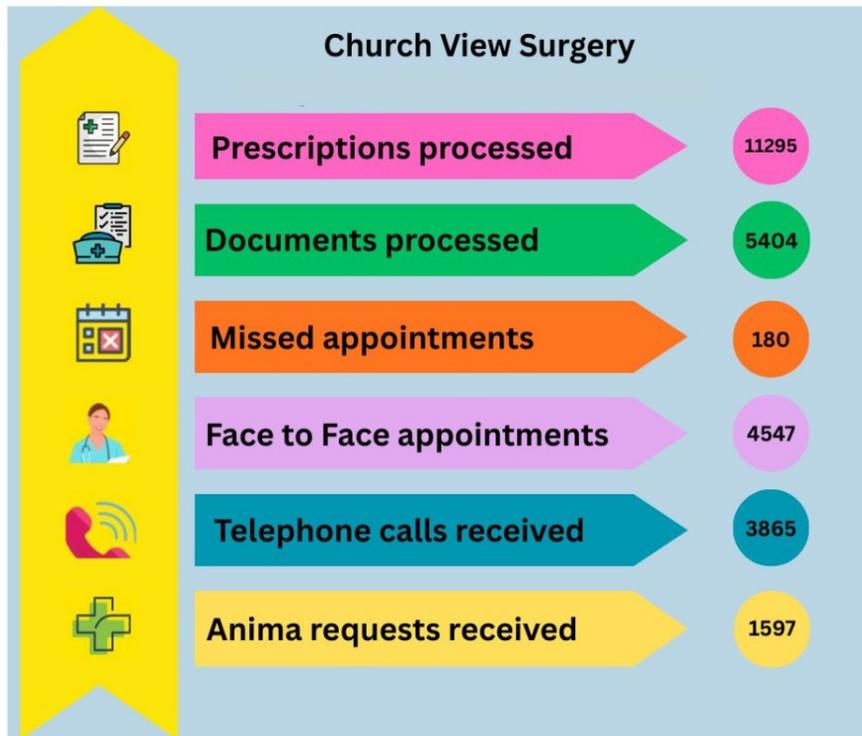


## A Typical Month at Church View Surgery



Thank you for being a patient with us and for taking the time to read this guide. We hope it helped you to better understand how our practice works and how you can get the most from our services.

Our aim is to work in partnership with you to provide safe, effective, and compassionate care. If, after reading this guide, you think of anything that could be added or improved to make it more helpful for patients, we would be very pleased to hear from you.

Thank you for your continued support.



Getting the Best from Your GP Practice

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This guide was developed in collaboration with members of our Patient Participation Group.

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## About Our Practice

Welcome to Church View Surgery. This guide is designed to help you understand our services, how to access care, and what to expect when you are registered with our practice. Please use it as a quick reference whenever you need support or information.

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.

We are committed to providing high-quality, patient-centred care and ensuring you can access help when you need it.

The Practice covers a large population and currently services over 12,600 patients.

We are approved to deliver General Practice Vocational and Medical Student Training. This allows qualified doctors to work with us for up to one year under supervision before joining a practice.

Students from the Peninsula Medical School join us several times a year as part of their training. You may be asked if a Student may interview or examine you as part of their assessment by the Practice. We hope you would grant them this opportunity but respect your wishes should you decline.

To access our website for online services please visit:

[www.church-view-surgery.co.uk](http://www.church-view-surgery.co.uk)

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## Front Desk Requests

If you come to reception to submit a request, you may be asked to complete it another way. This is not because we do not want to help, but because we take patient confidentiality very seriously. We aim to protect your privacy and avoid discussing personal information at the front desk where other may overhear. Even if you feel comfortable, other nearby may not. You can use the surgery iPad to submit your request while you are here, or you can call the surgery and a member of our team will complete the request with you over the phone.

### Keeping Your Personal Details Up To Date

It is important that you keep us informed of any changes to your personal details, including your address, telephone number, email address, or a change of name. Keeping this information up to date helps us contact you when needed and ensures your records remain accurate.

