



# Coleridge Medical Centre

Canaan Way  
Ottery St Mary  
Devon  
EX11 1EQ  
01404 814447

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



## Welcome to Coleridge Medical Centre

We are a friendly and welcoming GP practice located in the historic market town of Ottery St Mary, also home to the famous Tar Barrels. We look after approximately 16,500 patients who live in the town and surrounding villages. The practice has been in the town since 1982, and the building was purpose-built to run as a medical centre. Our waiting room is light and spacious with a self check-in screen, comfortable seating, a tv screen displaying the latest health information, access to public Wi-Fi and a children's area. Our Medical Administrator team are available to answer any queries you may have.

Our practice aims to provide high quality care and a friendly atmosphere, within which we help members of our community attain optimum levels of health and wellbeing. We strive to fulfil the Coleridge Medical Centre values of APPROACHABILITY, TEAMWORK, COMMUNICATION and RESPECT.

If you wish to register as a patient at Coleridge Medical Centre, please request a registration pack from the reception desk or visit our website at <https://www.coleridgemedicalcentre.co.uk/new-patients-2> to complete the form online. All registered patients are allocated a named GP who is responsible for your overall care at the practice. This will be one of our 4 GP Partners, but we encourage our patients to get to know any one of our 15 GPs and to build a relationship with them. This will ensure better continuity of care, and we will make reasonable efforts to accommodate a request to see a particular GP.

### GP Partners

Dr Christopher Dilley MRCGP 1984 London (GMC No. 2942195)

Dr Simon Kerr MRCGP 1988 London (GMC No. 3272749)

Dr Katharine Gurney MRCGP 1988 Cambridge (GMC No. 3279076)

Dr Juliet Nelson MRCGP 1988 Bristol (GMC No. 3291807)

### GPs

Dr Sally Caswell MRCGP (GMC No. 3332926)

Dr Sarah Fletcher MRCGP (GMC No. 4179249)

Dr Angharad Jones MRCGP (GMC No. 7041862)

Dr Alexander Werhun MRCGP (GMC No. 6144299)

Dr Louise Knight MRCGP (GMC No. 4407742)

Dr Susanna Olsen MRCGP (GMC No. 7265409)

Dr Catherine Bates MRCGP (GMC No. 6147187)

Dr Lucy Freyne MRCGP (GMC No. 7285316)

Dr John Hudson MRCGP (GMC No. 7414119)

### GP Registrars

Dr Harriet Roberts (GMC No. 7457735)

Dr Nada Khan (GMC No. 7497161)

### THE PRACTICE TEAM

GPs (including days in practice)	
Dr C. Dilley Tues * Weds * Thurs	Dr S. Kerr Mon * Tues * Fri
Dr K. Gurney Tues * Thurs	Dr J. Nelson Mon * Tues
Dr S. Caswell Weds * Thurs * Fri (AM)	Dr S. Fletcher Mon (AM) * Tues (AM) * Weds * Thurs (AM)
Dr A. Jones Tues * Weds * Thurs (AM)	Dr A. Werhun Mon * Weds * Fri
Dr L. Knight Mon * Tues	Dr S. Olsen Tuesdays * Thursdays
Dr L. Freyne * Currently out of practice *	Dr C. Bates Weds * Thurs
Dr J. Hudson Mon * Weds* Thurs (AM)	Dr H. Roberts (GP Registrar) Tues * Weds * Thurs
Dr N. Khan (GP Registrar) Weds (AM) * Thurs	
CLINICAL PHARMACIST	
Clinical pharmacists are highly qualified experts in medicines and can help people in a range of ways, including the prescribing of medications. They aim to bridge the gap between primary and secondary care providers, and are working closely with care homes and community pharmacies.	
Gail Foreshow	
ADVANCED NURSE PRACTITIONERS	
Advanced Nurse Practitioners are highly experienced and educated members of the care team who are able to diagnose and treat your healthcare needs, or refer you to an appropriate specialist if needed.	
Tanya Cannon (prescriber)	Jules Anderson (prescriber)
Jo Ingham (prescriber)	Louise Rowe (prescriber)
PRACTICE NURSES	
Our Practice Nurses assess, screen, treat and educate patients on various aspects of their physical health. They perform a range of tasks, including long term condition reviews, cervical screening, vaccinations, and wound management.	
Emma Blake (prescriber)	Natalie Henderson (prescriber)
Jean Coombes	Helen Wakelin
PK Brown	Sarah Willis
ASSISTANT PRACTITIONERS	
Assistant Practitioners work within the nursing team, providing a range of appointments and helping to attend to patient's physical health needs.	
Emma Snow	

