelled by telephone, online or by speaking to reception.
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 let you know.	Please attend promptly for all appointments.
Face to face appointments with our clinicians will be booked at 15-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 problem needing to be discussed with the clinician, please request a double appointment.
We will provide an out of hours service for you between the hours of 6:30pm and 8am Monday to Friday each week and at weekends and Bank Holidays.	Please only contact the out of hours service if your enquiry is an emergency and cannot wait until the surgery re-opens.
A clinician may visit you at home if you have been assessed as being Housebound. This is defined as someone who is unable to leave their home without significant assistance.	Please do try to come to the surgery as this can enable a much more thorough examination of your condition to be made. The surgery is a no smoking building; we also request you do not smoke if our clinician visits you at home.
Repeat prescriptions will be ready at your nominated Pharmacy 72 working hours after your request, except those received on a Friday. These will not be ready until the following Wednesday.	Please keep a close check on your stock of medication and order a repeat prescription in good time, ensuring that you will not run out over a weekend or Bank Holiday.
Most routine samples and blood test results will be available within 1 week of the sample being taken. We will contact you if a result comes back indicating you required further investigation.	When contacting us for a result please do so after 2pm; test results can also be obtained from the NHS App or System Online if you are set up to use online access.
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 that we cannot give information about you to a third

	party, regardless of their relationship, without your prior written consent.
Our staff will wear name badges so that their identify is made known to you and will 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.
We will always strive to provide services that meet the needs of patients but should you have reason to complain please ask for our Complaints leaflet.	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.

Surgery Consultation Times

MORNING Face to face and telephone appointments	AFTERNOON Face to face and telephone appointments
<i>Monday morning</i>	<i>Monday afternoon</i>
Dr Cord Bredemeyer Dr Ruth Arkle Dr Kathy Rainsbury Dr Rowan Mankiewicz Dr Jilly Coleman Dr Susie Blanchard	Dr Cord Bredemeyer Dr Ruth Arkle Dr Kathy Rainsbury Dr Rowan Mankiewicz Dr Jilly Coleman Dr Susie Blanchard
<i>Tuesday morning</i>	<i>Tuesday afternoon</i>
Dr Alan Holman Dr Ruth Arkle Dr Kathy Rainsbury Dr Rebecca Pugh Dr Sam Adenuga Dr Ruth Laurence-King	Dr Alan Holman Dr Ruth Arkle Dr Kathy Rainsbury Dr Sam Adenuga Dr Ruth Laurence-King
<i>Wednesday morning</i>	<i>Wednesday afternoon</i>
Dr Alan Holman Dr Cord Bredemeyer Dr Kathy Rainsbury Dr Rowan Mankiewicz Dr Sam Adenuga	Dr Alan Holman Dr Cord Bredemeyer Dr Kathy Rainsbury Dr Rowan Mankiewicz Dr Sam Adenuga
<i>Thursday morning</i>	<i>Thursday afternoon</i>
Dr Alan Holman Dr Cord Bredemeyer Dr Ruth Arkle Dr Jilly Coleman Dr Sam Adenuga	Dr Alan Holman Dr Cord Bredemeyer Dr Ruth Arkle Dr Jilly Coleman Dr Sam Adenuga
<i>Friday morning</i>	<i>Friday afternoon</i>
Dr Alan Holman Dr Cord Bredemeyer Dr Rebecca Pugh Dr Ruth Laurence-King Dr Susie Blanchard	Dr Alan Holman Dr Cord Bredemeyer Dr Ruth Laurence-King Dr Susie Blanchard
<i>Extended Access: Saturday & Evening clinics</i>	
The GPs & Nursing Team also provide evening and Saturday clinics at various times during the month.	

