

Practice Information Leaflet



Church View Surgery

30 Holland Road,
Plymouth,
Devon,
PL99BW

Telephone No. 01752 403206
Email address:
churchviewsurgery@nhs.net
Website: churchviewsurgery.nhs.uk

You can use your postcode or location to check that you're within the surgery's catchment area on our website.

Further information can be sought from www.nhs.uk

Opening hours

Mon–Friday	08:00	18:30
Saturday	Closed	Closed
Sunday	Closed	Closed

Wednesdays – We close between 13:00 – 14:00 for staff training.

Improved access/Extended hours

We open on frequent Tuesday evenings and Saturdays for certain prebooked appointments.

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
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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
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Services we provide

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

- **Family planning** – We offer a full range of family planning services
- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- **Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma and diabetes.

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.

Mewstone PCN

We are part of a Primary Care Network (PCN) called Mewstone PCN, which also includes Dean Cross Surgery, Yealmlton Surgery and Wembury Surgery. Being part of a PCN does not mean that you can receive routine care or book appointments at these other practices. You will continue to receive your care through our surgery as usual. The PCN allows practices to work closely together and share certain clinical roles. This means that some clinicians, such as physiotherapists, mental health practitioners, pharmacists, social prescribers and care home coordinators, work across all the practices within the network. Working as part of a PCN helps all the surgeries run more effectively and enables us to support one another, improving the care we provide to our patients.

Teaching practice

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

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. You can also Google 'Find a GP'. If you are unable to use the website, please contact the practice for information about how to register.

Access and support for disabilities

The practice offers step free access to the premises. Additionally, large print leaflets are available, and we also have dementia friendly signs.

Animals are not permitted in the surgery apart from assistance dogs.

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](http://www.nhs.uk).

The practice team

This practice operates under a business partnership agreement and provides services on behalf of the NHS.

Our Team

Partners

Dr Bethan Shewring

Dr Nina Kaitiff

Dr Amanda Kemp

Business Partner / Practice Manager –
Emma Rayment

Salaried GPs

Dr Eleanor Gaff, Dr James Roberts,
Dr Paul Hayes, Dr Jude Mayadunne,
Dr Nick Li, Dr Emma Francis-Smith,
Dr James Ross and Dr Ashley Millward

Urgent Care Team

Paramedic Practitioner – Dave Thomas

Nurse Practitioner – Rachel Morgan

Nursing Team

Lead Nurse – Sarah

Senior Nurse – Jules

Practice Nurse – Ashleigh

HCA/Phlebotomists – Katie, Annette,
Denise and Chloe

Management

Chloe – Operations Manager

Lydia – Reception Manager

Lauren – Business Manager

We provide a wide range of NHS services delivered by our experienced team of Doctors, Registrars, Practice Nurses, Health Care Assistants, Phlebotomists, Paramedic Practitioner, Nurse Practitioner and support staff.

Appointments and accessing practice services

To request an appointment, you will need to complete an Anima request. This is reviewed by the triaging GP, who will assess your concerns and book you into the most appropriate appointment slot. If you do not have online access, please call the surgery and one of our friendly receptionists will complete an Anima request for you.

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.

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 are involved in decisions about the services provided by the practice.

Further information about our PPG is available on our website. Alternatively, you can contact Lydia (Reception Manager) who is the nominated point of contact for all PPG matters.

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.

The patient privacy notice is available on the practice website.

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

Prescriptions/repeat prescriptions

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

- Online – Please order using SystemOnline via our website or by using the NHS App.
- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located at the top of the pathway or inside the front door.

Please allow 4 days for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

NHS APP

The NHS App is extremely useful, and we highly recommend downloading it if you're able to. Through the app, you can view your GP health record, including hospital letters and documents, check your test results, track your prescriptions, request repeat prescriptions, and see your upcoming or past appointments. You can also follow the progress of any referrals and view your vaccination record. Using the NHS App can make managing our healthcare quicker and more convenient.

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 practice website to submit an Anima request.

When we are closed

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