### **THE PRACTICE TEAM (continued)**

<b>HEALTH CARE ASSISTANTS</b> Healthcare Assistants support practice nurses with their daily work and carry out tasks such as phlebotomy, blood pressure measurements and new patient checks. They may act as chaperones when a patient or doctor requests one.	
Megan Hosking	Laura Hosking
Sharon Doswell	
<b>PHLEBOTOMIST</b> Phlebotomists take blood samples which are used to test for a number of illnesses, ailments and to monitor health conditions.	
Ellie Guest	
<b>GP ASSISTANTS</b> The role of a GP Assistant is to relieve some of the pressure on GPs by handling the routine administration, and some basic clinical duties which enables the GPs to focus on the patient.	
Ruth Charles	

### **PRIMARY CARE NETWORK (PCN) TEAM**

We are incredibly fortunate to collaborate with our colleagues at Honiton Surgery and Sid Valley Practice so that we all have access to services such as the PCN Health and Wellbeing Team, the PCN Pharmacy Team, and the first contact physios for Musculo-skeletal issues. During a consultation with the GP or Advanced Nurse Practitioner or through a conversation with a Medical Administrator, you may be referred to one of these services if it is appropriate.

<b>PCN HEALTH &amp; WELLBEING TEAM</b> Patients can be referred to the PCN Health and Wellbeing Team by GPs. The team can help with motivation and goal setting, and tools and techniques to manage and maintain health and wellbeing.	
Abby Dawson	Kath Willock
Cheryl Elliott	Clare O'Toole
<b>PCN PHARMACY TEAM</b> The PCN Pharmacy Team respond to medication queries and help patients through medication changes when needed, for example at hospital discharge. They also do medication safety audits and quality improvement work.	
Ana Rees, Pharmacist	Ryan Allman, Pharmacy Technician
Louise Snow, Pharmacy Technician	Rachael Stewart, Pharmacy Technician
<b>PCN MSK TEAM</b> The musculoskeletal team offer physiotherapy support.	
Richard Glanville	Richard Rendle

### **PRACTICE MANAGER**

Sue Stokes

### **ASSISTANT PRACTICE MANAGER**

Melanie Gooding

## **MEDICAL ADMINISTRATORS**

Our Medical Administrators are here to help with any queries and to direct you to the most appropriate appointment or service. They may ask for further details about why you are calling, this is so that you can be signposted to the appointment or service that best suits your needs. Our Medical Administrators are trained to be discreet and maintain confidentiality at all times.

## **ACCESSING THE PRACTICE**

### **CONTACTING US**

You can contact the practice by telephone between 08:30 to 13:00 and 14:00 to 18:00 Monday to Friday. Our telephone lines are closed between 13:00 and 14:00, so please avoid trying to contact the practice between these times. Our front desk is open all day between 08:00 and 18:30. The practice is closed on weekends and on Bank Holidays, and we may occasionally close for training purposes. These dates and times will be shared with patients in advance.

### **BOOKING AN APPOINTMENT**

Consultations are by appointment only. Appointments can be made by calling practice on 01404 814447, using our automated telephone booking system by ringing 01404 814447, or online by using SystmOnline Login ([tpp-uk.com](http://tpp-uk.com)) or the NHS App ([www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/)). Routine appointments can be booked in advance. You may also be invited to book an appointment via our text message service; we will text you when this is appropriate, such as for flu vaccines and long term condition reviews. This only applies to patients who have signed up to text messaging consent.

