

# THE RAME GROUP PRACTICE

## PENNTORR HEALTH AND MILLBROOK SURGERY

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



## THE RAME GROUP PRACTICE

*Penntorr Health*

**Dr Lawrence J Barnes MBBS, MRCGP**

*UCL Medical School 1996*

**Dr Mark J Bridle MB, ChB, MRCGP**

*Edinburgh 2000*

**Dr Robert Allen MBBS, BSc (Hons), MRCS, MRCGP**

*UCL Medical School 2003*

**Dr Susie Keast MBBS, BSc, DRCOG DFRSH**

*Guys, Kings and St Thomas 2006*

**Dr Laura Walters MBBS, MRCGP, DFRSH**

*University of London 2006*

**Associates:** Dr Nicola Su, **BMBS, Do-HNS, MRCS, MRCGP**

Dr Louise Evans, **BMBS, MRCGP**

Dr Celia Ballard, **MB ChB, MRCGP**

NHS Kernow Clinical Commissioning Group

Sedgemoor Centre, Priory Road

St Austell PL25 5AS Tel: 01726 627800

	Mon		Tue		Wed		Thu		Fri	
	Am	Pm	Am	Pm	Am	Pm	Am	Pm	Am	Pm
Dr Barnes	P	M				P		P	M	
Dr Bridle	P	P	P	P	P	P	M	P	P	M
Dr Allen	M	P	P	P	P	M				P
Dr Keast	P	P			M	P		P		
Dr Walters					P	P	P	M	P	P
Dr Su			M	P			P	P	P	P
Dr Evans	P	P	P	M	P	P				
Dr Ballard			P	P			P	P	P	P

P = Penntorr

M = Millbrook

## **THE PRACTICE**

Welcome to The Rame Group Practice. The five doctors in the Partnership, together with Associate Doctors Su, Ballard and Evans, Receptionists, Administrative and Nursing staff, provide a wide range of health care services. We often have working with us Registrar Doctors who are undertaking a period of further experience in family medicine before joining another Practice. Occasionally, we also have medical students or short term placements from University of Plymouth. Penntorr Health has a car park at the rear of the building and parking at Millbrook is on the road. Practice staff will be happy to assist any disabled patient with access to the surgery.

## **BRANCHES OF THE RAME GROUP PRACTICE**

Penntorr Health	Millbrook Surgery
Trevol Road	Greenland
Torpoint	Millbrook
PL11 2TB	Torpoint
	PL10 1DE
Tel: 01752 813277	Tel: 01752 829003
Fax: 01752 815733	Fax: 01752 821129

**Business Manager:** Mrs Claire Greaves  
**Practice Manager:** Mrs Leigh Rowing-Parker

## **PRACTICE NURSES**

**Emergency Practitioner:** Elizabeth Bush

**Practice Nurses:**

Sarah Jones  
Deborah Hinton  
Helena West  
Kirsty Peters-Deacon

**Health Care Assistants:**

Rebecca Tucker  
Jane Childs  
Vivienne Lennox  
Joshua Gallagher

## **USEFUL TELEPHONE NUMBERS**

**Surgery:** Please telephone 01752 813277 any time for **appointments**, before 10am for a **home visit** and after 11am for **enquiries/results**. **For out of hours, the recorded message will give you the correct emergency number to phone**

Emergency	999
Casualty, Derriford Hospital	0845 155 8155/01752 202082
Minor Injuries Unit, Cumberland Centre	01752 567999
NHS 111	111

## **IMMUNISATION**

**Immunisation (Children)**

We believe it is important for children to receive all their immunisations. Any doubts or worries should be discussed with the Nurse, Health Visitor or Doctor. Please make your child's immunisation appointment with the Nurse.

**Immunisation (Adults)**

The Practice Nurse will advise on routine adult immunisation including recommendations for "at-risk" occupations

## **IMMUNISATION (TRAVEL)**

Travel immunisation schedules are complicated and the Practice Nurse will be happy to advise on this and Health & Safety issues. Unfortunately we do have to charge for certain travel immunisations, which are not covered under the NHS.

