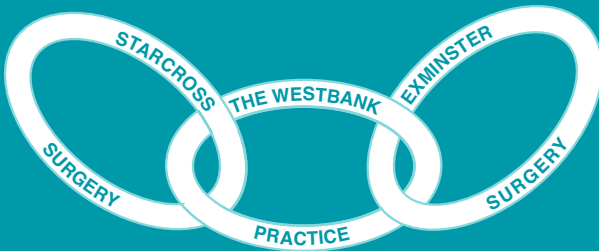


Welcome to the

WESTBANK PRACTICE

Starcross & Exminster
Surgery



Dr Rachel Mann, Dr Toh Tsung Wong
Dr Nimita Gandhi, Dr Katrin Cole
Dr Alex Wood, Dr Josie Wheeler

Starcross Surgery
Church Street
Starcross
Exeter EX6 8PZ
Tel: 01626 890368
Fax: 01626 891330

The Limes Surgery
Church Stile
Exminster
Exeter EX6 8DF
Tel: 01392 833230
Fax: 01392 832244

www.westbankpractice.com

The Doctors

Dr Rachel Mann

MBChB, MRCP, DRCOG, DFFP

Dr Toh Tsung Wong

MBChB, (Hons), MRCP, DCH, DRCOG,

Dr Nimita Gandhi

MB, BS, MRCP, DCH, DRCOG, DF SRH

Dr Katrin Cole

STATE EXAM MED, DGM MRCP, DRCOG

Dr Alex Wood

FRACGP, MRCP, MBBS, MA, MScI

Dr Josie Wheeler

FRACGP, MRCP, BMBS

Assistant

Dr Belinda Stanley

MBBS, DFFP

Dr Liz Evans

BMBS, MRCP, DFRH, DCH

The Team

Practice Manager, Stephanie George

Practice Nurses

Amanda Mathers-Abbot,
Clare Humphrey, Rachael Minto,
Val Garrett, Nicky Bradford

Phlebotomist Joanna Hatherley,
Carin Prior

Senior Receptionist Susan Jeffery

Administration Staff

Ann, Gaynor, Sharon, Jill, Liz,
Sandra, Mandy, Charlotte, Sharon,
Alison, Gill, Rachel, Anita, Janet,
Alison

Attached Staff These staff are employed by the Health Authority but attached to our practice.

District and Community Nurses
Community Midwife

Health Visitors

Physiotherapist

The Doctors

There are eight doctors, two male and six female part-time. The doctors run personal lists in order to give you greater continuity of care. Please try and see your usual Doctor and try to book a day or two in advance if possible.

The Practice Nurses

Have their own surgeries at the same time as the doctors. Sometimes you will be sent to them by the doctor, but you can make your own appointment at other times.

The Phlebotomist

The Phlebotomist will do blood tests, blood pressures and ECGs and is available either at Starcross or Exminster Surgeries.

The Health Visitors

Focus on Families with young children, offer advice and support on growth and development, behaviour management (sleep, feeding, bedwetting etc). Advice and support on health and mental health matters to all family members.

Contact: 01392 832990

The District Nurses

Offer nursing care to patients in their own home or residential homes, when they are unable to come to the surgery. Contact: 01392 832379

To see your Midwife

We have a midwife attached to our practice who is involved with all women during pregnancy. She will help you to plan your care during pregnancy and labour. After your baby is born she will visit regularly at home for the first 10 days. Midwives Room: 01392 456060

The Practice Manager

Is responsible for the administration and smooth running of the practice. If you have any suggestions about the surgery, or any problems with the service you receive, he/she will be happy to see you. We operate a Complaints procedure and will always investigate any problems if you wish us to.

The Receptionists

These will be the first people you meet when you come in. It is their job to answer the telephone, arrange appointments with the doctor, nurse and midwife and to deal with enquiries. They are there to help you, so please ask when you have any queries. When you come in for an appointment always let the receptionist know you have arrived - or use the booking in system making sure you complete the whole process. The receptionists are very busy, so please be patient.

Other Information

How to use the surgery

The surgery opens at 8.30 every morning. Doctors will start the surgery at 8.30. Please be on time, the doctor of your choice may be unable to see you if you are late.

How you can help us:

- Be on time for your appointment
- Tell us if you need to cancel
- Call for a home visit or urgent appointment before 10am
- Ring for test results after 1pm

Telephone contact with Drs

If you wish to speak to the Doctor by phone they are usually available between 12.00 midday and 3.00pm. It may mean leaving a contact number and the Doctor ringing you back.

Acute illness clinic

If you need to be seen on the same day you will be offered an appointment with the nurse practitioner who will be able to assess the severity of the problem and direct you to the most appropriate person.

