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**THE MANNAMEAD SURGERY**  
22 EGGBUCKLAND ROAD  
MANNAMEAD  
PLYMOUTH PL3 5HE

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EMERGENCIES & ENQUIRIES 01752 223652  
APPOINTMENTS ONLY 01752 256517  
FAX NUMBER 01752 253875  
WEBSITE ADDRESS [www.mannameadsurgery.co.uk](http://www.mannameadsurgery.co.uk)



**DR ALAN DONALDSON**  
**DR COLIN BANNON**  
**DR CHRISTOPHER LLOYD**  
**DR CLAIRE HARNETT**  
**DR PETER LEMAN**  
**DR SARAH ADAMS**  
**DR JENNIFER GRAY**  
**DR ANNA SCHUR**

## WELCOME TO THE MANNAMEAD SURGERY

Dr C Alan Donaldson

Male

M.B., Ch.B. ( Bristol ), D.R.C.O.G., M.R.C.G.P., D.C.H.

Registered London 1981

Dr Colin F Bannon

Male

M.B., Ch.B. ( Sheffield )

Registered London 1985

Dr C E Lloyd

Male

M.A., M.B., B. Chir.,

Registered London 1988

Dr Claire L Harnett

Female

M.B., B.S., D.R.C.O.G., M.R.C.G.P.

Registered London 1992

Dr Peter C M Lemar

Male

M.B., Ch.B. ( Birmingham ), D.R.C.O.G., M.R.C.G.P.

Registered London 1993

Dr Sarah J Adams

Female

B.M., D.R.C.O.G., M.R.C.G.P.

Registered So'ton 1986

Dr Jennifer A P Gray

Female

M.B., B.S., M.R.C.G.P., D.R.C.O.G., D.F.F.P.

Registered London 1995

Dr Anna L Schur

Female

M.B., Ch.B., M.R.C.G.P., D.R.C.O.G.

Registered Sheffield 2002

## WHEN THE SURGERY IS CLOSED

**For urgent problems, or emergencies**, ring the surgery on **01752 223652 or 01752 256517** and the recorded message will tell you how to contact the **Emergency Duty Doctor on call**. This service is covered by the **Devon Doctors Out of Hours Service** on **0845 6710 270**. This service is the responsibility of the N.E.W, CCG for this area.

**If you have a life threatening problem dial 999 for the emergency services.**

**You can also dial 111 for NHS Advice**

## SURGERY OPENING HOURS

**The surgery is open routinely between 8am and 6pm Monday to Friday for access to reception and by telephone.**

The telephone number for appointments is **01752 256517** For routine appointments please telephone **after 10.00 am** to keep the line clear for urgent appointments

**ROUTINE appointments are available Mondays to Fridays from 8.30am to 6pm, with some additional pre-booked routine appointments available on each Monday evening between 6.30pm and 8pm, which are outside of normal surgery hours.**

**URGENT requests will always be seen on the same day but it may not be possible to see your own Doctor**

**NON URGENT** appointments should be made with the doctor you regularly see, as the practice prefers you to stay with the same doctor, as we consider this improves continuity of care. Pre-booked appointments are available up to a minimum of 2 to 4 weeks.

If you cannot keep an appointment it is helpful to others if you cancel well in advance so that your appointment can be filled by another patient. If you are more than 10 minutes late booking in for an appointment, the doctor will not be able to see you and you will have to make a new appointment.

It is helpful if you can give as much information to the receptionist when booking your appointment, unless it is a normal routine or urgent type of appointment, so that the most appropriate type of appointment can be made. Certain procedures and types of appointments need different lengths of time, different practitioners, or specific equipment, which may need to be organised in advance, ie medicals, certain fitting procedures, minor surgery etc. Confidentiality is obviously important for our receptionists to maintain however. If you do not wish to give information at the desk, you may be able to write it down for the receptionist, or ask to speak to someone in private. We appreciate and respect the need for confidentiality.

## HOME VISITS

Please try to save time by only requesting a home visit if you are too ill to come to the Surgery. If you need a home visit please try to ring before 10.00am on **01752 223652** and give as much information as possible to the receptionist as this helps the Doctor plan their visits so that the most urgent calls are made first. As a general

rule, home visits are for the bed / house bound or terminally ill. If you are able to come to the surgery it saves time for the doctor to see other patients. The doctor has better facilities and equipment in the surgery to help him manage your care. A leaflet is available at reception.

## TELEPHONE ADVICE

There are some appointments available each day for telephone advice, this may help prevent the need for an appointment, please ask the receptionist. The Practice Nurse will also be available to deal with enquiries after approximately 12.15 pm. If your call is urgent please inform reception, and it will be appropriately dealt with. The receptionist may be able to take a message for your doctor which may also save an appointment.

## HOW TO OBTAIN A REPEAT PRESCRIPTION

Our computerised prescription system allows you to have prescriptions for regular medication without seeing your Doctor up to the limit the Doctor has authorised. To obtain a prescription please leave or send your prescription counterfoil marked with the medication you require to Reception.

**Your prescription will be available for collection after 48 hours** during the working week, not including weekends, and ready within 72 hours at the pharmacy. If you would like your prescription sent in the post, please enclose a SAE and allow time for postage. If you would like your prescription to go to one of our nearest chemists, please tell the receptionist and this will be arranged. Several local chemists collect prescriptions daily, and also have a delivery service for a small charge. A new system called "Repeat Dispensing", allows your GP to issue a number of prescriptions at the same time that the pharmacy can hold for you, saving the need to request monthly prescriptions, or come to the surgery during this period. You can go straight to the pharmacy to collect.

