



## Patient Pack

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**Hemyock Surgery** | Station Rd | Hemyock | Cullompton | Devon | EX15 3SF

**Churchinford Surgery** | Fairfield Green | Churchinford | Taunton | Somerset | TA3 7RR

**Dunkeswell Surgery** | Culme Way | Dunkeswell | Honiton | Devon | EX14 4JP

**Hemyock** Telephone: 01823 680 206

**Churchinford** Telephone: 01823 681 700

**Dunkeswell** Telephone: 01823 681 720

Website: [www.theblackdownpractice.co.uk](http://www.theblackdownpractice.co.uk)

E-mail: [D-CCG.BlackdownPatientFeedback@nhs.net](mailto:D-CCG.BlackdownPatientFeedback@nhs.net)

*Patient e-mail for comments on services only (no clinical information and no attachments please as this will result in the e-mail being deleted)*

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## Partners

**Dr Amanda Leach**

MBBS DRCOG: 1991 London

**Dr Stuart Murray**

MB ChB MRCGP MRCP DRCOG: 1994 Bristol

**Dr Greg Barnes**

BSc MBBS MRCS MRCGP DOHNS DFFP: 2002 London

**Dr Susanna Spicer**

MBChB MRCGP DFFP: 1995 Liverpool

**Dr Helen Parrett**

BSc (Hons) MBBS DRCOG MRCGP: 2002 London

**Dr Catherine Sherwin**

MBChB MRCGP DRCOG DFSRH: 2001 Bristol

**Dr Thomas Winter**

MA (Hons) MB BCH (Hons) MRCGP: 2005 Cardiff

## Welcome to the Blackdown Practice

We hope you find this pack useful whether you are new to the area, or if you are a returning patient to the Blackdown Practice. It contains all the information that you should need in order to access the services provided at the Hemyock Surgery, and at our two branch surgeries in the local villages of Churchinford and Dunkeswell. We would be grateful if you could take the time to read the contents of this pack to ensure that you are aware of how to contact the surgeries, the appointments we offer and general information about our local support services.

You can find further information and details on our website [www.theblackdownpractice.co.uk](http://www.theblackdownpractice.co.uk). We keep this up to date with any changes, along with communication, travel, closure and weather updates as a way to keep patients informed in varying circumstances. Our reception staff are also on hand to answer any questions or queries you may have.

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## The Practice - An Introduction

The practice works from three modern, fully staffed surgeries providing primary care, nursing and dispensing services in the Blackdown Hills. Our list size is approximately 7,700 and we cover a practice area of 200 square miles. Our main surgery is based in Hemyock. Approximately five miles away, just across the Somerset border, is the Churchinford Branch Surgery, and five miles in the Honiton direction is our Dunkeswell Branch Surgery. All three sites have dispensaries.

The practice is well supported by trained staff offering an excellent level of service. It is managed and run by the practice manager and there is a skilled group of administrative staff who work on the front line and behind the scenes to help provide everyone with a high level of care. The practice considers staff training and development a high priority in order to continually increase the standard of care and level of service provided.

In terms of accessibility, All three sites have wheelchair access; Hemyock and Churchinford have allocated disabled parking and there is a hearing loop at each surgery. Braille labelling is available by request and, if needed, interpreters can be arranged with advance notice.

## The Practice Team

### The Partners

**Dr Amanda Leach**  
**Dr Stuart Murray**  
**Dr Greg Barnes**  
**Dr Susanna Spicer**  
**Dr Helen Parrett**  
**Dr Catherine Sherwin**  
**Dr Tom Winter**

### Nursing Team

**Sarah Olive**  
**Sue Copp**  
**Lucy Leaney**  
**Caroline Hughes**  
**Jo Beebee**  
**Alex Fewings**  
**Kate Drummond**

### Practice Manager

**Karen Button**

**We also have a great team of secretaries, dispensers, receptionists, IT support, data quality analysts and an operational assistant.**

## Joining our Practice

We would be pleased to register anyone who lives within the Practice area.

