

OTHER ACTIVITIES

To try to improve how we operate we:-

- Regularly update our policies and protocols
- Hold regular staff training sessions and attend external training sessions
- Hold clinical training sessions and attend external training sessions
- Regularly review our referrals to other health care providers
- Audit significant events
- Hold regular palliative care meetings
- Review complaints
- Take part in patient satisfaction surveys
- Meet with our patient group
- Encourage recycling, composting and conservation of our energy resources.

HOW YOU CAN KEEP IN TOUCH

You can:-

- Visit the practice. All patients should consult with their doctor every three years. Patients over 75 should consult with their doctor annually
- visit our web site at www.coleridgemedicalcentre.co.uk
- Keep in touch with our newsletter. If you would like to subscribe to our newsletter by email please forward your email address to coleridgemedicalcentre@nhs.net

We produce patient information leaflets on:-

- Our practice. Our practice leaflet has more information about the practice and what we do, including all our doctors and practice nurses and our consultation times.
- How we keep and use your personal information
- Nurse led minor illness clinics
- How to make a complaint

WORKING IN PARTNERSHIP WITH THE NHS

The NHS services we provide are commissioned by, and we work in partnership with Devon Primary Care Trust, County Hall, Topsham Road, Exeter, Devon. Our GPs are in regular contact with consultants and other providers of health care.

PROFESSIONAL REGISTRATION & MEMBERSHIP

LOCAL MEDICAL COMMITTEE

Local and national representation and negotiation for Devon GPs.

ROYAL COLLEGE OF GENERAL PRACTITIONERS

The RCGP is a professional membership organisation for GPs in the UK. Its aim is to encourage and maintain the highest standards of general practice and act as the 'voice' of general practitioners on education, training and standards issues.

GENERAL MEDICAL COUNCIL

The purpose of the General Medical Council (GMC) is to protect, promote and maintain the health and safety of the public by ensuring proper standards in the practice of medicine. The law gives the GMC four main functions under the Medical Act 1983:-

- Keeping up to date registers of qualified doctors
- Fostering good medical practice
- Promoting high standards of medical education
- Dealing firmly and fairly with doctors whose fitness to practise is in doubt

ROYAL COLLEGE OF NURSING

The RCN represents nurses and nursing, promotes excellence in practice and shapes health policies.

THE COLERIDGE MEDICAL CENTRE

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OUR AIMS

Our practice aims to provide a high quality, caring and friendly atmosphere within which we help members of our community achieve and attain optimum levels of health.

OUR SERVICES

This leaflet gives information on the services we provide for you and the activities we take part in to help maintain and improve our services.

ACCESS

- Reception desk open between 08:00 and 19:00
- Telephone lines manned between 08:30-13:30 and 14:00 to 18:00
- Appointments can be made in person or by telephone
- Telephone system reports number of incoming calls so we can deploy additional staff at busy times.
- Appointments can be booked up to six weeks in advance
- Same day appointments are available for urgent problems
- Appointments available (early morning and late evening)
- Telephone and triage consultations
- Telephone results service
- Direct telephone access to out of hours service

PREMISES

- Town centre location
- Some on site car parking— adjacent to large public pay & display car park
- Dedicated disabled car parking
- Disabled access
- Self check in
- Reception desk—manned by helpful and knowledgeable receptionists
- Comfortable, light, airy waiting room
- High back chairs
- Information points (leaflets, posters, continually changing health promotion displays)
- Wide choice of reading material
- Zoned children's area with toys and books
- Patient call screen and tannoy call system
- Drinking water available on request

SEEING A DOCTOR

- Personal lists—continuity of care, traditional family doctor, see the doctor you prefer
- Appointments from 09:00 until 18:00
- 10 minute appointments
- Home visits
- Minor surgery
- Insurance & driving medicals
- Child development clinics
- Cryo surgery
- Referrals to other health care providers—consultants, hospitals, ultrasound, mental health, physio etc
- Involving you in decisions about your care and choice of provider
- Telephone advice
- Repeat prescriptions

SEEING A PRACTICE NURSE

- Appointments from 08:30 until 18:00
- Telephone advice
- Nurse led minor illness clinic
- Disease prevention—health checks, reviews, screening
- Blood tests
- Well women and well man clinic
- Dietary and alcohol advice
- Smoking cessation advice
- Cervical smears
- Travel clinic
- Family planning advice/contraception
- Emergency contraception
- Chlamydia screening
- Management of long term health problems and disabilities
- Baby immunisation clinic
- Flu and Pneumovax immunisation
- Teenage advice clinic

OUT OF HOURS

It's important that you can still have access to a family doctor at night and at the weekends when you are feeling unwell. Devon Doctors offer family doctor urgent medical and nursing cover when this practice is closed. The doctors from this practice work in addition to their normal hours to provide this service.

RESEARCH

We take part in research projects in partnership with the Primary Care Research Network at the Peninsula Medical School. From time to time we may ask you to take part in studies we are involved with and that we think may be beneficial to you.

TRAINING

We are a training practice attached to the Universities of Exeter and Bristol. GP registrars and medical students and student nurses spend time working with us to gain useful experience.

LINKS WITH THE COMMUNITY

To improve health care and health services within the community we regularly:-

- Work with local pharmacists
- Work with the local complex care team
- Work with community staff—physios, midwives, community nurses, health visitors, school nurses, hospice nurses, community matron, reablement and social services
- Work with other practices in the East Devon area to commission services for this area
- Work with members of the Ottery St Mary Locality Board

Our doctors all see their own in-patients at Ottery Hospital