### Communication Methods

Please be aware that we use a text and email messaging service to contact patients. If you are sent a link to reply to a message, the link will expire after 7 days. If you are unable to open the link or require a new one, please contact reception and we will be happy to assist. If you do not have access to text or email, we will contact you by telephone instead.

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## Mewstone PCN

We are part of a Primary Care Network (PCN) called Mewstone PCN, which also includes Dean Cross Surgery, Yealmpton 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.

## Summary Care Record (SCR)

The Summary Care Record is an electronic record that contains important information about your health, such as your current medications, allergies, and any adverse reactions. It helps healthcare professionals who are caring for you (especially in urgent or emergency situations) to provide safe and effective treatment when your GP surgery is closed. Your information is stored securely and only accessed by authorised healthcare staff involved in your care. You will be asked whether you wish to share this information when completing your registration pack.

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## Useful Tips

### **Mondays**

Mondays are our busiest day at the surgery. We can receive more than 200 online requests by 11:00am, which means waiting times are often longer. If your problem is not urgent and can safely wait until later in the week, submitting your request on a different day will help us manage demand and allow us to respond more quickly to those who need care most urgently.

### **Continuity of care**

If you would like to see the same doctor, your registered GP, or a specific clinician, please let us know. You can state this in your Anima request or mention it to the receptionist when calling. We will review your request and do our very best to accommodate it. Please bear in mind that not all of our doctors work full-time, so seeing a particular doctor may not always be possible. In some cases, to ensure you receive the most appropriate care, your request may be triaged to a clinician best suited to your problem. This may not always be a GP and could include a physiotherapist, a member of our Urgent Care Team, a pharmacist, a mental health practitioner, or another appropriate clinician.

### **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 your healthcare quicker and more convenient.

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## Appointments

Our GP appointments run in 15-minute intervals. Each appointment is designed to focus on one medical problem. If you have more than one issue you would like to discuss, please let us know in advance so we can allocate the appropriate time. If we are unaware, your appointment may need to be cut short to avoid delays for other patients.

To request an appointment, you will need to complete an Anima request. This is reviewed by our 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.

Anima is our triage system, and it allows the GPs to clearly review requests and prioritise them safely. We understand that you may feel frustrated by the number of questions asked when completing an Anima request, but these questions are extremely important. They ensure the GP has all the necessary information to triage your request as accurately and efficiently as possible.

If you need an appointment with one of our nurses - For example, for a dressing change, wound review, diabetic review, asthma review, smear test, blood test, child immunisations, COPD review, blood pressure check, pessary check or pill check - you can come to reception or call us to be booked straight in. Please note that these appointments must have been requested or authorised by a clinician to ensure you are booked into the correct type of appointment.

We occasionally open on Saturdays for certain appointments as part of our Improved Access Service. This has worked particularly well for learning disability health checks, as the surgery is quieter and more comfortable for patients who may prefer a calmer environment.

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## FAQs

### **“How do I get my test results?”**

All test results are visible on the NHS App. Alternatively, you can call reception.

### **“How do I request repeat prescriptions?”**

Use the NHS App, SystmOnline or submit a written request.

### **“What if I need urgent help when the surgery is closed?”**

Contact NHS 111 or call 999 in an emergency.

### **“What if I can't get through to the surgery to cancel an appointment?”**

You can cancel appointments using the NHS App or on your appointment reminder message. Alternatively, our dedicated reception team is available to take your call. Call waiting times may vary, and at times you may experience a longer wait, but all calls will be answered.

### **“If I don't have online access, how do I arrange an appointment?”**

Please call the surgery on 01752 403206 and one of our receptionists will complete the Anima request for you.

### **“Why is my prescription taking so long?”**

We aim to have all requests issued and signed off within 4 working days. Occasionally, this can take longer if there has been a query but we will keep you informed. Once your prescription has been signed by the GP, the surgery has no control over how quickly the pharmacy dispenses the medication. To avoid running out, we recommend submitting your request at least one week before your medication is due to run out.