For any urgent health needs, our Medical Administrators will offer patients a same-day telephone appointment with one of our on-call clinicians, if this is the most appropriate service for their condition. A face-to-face appointment may then be booked as appropriate. A number of our clinical team are available everyday for medical assessment for non-routine conditions and concerns that cannot wait for the next available appointment.

Our Practice Nurse team can provide a number of services by appointment, such as blood tests, smoking cessation advice and treatment, cervical smears, childhood/baby vaccinations, long term condition reviews and more.

The practice also offers appointments with the practice pharmacist, who helps to optimise prescribing. This includes reviewing and reconciling medication, and providing specific advice, guidance and education to patients and the practice team.

### **ONLINE CONSULTATIONS**

Patients with internet access can use our online service to make administration requests, such as a sick note, and to get self-help advice for many common health conditions. It can be accessed here: <https://florey accurx.com/p/L83095>

### **IN AN EMERGENCY OR URGENT SITUATION**

In the event of a medical emergency, please dial 999 or attend the Accident and Emergency department at your nearest hospital. If you need urgent advice or medical treatment, please call 111 or visit: <https://111.nhs.uk/>

### **MINOR INJURIES**

The nearest Minor Injuries Units are at Honiton Hospital or Sid Valley Practice. Please check opening times before you travel. If you are unsure what to do, please dial the NHS 111 service or visit 111 online for further advice. Minor injuries include cuts, grazes, minor falls, animal bites, minor burns, bruising, sprains, strains, foreign bodies and minor bumps.

### **TRANSPORT**

Patients are asked to travel as independently as possible to the practice, and other healthcare settings. The local Ottery Help Scheme may be able to provide transport to and from healthcare settings. There may be a charge for this transport. The Ottery Help Scheme can be contacted on 01404 813041.

### **PARKING**

There are a limited number of parking bays available and these are intended for those patients with limited mobility. The parking bays at the front of the building are for the exclusive use of blue badge holders only. We kindly request all other

patients to use the Land of Canaan car park (a small fee applies), or the Sainsbury's car park (free for 2 hours). Both car parks are only a short walk to the practice.

### **BRANCH SURGERY**

Our branch surgery, Sandfords Surgery, is located on Station Road, Whimble, Devon, EX5 2TS. For an appointment to consult with either a GP or a nurse at our Whimble branch, please contact the main surgery number 01404 814447. Both of our buildings are wheelchair accessible, however please contact us before your visit if you have specific requirements.

### **RUNNING LATE**

We will make every effort to not run late but, from time to time, it is unavoidable and can happen for many reasons. Please help us and other patients by booking a double appointment if your need is complex or if you wish to discuss multiple health concerns. Your doctor may ask you to book another appointment if you are not able to discuss all of your concerns during your consultation.

If a patient is late for their appointment, the practice will do its best to accommodate them, however they may be asked to return later or rebook the appointment for another day.

### **APPOINTMENTS POLICY**

Please let us know as soon as possible if you are not able to attend your appointment so that we can offer it to another patient. This can be done by speaking to a Medical Administrator, or by using the automated telephone service (Patient Partner) to cancel your appointment. This service is available 24/7 and be accessed by calling 01404 814447.

To reduce the number of wasted appointments through failure to attend, and to minimise the effect of running late on other patients and our clinicians, we take these matters seriously and utilise our missed or late appointments policy. If patients repeatedly fail to attend appointments without letting us know, we will formally raise this with them and, as a result, they may be asked to register at a different practice.

### **WHEN THE PRACTICE IS CLOSED**

If you have a life-threatening medical emergency, please dial 999.

If you need advice or medical treatment that cannot wait until we reopen, please call the NHS 111 service or visit <https://111.nhs.uk/>

You may still book, check or cancel appointments when the practice is closed by using our 24-hour automated telephone service, Patient Partner. This can be accessed by calling 01404 814447.