## **NON NHS MEDICALS**

If you require an examination, certification etc. not covered by NHS provisions, please consult the receptionist for an appointment, if necessary, and for information regarding the fee.

## **MINOR ILLNESS**

Coughs, colds and mild episodes of diarrhoea do not normally require treatment from the Doctor. Recent government regulations have restricted prescribing for minor complaints and your chemist can advise from a wide range of remedies, most costing less than a prescribing charge. Pharmacies can help with the following ailments: conjunctivitis, cystitis, impetigo, nappy rash, oral thrush.

Other information on minor ailments can be found at:

[www.nhs.uk/livewell/pharmacy/pages/commonconditions.aspx](http://www.nhs.uk/livewell/pharmacy/pages/commonconditions.aspx)

## **PATIENTS' RIGHTS AND RESPONSIBILITIES**

Patients' rights and responsibilities are covered under the headings 'Seeing the Doctors', 'Home Visits', 'Results', 'Suggestions/Complaints', 'Your Records' and 'Removals from the Practice List'.

## **YOUR RECORDS**

**What we do with your information.** Our aim is to ensure that any records we have about you are accurate, secure, held in confidence and only accessed on a STRICTLY need to know basis. A leaflet is available from reception if you require further information.

## **REMOVALS FROM THE PRACTICE LIST**

This Practice supports the NHS Zero Tolerance Policy. Any form of threatening behaviour, verbal or physical, towards any member of the Practice team is always taken very seriously. Should a patient continue to be abusive or violent the police will be called and the Practice then has the right to remove them from their list. Arrangements would then be made for them to access general medical services in a secure location, which is currently provided at Bodmin Hospital. Our Practice would have no hesitation in implementing this policy should the occasion arise.

## **LOCAL CHEMIST**

Boots Pharmacy	(Fore Street)	<b>01752 812591</b>
Lloyds Pharmacy	(Penntorr Health)	<b>01752 815536</b>
Millbrook Pharmacy	(Millbrook)	<b>01752 822391</b>

## **For Sunday and Bank Holiday Service**

Please consult rota at any local chemist.

## **REPEAT PRESCRIPTIONS**

All repeat prescriptions are stored on our computer and you will be given a counterfoil listing your medication with each prescription. To order further repeats, mark on the counterfoil the items you require and hand it in to reception, your nominated pharmacy or order online using Patient Access. Please allow 4 working days before collection. If you wish to collect your prescription from your nominated pharmacy please allow 5 days. You will be asked to update your treatment periodically with the Doctor. **For safety reasons, we do not accept requests for repeat prescriptions over the telephone.**

## **EMERGENCY CONTRACEPTION**

Advice, appointments and prescriptions are available on the same day. If the surgery is closed, please contact the chemist or our out of hours service.

## **CHAPERONE POLICY**

This organisation is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients, including adults, young people and children, are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. A formal chaperone is a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our Chaperone Policy.

If you would like to see a copy of our Chaperone Policy or have any questions or comments regarding this please see poster in reception.

## **SUGGESTIONS/COMPLAINTS**

In line with NHS guidelines, we operate an in-house complaints system.

If you have a suggestion or complaint please ask at Reception for our leaflet or contact Mrs Leigh Rowing-Parker, Practice Manager, or look on the Practice website.

## **OTHER USEFUL TELEPHONE NUMBERS**

Emergency Dental Treatment, Cumberland Centre	01752 565333
Health Authority Dental Health Helpline	0800 371192
Community Staff	01752 812406
Health Visitor and midwife	01752 816569

## **THE PRACTICE TEAM**

**The Receptionists** are here to help you, but they have a difficult job dealing with telephone calls and enquiries. Please bear this in mind when contacting them. They may need to ask you medical details in order to work effectively and as such, are bound by the same code of confidentiality as the Doctors and Nurses.

