



Welcome to The Foxhayes Surgery

IN OUR SURGERY

- You will be welcomed and treated with dignity and respect.
- You will be listened to and believed.
- Every possible effort will be made to address your needs.
- You will be responsible for your own health.
- You will feel part of health care decisions which affect you and your family.
- You will feel part of a healthy community and contribute to that.



SERVICES PROVIDED

We offer excellent modern health care delivered in a traditional way. We provide comprehensive care and expertise to the highest standards to help you deal with all your health care needs. We pride ourselves on our holistic approach to health care and offer many specialist clinics.

We function as a strong clinical team and have over 130 years' experience between us. We believe continuity of care is important and we work hard to ensure that you see the right clinician at the right time with the right skills to meet your needs.

MEET OUR CLINICAL TEAM

We are a dedicated team of GPs, Registrars, Nurses, Health Care Assistant/Phlebotomist, Paramedics, Pharmacists, Physiotherapist, Dietitian, Health and Wellbeing Coach.

WE PROVIDE CARE IN

Minor-illness	Renal Disease	Depression & Anxiety	Diabetes
Contraception	Skin Conditions	Stress	Mental Health
Sexual Health	Childhood Illness	Epilepsy	Immunisation
Heart Disease	Hypertension	Pain Management	MSK Conditions
Asthma & Chronic Breathing Conditions			

SPECIALIST CLINICS

Minor Surgery, Joint injection, Contraceptive Implants, Coils, Travel Clinics and Immunisations, Counselling (*via referral*), Well Man/Well Woman, Weight Loss, Child Health Surveillance, Dressing Clinic, Lifestyle Advice, Physiotherapy, Smoking Cessation & Social Prescribing

HOW TO REGISTER

To register at the surgery just complete a registration form and a patient questionnaire this can both be obtained from the reception or from our website. Please bring proof of identification and details of your postal address.

We are happy to register people from all local areas including Exwick, Cowley, St. Thomas, St. David's, City Centre, Alphington and most areas of Exeter and outlying villages.

APPOINTMENTS

Here at Foxhayes our GPs work via telephone triage in the first instance, to request a call from one of our GPs we ask patients to complete the online consult form which can be found on the home page of our website. Face to Face appointments with the GP can be made once the telephone triage has been completed. ***Please note all incoming and outgoing calls are recorded.***

117 Exwick Road, Exeter, EX4 2BH

To make an appointment for our nurse, health care assistant or other specialist Clinicians, please call 01392 208789, or come into the surgery and make an appointment with our receptionist.

Appointments are for 10-15 minutes. You will be advised by the reception staff should you require a double appointment.

Please note that if you cannot attend your appointment for any reason, it would be much appreciated if you could telephone the surgery to inform us. We will always make use of the freed-up appointment for other people.

OPENING HOURS

Monday.....8:00am to 6.00pm

Tuesday.....8:30am to 6.00pm

Wednesday.....8:00am to 6.00pm

Thursday.....8:30am to 6.00pm

Friday.....8:30am to 6.00pm

6.00pm-8.00pm and Saturday clinics available

Tel: 01392 208789

Please note all Incoming and Outgoing calls are recorded.

Website: <https://www.foxhayespractice.nhs.uk/>

Email for repeat prescriptions: Foxhayes.prescriptions@nhs.net

For emergencies and enquiries during office hours call 01392 208789

TELEPHONE ADVICE

If you feel that it is not necessary to come into the surgery for an appointment and just need some advice you are welcome to complete the online consult form found on the home page of our website for a doctor, paramedic or nurse to review and who will then call you back as soon as possible.

FACILITIES AND PARKING

The surgery has good access for the disabled, with dedicated disabled parking bays in front of the surgery. All the consulting rooms and toilets are on the ground floor with easy wheelchair access.

HOME VISITS

If you are too ill to come to the surgery, it is possible to ask for a doctor, paramedic or nurse to visit. Please remember that we can see five to six people within the surgery in the time that it would take to do a home visit.

NHS 111

Outside of our opening hours a full emergency service is available weekends evenings and bank holidays provided by the NHS 111 Service. They can be contacted on 111.