Introduction

Welcome to Roborough Surgery

We are a modern practice situated at the junction of Southway Drive and Eastcote Close. The practice provides medical services under a PMS contract giving greater flexibility in the quality and availability of medical services. The practice team comprises of four GP Partners, six Salaried GPs, two Clinical Practitioners, a Specialist Practice Nurse, a Mental Health Practitioner, two Practice Nurses, Healthcare Assistants, a Phlebotomist and a management and administrative support team. We also have access to Clinical Pharmacists, Pharmacy Technicians, First Contact Physiotherapists, Social Prescribers, a Women's Health Nurse, a Community Care Team and Care Coordinators; these members of the team work across Drake Medical Alliance Primary Care Network, of which we are one of five member practices.

We have year four medical students who will see patients and are fully supervised by one of our GP Trainers. Since 2012 we have had GP Registrars who are fully qualified doctors specialising in general practice. Each GP Registrar has a dedicated GP Trainer and Supervisor and you will be advised if you are seeing a GP Registrar when we book your appointment. If you do not wish to be seen by a student or GP Registrar, please advise us at the time of booking an appointment.

We follow NHS England and Devon ICB guidelines with regards to GDPR compliance and all information held at the surgery meets required regulations. Information Governance is part of mandatory training for all staff and Partners.

Patients with Disabilities

There is access via a ramp to the premises for those patients who are disabled. The surgery has two disabled toilets which are situated in the waiting rooms. The upstairs waiting room is accessible by a lift for those whose mobility is limited. The surgery has a wheelchair for patients to use if required. All of the GP consulting rooms are on the first floor and the Nursing Team rooms are on the ground floor.

Chaperone

We are able to offer a chaperone during examinations if you wish to have one; the clinician you are seeing may also request a chaperone if a physical examination is to take place. Please feel free to ask the clinician about a chaperone before an examination is started.

Website

Our website contains all the information you require plus updates, news and advice. Our online consultation service, open each day Monday to Friday, is also accessed via our website. For patients wishing to order repeat prescriptions or access their medical record, this can be set up by the practice and can be linked to the NHS App.

Please visit our website at www.roboroughsurgery.org.uk

Complaints, Ideas and Suggestions

In the first instance our Reception Manager will be happy to discuss any problems you may have with any of the services on offer at the surgery. We have a designated Complaints Coordinator who manages any formal complaints should you wish to formalise any issues you may have.

If you have anything you wish to raise formally with the practice regarding the service we offer, please ask at reception for a copy of our complaints leaflet which contains details of our complaints process; we would be happy to receive your comments. If you wish to put your thoughts in writing please email d-icb.complaints.183048@nhs.net or address paper communication to our Complaints Coordinator. If we cannot deal with your complaint, or you are unhappy with our response, you can contact the services below for further guidance. If you are unhappy with our handling of a complaint you can contact the Public Service Ombudsman at www.ombudsman.org.uk

NHS Devon Integrated Care Board (ICB) can be contacted for advice and signposting. NHS Devon will support patients and their representatives with any concerns or complaints regarding primary care services in Devon, however, unless directly concerning the commissioning of the services, they will recommend any complaints are handled with the provider directly.

Contact details:

Telephone - 0300 123 1672

Email - d-icb.patientexperience@nhs.net

Post - Patient Advice & Complaints Team, NHS Devon, Aperture House, Pynes Hill, Rydon Lane, Exeter, Devon, EX2 5AZ

Contact information can also be found on the One Devon website
www.onedevon.org.uk/contact-us/patient-advice-and-complaints/

For GPs, Dentists, Pharmacies and community Opticians and their staff and systems in Devon, the Commissioner is NHS Devon ICB.

If you wish to make a comment or complaint about these services and it cannot be resolved locally with the practice Complaints Coordinator and/or our Reception Manager, please contact NHS Devon ICB direct.

Commissioning

All local services are commissioned by NHS Devon Integrated Care Board. If you have an issue with any other local service commissioned by NHS Devon ICB e.g. physiotherapy, accident and emergency, mental health services, hospital care, children's healthcare, the issues can be raised with the service manager, the PALS or Complaints team at the service, or with the Commissioners.