**The Business Manager**, Mrs Claire Greaves, is based at Penntorr Health. She is responsible, with the doctors, for the future development of the Practice, including designing and implementing of all practice policies and procedures to ensure compliance with all legislation and high quality practice standards are maintained.

**The Practice Manager**, Mrs Leigh Rowing-Parker is based at Penntorr Health. She is responsible for complaints, practice reputation, liaising with the Patient Participation Group and ensuring the Practice runs well on a day to day basis.

**The Practice Nurses**, provide a wide range of services including dressings, ear syringing, travel advice, cervical smears, contraception advice, disease management clinics etc. They will be happy to advise on minor illness and injury.

**Psychological, alcohol and drugs counselling** is available through referrals by a doctor, nurse or self-referral.

**Community Nurses** are attached to the Practice from the Peninsula Community Healthcare Trust. They provide nursing care and support to patients who, because of the severity of their illness, are housebound. Contact them direct on **01752 812406** between 9-10 am.

**A Midwife** is attached to the Practice. She offers advice on all aspects of pregnancy, including pre-conception, runs antenatal clinics in conjunction with the Doctor and provides post-natal care at home. Contact her direct on **01752 816569** between 9-10 am.

**The Health Visitor's** work involves advising expectant mothers, visiting mothers and babies providing support and assessment into the pre-school years. She works closely with the doctors, midwives and other professional and voluntary agencies, providing support for families with special medical and social needs. Contact her direct on **01752 816569**.

**A Stop Smoking Advisor** is provided by the surgery. A Doctor or Nurse will refer you if you wish, but patient can refer themselves. Telephone **01752 813277** for an appointment.

## **SEEING THE DOCTORS**

**Penntorr Health Hours: Reception is open from 8.30-18.00 Monday to Friday. Telephone 01752 813277.** Between 08:00am and 08:30am and 18:00pm and 18:30pm Monday to Friday you will be diverted to the Kernow Message Handling Service. Your details will be taken and they will arrange contact with the duty GP to provide a clinical assessment if the need is urgent.

**Millbrook Hours: Reception is open from 8.30-1.00 Monday to Friday and 2.00-6.00 Monday to Friday. Telephone 01752 829003.** If you need to be seen as an emergency, please phone in before 9.30am. The receptionist will take brief details and the on-call GP will advise when you should be offered an appointment based on clinical need.

**Extended opening hours from 8.30am to 8.30pm on alternate Tuesday's and Wednesday's.**

Consultations are by appointment. The purpose of the appointment is to reduce waiting. However, some consultations take longer than others, so please be patient if the Doctor or Nurse is running late. As the practice has another surgery in Millbrook, it is not possible for any one doctor to be available all the time at each location.

How can you help? Let the Receptionist know when you arrive. To make sure treatment is correctly understood, please do not send children on their own. If you cannot keep an appointment, tell us so that it can be offered to someone else.

### **HOME VISITS**

As home visits are very time-consuming, we ask you to come to the Surgery if at all possible. It is much easier to carry out any necessary investigations and treatment at the Surgery and normally you will be seen more quickly than waiting for a visit. If you are unable to attend the Surgery please telephone your request as early as possible, ideally no later than **10.00am**. The doctor may wish to discuss your request with you.

### **RESULTS**

If you have been asked to telephone for results etc, please do so after 11am. The post will have been received by this time and the Reception staff may be able to deal with your request.

### **OUT OF HOURS SERVICES**

In the event of an emergency, please telephone 999.

Kernow Clinical Commissioning Group is responsible for commissioning the out of hours service. NHS 111, provides out of hours care. If you have a medical problem, which cannot wait until the next surgery, **telephone 111**.

You will then be able to discuss the situation, with the out of hours service, who will either give advice, recommend that you attend a Primary Care Centre at Community Hospital, Liskeard or arrange a home visit if this is essential.

In the interests of patients, the out of hours service tape records incoming telephone calls.

These recordings are strictly confidential and are dealt with in exactly the same way as patients' medical records.