In line with government recommendations, you will only receive one or two months supply of medications with each prescription, as decided by your doctor. Most prescriptions will be issued generically, and not by any pharmaceutical brand name, except for certain medications. The practice is guided by the CCG in prescribing medication.

It will be necessary to see your usual doctor at agreed intervals and when the prescription authorisation runs out, to review your medication. This will be decided by your Doctor and will show on the repeat prescription slip. **Please make your appointment for review of your medication with your usual Doctor in advance of your medication running out.**

On Line prescriptions can be ordered on our website [www.mannameadsurgery.co.uk](http://www.mannameadsurgery.co.uk) if they are available to issue as routine on your prescription slip.

To avoid medication errors, we ask that prescription requests are made using the repeat prescription counterfoil. Repeat prescription requests will not be accepted by telephone. Prescriptions will not be signed during GP surgery consultation sessions.

## RESULTS OF TESTS

We receive test results every day, but these have to be viewed and checked by your Doctor. If you have been asked to telephone for the results, please ring **01752 223652** for details after 2pm. It is important you do

obtain the results of any tests that you have had done, so please telephone the surgery allowing 5 days for specimen analysis. If your doctor has asked to see you when the results are back, please make an appointment for your usual GP. You will automatically receive written results of cervical smears via the national programme. If you have not heard after 8 weeks please contact the surgery so we can investigate for you.

## REGISTERED PATIENTS

**Appointments** should be made with your usual doctor wherever possible. Staying with the same doctor will improve continuity of care. If you move outside of the practice boundary, or are already outside of the boundary, we will need to ask you to register with a more local GP. ( See map at end of booklet ). All GP's are contracted to register patients only within their own practice area. We strictly maintain this, and this enables us to provide a good service to those patients locally.

We ask you to keep us informed of **any changes to your registration details**, addresses, telephone numbers, including mobile numbers, in case we need to contact you, and to provide correct information to the hospital if we refer you so they can contact you. If you change your address or telephone number we need to be informed. We are actively collecting mobile numbers and email addresses with the purpose of appointment reminders, for calls for vaccinations such as flu vaccines, for health reviews, and prescription reviews etc. We do have to have your permission to use your mobiles and emails in this way, so you can opt out of receiving messages via your mobile phone or email. Leaflets are available to opt out at reception and to update your information. If you sign up to the website, you will be giving permission to receive information such as newsletters and other information via email or text by mobile phones.

We ask you to **keep your appointment, or cancel well in advance** if you are unable to attend. Appointments are heavily booked and missed appointments waste valuable time and prevent more urgent patients receiving appointments. This in turn creates more emergencies and has an ongoing effect on available appointments to book.

**Zero Tolerance** - The practice, in line with government guidelines, undertakes a **zero tolerance to violent or abusive behaviour** whether verbal or otherwise to any member of the staff, doctors, or the general public on the practice premises, or outside. If this occurs, you will, depending on the severity of the situation, receive a written or verbal warning, or you may be asked to leave the practice list immediately, or the police may be called to the premises.

### **YOUR RIGHTS AND RESPONSIBILITIES**

#### **PRACTICE RESPONSIBILITIES**

You will be able to see a Doctor within 48 hours if it is urgent, or your usual doctor by arrangement.

Repeat prescriptions will be ready to collect within 48 hours of the working week, unless there is a specific reason which will then be explained

You will be treated as a partner in your care and will receive courtesy, respect, and confidentiality

We will try to answer the telephone promptly and courteously

We will try to see you within 20 minutes of your appointment time, or you will be offered an explanation or another appointment. If your appointment needs to be cancelled we will try to give 24 hours notice

We will maintain your medical records and maintain confidentiality

You will be informed about out of hours

provision and whom to contact in an emergency

You will receive a home visit if you are housebound and the doctor considers the visit to be necessary

You will be entitled to a practice leaflet informing you of our services and how to obtain services and information

You have a right to ask to see your medical records. There will be a charge for copies

Charges will be made for work considered to be private or non NHS work

Patients will be charged if living outside of the UK, and/or not entitled to free NHS care.

### **PATIENTS RESPONSIBILITIES**

Please keep your appointment or cancel well in advance for that appointment to be able to be used. Remember some appointments if they are of a longer time will prolong the time others may have to wait to be booked

We ask you to be courteous and respect our staff and other members of the public.

If your prescription is due for review, or you have been asked to see the doctor or the practice nurse

or other health professional, please make a suitable appointment informing reception of any special requirements.

Please attend your appointment on time, late attendances over 10 minutes will be re-appointed

Remember that we have a policy of zero tolerance to violence or abuse both verbal or otherwise.

Please remember your usual GP may not always be available but you may be offered an appropriate appointment with another doctor or healthcare professional if there is an urgent need. We do prefer you to see your usual GP and usually will be ok to wait for an appropriate routine appointment.

Please be patient with us when we are busy, we will try to help everyone as soon as possible

Please help us to process your prescriptions in time by marking your requirements on the repeat slip, and making a review appointment as requested

Please request home visits or urgent appointments as early as possible in the morning

Please inform the practice of any change in your address or telephone numbers, including mobile numbers, and please provide us with a contact number if you call.

## **NEW PATIENTS REGISTRATION**

When you request to register with the practice, and you are accepted, you will be assigned to a particular doctor as arranged by the practice. This helps to spread the workload of the GP's evenly to avoid undue pressure on any one GP. If you wish to particularly register with a named GP, please request this as you ask to register.