PALS and Complaints Team at pals.devon@nhs.net 0300 123 1672 or 01392 267665 or text 07789 741099

Outside Business Hours – telephone 01752 701659

The surgery is closed from 6:30pm until 8am Monday to Friday and between 6:30pm Friday and 8am Monday. If you need to consult a doctor urgently between these times please ring 111.

Practice Plus Group (out of hours service) will take your details and arrange for a clinician to call you back. You may be required to attend an out of hours clinic. Unless you are considered housebound you will be expected to make your own way to the clinic. Only conditions considered by the clinician to be of a serious nature will receive home visits. This service is for emergencies only. An emergency is a condition for which treatment cannot safely be delayed until the surgery re-opens.

We cannot offer an appointments or prescription service out of hours. ***Please do not use the out of hours service for non-urgent matters that can wait until the surgery is open.***

Online Consultation service

We encourage our patients to complete an online consultation questionnaire for any medical or administrative request. If patients are unable to complete the form or do not have internet access, our reception team will be able to complete the form on behalf of the patient. We also have a table in reception for patients to use to complete an online form themselves.

Each medical request received will be triaged by a GP or a senior clinician who will make a decision based on clinical need to decide on the urgency of your request. This may result in a face to face or telephone appointment or navigation to another service if appropriate. Patients may be seen on the day or added to a waiting list for a telephone or face to face appointment.

Our telephone lines are open from 8am until 6:30pm. If you call between 6pm and 6:30pm you will receive instructions on how to contact the deputising service. Our reception desk is open for patient enquiries and support should you wish to attend the surgery premises.

PRACTICE STAFF

Practice Nurses

Miranda and Becky are our Practice Nurses who will see patients for a number of nursing tasks including childhood immunisations and travel vaccinations, long-term condition reviews and complex wound care.

Becky is also our Practice Research Nurse. She works closely with our Lead Research GP and our Research Manager on NHS and commercial research projects.



Clinical Practitioners and Nursing Team

You may be offered an appointment to see one of our Clinical Practitioners when you contact the surgery. We have two Clinical Practitioners, Lynne and Andrew, who can prescribe medication if required. The role of the Clinical Practitioner is not new and there are now

many Clinical Practitioners working both in hospitals and GP surgeries across the country. Clinical Practitioners are able to take a medical history, carry out medical examinations, make a diagnosis, organise tests and investigations and offer treatment and advice for a variety of health conditions. They can refer you to the hospital for further tests and consultations if required and some are able to issue a Med 3 sick note. Our Clinical Practitioners work closely with, and support, our General Practitioners.

Sam is our Specialist Practice Nurse; she is our Diabetic specialist and long-term condition nurse and is also able to prescribe medication if required. A Specialist Practice Nurse is an experienced qualified Nurse who has undergone advanced, additional education and training. Sam is also our Nursing Team Quality and Infection Control Lead.

Our Mental Health Practitioner, Katharine, specialises in mental health issues including stress, anxiety and depression. She is also able to help with drug and alcohol problems and leads on management and referral for ADHD and Autism assessments in adult patients. Katharine is able to prescribe medication and is our Lead Nurse having responsibility for the management of the Nursing Team.

We have Healthcare Assistants in the practice who perform many tasks in patient care; these include some vaccinations, health checks, urine testing, learning disability checks, diabetic and annual patient checks, dressings and simple wound care and take bloods if our Phlebotomist is not available.

Our Phlebotomists runs our blood taking clinics four mornings a week and also support our HCAs with blood pressure and other patient checks.

The Nursing Team at Roborough Surgery provide a wide range of services including:

<i>blood tests</i>	<i>wound care</i>	<i>immunisations</i>	<i>blood pressure checks</i>
<i>travel advice</i>	<i>cervical smears</i>	<i>dressings</i>	<i>suture removal</i>
<i>asthma care</i>	<i>diet advice</i>	<i>contraceptive care</i>	<i>diabetic care</i>
<i>long-term condition management</i>		<i>smoking cessation</i>	

We hold flu vaccination clinics in the Autumn each year which are available to vulnerable and eligible patients; information regarding clinic dates and other details can be found at reception. We routinely invite eligible patients to book into one of our clinics.