Emergencies only

Will be fitted in with the available Doctor if your own Doctor is not consulting.

Home visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible.

However, we can visit you at home if your condition means you cannot attend one of our practices. Please ring before 10am to arrange a visit and let us know

if your condition is urgent.

Evening and Weekends

Devon Doctors offers patients registered with our practice a full GP Service when our practice is closed. For urgent advice and treatment call NHS 111.

Repeat Prescriptions

Please try to give us 3 days notice. Prescriptions can be handed into reception, faxed or via our website (www.westbankpractice.com). We accept requests on the telephone for housebound and disabled patients. Prescriptions will be sent electronically to your nominated Pharmacy unless you indicate that you wish to collect it from the surgery.


Online Services

We currently run SystemOnline service where you can order repeat prescriptions, make appointments, as well as access your summary care record. This is accessed via our website www.westbankpractice.com. If you wish to register for this service please ask at reception for all the necessary forms required for completion.

Trainee Doctors

Our practice is approved for training doctors who have chosen a career in general practice. GP registrars are experienced hospital doctors who work with us for up to a year and share all aspects of medical care with the GP partners. F2 Doctors are with us for 4 months. We also have medical students who sit in with the Doctors. If you do not wish them to be present please let the Receptionist know. Please accept their services as an extension of our own.

Services Provided	Who to See
 <p>Advice on baby and child care Family diet and exercise Childhood immunisation Baby checks and hearing test</p>	Practice Nurse or Doctor or Health Visitor or Baby Clinic
 <p>Blood Pressure check Find your ideal weight Women's Health</p>	Practice Nurse Phlebotomist
 <p>Help with Smoking & Alcohol</p>	Practice Nurse or Doctor
 <p>Help with: Anxiety, Worries Relationship problems Sexual problems, Depression Bereavement, Problems with children</p>	Practice Nurse or Doctor or Health Visitor
 <p>Travel Advice & Immunisation</p>	Practice Nurse
 <p>Hepatitis B Vaccine If you're at risk, e.g. Health Worker, Gay, Intravenous drug user</p>	Practice Nurse
 <p>Ear Syringing Dressings, Removal of Stitches Incontinence, Tetanus Injection booster every 10 years</p>	Practice Nurse
 <p>Self certification Form SC1 for the first 6 days Sick certificate Day 7 onwards If you need a doctor's note before day 7, a fee will be payable</p>	Your Employer Doctor
 <p>Advice on: VD / Aids</p>	Doctor
 <p>Starting a Family Advice before you get pregnant</p>	Practice Nurse or Doctor or Health Visitor or Midwife
 <p>Cervical Smear at least every 3 years up to age 50 Over 50 every 5 years</p>	Practice Nurse by appointment
 <p>Family Planning Abortion Advice</p>	Practice Nurse or Doctor
 <p>Pregnancy Test</p>	Practice Nurse
 <p>Maternity Care</p>	Doctor / Midwife or Health Visitor
 <p>Home Nursing</p>	Doctor or District Nurse

Services Provided	Who to See
 <p>If you think you are entitled to: Home Help, Meals on Wheels, Mobility Allowance, Taxicard, Disabled Driver Sticker</p>	<p>Care Direct 0345 1551007</p>
<p>Active Centre</p> <p>Incl. Carers Bereavement Disability Groups</p>	<p>Westbank Centre 01392 824752</p>

Disabled Access

Both Practices are on the ground floor and there is suitable access for the disabled. Automatic entry doors. For patients with hearing problems there is a hearing loop system at both surgeries. An interpretation service is also available via telephone.

How to register with the practice

You can register in person at the surgery at any time during opening hours. You will be asked to complete a registration form and brief questionnaire. We may make an appointment for you to come in and meet your new doctor and for a new patient check. You can choose the Doctor you wish to register with as long as his or her list is open (if you have a particular preference then please speak to the Receptionist). We try to keep the numbers of patients shared equally between the partners. We are split over two sites and on some occasions you may be asked to visit either surgery.

Patient Confidentiality & Access to Information

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in

confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released - such as for medical reports for insurance, solicitors etc. To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You have a right to see your records if you wish. Please ask at reception if you would like further details. An appointment will be required. In some circumstances a fee may be payable.

Completion of Forms

The completion of forms such as private medical certificates, insurance claims or driving license applications are not part of a doctor's NHS work. You may have to pay for these services: the receptionist has a list of the recommended BMA charges for the fees.

Violent Patients

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients. Arrangements will be made for them to be seen at alternative premises. NHS Northern, Eastern and Western Devon CCG has commissioned this service for violent patients.

