

Blake House Surgery

Patient Handbook



Dr Kylan Stray

BSc (Hons) MBBS MRCGP

Stephanie Stacey

Management partner

**Blake House Surgery
Bowhay Close
Black Torrington
Beaworthy
Devon
EX21 5QE**

Tel: 01409 231628

Email: d-ccg.Reception-BlakeHouse@nhs.net

Web: www.blakehousesurgery.co.uk



Visit our Facebook page

Meet the Team

Doctors

Dr Kylan Stray (F)

BSc (Hons) MBBS MRCGP
Joined the Surgery as a Locum GP in September 2017 working 2 days a week. Now working 4 days a week on Mondays, Tuesdays, Wednesdays and Fridays.

Dr Feisa Radford (F)

GP
Works on a Monday & Tuesday

Nurses

Mrs Lyn Whitworth

Practice Nurse

Miss Angela Callaghan

HCA

Dispensers

Diane Slee

Dispensary Assistant

Ellie Loufer

Dispensary Assistant

Administration

Stephanie Stacey

Practice Manager

Wendy Tull

Receptionist/Admin Assistant

Mia Johns

Receptionist/Admin Assistant/Dispensary assistant

Gemma Lee

Practice Secretary/Administrator

The Receptionists are here to help you make appointments, answer telephone calls, arrange home visits, keep medical records in order, organise repeat prescriptions and update computer records.

Their job is very demanding so please be patient.

Wendy Taylor-Luxton

A very important member of the team, who ensures the surgery, is cleaned daily to a high standard.

Attached Staff

Community Nurses	Based at Holsworthy Hospital
Judith & Emma	Midwives - Holsworthy Hospital Tel 01409 253424
Cathy Redman	Dietician
Marion Balsdon & Becky Beesley	Social prescribers
Anton Robbins	FSSCh, DIP. Pod. Med., MBChA. HCPC Registered Chiropodist (Private not NHS)
Ann Smith	Pharmacist (works on a Thursday)
Hugh Jenkins	Physiotherapist – based at Okehampton

Our aim is to provide friendly, personal health care which combines the traditional values of General Practice with evidence based modern medicine, and we welcome any new patients who live within our area.

If you wish to register you can do so via the surgery website (www.blakehousesurgery.co.uk) or by calling into the surgery and completing the appropriate forms. All new patients will have the option to attend a new patient check with the Practice Nurse, if they wish to do so. If you are taking regular medications please make an appointment to see one of the GPs at least 2 weeks before your next supply is due.

On the website you can find out information about medical conditions and diseases through the 'Health advice' section, as well as keep up to date with all the latest practice news and developments. You may also wish to follow our Facebook page which is updated with any news.

We are always looking to improve our services so please fill in the form on our website on the 'contact us' section or in the 'have your say' section on the homepage of our website. Alternatively put something in writing and drop it into us.

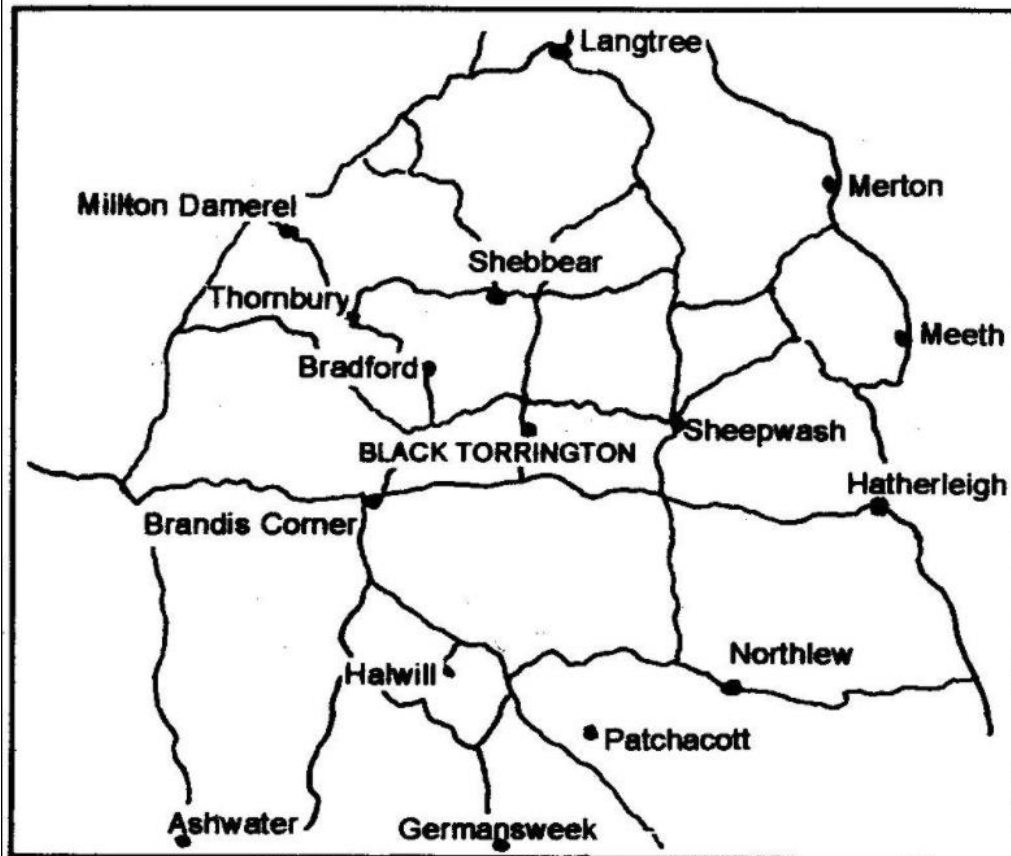
Due to the current Covid situation reception is primarily working through the window to the right hand side of the front door (you will see signs in the window). Please knock on the window to collect any medication, hand in prescription orders or check in for an appointment etc.