To find out if you are living within the Practice area, please refer to our boundary map at the back of this pack, or contact us with the full details of your address and we will be happy to check your residence against our boundaries. We also have a 'postcode checker' link on our website which will clearly state if your address is covered by our practice.

You can obtain registration documents from any of our three surgeries and a copy can also be printed from our practice website. You will need to complete one registration form for each member of your household. On registering, you will be assigned a GP responsible for you care, however if you have a preference of who you would like to be registered with please state this at the top of your registration form, this is not mandatory.

We encourage our new patients to book in for a new patient check with our nursing team and warmly invite you to do so once you have handed in your registration documents. It helps the clinicians to assess your general health and to familiarise themselves with your medical history. You will be automatically de-registered from your previous practice and your medical records transferred to us so there is no need for you to take further action.

Once you have registered with the practice we would be grateful if you would ensure you update us when any of your contact details change, this can be done via our receptionists.

## How To Contact Your Surgery

Our busiest times for telephone calls are in the morning between 8:30am and 11:00am. If you need to contact the surgery for a non-urgent matter it is appreciated if you could avoid these times if possible.

Hemyock Appointments	01823 680206
Hemyock Dispensary	01823 680007
Hemyock Fax	01823 680680
Churchinford Appointments and Dispensary	01823 681700
Churchinford Fax	01823 601348
Dunkeswell Appointments and Dispensary	01823 681720
Dunkeswell Fax	01404 891871



## Opening Times

	Hemyock	Churchinford	Dunkeswell
<b>Monday</b>	<b>8.00am – 6.30pm</b> (Dispensary closed between 1pm – 2pm)	<b>8.30am – 12.30pm</b> <b>3.00pm – 6.00pm</b>	<b>8.30am – 12.30pm</b> <b>3.00pm – 6.00pm</b>
<b>Tuesday</b>	<b>8.00am – 6.30pm</b> (Dispensary closed between 1pm – 2pm)	<b>8.30am – 12.30pm</b> <b>3.00pm – 6.00pm</b>	<b>8.30am – 12.30pm</b> (Closed Tuesday afternoon)
<b>Wednesday</b>	<b>8.00am – 6.30pm</b> (Dispensary closed between 1pm – 2pm)	<b>8.30am – 12.30pm</b> (Closed Wednesday afternoon)	<b>8.30am – 12.30pm</b> <b>3.00pm – 6.00pm</b>
<b>Thursday</b>	<b>8.00am – 6.30pm</b> (Dispensary closed between 1pm – 2pm)	<b>8.30am – 12.30pm</b> <b>3.00pm – 6.00pm</b>	<b>8.30am – 12.30pm</b> (Closed Thursday afternoon)
<b>Friday</b>	<b>8.00am – 6.30pm</b> (Dispensary closed between 1pm – 2pm)	<b>8.30am – 12.30pm</b> (Closed Friday afternoon)	<b>8.30am – 12.30pm</b> (Closed Friday afternoon)
<b>Saturday</b>	<b>8:00am-11:00am</b>	Closed	Closed

Please note Hemyock Reception is open and staffed between 8.00am – 8.30am and 6.00pm – 6.30pm, however the phone-lines are only open between 8.30am – 6.00pm.

## Accessing and Making Appointments

We offer routine appointments and routine phone-call appointments that can be made via online access (face-to-face appointments only), by telephone, or in person at your nearest surgery.

For routine matters, wherever possible, you will be given an appointment with the doctor of your choice. In general, if you have an on-going problem, we would ask that you always try and see the same doctor to ensure continuity of care. If you need to be seen quickly, or your doctor is on leave, please note that you may be asked to see a different doctor and/or asked to travel to one of our branch surgeries.



Please note that we allocate 10-minute appointments to each patient. If you have several things you would like to discuss at once or you have a complex issue, we kindly ask that you make the receptionist aware at your time of booking so they can allocate you a longer appointment time if needed and one is available.

We ask that you let us know in good time if you are unable to make your appointment so that we can allocate it to another patient.

## Home Visits

If you are too unwell to come to the surgery and need a doctor to visit you at home please phone the surgery before 10.30am where possible as home visits are routinely carried out between 12.30pm – 2.30pm. Requests for home visits after mid-day can sometimes be difficult to fulfil and would be passed onto our duty doctor for a clinical decision to be made.