The practice is also involved in other vaccination programmes such as shingles, pneumonia and RSV; patients will receive an invitation when they are eligible to receive these vaccinations.

Practice Management Team

Practice Manager – Trudy Smith has overall responsibility for the day-to-day running of the surgery and managing operational and business matters to ensure the right systems are in place to provide high-quality patient care. Trudy is also responsible for all personnel and human resources within the practice and works closely with the GPs and other medical professionals with delivering patient services and developing extended services to enhance patient care.

Finance Manager – Claire Bond administers the practice accounts, payroll and works closely with the GP Partners in managing all practice financial matters. Claire works with the management team and Partners to ensure the practice runs smoothly on a day-to-day basis.

Reception Manager – Kelly Mackney has overall responsibility for the daily running of reception including staff supervision and general administration. Kelly supports all clinical and non-clinical staff and is the point of contact for any patient comments or complaints. Working closely with the GP Partners and management team, Kelly supports with ensuring the practice runs smoothly.

Reception and Admin Teams

The practice is supported by an experienced and skilled team of Receptionists, Medical Secretaries, Administrators and Prescription Clerks. All members of the team work closely together, supporting the GPs, clinical staff and management team to ensure the practice provides the best possible patient care.

Attached Staff

Health Visitors – if you wish to speak to a Health Visitor please contact the Livewell Southwest Health Visiting Team on 01752 434008 or email livewell.phnadminhub@nhs.net; the team are based at Mount Gould Hospital.

District Nurses – the District Nursing service is available to help **housebound** patients when necessary. Requests for visits should normally be made through the surgery. It is possible to contact them direct; their telephone number is 01752 434629 for urgent matters only.

Maternity and Child Health Services – if you are trying to have a baby you may wish to see a GP for advice. The community Midwife provides care during and immediately after pregnancy. If you find out that you are pregnant please go to www.plymouthhospitals.nhs.uk/midwife-booking where you will be guided through a booking-in form. Advice regarding all aspects of your pregnancy will be discussed at your first appointment.



Government directives offer HIV screening to all pregnant women and NHS offers Sickle cell and Thalassaemia screening to pregnant women.

The Tamar Team midwives will give post-natal care post-delivery and can also carry on for up to 28 days if required.

Six to eight weeks after birth, babies are fully examined by a GP; a member of the Nursing Team will weight and measure your baby prior to you seeing the GP. Mum will also be offered a telephone or face to face appointment with our Women's Health Nurse for their 6-week post-natal check. Please ensure baby is registered at the surgery prior to their appointment.

It is very important that all children are immunised correctly and at the right time. It is only by doing this that various serious, deadly or damaging diseases such as tetanus or polio, can be protected against. A member of the administration team will book these vaccinations with you and a Practice Nurse will immunise children either by routine appointment or at other times if requested.

Registration

Following the NHS England initiative, we are now encouraging all our new patients to use the 'register online' option on the New Patient section of our website. This option is a quick, easy and efficient way for you to register with the surgery and is accessible at any time. You will be guided through a series of questions and your application will be submitted and sent directly to the surgery; please ensure you complete all fields to avoid any delay in processing your registration. If you are registering anyone under the age of 16, you will be asked to complete an additional information form. We aim to fully register new patients within 7-10 working days.

If you are unable to access the online registration, a paper copy of the forms can be obtained from reception. We are happy to accept paper registrations but please be aware these will take longer to process.

You will be registered with the practice and are free to consult with any GP. Please try and register in advance of needing medical attention as this will ensure your details are on the computer ready for the clinician to assess.

Appointments

Following recent changes made by the government we are now encouraging patients to complete an online questionnaire. Our online consultation service can be found on the home page of our website and is accessible for patients to complete a medical questionnaire for a new or existing condition or to request a follow-up appointment. We use a total triage model in the practice and every online consultation questionnaire completed will be triaged by a GP which may result in your being offered a face-to-face or telephone appointment, being added to a waiting list for a routine telephone or face-to-face appointment; you may also be directed to another service such as Pharmacy First or direct to our First Contact Physio service if this is appropriate. The GP will make a clinical decision on the urgency of your request.