Surgery opening Times (Telephone lines open 08:30 - 18.00)

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 19:45 <i>(Late evening GP Surgery runs until 7.45pm but you will be unable to contact the surgery by phone after 6pm)</i>
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Weekend	closed
Bank Holidays	closed

Reception remains open over the lunchtime for prescription collection and to book appointments.

MAP OF PRACTICE AREA



Surgery and Nurse Clinic Times

Monday		
Doctor	General Surgery - Telephone Triage	09.00 – 15.00
Doctor	General Surgery - Telephone Triage	09.00 - 15.00
Doctor	General Surgery - Booked with GP	15.00 - 16.50
Doctor	General Surgery - Booked with GP	15.00 - 17.00
Nurse	Chronic Disease Clinic	08.10 - 11.15
HCA	Health Care Assistant	08.10 - 12.30 14.10 - 16.40
Tuesday		
Doctor	General Surgery - Telephone Triage	09.00 – 15.00
Doctor	General Surgery - Telephone Triage	09.00 - 15.00
Doctor	General Surgery - Booked with GP	15.00 - 17.00
Doctor	General Surgery - Booked with GP	15.00 - 17.00
Nurse	Chronic Disease Clinic	08.10 - 11.15 14.00 - 16.30
HCA	Health Care Assistant	08.10 - 12.30 14.10 - 16.40
Wednesday		
Doctor	General Surgery - Telephone Triage	09.00 - 11.20
Dr/Nurse	Minor Op	15.00 - 16.50
Doctor	General Surgery - Booked with GP	15.00 - 16.50
Doctor	General Surgery/Improved Access	18.00 - 19.45
Nurse	Chronic Disease Clinic	08.10 - 11.15 15.00 - 17.15
Thursday		
Doctor	Improved Access - Telephone Triage General Surgery - Telephone Triage	08.00 - 08.30 09.00 - 15.00
Doctor	General Surgery - Booked with GP	15.00 - 16.50
HCA	Health Care Assistant	08.10 - 12.30
HCA	Health Care Assistant	14.10 - 16.40
Friday		
Doctor	General Surgery - Telephone Triage	09.00 - 15.00
Doctor	General Surgery - Telephone Triage	09.00 - 15.00
Doctor	General Surgery - Booked with GP	15.00 - 16.50
Doctor	General Surgery - Booked with GP	15.00 - 17.00
Nurse	Chronic Disease Management	08.10 - 11.15

When We Are Closed



**when it's less
urgent than 999**

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an out of hours doctor, an urgent care centre or a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist.

Nearest Walk-in Centre

Sidwell Street,
Exeter,
EX4 6NN

When to use it

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact **your GP** or **local pharmacist** in the usual way.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

FOR IMMEDIATE, LIFE-THREATENING EMERGENCIES

CALL 999

Chest pains and / or shortness of breath constitute an emergency.

Please do not request a visit if you can get to the treatment centre as this may prejudice the care of other patients who may need a doctor.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

Patient Registration

Online medical questionnaire for new patients

When you register you will also be asked to fill out a medical questionnaire. This is because it can take a considerable time for us to receive your medical records. There is an online version of this form too which can be found on our website (on the 'new patients' section), which you may fill out and send to us. When you come to the surgery you will be asked to sign this form to confirm that the details are correct.