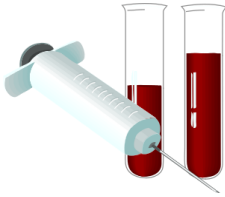


## Same Day Appointments

We offer same day appointments to manage people who are acutely unwell, this may be with a doctor or a nurse depending on your medical need. The doctors have asked the receptionists to ask questions about the nature of your illness at the time of requesting a same day appointment to ensure you receive the most appropriate appointment and within the required timeframe.

## Nurse Appointments

The Practice Nurses have different levels of experience and skills. You will be asked to let the receptionist know why you need the appointment so that we can ensure you see the appropriately qualified nurse for the correct length of appointment.



The senior Practice Nurses also deal with minor illness, e.g. respiratory tract infections, rashes, etc. They have received special training for this work and there is always a doctor available if needed.

## Saturday Morning Surgery

A Saturday morning surgery is held between 8:00am and 11:00am at Hemyock. If you want to be seen by a doctor on the day you must phone the surgery on 01823 680206 before travelling to the practice. Once the appointments are full, you will be directed to telephone 111 if you have a medical need that cannot wait until when we are next open.

Please note that the doctors do not undertake home visits on a Saturday. If a home visit is necessary these are covered by the out of hours service and you can contact them on 111.

## Minor Surgery

If you need a simple operation, for example removal of a skin lesion, we will usually be able to do this for you in our Minor Operations Clinic. Please make a routine appointment with your doctor to discuss the problem.



### **Non-NHS Charges**

Not all services available at the practice are provided free on the NHS. You may therefore be charged for certain medicals, reports for solicitors or insurance companies, private certificates and some vaccinations.



If you are unsure whether the service you are requesting is provided free of charge, please check with the receptionist.

### **Chaperones**

At any time before or during your consultation a chaperone can be requested if you feel uncomfortable or would just like someone present with you in the room, this can be during an examination or during the whole consultation. The clinician may also request to have a chaperone present if they feel this would benefit you and them. We have various staff members who have trained as chaperones who will be asked to assist, if for any reason there is no chaperone available and you/ the clinician has requested one then we would be required to re-schedule your appointment for a different time to allow this to happen.

### **Training practice**

We are proud to be a training practice and as a result we usually have GP registrars, medical students and nursing students who come to the practice as part of their training. GP registrars are qualified doctors who are at our practice completing their statutory time in general practice before starting out on their own, they are supervised by their mentor GP within the surgery. Medical students may sometimes be observing or shadowing a clinician during their working day, if this is the case you will be advised of this at the time of your appointment and you are able to decline having the student present during your consultation if you wish.

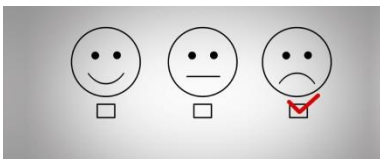


### **Staff training**

We sometimes need to close surgeries for staff training, both clinical and non-clinical. On these occasions we will do our best to give advance warning of the closure, and endeavour to minimise inconvenience to patients. Alternative arrangements for treatment or advice will be in place during any period of time the surgeries are closed.

## Complaints

If patients have any complaints or concerns about the service that they have received from the doctors or staff working for this practice, we would like to know. Our aim is to understand the complaint, try and resolve it as quickly and satisfactorily as we can and to try and prevent the problem from recurring.



We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If a problem cannot be sorted out in this way and patients wish to make a complaint, we would like to know as soon as possible – ideally within a matter of days – as this will enable us to establish what happened more easily and investigate the matter effectively and

fairly. If it is not possible to do this, we would want to have details of any complaint within 12 months of the incident that caused the problem; or within 12 months of you becoming aware of a problem, unless it is deemed there are good reasons for not making a complaint within this time limit and it is still possible to properly investigate the complaint.

The Complaints Manager for the Practice is **Karen Button, Practice Manager**

You can submit your complaint in writing, via e-mail, in person or can provide details over the phone. Please do not send attachments over e-mail, they will not be opened due to our policy on cyber-security and the e-mail will be deleted.