You will be asked to provide ID to verify your identity. The practice has a responsibility to ensure that patients requesting to join the practice are entitled to Free Primary Health Care. Patients who are not normally resident in the UK are only entitled to emergency treatment, or for treatment for a condition that was not current prior to their visit, unless they are a member of the EU or have certain recognised papers. Asylum Seekers will have their relevant Asylum Registration Card to show they are entitled to free treatment and registration. Patients not entitled to free primary medical care will be charged.

You will be asked to provide some form of identification on requesting to register ie. utility bill with your current address on, a driving licence, passport etc.

After you have been accepted to the Practice by your Doctor, you will be asked to complete a practice registration form as soon as possible before you can be officially registered or seen, and a new patient questionnaire, which will be viewed by the doctor who may request you to see the doctor or the practice nurse. If your doctor, or practice Nurse wishes to see you, you will be contacted, and asked to bring your current medication with you and any records that will be of use to the doctor.

## THE HEALTH CARE TEAM

In addition to the Doctors, the following people make up the Health Care Team:

### PRACTICE MANAGER

Sue Smith is the Practice Manager, and she is responsible for the management and co-ordinates all services and planning. If you have a query or problem she is available to help you.

### ACCOUNTS TECHNICIAN

Ruth Carroll is the Accounts Technician responsible for finance administration

### PRACTICE NURSES

The Practice Nurses are Sarah Clegg, Jane Emerson, and Michelle Johns. They are Registered Nurses, with additional qualifications or experience in all aspects of Practice Nursing, Diabetes and Asthma. They provide a varied service for patients and can advise you on the following:

- Cervical Cytology
- Family Planning
- Diabetes
- Asthma
- Health Promotion
- Dietary advice
- Smoking cessation advice
- Minor illnesses or ailments
- Child and adult immunisations
- Blood tests as arranged via your Doctor
- ECG's as arranged via your Doctor
- Blood Pressure monitoring
- Hearing Tests
- Spirometry tests
- Dressings
- Holiday injections
- Health Checks

### HCA/PHLEBOTOMIST

Our Health Care Assistants / Phlebotomists, are Joanne Benson and Melissa Buckingham, and available each morning between 8.00am and 12 am by appointment to take blood tests as requested by your Doctor. If you need a fasting blood test, you will be seen as close to 8am as possible. Please inform reception. They also undertakes dressings and other nursing procedures at other times during the day by appointment.

### RECEPTION MANAGER

Gill Woodruff is the Reception Manager responsible for the daily running of Reception. Please contact her if you have any queries or concerns.

## **RECEPTIONISTS**

The Receptionists are caring team members and provide a necessary and offer a most valuable contribution to the team overall. Their job is both varied, responsible, and difficult, and we ask you to respect them. We have a Zero Tolerance Policy relating to the treatment of our staff. They are available to offer you assistance at all times between 8am and 6pm.

## **COMMUNITY NURSES**

The Community Nursing team provide nursing services to housebound patients and assess your needs within your home on referral by the GP or the hospital. They can be contacted via the Surgery, and messages can be left.

## **HEALTH VISITORS**

The Registered Health Visitors Team are available to help with family needs and health issues. They specialise in the care of the under 5 years old, but work closely with school nurses, managing a service between 0 to 19 years.

Health Visitors and their team can be contacted and messages left on 01752 314929. The team provide various baby clinics and other clinics for advice, ask at reception or telephone 314929, and you will be advised of the clinic nearest to you.

## **COMMUNITY MIDWIFE**

The Registered Midwife attached to the practice provides full maternity care to our patients in the community. They can be contacted on 01752 306334. Appointments for newly pregnant patients will be seen by the midwife in the surgery, from about 8 weeks to 12 weeks, initial new bookings via reception on 01752 256517. All other review appointments are now Monday or Thursday, at the Dell Childrens Centre, High View Primary School, Torridge Way, Compton.

## **NURSE THERAPISTS COUNSELLING AND TREATMENT SERVICE - OPTIONS**

The CCG provide a counselling or cognitive behavioural treatment service based for a variety of psychological and emotional difficulties for our patients on referral by your Doctor.

## **PHYSIOTHERAPY**

Our qualified Physiotherapists provide an additional service of Physiotherapy in the surgery on referral by your Doctor for new acute problems. Many conditions seen in General Practice are suitable for physiotherapy in the surgery, particularly acute conditions.

As this service is a limited funded service, also supplying another local surgery, long term physiotherapy is not appropriate. Patients will only receive up to a maximum of 3 or 4 treatments. This service is not available to patients being seen at the hospital, as treatment is



provided by hospital physiotherapists and funded via the hospital. We do not accept referrals from the hospital.

**If you have an implant fitted, ie. a cardiac pacemaker or drug infusion pump, or neuro-stimulator, please inform the physiotherapist before you start your treatment.**

## LANGUAGE DIFFICULTIES or SIGN LANGUAGE

If you have a problem with language, hearing, speaking or understanding English, or know of someone who does, please contact reception who will be able to arrange for an interpreter or use of the Language Help Line for assistance during consultations. If you require an interpreter using sign language, this can be arranged via reception. We also have hearing aid equipment that may be of assistance.

**If you are visually impaired and would like information in a different format please contact reception and we will try to help as soon as possible.**

## CARERS

If you are a carer, or you have a carer, we would like to have that information, with your permission. Please inform reception to take your details. We know you are very important, and we want to offer help and advice to carers in line with government guidelines. There are many organisations available to help you, and you can get help by being assessed for the help you need in helping others. The Carers Hub, at Plymouth Guild, is a support service for Adult Carers aged 18 and over and is available on 01752 201890 and can provide leaflets and information, and also provide drop in sessions for carers. Young Carers are equally important and can access help and advice from accessing 01752 201890.