### **VISITS**

Patients can request a home visit if they are too unwell to get to the practice. For transport issues, please ask friends, family or the Ottery Help Scheme (01404 813041) for assistance. If requesting a home visit, please contact the practice before 10am if possible so that the doctors can plan their rounds. Before visiting, we may phone you first.

The Community Nurses are only able to visit patients who are housebound and on their caseload, following referral by a healthcare professional such as a consultant or GP.

### **Please speak to our Medical Administrators if you have a query regarding the following:**

- Our chaperone policy and procedure
- Interpreter services
- Test results
- Medication queries
- Repeat prescriptions (**please note:** we are unable to take repeat prescription requests over the phone. Please use our online services or hand in a request slip at the front desk)
- Signing up to text messaging or email consent
- Non-NHS services and fees (e.g. HGV Driver's Medicals)
- Access to medical records
- An outstanding referral

## **REPEAT PRESCRIPTIONS**

Your doctor may set up a prescription for long term treatment without the need for a consultation each time it is required. To request your repeat prescription, please do so by:

- Making the request using your online services account (SystmOnline/NHS App)
- Using the tear-off slip on the last prescription, or by filling in a slip at the front desk.

Please allow up to 2 working days for the practice to process your request.

To ensure safe prescribing, we may invite you to a medication review. Please attend these appointments or there may be a delay in medications being issued until your review has been completed.

## **ONLINE SERVICES**

You can book and cancel appointments, order repeat medication and view your medical record through the use of the NHS App or via our online services (SystmOnline). New patients can request prospective access to their full medical record by signing up via the NHS App and then completing the online access request form on our website. ID will be required to complete this access request.

## **MAINTAINING CONFIDENTIALITY**

Requests to share medical or other personal information—including test results and details of appointments—can only be made by the patient. We will not share information with a spouse, family members or friends unless permission is granted beforehand by the patient concerned. The same duties of confidentiality for adults also apply for children and young people. When you contact us, we will ask for personal information to enable us to verify your identity. Our privacy notices are displayed on the noticeboard when entering the practice, as well as on our website.

## **TRAINING**

Coleridge Medical Centre is a training practice. GP Registrars spend time working with us in the practice to gain experience of general practice. You may be offered an appointment with a GP Registrar. We kindly ask that you accept them as a part of our team. Medical students and nurse students also spend time in the practice. Please inform us if you do not wish for them to be present during your consultation.

## **ACCEPTABLE BEHAVIOUR**

We are here to help you, and our aim is to be as polite and helpful as possible. If you believe that you have been treated unfairly or inappropriately, please let us know so that we may address your concerns.

We operate a zero tolerance policy regarding patient behaviour, which is available on our website. Any verbal or physical abuse (including shouting and swearing) will not be tolerated under any circumstances. If you demonstrate any unacceptable behaviours, you will be asked to leave and our staff may call the police. Patients who behave outside of what we deem to be acceptable may be removed from our list.

## **TELEPHONE CALLS**

Please note that all incoming and outgoing calls are recorded for training and monitoring purposes. Monitoring includes dispute resolution, medico-legal purposes, crime prevention, and audits for safety and quality improvement.