The details of your complaint be referred to the complaints manager, for initial acknowledgment (or a team leader if the complaints manager is unavailable).

The practice must keep a record of all complaints and copies of all correspondence relating to complaints, but such records must be kept separate from the patients' medical records. The fact that a patient has complained will not adversely affect their future treatment.

### Complaints on behalf of someone else

If a complaint is being made on behalf of someone else who is receiving or has received treatment at our practice, then we will require the patients consent in order to investigate and respond. To see further details about the consent required then please visit our website – [www.theblackdownpractice.co.uk](http://www.theblackdownpractice.co.uk) or you can ask for a copy from the reception desk.

### What to do if you are still not satisfied

If you are not satisfied with the Practice response/actions to a complaint you have options to contact NHS England and/or The Parliamentary and Health Service Ombudsman. We have contact details for both of the above listed on our website – [www.theblackdownpractice.co.uk](http://www.theblackdownpractice.co.uk) or you can ask for a copy from the reception desk.



### Rights and Responsibilities of patients and staff

#### **We ask that you –**

- Let us know if you need to cancel your appointment
- Make separate appointments for each family member that needs to be seen
- Call for urgent on-the-day appointments before 10:00am
- Request a double appointment if you have multiple issues to discuss

#### **In return we will –**

- Try to keep surgeries running on time
- If a clinician is called away on an emergency we will inform you and give you the opportunity to wait or book an alternate appointment.
- Be welcoming and accommodating to your needs



## **Zero tolerance**

The Practice supports the government's 'Zero Tolerance' campaign. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. Staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.



However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in the Police being contacted and in extreme cases in you being removed from the Practice list.

## **Online Services – Patient access**

The practice now offers you the access to book and cancel appointments, order repeat medications and to view your medical records. If you wish to request to be set up for this then please come into the surgery with proof of photographic Identification (eg. Driving license/passport) and proof of address. The receptionist will be happy to help set this up for you.



## **Travel Vaccinations**

If you are planning to travel abroad we ask that you contact the surgery in good time to discuss your vaccination and immunisation history with one of our nurses. They will advise you if you require or are recommended to have any vaccinations prior to travel, but please note some are non-NHS funded and are chargeable and you will be advised of this prior to booking in.

## **Accessing alternative help**

### **In an emergency**

- Call 999 – For critical or possibly life-threatening situations
- A&E at Musgrove Park or the Royal Devon and Exeter Hospital – for serious emergencies or accidents,
- Call 111 – Less urgent situations or you are not sure which part of the health services you need, it is available 24hrs a day. It will help direct you to the most appropriate health service you require.

### **Non-urgently**

- Call us on weekdays 8.30am – 6.00pm or on Saturday mornings 8.00am – 11.00am.
- Call 111 - it is available 24hrs a day. It will help direct you to the most appropriate health service you require.
- Call a Minor Injury Unit – Honiton or Tiverton Hospitals – the opening hours and treatments available can vary so phone first before attending.

## Prescriptions and Repeat Prescribing

Each of our surgeries has a dispensary where all patients who live more than 1 mile from a retail pharmacy can collect their medication. If you are one of the few non-dispensing patients and do live within 1 mile of a pharmacy you will be given a signed prescription. Alternatively, if you send a stamped addressed envelope we will be happy to post it to you.

All of our dispensers will be pleased to answer any queries you have about your medication. If they cannot help they will seek advice from your doctor or a nurse prescriber. If possible, please phone with queries after 11.00am as the telephones will be a little less busy at that time.



- A repeat prescription consists of one month's supply of medication and this is only increased in special circumstances. Having more than one month's supply in the home is potentially dangerous, especially if medication is changed as there is a chance that patients continue taking both medications together.

If your reason for requiring more than one month's supply is financial, you should check if you are entitled to an exemption certificate. Please enquire at the dispensary if you would like to know about medical exemptions or pre-payment certificates if you usually pay for your medication.