Note that by sending the form you will be transmitting information about yourself across the Internet and although every effort is made to keep this information secure, no guarantee can be offered in this respect.

Alternatively you may print off a 'new patient questionnaire' from our website, fill it out and return it to the practice.

If you require anyone else to collect medication, find out test results, discuss your care or make/cancel appointments you will need to complete & sign a consent form, you can print this from our website from the 'online forms' section or you can collect one from reception.

If you do not have the facility to register or complete these forms on line please call in to the Surgery and ask for the relevant registration forms at Reception.

There is a vast amount of information on our website, please take a look

Appointments

The surgery is open from 8:00am (telephone lines open at 8.30) for booking telephone appointments. At the moment we are working on a telephone triage based system.

If you need to speak to a GP on the day then you will automatically be given a telephone appointment and be called back between 9am-midday, 3pm to 5pm. If your call is urgent then please make this clear when you speak to our reception team. These appointments are for acute conditions and not ongoing problems. When booking these appointments, unfortunately, you may not be able to speak to the GP of your choice.

Routine telephone appointments can still be made to review ongoing issues, such as X-ray results, blood test results, medicines reviews, outcomes from hospital / specialty appointment etc.

There is a clinic on a Wednesday 2-4 pm for baby vaccinations, immunisations or minor operations.

Please book a separate telephone appointment for each member of the family requiring to speak with the GP.

If you cannot keep your appointment, please let reception know so it can be given to someone else.

In line with the Government's extended hours policy we offer Improved Access appointments on Wednesday evenings from 6.30pm – 7:45pm and Thursday mornings between 8am – 8.30am.

The Nurse and Health Care Advisor are operating chronic disease clinics and blood tests etc. please ring us to book any appointments.

Home Visits

Home visits are only for those who are unable to get to the surgery e.g. the housebound or those too ill to attend. It is far better for you to be seen in the surgery as the doctor has use of all the facilities that are available on the surgery premises, so please try to get to the surgery whenever possible.



If you need a home visit, this will be arranged by telephone triage with the doctor you speak to on that day.



EConsult is a way to contact your own NHS GP practice online, for free, anywhere and anytime you have access to the internet, quickly and safely.

You can do an online search for 'econsult' or use the link on our website - <https://econsult.net/>

eConsult for patients

Find your NHS GP Practice to start an eConsultation

Then find us by typing in blake house and clicking on the magnifying glass.

A screenshot of the eConsult search interface. At the top, it says "Find your practice by name (for example: Docklands Medical Centre)". Below that is a search input field containing "blake house" with a red 'X' icon to its right. Underneath the input field, it says "We found 1 matching practice:". Below that, there is a result card for "Blake House Surgery" with the address "Bowhay Close, Black Torrington, Beaworthy, Devon, EX215QE".

Then select the relevant option for what you would like help with:

You can get help for your condition e.g. back pain, coughs, and mental health concerns

Administrative help e.g. sick notes, GP letters or ask about recent tests

General advice e.g. tiredness, bleeding, pain or weakness

Or help for your child with common problems like rash, earache, cold, flu, vomiting and diarrhea.

You can also attach your photographs for review. The GPs can then screen your message and decide on the next step in your patient pathway.

About Your Appointment

Use the following tips to make the most out of your time with your doctor.

Be prepared

Make a list of any questions, problems or symptoms you want to discuss before you speak your GP.

Have a pen and paper to hand to note down any points you might otherwise forget.

If you need an interpreter, be sure to let the surgery know in advance so they can sort this out for you.

If you are asked to come in for a face-to-face appointment, wear loose clothing if it's likely you'll need to be examined.

You may also need to tell your doctor about any non-prescription medicines or supplements you are taking, so write these down beforehand.

If you are called in and are anxious about seeing your doctor, you can bring someone with you for support.

You can also ask the practice to provide a chaperone if you feel uncomfortable being examined on your own.

During the appointment

Don't be afraid to ask questions! If you don't understand something, ask your doctor to repeat it or write it down.

If you're prescribed a drug, make sure you know why it's been given to you and how long to take it for.

If you forget to do this at the time, pharmacists are experts in medication and a very useful source of advice.

Be direct: if you have a problem that you find difficult to discuss, don't wait until the end of the appointment or when you're about to leave.

No matter how embarrassing you think your problem is, your GP will have heard it many times before.

What if I have lots of questions?

Try to only talk about one problem at a consultation.

If you have several problems, it's better to concentrate on the main problem than rush through lots and not be satisfied with the doctor's response to any of them.

Be prepared to make another appointment to sort out each problem individually.

What about children?

Make a separate telephone appointment for each member of the family rather than try to squeeze their problems into the consultation.

