

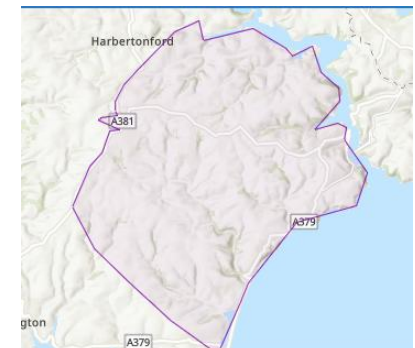
Practice Information Leaflet



1st Floor, Dartmouth Health & Wellbeing Centre
Wessex Way
Dartmouth
Devon
TQ6 0JL

Telephone No. 01803 832212
Email dmp.admin@nhs.net
Website: www.dartmedical.co.uk

GP services are provided to the following areas:



Further information can be sought from
www.nhs.uk

How to register at the practice

The quickest way to register is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please collect a registration form from the reception team.

Teaching and Training practice

Our practice supports the training of medical students and Doctors who are learning general practice. You may be offered an appointment with a medical student or trainee doctor, followed by the supporting GPs. When booking your appointment, we will always let you know if this is the case. At times, trainees may also observe GPs during consultations as part of their training. You will always be asked if you consent to this prior to your consultation. Your participation helps us support the training of the future healthcare workforce, and we greatly value your support. If you prefer not to have a trainee present, simply let us know, the trainee will not sit in on your consultation.

Access and support for disabilities

The practice offers step free access to the premises. Additionally, there is a hearing loop on the reception desk, large print leaflets are available. We are also a dementia friendly and veteran practice

We welcome Assistance Dogs although animals are not permitted in any clinical areas.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Further information about your rights and what we expect of our patients are detailed within the NHS Constitution
www.gov.uk/government/publications/the-nhs-constitution-for-england

Services we provide

In addition to the routine services that are provided, this practice also offers the following:

- 1. Family planning** – We offer a full range of family planning services
- 2. Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- 3. Minor surgery** – Your GP will advise on minor operations
- 4. Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- 5. Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- 6. Health checks** – A health check will be offered to any new joiners to the practice. Furthermore, NHS health checks are offered every 5 years after a patient's 40th birthday dependent on whether they have any chronic disease.
- 7. Other clinics** – The practice also offers Pharmacy telephone clinics, steroid injection and Coil and implant clinics.

Details of all clinics are available from reception and are also listed on the practice website.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information.

Opening hours

Mon–Friday	8:00 am	6:00 pm
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Improved access/Extended hours

Available Tuesday evenings at the surgery for nurse and GP telephone calls

18.00-20.00

Nurse and GP appointments are also available **Saturdays** either face to face or via telephone at **Leatside surgery in Totnes** and **Albany surgery in Newton Abbot**. Speak to reception team to find out more information

Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

The Practice Team

Partners

Dr Tony Anderson
Dr Andrew Eynon-Lewis
Dr Andy freeman
Dr Sophia Hendy
Dr Richard Bell

Salaried GPs

Dr Karin Chopin
Dr Melissa Gray
Dr Claire Beirne
Dr Jo Waldock
Dr Tania Longman

Other healthcare staff

Aaron Chandler - Advanced Nurse Practitioner
Donna Francis – Paramedic
Lorna Sugden – Paramedic
Dr Lillia Mecif – Clinical Pharmacist
Anna Hosier – Pharmacy Technician

Nursing Team

Connie Birss Lead Nurse & Associate Partner
Becky Nelson-Smith RGN
Emma Menzies RGN
Laura Brooks RGN
Kate Eynon-Lewis HCA
Gemma Panesar HCA
Nicola Spain HCA
Emily Tucker Phlebotomist

Practice Management

Lisa Brinton – Practice Manager & Associate Partner

Management Support

Sam Lumley – Assistant Manager
Connie Birss – Lead Nurse & Associate Partner
Kerrie Webb – Office Manager

Reception

Sharon – Lead receptionist
Carla, Jane, Sharon, Mason, Kim, Teresa

Admin

Anne, Sue, Holly, Gareth

Secretaries

Abbie, Sarah

Appointments and Accessing Practice Services

To make an appointment with a GP, you will need to complete an online questionnaire, which can be found on our practice website, www.dartmedical.co.uk.

For accuracy and confidentiality, we encourage patients to complete the forms themselves wherever possible.

If you are unable to access the website or need help completing the form, please contact the surgery and a member of our reception team will be able to assist you. To book nurse appointments please call in or telephone the surgery.

Please keep appointments or cancel within reasonable time. Receiving treatment within the maximum waiting times may be compromised unless you do.

Threats of violence or Abuse of Our Staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients participate in decisions about the services provided by the practice.

Further information about our PPG is available on our practice webpage or contact Paul Green who is the nominated point of contact for all PPG matters.
contactinfo@dartpatients.org.uk

Patient Data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

Prescriptions/Repeat Prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

1. In person – By ticking the required medications on your prescription and placing it in the dedicated box, located outside the building to the left of the main doors.
2. Online –by logging into the NHS app/online services

Please allow two working days for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

About Our Practice

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

The patient privacy notice is available on the practice website. www.dartmedical.co.uk.

You can follow us on Facebook and Instagram

Dartmouth Medical Practice provides NHS Services under NHS England General Medical Services Contract.

NHS England Contact

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.
Telephone: 0300 311 2233
Email: england.contactus@nhs.net

Preference for a named practitioner

The practice will attempt to ensure that any patient is seen by the same healthcare professional although please note that this may not always be an option.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within the complaints leaflet.

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the online questionnaire on the practice website before midday. A clinician will then telephone you to discuss your request.

Home visits by our clinicians between 12:30 pm and 2:30 pm, Monday to Friday.

When we are closed

When the practice is closed and you urgently need medical help or advice, **dial 999. If it is life-threatening emergency**
If your situation is not life threatening, please contact NHS 111 by calling 111 or via www.nhs.uk