- Please order your repeat medication by ticking the boxes of the required items on the prescription counterfoil and dropping it into your dispensary. A post box for repeat prescriptions is provided at each site. You can use the outside post box for repeat slips when the surgery is closed.

Alternatively you can post your counterfoil to your usual surgery and pre-addressed envelopes can be supplied on request.

You can also request your repeat prescriptions via our practice website [www.theblackdownpractice.co.uk](http://www.theblackdownpractice.co.uk) and selecting the "prescriptions" menu option.

It is not standard practice for the dispensary to accept repeat prescription requests over the telephone unless this has been previously agreed or there are exceptional circumstances. Telephoned requests have been shown to lead to errors when there is confusion about the medication needed and, at busy times, these errors become more likely.

- You will be required to make an appointment for a medication review at regular intervals. The date that your review is due is printed on your repeat prescription counterfoil.
- Please allow 72 working hours before you collect your medication as some items may need to be ordered and each prescription has to be checked (please note that bank holidays and weekends are not included in this time scale). If posting your repeat request, please allow for delays in the post – remember, we need 72 working hours from receipt of the request.
- Your counterfoil will normally be stamped with the surgery you usually attend. However, if you would like to collect your medication from a different site please let the dispensary know.
- Please remember to only use medication prescribed in your name, and to keep all medicines out of the reach of children. If you have any unused medicines please return them to your dispensary where we will dispose of them safely.

## **Confidentiality at our surgery**

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We have a full guide to confidentiality and access to information available on our website – [www.theblackdownpractice.co.uk](http://www.theblackdownpractice.co.uk) or a copy can be given to you on request at the reception desk.



Please be assured that ALL staff at the practice are required to sign a statement of confidentiality to ensure that the highest possible standards of confidentiality are maintained. Information relating to patients is not to be discussed outside of work, and to do so is a dismissible offence. Medical information will not be discussed with your relatives or friends unless you have given us express consent in writing to do so, if you require further information relating to this please discuss this with a receptionist who will be happy to help.

We have enclosed consent information within our registration form about consent for data sharing which we kindly ask you to read.

## **Attached Staff**

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The practice is fortunate to have community healthcare teams working from the surgery. These teams are employed by Devon County Council or the Royal Devon and Exeter NHS Foundation Trust.

We currently benefit from –

**Community (District) Nursing Team** – *providing nursing care to patients unable to attend the surgery*

**Community Midwife** – *Ludmilla Domnina will guide you and support you through your pregnancy*

**Physiotherapy** – *NHS funded, requires a referral from your GP*

**Podiatry** – *NHS funded, requires a referral from your GP*

**Health Visitor Service locally** – *please contact directly*

For full information regarding these community teams please see our website or speak to one of our receptionists.

**Other services**

**The Blackdown Support Group**



REG CHARITY 1013514

A registered charity that has been running since 1991. Volunteers can help with transport to appointments (a small mileage fee is charged), help to fill in forms, short term loan of wheelchairs, foot care, mentoring, monthly lunch clubs and so much more. If you would like to find out more information there are leaflets in our waiting rooms, alternatively you can call and speak to them on 01823 681 036.

**The Violet Chapman Trust**

**The Violet Chapman Trust**  
**Reg. Charity No. 299996**

A registered charity that was set up by a local parishioner for the benefit of elderly and sick residents in our practice area. The trust has funds that can be used to make grants for medical treatment and care and so much more. If you think you may benefit you can request an application form from our reception or our website and the application will be considered by the trustees of the charity on a quarterly basis.

**The Healthy Living Centre**



The centre aims to maintain the health and wellbeing of the frail, vulnerable and disabled. It is located a short distance down the road from our Hemyock Surgery. Activities that they run include the Cameo Club, Riverside Memory Café, Blackdown Walk and Talk, Cooking lessons and so much more. If you would like more information you can contact them on 01823 680 687.

**Lastly, join our Patient Participation Group “PPG”**

In theory every registered young person and adult is a member of the Practice’s Patient Group as anyone should feel as though they can comment on the way the Practice currently operates and on changes in the way the Practice provides services in the future.