### **HOW TO REGISTER**

#### **New Patients**

Please ask at reception and you will be given the relevant forms to fill in. All patients wishing to join the Practice will be asked to complete a health form and provide identification documents, including one bearing a current address. This identifies any medical problems and enables us to identify any particular care you may need. Patients are registered with the Practice but are free to consult with the doctor of their choice.

Patients registered with the practice will automatically have a summary care record created, unless you decide to opt out. This is a record of drugs and allergies and may be shared with the out of hours and emergency services to help them provide you with the most suitable care for you.

### **NAMED GP**

All patients will be allocated a named GP who is responsible for their overall care. You are free to see any doctor you choose and if you need an appointment urgently and are unable to book it with your named GP, please book in with another available doctor at the Practice. Your named GP can be found on the repeat prescription counterfoil, or by contacting the Reception Team. If you are not happy with the GP

allocated to you and would like to change, please put your request in writing to the Operations Manager.

## **SPECIAL SERVICES**

### **Disease Management Clinics – Asthma, Blood Pressure, Coronary Heart Disease, Diabetes.**

We aim to provide high quality care for patients who, by the nature of their illness, require regular review with either the Doctor or Nurse to monitor progress.

### **Young Peoples Services**

The Practice is happy to provide advice to young people, offering contraception and sexual health advice.

### **Family Planning**

Please consult your doctor or the Practice Nurse for advice. We provide a full range of contraceptive services including the fitting of caps and coils and will be happy to discuss the method most suitable for you. Dr Keast is our specialist practitioner with a Diploma from the Faculty of Sexual and Reproductive Health.

### **Cervical Smears**

The Health Authority recommends that these should be carried out at regular intervals for women between the ages of 25 and 64. The Practice Nurse will discuss our policy with you and carry out the smear.

### **Minor Surgery**

The Doctors carry out minor surgical procedures e.g. the removal of cysts, in growing toenails etc. Appointments will be made as required.

### **Minor Injuries Service**

The Practice operates this service during surgery hours on a walk in basis to deal with minor injuries that require prompt attention.

### **Child Health Surveillance**

We carry out babies' 6-8 week checks at the same time as the mother's post-natal. You will receive a reminder asking you to make a triple appointment with the Doctor of your choice.

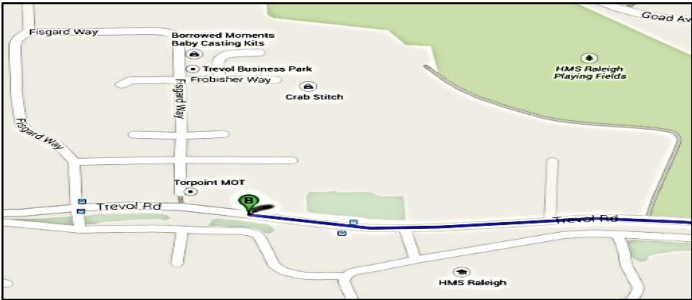
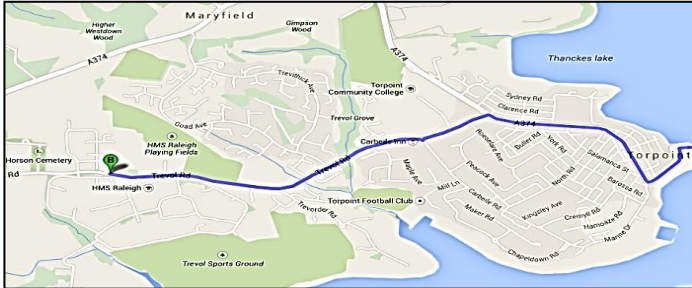
### **Dermatology**

Dermatology consultants from University Plymouth Hospitals NHS Trust hold general dermatology and "see and treat" lesion clinics at Penntorr Health.

### **CCTV**

The practice uses CCTV on its premises for the purpose of staff, patient and premises security. Cameras are located at various places on the premises and images from the cameras are recorded. Should you have a query relating to the CCTV please ask at reception for a CCTV leaflet.

# PENNTORR HEALTH



# MILLBROOK SURGERY

**SURGERY**