Following GP triage you may be offered a telephone consultation. This may be appropriate for queries about minor illness, medication, test results or to deal with a healthcare query that does not need a face-to-face appointment. If you are offered a telephone consultation the appointment will be either morning or afternoon; we do not give a specific time for telephone consultations.

If you require a Med 3 sick note, please go to www.roboroughsurgery.org.uk and complete a System Connect online consultation choosing the 'Fit Note' option.

For any general administrative queries please choose the 'other admin request' to complete an online questionnaire.

Many patients wish to build a relationship with their GP, especially in the treatment of ongoing problems but you are free to consult with any of our GPs. To assist us with your medical care effectively please complete the online questionnaire with as much information as possible and answer all questions fully; by doing this the GP can effectively triage your request; you may also be offered an appointment with our Clinical Practitioners.

For any appointments with our Nursing Team please call or speak to reception who will be able to book these appointments.

Urgent Assistance



If you require assistance for a medical emergency please consider first calling for an ambulance, as you may waste valuable time calling the surgery. If you do call the surgery tell us as clearly as possible about your problem. We may decide that your immediate need can only be dealt with by the emergency services and we will ask you to call an ambulance. In some cases, we may call an ambulance for you.

Please only use this Facility if a real emergency exists.

Home Visits

As transport becomes more readily available to our patients enabling them to travel to the surgery, home visits should become a rarity. This is a development to be welcomed as the facilities available at the surgery enable the GP to more easily diagnose illness and recommend appropriate treatment. Both small children and the elderly can be brought fairly easily and safely to the surgery by car, see a GP and return home again in a very short time.



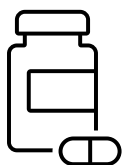
We consider that only the fully housebound patient legitimately requires a home visit.

Please do not smoke whilst the clinician is visiting and keep any pets under control.

If a home visit is absolutely necessary, please contact us between 8am and 10am as this will greatly assist in organising the visit diary. When you request a visit, the receptionist will ask for some details on behalf of the doctor to ensure they are prepared. The GP may telephone for further information before making the visit or instead of a visit following their clinical review of the request. It is vital that you ensure we have your correct telephone details. Unless deemed urgent by the GP, visits will be made after morning surgery has finished.

Repeat Prescriptions

Requests for repeat prescriptions can be made online via our website, by post or in person using your prescription counterfoil.



Once you have requested your medication, it will be sent automatically via the electronic transfer of prescriptions (ETP) to your nominated Pharmacy.

Prescription requests will take up to 72 working hours to be processed and sent to your chosen Pharmacy.

Repeat prescription requests are only accepted for medication that has previously been prescribed by a doctor at this practice. We normally give two months medication at a time for patients under the age of 78 years old. Patients over the age of 78 will receive one month's supply (this is due to more frequent medication changes in the older population, to try and reduce wastage). Please try to arrange requests so that the majority of your regular medication is requested at the same time and that you do not leave it to the last minute to make a request.

If you are going away on holiday or for other reasons, please submit prescription requests in good time. Our website address for online ordering of medication is

www.roboroughsurgery.org.uk/prescriptions/

Repeat dispensing is a useful service whereby if you or someone you care for uses medication regularly, we may be able to issue these in batches of 6 or 12 months. Please speak to our Prescription Clerks, Hayley and Emma, for further information about this.

Medication reviews – we have a Clinical Pharmacist and a Pharmacy Technician working with us in the practice to help free up GP time by completing medication reviews for patients on regular medication.