### **Social Services Care**

Social Services Care Direct for 60+ on 0800 44 4000, and Front Desk for 18-60 years on 01752 306900, will provide support and can assess your needs and requirements. You may qualify for additional help.

## NON NHS CHARGES

The practice charges for all Non NHS work undertaken for patients, solicitors, and insurance companies. This includes all medical examinations for insurance companies and other bodies, all medical reports, HGV, DVLA examinations or reports, photocopying and extracts from records etc. Patient's consent is always obtained.

This includes letters or reports for holiday cancellation reports, private sick notes, private prescriptions, private prescriptions for travel, private letters, etc. Some travel vaccinations travel will be charged, both for the vaccine and nurses time. Check with the PN on first appointment.

We do not provide fitness notes to travel or to undertake any sports centre activities. We reserve the right to charge a higher fee if the request for information requires additional work for the GP, and to review these fees at the practice discretion. The charges are available at reception and within the practice.

## MANNAMEAD SURGERY TIMETABLE

THE SURGERY IS OPEN FROM 08.00 TO 18.00 DAILY

TELEPHONE LINES ARE OPEN FROM 08.00 TO 18.00

IN A LIFE THREATENING EMERGENCY OUTSIDE OF SURGERY HOURS DIAL 999  
 THE NHS DIRECT ADVICE LINE IS AVAILABLE ON 111  
 OR CALL THE SURGERY ON 01752 223652 /256517 FOR THE OUT OF HOURS NUMBERS  
 FOR DEVON DOCTORS ON CALL 0845 6710 270

DOCTORS	MONDAY		TUESDAY	
	AM	PM	AM	PM
DR DONALDSON	08.10-10.50	15.00-17.50	08.10 -10.50	15.00-17.50
DR BANNON	08.40-11.40	15.00-17.50	*	*
DR LLOYD	08.40-11.30	15.00-17.50	08.40-11.30	14.00-16.00
DR HARNETT	08.10 -11.00	15.00-17.50	08.10-10.50	*
DR LEMAN	08.10-10.50	15.00-17.50	08.10-10.50	15.00-17.50
DR ADAMS	08.30-11.20	*	08.30-11.30	*
DR GRAY	-	15.00-17.50	-	15.00-17.50
DR SCHUR	08.30-11.30	-	-	-
<b>Extended Hours</b>		18.30-20.00		
<b>PRACTICE NURSES</b>	09.00-12.00	14.00-17.30	08.10-12.00	14.00-17.30
<b>SARAH, JANE, OR MICHELLE</b>		17.30 – 19.50		
<b>HCA/PHLEBOTOMIST</b>				
<b>JO OR MELISSA</b>	08.00 – 11.50	14.00-16.00	08.00 – 11.50	14.00-16.00
<b>MIDWIFE</b>				
<b>PHYSIO</b>	08.00-12.30		08.00-12.00	
<b>ACUTE BACK CLINIC</b>				<b>BACK CLINIC</b>
<b>DIETICIAN</b>			MONTHLY	

WEDNESDAY		THURSDAY		FRIDAY	
AM	PM	AM	PM	AM	PM
8.10-10.50	14.00 – 16.50	8.10 – 10.50	14.00 – 16.50	*	*
08.40-11.30	15.00-17.50	*	*	08.40-11.30	*
*	*	08.40-11.30	15.00-17.50	08.40-11.30	*
08.10-10.50	14.30-17.20	*	14.30-17.20	*	*
08.10-10.50	*	08.00-10.50	*	08.10-10.50	14.00-16.50
*	*	08.30-11.30	*	08.30-11.30	*
*	*	08.10-10.50	*	08.10-10.50	
08.30-11.30	*	*	*	08.30-11.30	15.00-17.50
08.30-12.10	14.00-17.30	08.50-12.00	14.00-17.30	08.30-12.10	14.00-17.30
08.00 – 11.50	*	08.00 – 11.50	14.00-16.00	08.00 – 11.50	14.00-16.00
	1 <sup>st</sup> ANC				
08.00-12.00	13.00-16.30	08.00-12.00	*	08.00-12.00	*
			BACK CLINIC		BACK CLINIC

## SERVICES THE PRACTICE PROVIDES

### WE AIM TO MONITOR THE FOLLOWING:

- Diabetes
- Asthma and COPD
- Cardiovascular disorders
- Hypertension and Stroke
- Obesity and Smoking
- Other Chronic Diseases
- Care of Patients with Cancer
- Mental Health
- Thyroid Disease
- Epilepsy

### CLINICS ARE HELD FOR THE FOLLOWING:

- Ante Natal Care
- Coil Fittings
- Minor Surgery
- Diabetes
- Asthma and COPD
- Child Development
- Family Planning

Practice Nurse led clinics are held for asthma, COPD, diabetes, travel, childhood immunisations, and obesity and dietary advice.

## MINOR SURGERY

The doctors provide some minor surgery treatments, appointments to be arranged at Reception only after referral from your GP.

## FAMILY PLANNING AND CONTRACEPTION

Your own doctor is happy to advise you on all aspects of Family Planning. Dr Claire Harnett, and Dr Sarah Adams, are available to fit coils. Our Lead Practice Nurse, Sarah Clegg, is available to give Family Planning advice and is available by appointment, or by telephone for advice. A leaflet is available at reception with advice about contraception, and the facilities the practice provides.