Complaints

The Westbank Practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, a complaints procedure is available. Speak to whomever you feel most comfortable - your GP, our practice manager or our reception staff will be happy to help. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager at NHS Devon. Patient Advice and Liaison Service (PALS) can also often help resolve any problems before they become formal complaints. You will need to contact your nearest office, which can be found on NHS Choices website.

Services provided

- Provisions of primary care

The Westbank Practice is contracted to the NHS Northern, Eastern and Western Devon CCG to provide Personal Medical Services.

NHS Devon, County Hall,
Topsham Road, Exeter EX2 4QL.

Tel: 01392 205205

Email: d-ccg.corporateservices@nhs.net

Web: www.newdevonccg.nhs.uk

Accident and Emergency / 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment. For any other non urgent advice call NHS 111.

Patient Participation

The Westbank Practice has formed the Westbank Participation Group.

The Group has arisen out of the enormous support that the Westbank Practice has received from patients in response to impending changes to the local Primary Care Trust. Other reasons include the government's desire for a "Patient Led NHS" and local Quality Frameworks that the practice is urged to work towards.

We feel it is important to continue to involve patients fully. This group is concerned with the development of the practice and the service to patients. The role of this group is perceived similar to that of critical friends. We are currently engaged in working together to explore

ways in which patients' wishes may be fully represented at all levels and to guide the practice in its future direction.

The Group meets on a monthly basis and discusses a variety of issues with regard to the surgeries and services to patients. This often includes the changes taking place within the NHS and how they impact on the Westbank Practice. From time to time we invite guests from other Patient Groups, NHS Professionals and the voluntary sector to discuss relevant ideas and schemes. We Welcome your thoughts, ideas, suggestions and comments and are delighted to hear from anyone wishing to join the PPG. You may contact the Group by mail:

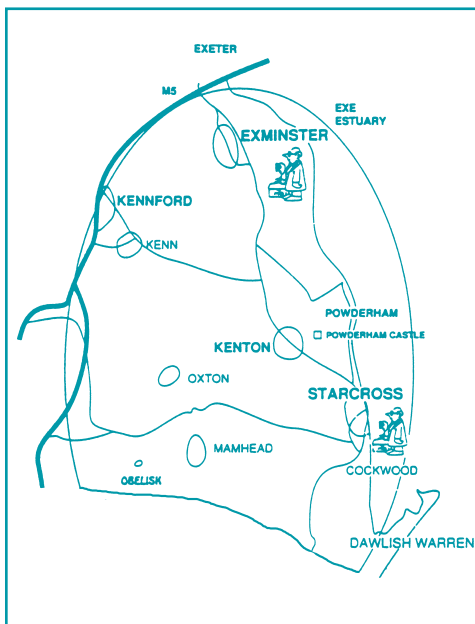
The Chairman, Westbank PPG
The Surgery, Church Street,
Starcross, Exeter EX6 8PZ

Or by email:
chairman@westbankpracticeppg.org.uk

Walk in Centres

There are two walk in centres in Exeter.
31 Sidwell Street, Exeter
Tel No. 01392 276892

RD&E Wonford, Barrack Road, Exeter
Tel No. 01392 406300



Other useful telephone numbers

District Nurses **01392 832379**

Health Visitors **01392 832990**

Westbank Centre **01392 824752**

Boots Pharmacy, Starcross **01626 890281**

Exminster Pharmacy **01392 833822**

Dawlish Warren Pharmacy **01626 863649**

Royal Devon & Exeter Hospital **01392 411611**

Dawlish Hospital **01626 868500**

Torbay Hospital **01803 614567**

Teignmouth Hospital **01626 772161**

Care Direct **0345 1551007**

Community Midwife **01392 456060**

Telephone at all times:

Starcross Surgery

01626 890368

Surgery Times

Monday to Friday Morning	08:30 - 11:00
Monday, Tuesday, Wednesday Afternoon	15:00 - 17:30
Wednesday early morning surgery	07:00 - 08:00
Closed Thursday	from 13:00
Friday afternoon [subject to change for staff training]	15:00 - 17:00
Baby Clinic Tuesday Alternate weeks by appointment	12:30 - 14:00
Ante Natal Clinic Thursday	9:30 - 11:30

Exminster Surgery

01392 833230

Surgery Times

Monday to Friday Morning	08:30 - 11:00
Monday, Tuesday, Wednesday, Thursday Afternoon	15:00 - 17:30
Monday evening late surgery	18:30 - 19:30
Friday afternoon [subject to change for staff training]	15:00 - 17:00
Baby Clinic Thursday Alternate weeks	13:00 - 14:30
Ante Natal Clinic Tuesday	9:30 - 11:30