Special Services Available

We are able to offer our patients a number of additional services, such as:

Childhood immunisations	Our Practice Nurses hold regular clinics for childhood immunisations. However, if our regular clinic is not convenient appointments can be flexible so please ask.
Contraception	All GPs, our female Clinical Practitioner and our Women's Health Nurse are available to provide contraceptive advice during normal surgery hours. Some of our female GPs are also able to fit and remove contraceptive coils and implants. You will require a clinical review and will then be added to a waiting list for either of these procedures.
Steroid Injections	Some of our GPs are able to provide steroid injections; you will require a clinical review first and will then be added to a waiting list until a suitable appointment becomes available.
Medical examinations	Examinations are needed to cover a variety of issues such as life insurance, pre-employment medicals and some DVLA checks. These will require an extended appointment and are a private service where a charge will be payable. We are not able to complete medication examinations in all cases, for example HGV/PSV or Taxi Driver medicals.

Confidentiality

All employees of the practice have a legal duty to keep your medical information confidential and anyone who receives that information from us is bound by the same legal duty. If you are receiving care from other people, both within and outside the NHS, we may need to share information to enable us to all work together for your benefit. The sharing of information is strictly controlled by law, so unless there are exceptional circumstances, such as when the safety of others is at risk, we will not disclose your information to third parties without your permission. We will only give information to your relatives, friends or carers with your permission. Sometimes the law requires us to report certain information to appropriate authorities, e.g. notification of a birth or to protect the safety of members of the public.

Under 16s

Young people aged less than 16 years can choose to see health professionals without informing their parents or carers. These young people have the same right to confidentiality. If a GP considers that the young person is competent to make decisions about their health, then the GP can give advice, prescribe and treat that young person without seeking further consent. However, health professionals will encourage young people to discuss issues with a parent or carer. Sometimes the law requires us to report certain information to appropriate authorities to protect young people or members of the public.

Patient Participation Group

We have a small PPG which meets roughly every three months. The surgery works with the group regarding the services we offer at the surgery and looking at ways in which we might be able to improve our services. If you would like further information, please see the posters in the waiting rooms or ask to speak to our Operational Administrator, Caitlyn.

Carers

If you are a carer for someone please feel free to ask to be registered as a Carer. We have dedicated carers noticeboards and leaflets in our waiting rooms; if you would like more information please ask to speak to our Carers Administrator, Michelle.

Access to Health Records

Personal Access – the Data Protection Act 1998 gives you the right to view or have a copy of any personal information held in your medical records. If you want to access a copy of your records, we encourage you to register for System Online and request full medical record access; this can also be linked to the NHS App. However, should this option not be possible please request a Subject Access Request (SAR) form from reception or complete an administrative online consultation questionnaire via our website.



Third Party Access – if you consent for a third party, such as a Solicitor or Insurance Company, to see any part of your medical records, they will need to apply in writing to the practice. There are recognised procedures for this and charges may apply and have been agreed with the BMA and the insurance bodies. Written consent is required before the release of information and you may receive communication from the practice to confirm your consent to release this information.

Freedom of Information Act 2000

Roborough Surgery complies with the provisions of the Freedom of Information Act 2000. Details and information about the surgery are available in the public domain.



Useful Telephone Numbers

In the event of an emergency ring 999

Emergency dental service ring 0845 155 8070

Urgent Care (out of hours) including mental health crisis ring 111

Derriford Hospital	01752 202082
Patient Transport (in advance)	0845 053 9100 or 01752 431954
Eye emergencies	01752 439330
Labour Ward, Derriford Hospital	01752 763610
Harbour (Drug & Alcohol Support Service)	01752 434343
Sexual Health Clinic appointments	0845 155 8189
Pregnancy Advisory Centre	01752 431129
X-ray appointments, Derriford Hospital (once your GP has made the request)	01752 437186
Samaritans	116 123 freephone 24/7
GU Medicine	01752 431124
Nuffield Hospital	01752 775861

Local Pharmacy

Boots, Crownhill	01752 772414
Well, Bampfylde Way	01752 778186
Well, Southway Drive	01752 775832
Speedwell, Estover	01752 704189
Tesco, Woolwell	01733 520503

Taxi services

Star Cars	01752 200020
Taxifast	01752 222222
Crownhill Taxis	01752 791122