**If you are planning a pregnancy**, you are advised to make an appointment to see your doctor for advice about the health aspects of becoming pregnant.

## MATERNITY CARE

Full maternity care, is provided by your Midwife, and pre and post natal care by your doctor. If you become pregnant please arrange to see the Midwife when you are 6 to 8 weeks pregnant. After your initial booking assessment by the Midwife, your blood tests and other tests such as scans will be arranged appropriately. You will also see your doctor at certain times during your pregnancy.

## **OTHER SERVICES PROVIDED IN THE SURGERY CURRENTLY ARE AS FOLLOWS:**

- Dietetic advice for Diabetic patients and other conditions requiring specialist advice, only on referral by your GP or PN. The Practice Nurses are available to give advice on weight management and smoking advice, although we do refer you to the smoking advice clinic for group therapy which improves the outcome.

## **PREVENTATIVE CARE**

### **CERVICAL SMEARS**

This is provided for all women between 25 and 49 years every 3 years, and between 50 and 64 every 5 years in line with government recommendations. You will be sent reminders, and appointments can be made at reception with the practice nurse. You will receive written results of cervical smears from the national programme, not from the practice.

### **BREAST SCREENING**

Women between 50 and 70 will be invited by the Breast Screening Service for a mammogram on a 3 yearly national programme. Women are encouraged to take advantage of this screening facility.

### **HEALTH CHECKS**

We are now offering Health Checks for patients between 40 and 70 years, with **no** known long term health conditions at the ages of 40, 45, 50, 55, 60, 65 and 70 years on a five year cycle. You will receive a letter of invite. If you are uncertain about whether you will be eligible please ask at reception.

### **YOUNG PEOPLE**

We hope we provide a good service to young people who are very important to us. If you wish to see the GP or Practice Nurse about any health related problem, contraception, or any other reason, please make an appointment. Chlamydia screening is now available for self testing, ask at reception, or the GP or PN. Vaccination against the Human Papilloma Virus, HPV, is now available through schools.

### **ASTHMA AND DIABETES**

Your GP would like you to see the practice nurse annually for a review, in addition to any review with your GP. If you have not been seen by the practice nurse in the past year, please make an appointment at Reception, and remember to bring your medication and inhalers with you. This is important for further repeats of your treatments. You will receive a letter to see the practice nurse for your reviews, please make this appointment with the nurse as requested. The practice nurse undertakes certain assessments that the GP may not undertake.

### **OTHER CHRONIC CONDITIONS**

If you have heart disease, diabetes, asthma, lung disease, epilepsy, thyroid disease, hypertension, or have had a stroke, or any other chronic disease, your doctor would like to see you annually or more frequently as discussed with you. If you have not seen your doctor in the last year, please make an appointment for a review.

## FLU AND PNEUMOCOCCAL VACCINATIONS

### Adults

Influenza vaccination is recommended by your doctor, and available each year from October, for patients who are 65 years and over, and for patients who are at risk because of asthma, who are on medication, diabetes, heart disease, chest disease, renal disease, or immuno-suppressed for other medical reasons. Pneumococcal vaccinations are also recommended for a once only dose, for those aged 65 years and over, and for those at similar risk as above. Please telephone or ask at reception to make an appointment.

### Children's Flu vaccinations in 2013:

**Children who are “at risk” with chronic health problems, who are aged from 2 years and up to just under their 18<sup>th</sup> birthday, are also being vaccinated this year.**

**Healthy Children aged 2 to 3 years of age up to just before the 4<sup>th</sup> birthday are also being vaccinated this year.**

**Parents will be receiving letters, but you can also make appointments to see the Practice Nurses via reception. These vaccinations are in line with government public health guidance.**

## PREVENTATIVE IMMUNISATION FOR CHILDREN

The Practice Nurses provide all children with vaccinations in line with government recommendations. Babies are vaccinated at 2,3 and 4 months against whooping cough, tetanus, polio, diphtheria, pneumonia, haemophilus influenzae HIB, Rotavirus, and meningitis C. A booster HIB and Men C, and rubella, mumps, and measles MMR is given at 13 months with pneumonia. Children are given booster protection prior to starting school against whooping cough, diphtheria, tetanus, polio, and MMR. A booster tetanus, diphtheria, and polio is given at 15 years. This completes the normal lifetime requirements. You will normally be contacted through the surgery, but if your child is not fully vaccinated, please make an appointment to see the practice nurse at reception. Vaccination HPV is now available through schools and catch ups through the surgery. MMR is now available for those who have missed for patients under 30 years. Check with the Practice Nurses if unsure of what is required for your child.

## RUBELLA IMMUNISATION

All girls reaching the age of 15 years should have been vaccinated against rubella, either by the MMR, or the rubella vaccine. For female patients unsure about their rubella status, who may be planning a pregnancy, please check with the surgery, and a blood test can be taken if necessary. For patients requiring vaccination they will be offered MMR vaccine if they are not pregnant.

## TRAVEL INFORMATION

If you are travelling abroad you can attend our Travel Clinic to see the PN. You will need to bring with you your details of all the countries you are going to, and when you are travelling. You can get the latest information for your particular needs free from the website

[www.fitfortravel.scot.nhs.uk](http://www.fitfortravel.scot.nhs.uk)

There is a charge for providing some of the vaccines, as well as giving them, as this is generally outside of normal NHS work. Some vaccines have to be purchased by the practice in advance, and the costs are not covered by the NHS. You will need to book your appointments well in advance at least 6 to 8 weeks prior to departure in case a series of injections is required.