Always accompany under 14-year-olds, but remember that if a teenager strongly wishes to be treated without their parent's involvement, that confidentiality will be respected.

End of the appointment

Make sure that at the end of a consultation, all your questions have been answered and you understand:

- What might be wrong
- If you need any further tests
- What treatment is best for you
- What happens next
- Who you should contact

Repeat Prescriptions

**BEFORE YOU ASK FOR A REPEAT PRESCRIPTION
PLEASE STOP AND THINK**

**ARE YOU STILL USING ALL THE MEDICATION ON YOUR REPEAT SLIP?
IF NOT PLEASE INFORM THE SURGERY**

We prefer not accept prescription requests over the telephone as verbal requests can lead to errors.

This also frees up the reception staff to deal with appointments and more urgent callers.

However you may request a repeat prescription in the following ways:

- Tick the items required on the side slip of your prescription
- Complete a repeat prescription order form available at reception

The above can be left at with reception or posted.

- Using Blake House Surgery website see below*:

***Logging in to SystmOnline**

To use the SystmOnline service, you will need to come to the practice to request a user name and password. You cannot register for this service online because your identity needs to be verified, with some form of ID.

Once a member of staff has given you a user name and a random password, wait an hour before trying to log-in.

The first time you log-in you will be asked to change your password to something more memorable

Open Blake House Surgery Website at <http://www.blakehousesurgery.co.uk/>

On home page - click on prescriptions (top of the screen) – then click on 'order your repeat prescriptions online'

Enter your user name and password and click **Login**.

You will then see the SystmOnline Home Page, which shows your details and our practice contact details at the top.

1. In the SystmOnline Home screen click on '**Medication**'
2. In the Medication screen click on '**Medication**' again
3. With the dot in the radio button for '**Requesting Existing Medication**' tick the boxes for the repeat medication you are requesting
4. If you wish to send us a message, **please do NOT click on the 'Make Custom Request' button at this point**. Doing this will cancel your repeat medication request and we will only receive your message – you will be able to send a message with your medication request at the next step
5. Click '**Continue**'
6. In the '**Request Medication**' screen, the medication you have requested will be listed.
7. If you wish to send us a message you can now add a note or type a free text message as appropriate
8. Click on '**Request Medication**'
9. A summary of your request will appear giving you the date when you can collect from. You can print if you wish or you can return to '**Medication**'
10. You can then send a separate message by clicking on '**Make Custom Request**' if you wish
11. Logout

THIS ONLY APPLIES IF ALL OF THE REQUESTED MEDICATION IS DUE

It is our practice policy to dispense one month supply of medication at each prescription repeat.

Prescribing rules prevent us from issuing repeat prescriptions too early in order to prevent a build up of medication and wastage, if your medication changes.

Don't Run Out

Please ensure that you request your next prescription in plenty of time before your current supply runs out. - Particularly if posting your request, when approaching a public bank holiday or when you are planning your annual holiday.

If your prescription request is urgent please tell the Receptionist or add a message to your online request.

If you accidentally run out when the surgery is closed, at weekends or bank holidays, please ring the NHS 111 service.

All repeat medication will be ready in 3 working days.

Patients on repeat medication will be asked to see the doctor every 6 – 12 months for a medication review.

Medication Ordered Before Midday On:

Monday - will be ready for collection Thursday
Tuesday - will be ready for collection Friday
Wednesday - will be ready for collection Monday
Thursday - will be ready for collection Tuesday
Friday - will be ready for collection Wednesday

Dispensary

Blake House Surgery, like many other small Rural Medical Practices, has its own Dispensary. This means that we can supply most medication, dressings and appliances. All routine medications and emergency treatments are kept in stock.

We have the provision to dispense to patients who live more than one mile in a straight line from the nearest chemist. The health service regulations on this matter are very strict and this service can only be offered to those patients who register as dispensing when they join the practice or when they move. For further information please ask reception staff.

Prescriptions Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

NHS charges

From 1 April 2020, the charges are:

- Prescription (per item): £9.35
- 3-month PPC: £30.25
- 12-month prepayment certificate (PPC): £108.10

If you will have to pay for three or more prescription items in three months, or more than thirteen items in twelve months, you may find it cheaper to buy a PPC.

- General Public - Buy or Renew a PPC On-line at <https://services.nhsbsa.nhs.uk/buy-prescription-prepayment-certificate/start>

There is further information about prescription exemptions and fees on the NHS website

(www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx)

Please allow 72 hours, excluding weekends and Bank Holidays, for your request to be processed. If you have any problems, please telephone the surgery on 01409 231628 or 01409 335830.

