

**Litchdon Medical Centre, Landkey Road,
Newport, BARNSTAPLE, Devon, EX32 9LL**

Email: d-ccg.AdminLitchdon@nhs.net
Website: www.litchdonmedicalcentre.co.uk

TELEPHONE NUMBERS

Litchdon Medical Centre

01271 323443

Out of Hours

111

OPENING TIMES

Mon: 08.15- 18.00

Tue: 08.15 - 18.00

Wed: 08.15 - 18.00 (evening surgery till 19.30)

Thu: 08.15 - 18.00 (evening surgery till 19.30)

Fri: 08.15 - 18.00

Sat: Closed

Sun: Closed

DISPENSARY

Mon: 08.30 – 18.00

Tue: 08.30 – 18.00

Wed: 08.30 – 18.00

Thu: 08.30 – 18.00

Fri: 08.30 – 18.00

Sat: Closed

Sun: Closed

OTHER USEFUL NUMBERS

North Devon District Hospital

01271 322577

Care Direct

0845 1551007

Age Concern

01271 324488

Barnstaple Chemists (see local press for late nights and weekend rotas)

Lloyds Litchdon Medical Centre 01271 342434

Lloyds Brannam Square 01271 342076

Boots High Street 01271 326772

Bear Street Pharmacy 01271 342549

Barnstaple Health Centre

01271 371761

Childline

0800 1111

PALS (Patient Advice and Liaison Service)

01271 314090

PRACTICE STAFF

Dr George Gardner

Dr Angus Jefferies

Dr Simon Jones

Dr Lucy Dallimore

Dr Sophia Erdozain

Dr Jess Parker

Dr Hazel Warner

Dr Guy Cockcroft

Dr Emily Marsh

Dr Will Carlino

Dr Miranda Brice

Dr Ruth Tyler

Dr Helen Fothergill

Sharon Bates

Anne Taylor

Claire Cutler

Glenys McCarthy

Annette Trainor

Elizabeth Underwood

Tracy Ladley

Philip Murray

Senior GP Partner

GP Partner

GP Partner

GP Partner

GP Partner

GP Partner

GP Partner

GP Partner

GP Partner

GP Partner

Retainer GP

Salaried GP

Retainer GP

Practice Manager

Reception Manager

Deputy Reception Manager

Nurse Manager

Dispensary Manager

Deputy Dispensary Manager

Finance Manager

Hygiene & Maintenance
Manager

Litchdon Medical Centre

**PRACTICE
LEAFLET**

Information for Patients

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there is a good reason, the organisation must provide the information within 20 working days. Please contact our Reception Team.

PARTNERS

Dr George Gardner

Dr Angus Jefferies

Dr Simon Jones

Dr Lucy Dallimore

Dr Sophia Erdozain

Dr Jess Parker

Dr Hazel Warner

Dr Guy Cockcroft

Dr Emily Marsh

Mrs Sharon Bates

Dr William Carlino

PATIENT PARTICIPATION GROUP

We are committed to improving the services we provide to our patients. To do this, it is vital that we hear from people about their experiences, views, and ideas for making services better. If you are interested in getting involved please visit the website www.litchdonpatientsgroup.co.uk or provide your name, email address and contact telephone number to reception and we will pass these details on to the group coordinator.

HOW TO REGISTER AS A PATIENT

If you are new to the area and wish to register with one of our GPs please ask at our Reception and fill out a registration form and questionnaire.

APPOINTMENTS

Our routine appointments are 10 minutes long and are available Monday to Friday between 08.30 and 18.00 with our doctors and nurses. Late appointments are also available on a Wednesday and Thursday from 18.30 to 19.30. These may be booked in person, by phone or online. Please book a separate appointment for each person wishing to be seen.

TELEPHONE ADVICE

We are also available to give telephone advice. You can book a routine telephone appointment, or if it is urgent, speak to our Same Day Team.

SAME DAY TEAM

Anyone requesting on the day or urgent care will be dealt with by the Same Day Team who operate in a manner similar to a hospital casualty dept, which means people will be prioritised on the basis of clinical need.

The Same Day service is not a walk-in service. It is a telephone service where you need to ring the surgery, the receptionist will take the details and the Doctor or Nurse Practitioner will telephone you back to assess the problem and in many cases they can help you there and then over the phone. Alternatively if needed you will be invited in for a face-to-face consultation that day.

Please help us to provide a safe and timely Same Day service for all our patients by NOT dropping in to be seen by the Same Day Team but telephone the surgery first.

OUT OF HOURS

If you have an urgent problem when the surgery is closed, **PLEASE RING 111.** Please note that when contacting them, your telephone conversation may be recorded.

HOME VISITS

Home visits are for patients who are unable to come to the Surgery because of serious illness and infirmity. They should

be requested before 11am if at all possible. Better facilities are available at the Surgery therefore if possible we prefer to see you here. If you do not feel well enough to sit in the waiting room we can make alternative arrangements for your convenience and comfort.

PRESCRIPTIONS

It is our normal practice to dispense 28 days worth of medication for repeat prescriptions each time.

Requests for repeat prescriptions will be dealt with within 48 hours. If your medication will run out over a weekend or during a Bank Holiday, please take this into consideration and allow extra time to order.

1. You can use our website;

www.litchdonmedicalcentre.co.uk

You will need to register first and obtain a PIN. Please contact Reception for further information.

2. You can nominate a Pharmacy to order your repeat prescription(s) on your behalf.

3. You can place your prescription request in the box provided in the Litchdon Medical Centre Reception area.

4. You can make a request in writing.

Please note: to avoid the risk of mistakes, we do not accept repeat prescriptions via the telephone.

DISPENSING

We are a dispensing practice, which means that we are authorised by NHS England to dispense prescribed items to our rural patients who live more than one mile away from a pharmacy/chemist.

Our Dispensary, for rural patients only, is within the main surgery building and is open Monday to Friday from 08.30am till 6.00pm. It is closed at weekends and on Bank Holidays.

We apologise but we are not able to dispense to other patients.

TEACHING & RESEARCH

We have GP registrars working with us in the surgery. These are qualified doctors completing their training to be independent General Practitioners.

Medical & Nursing students spend time with us as part of their training.

The Practice is also involved with medical research.

We will always ask your consent with regard to students and

research activities before your involvement. It is your right not to be involved and we respect this.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the General Data Protection Regulations (May 2018).

SUMMARY CARE RECORDS

The NHS Summary Care Record is an electronic record of important information about a patient's health; initially it will contain key information including medication, adverse reactions and allergies. This information will be taken from GP Clinical Systems.

Anyone aged 16 and over who is registered with a GP Practice in England will have a Summary Care Record created for them unless they choose to opt-out. Children will also be given an NHS Summary Care Record too. If a parent or legal guardian of a child under 16 feels that their child is old enough to understand and make their own choice about opting-out (Gillick Competent), the parent or legal guardian can arrange for their child to see their GP so that a decision can be made. Healthcare staff will access Summary Care Records using an NHS Smartcard.

Healthcare staff will be required to ask the patient's permission to view their Summary Care Record. They will then be able to share more important information such as diagnoses and test results when necessary, giving a more complete and accurate picture of a patient's health history.

Further information and advice is available by:

Phoning 0845 603 8510 (calls are charged at local rate) or

Visiting the NHS Summary Care Website at:

www.nhscarerecords.nhs.uk/summary

DISABLED ACCESS

We have automatic front door access suitable for wheelchairs. A disabled toilet is also available in the main corridor.

LANGUAGE LINE

If English is not your first language we can make use of a telephone translating service to help when required. This is easy to use and can be arranged in advance. Please ask Reception for details.