If there is insufficient time to complete your course and, or, we cannot accommodate your appointment, you will be asked to attend the MASTA clinic at Lisson Grove on 205556.

### **MALARIA PROPHYLAXIS**

If tablets against malaria are advised it is important these are taken correctly and at the same time of the day or week, and the nurse can advise. Some are not available on prescription but can be obtained from the chemist, and others are only available on a private prescription for which you will have to pay, and you will need to see the doctor to discuss it before you will be prescribed. The appropriate medication for your journey will be advised by the Practice Nurses, and which depends on the area where you are travelling.

General advice - many infections abroad can be avoided by careful personal and food hygiene, and the avoidance of under cooked food, contaminated water, and protecting yourself from mosquito bites, particularly at dawn and dusk, you can discuss this with the Practice Nurse. Please access the above website for further useful information.

## GENERAL HEALTH TIPS

Also see the website [www.mannameadsurgery.co.uk](http://www.mannameadsurgery.co.uk)

## CHILDREN

### **LOOKING AFTER YOUR CHILD WITH A TEMPERATURE**

If your child has a temperature eg. post vaccination, viral illness, ear infection etc. it is essential to control their temperature to make them more comfortable and reduce the risk of febrile fits. If you are at all concerned about your child, contact your doctor or ring NHS Direct for advice on 0845 46 47.

We advise:

- Paracetamol syrup, ( Calpol or Disprol ), dosage according to instructions
- Reduce clothing
- Cool with a tepid sponge or cool bath
- Plenty of fluids
- Use of a fan

## **COLDS AND RESPIRATORY INFECTIONS**

All children suffer frequent coughs and colds, particularly during the winter. These are generally caused by viruses. Aim to treat the symptoms i.e. if there is a temperature, give Paracetamol syrup, rest and plenty of fluids. Do not worry if your child does not eat much for a day or two. If they have a persistent high temperature, breathing difficulty, vomiting, not drinking, or lethargic, please bring to the surgery to be seen. It does no harm to children to bring them out if they have a temperature.

If you are at all concerned about your child, contact your doctor or dial 111 for advice

## **EARACHE**

This is a common symptom in children and often causes great distress. The most effective treatment is Paracetamol syrup. Antibiotics are only necessary if there is a high temperature or the child is particularly unwell. ( It is not necessary to obtain antibiotics immediately).

If you are at all concerned about your child, contact your doctor or dial 111 for advice

## **ADULTS AND OLDER CHILDREN**

### **VIRAL ILLNESSES, COLDS AND FLU**

There is no curative treatment, and antibiotics are not effective against viruses.

We advise:

- Rest
- Regular Paracetamol according to manufacturers instructions
- Plenty of fluids
- If severe sore throat, and over 12 years old, gargling with soluble aspirin can be soothing and effective.

### **GASTROENTERITIS**

This is usually a viral illness, characterised initially by vomiting, and subsequently by diarrhoea with cramping abdominal pains. There is again rarely a specific treatment. Vomiting normally settles after 12 hours, so avoid anything by mouth except sips of water. Once vomiting has ceased, drink plenty of fluids with small volumes frequently. Frequency of diarrhoea is variable, it is best to avoid anti-diarrhoea medication unless it is particularly severe e.g. greater than 6 times a day.

## **TRAINING OF MEDICAL STUDENTS**

We participate in the training of Medical Students from the Plymouth Peninsular Medical School, and occasionally other medical schools, who may sit in during consultation, or want to talk to you as part of their programme of training, or later in their training, undertake initial consultation under supervision. You will be informed prior to your consultation if a student will be present. Please let us know at the time if you would prefer a student not to be present.

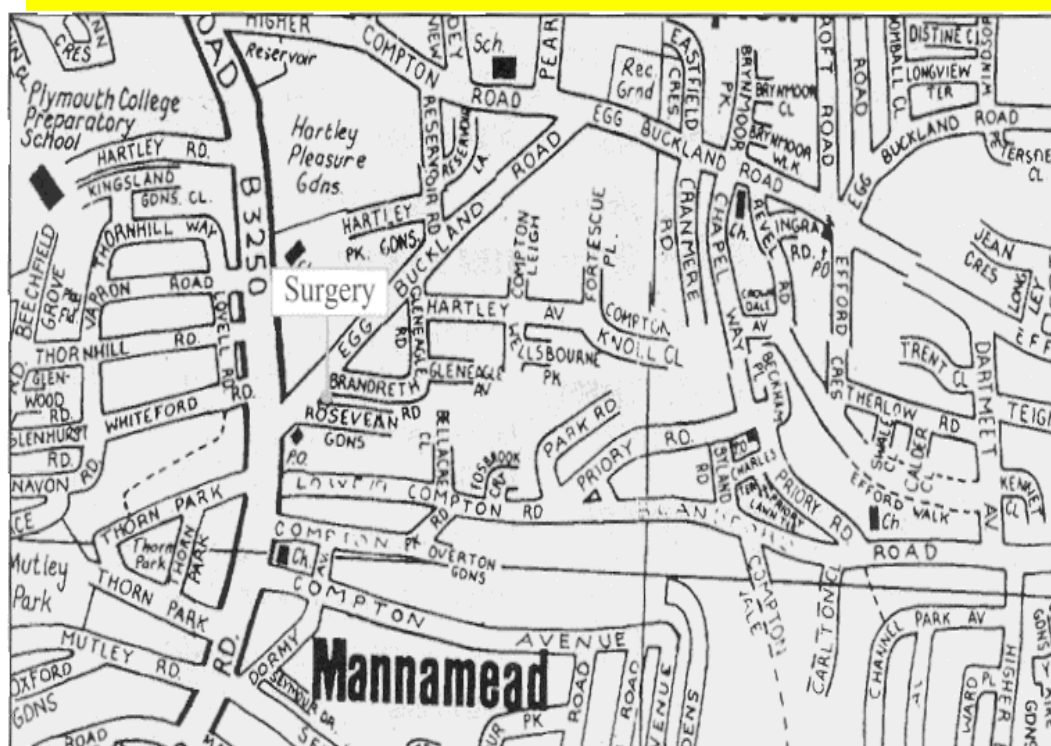
Advance arrangements can be made with some medical students if they wish to talk to patients about their conditions. The Plymouth Medical School has an exciting method of teaching that involves patient participation at an earlier stage in their training. Our GP's are committed to providing a good opportunity and training for medical students.