REPEAT PRESCRIPTIONS

The surgery is pleased to help you order any medications that you take regularly. Unfortunately, it is too risky to accept repeat prescription requests over the telephone as mistakes could occur. Whilst we know this can be an inconvenience, we hope you see that we are anxious to safeguard patients.

1. Please notify us of a repeat prescription request by post or email: foxhayes.prescriptions@nhs.net, or in person.
2. Please use the tear off portion of your prescription to make your request and tick the box next to the medication required.
3. Only those items authorised by your doctor or nurse and marked as repeat medication will be available on a request basis.
4. Please mark clearly in the destination box's where you want the prescription sent or if you wish to collect from the surgery.
5. Every effort will be made to ensure your prescription is ready within 48 hours.

PHONING FOR TEST RESULTS

The surgery has full electronic links with the local laboratories, which help us receive the results of any test quicker. If you

would like to obtain the results of a test, please remember that the phones are usually quite busy in the mornings. It would help the surgery if you could phone for results in the afternoon.

MEDICAL RECORDS

You have the right to access to your medical notes and copies are available. However, subject to data protection, we do need written request by way of completing a form that is available from reception. Please note that should you require copies of your medical records a charge may be made. Should you like a copy of your full medical record you will need to supply a brand new, still sealed in packet USB and completed form to the reception team.

SUMMARY CARE RECORD

The new NHS Summary Care Record has been introduced to help deliver better and safer care and give you more choice about who you share your healthcare information with.

This contains basic information about:

- Any allergies you may have
- Unexpected reactions to medications and
- Any prescriptions you have recently received.

The intention is to help clinicians in A+E Departments and "Out of Hours" health services to give you safe, timely and effective treatment.

Over time, health professionals treating you may add details about any health problems and summaries of your care.

LOCUMS

Sometimes our Doctors are involved in medical activities outside of the surgery. This means that at times you may be asked to see a locum doctor instead of your usual doctor. Whenever possible we endeavour to use the same locum doctor(s). Our locums work to the same high standards as our regular doctors; all of them have been individually assessed and registered by NHS England.

GP IN TRAINING

We are an accredited training practice and have fully qualified Doctors who are undergoing specialist training to become GPs. These training placements are 6-9 months in durations.

MEDICAL STUDENTS

We work closely with the Peninsular Medical School and, sometimes have student doctors or nurses in the surgery learning about medicine and health. We will ask your permission to have them present in the consultation but will fully understand if you decline.

DATA PROTECTION

All patient's information is held confidentially on our computers, your rights under the Data Protection Act are fully protected. Please note that due to patient confidentiality, we are unable to give any information to anyone other than the patient themselves.

NON-NHS SERVICES

The completion of forms such as private medicals, insurance reports, and license applications are not part of a doctor's NHS work and will be charged for at the recommended British Medical Association rates. A copy of the charges can be found in our reception and on The Foxhayes Practice website.

EXWICK COMMUNITY

The staff at the Foxhayes Surgery are committed to serving the community in Exwick. We have excellent relationships with residents, schools, police and local councillors.

RIGHTS AND RESPONSIBILITIES

We ask that you treat our staff and other patients with respect, and to be truthful in your dealings with the surgery. Abusive behaviour is not acceptable, and in line of NHS policy the surgery has zero tolerance on this. If anyone does threaten our staff, we will arrange for them to be seen at an alternative premise.

PATIENT COMPLAINTS AND COMMENTS

We always make it a priority to give you the best possible service. However, we know that sometimes you may not think we have, and we would like to think that you will tell us when we do not meet your expectations, so we have an opportunity to

put right any problems and review our systems in procedures to enable us to continue to provide a good standard of care. If you have any concerns, comments or complaints please put this into writing to the Practice Manager or alternatively, if you feel unable to talk to a member of the surgery you may contact the Patient Advisory Liaison Service on 0300 123 1672 or pals.devon@nhs.net. We can give you a copy of our complaints procedure if required.

OTHER USEFUL NHS SERVICES

NHS 111 – 111 provides 24-hour health care advice and information.

The Foxhayes Surgery is supported and commissioned by NHS England to provide personal medical service.

NHS England can be contacted at: County Hall, Topsham Road, Exeter, EX2 4QG Telephone: 01392 205205.

Out of hours- Monday- Friday, 6pm to 8am weekends and bank holidays call 01392 824600