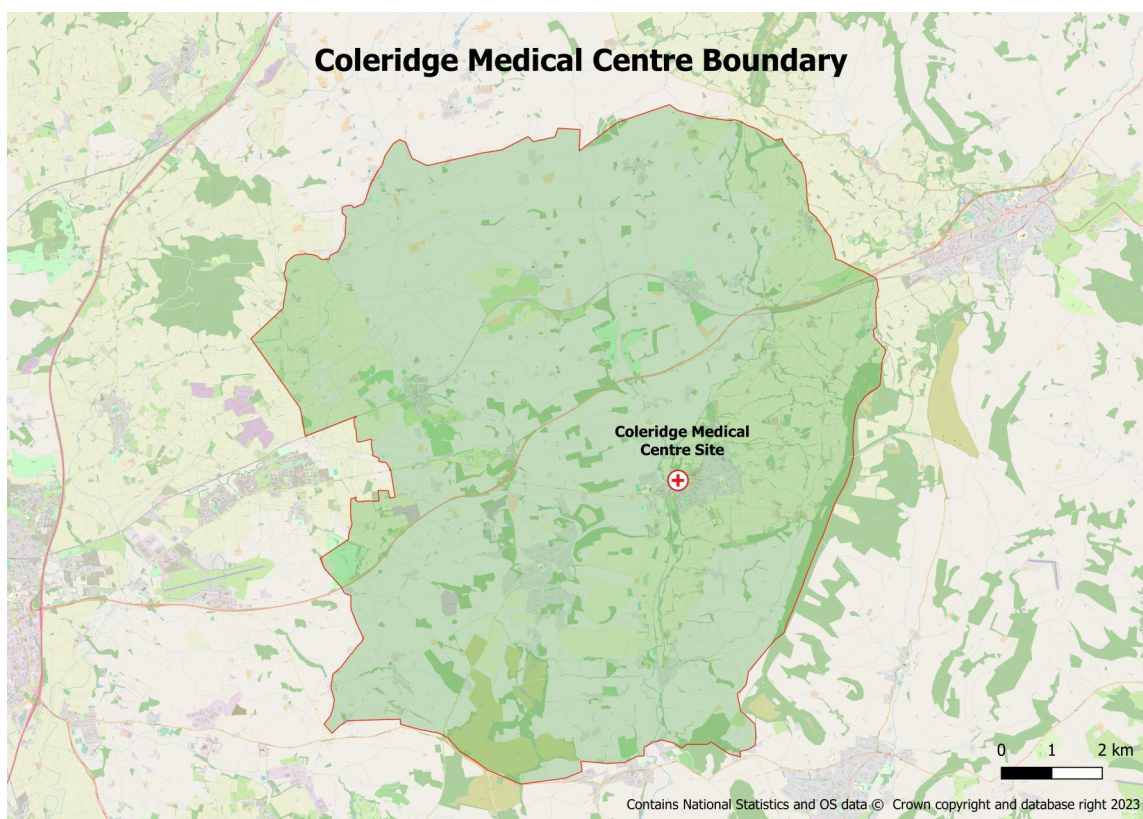
## **COMPLAINTS**

If your problem cannot be resolved by a member of our team, we may refer you to our formal practice complaints procedure. If you are unhappy about any aspect of the service we provide please write to the Complaints Manager. A leaflet explaining our complaints procedure is available from the front desk and can also be found on our website.

## **CCTV**

The outside of the practice and the internal public areas (such as the corridors) are monitored by CCTV cameras.

## PRACTICE BOUNDARY



## USEFUL TELEPHONE NUMBERS

Ottery Help Scheme	01404 813041
Devon Carers	08456 434435
NHS 111	111
Royal Devon University Healthcare NHS Foundation Trust	01392 411611
Care Direct (Adults Social Care and Safeguarding)	0845 1551007
Safeguarding Children (Multi-Agency Safeguarding Hub)	0345 1551071
Integrated Children's Services	0330 0245321
Healthwatch Devon	0800 5200640
NHS Devon Patient Advice and Complaints	0300 123 1672

## LOCAL PHARMACIES

Boots, Ottery St Mary	01404 812503
Well Pharmacy, Ottery St Mary	01404 812732

**The practice cannot be held responsible for technical issues or other circumstances that may affect the services we offer.**

If you would like this information in an alternative format (for example, large print or easy read), or if you need help with communicating with us (for example, because you use British Sign Language), please let us know. You can call us on 01404 814447, contact us on email at [coleridgemedicalcentre@nhs.net](mailto:coleridgemedicalcentre@nhs.net) or speak to one of our Medical Administrators at the front desk.