## **STAFF TRAINING**

Staff Training and clinical staff training is regularly undertaken by the practice. There will be sessions when the practice will be closed for staff training and you will receive notification in the practice when this is to take place. Training is an important part of providing a good service to our patients, and GP's and Practice Nurses also have to undertake appropriate training and may be away from the surgery at times.

## **LOCATION**



The Practice area is bounded by and lies within the area of the B3413 to Marsh Mills roundabout; to the A374 junction of Old Laira Road to B3214 junction of Saltash Road tp Pennycomequick roundabout of A388 at Alma Road, to Furneaux Road; to West Down Road, Beacon Down Avenue, Fountains Crescent, Honicknowle Lane, and Crownhill Road B3413.

## **CAR PARKING**

Limited car parking is available for the elderly, or parents with children, situated in Rosevean Gardens at the side of the surgery. General parking is available in Mannamead Road and Brandreth Road.

## **ACCESS FOR THE DISABLED**

The practice is situated on 2 floors with a patient lift suitable for a wheelchair to the first floor. There is a ramp to the front entrance and a disabled toilet also at the front entrance. Staff are

always willing to help where needed. A wheelchair is available in the waiting area. We have Portable Hearing Loop systems available for those who are deaf or hard of hearing. Please ask at reception. We can also arrange for a hand signer to assist you during a consultation, the help of an interpreter, or access to help lines, but this will need to be arranged in advance of your appointment.

## **PATIENT PARTICIPATION GROUP**

The practice has a group of interested patients called a Patient Participation Group, PPG, who meet with the practice at regular intervals and assist in helping to gauge the views of our patients through a patient survey, offer a forum of consultation, and assist in feeding back views of our patients to the practice and other patients. This is mainly done by an annual survey, leaflets, newsletters, and on the practice website at [www.mannameadsurgery.co.uk](http://www.mannameadsurgery.co.uk)

New members are always welcome to join, and we are particularly interested in reaching out to our young or younger patients, or representatives of other groups of patients less well represented. If you are interested or have ideas please contact the practice or add your views via the website.

## **FRIENDS OF THE MANNAMEAD SURGERY**

The Friends of the Mannamead Surgery have Charitable Trust status and the members of the committee are patients of the surgery. Their aim is to raise funds to provide extra equipment to the practice for the benefit of patients, and take an interest in the practice. They welcome your support by donations or attendance at any functions they organise for fundraising. They would also welcome new members.

The Practice would like to thank all those patients who have kindly donated to the Friends of the Mannamead Surgery fund, which has helped to provide a great deal of extremely important and valuable equipment. We are extremely grateful for your support.

## **SUGGESTIONS OR COMPLAINTS**

The Practice welcomes suggestions for improving our service. Please feel free to discuss any ideas with your Doctor or the Practice Manager. The practice will undertake a patient survey each year, and there is a suggestions box in the downstairs waiting room. You can also post comments on the website [www.mannameadsurgery.co.uk](http://www.mannameadsurgery.co.uk)

In the event of a complaint we ask you to phone the Practice Manager or the Reception Manager and hopefully this can be dealt with on the same day, or you can write a letter, or make an appointment to see your Doctor. Our complaints procedure is held in reception if you wish to see it, and your complaint will be dealt with in accordance with our practice policy,. A written response to a complaint will be within 3 working days whenever possible.

All complaints are taken very seriously and discussed at the weekly Practice meetings.

## Help for patients is available from PALS

PALS: The Patient Advice and Liaison Service  
for Devon, Plymouth and Torbay

For complaints 01392 207819 or 0300 123 1672

SMS: text on 07789 741099 for a call back

Email: [pals.devon@nhs.net](mailto:pals.devon@nhs.net) Or, [complaints.devon@nhs.net](mailto:complaints.devon@nhs.net)

Write to:

Patient Advice and Complaints Team  
(please include your telephone number)  
FREEPOST EX184  
County Hall  
Topsham Rd  
Exeter EX2 4QL

Help for patients is also available from the Independent NHS - Health Complaints Advocacy Service on 0845 120 3782 [www.seap.org.uk](http://www.seap.org.uk)

CCG - The Northern, Eastern, and Western Devon CCG website is [www.newdevonccg.nhs.uk](http://www.newdevonccg.nhs.uk)

NHS England - For commissioning complaints and independent contractors patients can be directed to [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or to the national call centre, 0300 311 22 33, or to [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

## CARE DATA

### Care Data



Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

It is important that we, the NHS, can use this information to plan and improve services for all patients. We would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. This will allow us to compare the care you received in one area against the care you received in another, so we can see what has worked best.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone.