**Virtual Group**

We are keen to expand the membership of both the face-to-face and a wider ‘virtual group’ of patients. Anyone is welcome to attend patient group meetings but some may prefer to provide feedback by e-mail.

We ask all new adults registering with the Practice, patients with long-term conditions who are attending for their annual check and patients who have contacted the Practice Manager to make suggestions in order to improve services whether they would like to become a member of the Patient Participation Group.



## NHS Constitution Practice Implementation Policy

### Introduction

This policy sets out the method by which the practice aims to comply with the principles of the NHS Constitution, to clarify what patients and staff should expect from the practice and what the practice expects from patients and staff.

### Principles

- The practice provides a comprehensive service, available to all irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status.
- Access to services will be based on clinical need.
- The practice aspires to the highest standards of excellence and professionalism, and will provide high-quality care that is safe, effective and focused on patient experience.
- The patient is at the heart of the service.
- Practice services will reflect the needs and preferences of patients, their families and their carers. Patients, with their families and carers, will be involved in and consulted on all decisions about their care and treatment.
- The Practice will actively encourage feedback from the public, patients and staff, welcome it and use it to improve its services.
- The practice will work across organisations in partnership in the interest of patients, local communities and the wider population.
- The Practice is committed to providing best value for taxpayers' money and the most effective, fair and sustainable use of finite resources.
- The practice will be accountable to the public, communities and patients that it serves.
- All staff will have access to training and development appropriate to their role.

### Patient Rights

- Patients have the right to receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.
- Patients have the right to access NHS services and will not be refused access on unreasonable grounds.
- Patients have the right to receive care and treatment that is appropriate to them, meets their needs and reflects their preferences.
- Patients have the right to expect the local NHS body to assess the health requirements of the community and commission (purchase) and put in place the services to meet those needs as considered necessary, and in the case of public health services purchase by local authorities, to take steps to improve the health of the local community.
- Patients have the right not to be unlawfully discriminated against on the grounds of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status.

- Patients will be treated with a professional standard of care, by appropriately qualified and experienced staff, in a properly approved or registered organisation that meets required levels of safety and quality.
- Services will be delivered in a clean, safe and suitable environment.
- Patients have the rights to medication and treatment if your doctor says they are clinically appropriate for you.
- Patients have the right to be treated with dignity and respect.
- Patients have the right to accept or refuse treatment that is offered, and not to be given any physical examination or treatment unless valid consent is given.
- Patients will be given information about test and treatment options available to you, what they involve and their risks and benefits.
- Patients will have the right of access to their own health records. And to have any factual inaccuracies corrected.
- Patients have the right to privacy and confidentiality and the practice will keep information confidential and secure.
- Patients have the right to be informed about how their information is used.
- Patients have the right to request that their confidential information is not used beyond their own care and treatment and to have their objections considered, and where their wishes cannot be followed, to be told the reasons including the legal basis.
- Patients have the right to choose their GP Practice, and be accepted by the Practice unless there are reasonable grounds to refuse, in which case they will be informed of those reasons.
- Patients have the right to express a preference for a particular doctor within the practice.
- Patients have the right to complain and have it dealt with efficiently in accordance with the Practice and wider NHS complaints policy.

#### Patient Responsibilities

- To make a significant contribution to their own and their family's good health and well-being, and take personal responsibility for it.
- To treat staff with respect and recognise that violence or the causing of nuisance or disturbance on practice premises could result in prosecution. Violent or abusive behaviour and this could result in patients being refused access to NHS services.
- To provide accurate information about their health, condition and status.
- To keep appointments, or cancel within reasonable time.
- To follow the course of treatment which they have agreed, or talk to their doctor.
- Participate in public health programmes.
- Advise their family of their wishes about organ donation.
- Give feedback as this will improve NHS services for all

Resources

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/480482/NHS\\_Constitution\\_WEB.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/480482/NHS_Constitution_WEB.pdf)

Other useful information relating to the following topics can be found on our website:-

- Bereavement
- Sick Notes
- Temporary Residents
- Donor Register

Updated 30/6/2019

**MAP OF OUR PRACTICE BOUNDARY**