Test Results

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate unless that person has given prior **written** permission for the release of this data or they are not capable of understanding the results.

You can download a consent form from our website, on the 'online forms' section or we can give you one at reception.

Confidentiality

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from District Nurses and Hospital Services.
- To help you get other services e.g. from the social work department. This requires your consent
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff requires access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Accessible Information Standard

How do you communicate?

Do you need information in a different format

Do you need support?

Tell us today

Tel: 01409 231628

Email: d-ccg.Reception-BlakeHouse@nhs.net



Suggestions & Complaints

Blake House Surgery Complaints Procedure

We always try to give you the best service possible, but there may be times when you feel this has not happened.

We hope you will use the practice procedure to allow us to look into and, if necessary, put right any problems you have identified or mistakes that may have been made.

If you wish to make a comment, complaint or suggestion, please contact Mrs Stephanie Stacey. It will be most helpful to us if you would make your complaint in writing as it would give a first hand version of the event.

We think it is important to deal with complaints swiftly. We would acknowledge the receipt of your complaint within 3 working days. We will instigate the investigation immediately and you will be offered an appointment for a meeting to discuss matters where appropriate. You may bring a friend or relative with you to the meeting. Occasionally, if we have to make a lot of enquiries or those who are concerned are away, it might take a little longer, but we will keep you informed.

We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that, at the end of our investigation and/or the meeting, you will feel satisfied that we have dealt with the matter thoroughly.

Please note that we have to respect our duty of confidentiality to patients and a patient's written consent will be necessary if a complaint is not made by the patient in person.

If you are still unhappy with our response following our investigation into the concerns you have raised, we would welcome the opportunity to respond further. We would be happy to arrange a meeting with you to try to resolve any remaining issues you may have.

If you use this procedure it will not affect your right to make a complaint to other authorities in writing, if you so wish to:

NHS Commissioning Board

Email: England.contactus@nhs.net

Tel: 0300 311 2233

Health Service Ombudsman

If it has not been possible to reach a satisfactory conclusion following an application for Independent Review, you have the right to contact the Health Service Ombudsman.

The Ombudsman is completely independent of both the NHS and of the Government:

The Parliamentary and Health Service Ombudsman

Address: Millbank Tower, Millbank, London, SW1P 4QP

Tel: 0845 015 4033

Website: www.ombudsman.org.uk

For help and advice:

Devon Advocacy Consortium

Tel: 0845 231 1900

Email: devonadvocacy@livingoptions.org

Patient Advisory Liaison Service (PALS)

Tel: 0300 123 1672

Or phone NHS 111 for details of your nearest PALS.

Zero Tolerance

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

Patients' Charter

- **You can expect** to be greeted in a friendly and welcoming manner and be treated with courtesy by everyone working at the Practice
- **You can expect** clean, comfortable premises, with good access for disabled people
- **You can expect** confidentiality to be maintained at all times
- **You have a right** to information, and are encouraged to ask questions about your health
- **You can expect** to be given an appointment with a primary care professional within 24 hours of a request, and a GP within 48 hours
- **You can expect** to be offered appropriate advice on how to stay healthy and avoid illness
- **You are entitled** to complain to the Practice Manager, who will see you as soon as possible, or respond to a written complaint within 2 days

Patient's Responsibilities

- **When you have been given an appointment** you are responsible for keeping it or giving adequate notice that you wish to cancel the appointment, so that it can be made available for someone else

- **You have a responsibility** not to delay other people from seeing the doctor or nurse by keeping to your appointment time
- **You have a responsibility** to make more than one appointment if more than one patient needs a doctor consultation
- **You have a responsibility** to come to the surgery for appointments unless you are prevented by serious illness or infirmity. A doctor can see more patients in the surgery than when out visiting
- **You have a responsibility** to be courteous and friendly to all the staff

Ultimately, you are responsible for your own health, and should work with us to keep yourself healthy and avoid ill health.

Blake House League of Friends

Blake House League of Friends is a Charitable Trust set up in 1977 and raises money and accepts donations to provide treatment and diagnostic equipment for the Practice.

The Patient Participation Group was established in 1994 and they have now joined together to become Blake House League of Friends. The Blake House League of Friends merged with the Dr Gwynne Memorial Trust in 2020.

Following a Direct Enhanced service initiated by the Government in 2011 to help make stronger the relationship between patients and the practice, which is critical to the provision of modern high-quality general practice.

The group deals with patient support, feedback, future developments, fund raising, and practice complaints. If you have any suggestions or would like to become a member of the group, please ask for details from reception or you may contact a member of the Blake House League of Friends (Patient Participation Group) direct.