**You have a choice.** If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to practice staff or download a copy of the leaflet "How information about you helps us to

provide better care” see below. We need to make sure that you know this is happening and the choices you have.

The following websites links will give you further information



[How information about you helps us to provide better care](#)



[Care Data - Frequently Asked Questions](#)

You can find out more on the NHS England [Care Data website](#)

## CONFIDENTIALITY

All employees of the practice have a legal duty to keep your medical information confidential. We will only give out information to your relatives, friends, or carers with your permission in writing.

**Under 16's** – Young people under 16 can choose to see health professionals without informing their parents or carers. These young people have the same right to confidentiality. If a GP considers that a young person is competent to make decisions about their health, the GP can give advice, prescribe and treat the young person without seeking further consent. However health professionals will encourage young people to discuss issues with a parent or carer. Sometimes the law requires us to report certain information to appropriate authorities to protect young people or members of the public.

**Access to Health Records** – Personal Access - The Data Protection Act 1998 gives you the right to view or have a copy of any personal information held in your medical records, both manual and computerised, with the consent from the appropriate healthcare professional responsible for your care. If you wish to view your records please write to the Practice Manager. Your doctor or appropriate health professional most recently responsible for your care will be informed for consent to disclosure. A health professional will accompany you while you view your records. If you want a copy of any part of your medical records please forward a written request to the Practice Manager, and your doctor or relevant health professional will be consulted for consent to disclosure. There will be a charge for which you will be notified before a copy is produced, up to a maximum of £50.

**Third Party Access** – If you give written consent for a third party, such as a solicitor or insurance company to see any part of your medical records, they will need to apply in writing to the practice. Payment will be requested before any records are released. There is a charge for medical examinations and extracts from records, usually paid by the companies requesting the information. Expected charges can be provided by reception. Payment charges are available to view.

### **Freedom of Information Act 2000**

The surgery complies with the provisions of the Freedom of Information Act 2000. The surgery publication scheme is available on request from reception and details information on the surgery that is available publicly and how to obtain it. Some information may incur a charge and this is also made clear in the scheme.

**The Mannamead Surgery** is contracted to provide Personal Medical Services for our registered patients under contract to the Commissioning Board, NHS England, the local Area Team for Devon, Cornwall and Isles of Scilly.

**NEW Devon CCG** is the new local commissioning group, and Mannamead Surgery is part of the Western locality of the New Devon CCG, responsible for the commissioning of the health care of patients in Plymouth. They may be contacted for details of primary medical services in the area. The address is as follows: Plymouth NHS, Building One, Derriford Business Park, Brest Road, Plymouth, PL6 5QZ.

**NHS England** is the Commissioning Board and the local Area Team for Devon, Cornwall and Isles of Scilly AT, are based at Sedgemoor Centre, St Austell, Cornwall, PL25 5AS

## **USEFUL WEBSITES**

[www.mannameadsurgery.co.uk](http://www.mannameadsurgery.co.uk)

[www.plymouthonlinedirectory.com](http://www.plymouthonlinedirectory.com)

[www.patients.co.uk](http://www.patients.co.uk)

[pals.devon@nhs.net](mailto:pals.devon@nhs.net)

[www.nhs.uk](http://www.nhs.uk)

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

[www.nice.org.uk](http://www.nice.org.uk)

[www.devon.gov.uk/carers](http://www.devon.gov.uk/carers)

[www.fitfortravel.scot.nhs.uk](http://www.fitfortravel.scot.nhs.uk)

[www.diac@plymouthguild.org](http://www.diac@plymouthguild.org)

[www.carers@colebrookhousing.co.uk](http://www.carers@colebrookhousing.co.uk)

[inclusion@plymouth.gov.uk](mailto:inclusion@plymouth.gov.uk)

[guild@plymouthguild.org.uk](mailto:guild@plymouthguild.org.uk)

## **USEFUL INFORMATION**

**Plymouth Guild** are available in our area at Guild House, Mannamead Road, providing the following services:

The Hearing and Sight Centre (HAS)

The DIAC Advocacy and Casework Service

Volunteer Centre, including Avenues

Expert Patients Programme

Ridleys - Learning disability support and advice

Active for Life

Carers Hub Plymouth

Telephone: 01752 201766    Fax: 01752 202214    Email:

[guild@plymouthguild.org.uk](mailto:guild@plymouthguild.org.uk)

## **USEFUL TELEPHONE NUMBERS**

NHS Advice Centre 111

Plymouth Guild 01752 201890

Healthwatch Plymouth 01752 202407

TRAC, Choose and Book, for new referral queries 0845 155 8283

PALS 01392 207819 or 0300 123 1672

Emergency Dental Service 0845 155 8070, or out of hours, 01392 823682

Social Services Care Direct 60+ years 0800 444 000

Social Services Front Desk 18 – 60 years 01752 306900

Social Services Out of Hours team 01752 346984

Plymouth Hospitals NHS Trust 0845 155 8155

Patient Transport TAP 0845 0539100

Smoking Advice Service 01752 31 40 40

Age UK Plymouth 01752 665424

Carers - Plymouth Guild 01752 201890

Young Carers The Zone 01752 206626

Carers Direct Devon 01752 0845 1551 007

Plymouth City Council 01752 668000

POD Plymouth On Line Directory 201065

British Red Cross – support for patients 01872 267955

Asylum Seekers and Refugees - social inclusion unit 01752 304321

Practice Leaflet updated 17<sup>th</sup> October 2013