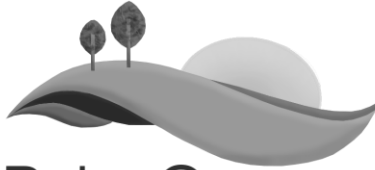


Ruby Country Medical Group

HATHERLEIGH STRATTON SHEBBEAR HOLSWORTHY



**Ruby Country
Medical Group**

**HOLSWORTHY & STRATTON
HATHERLEIGH & SHEBBEAR**

A guide to our services

Opening hours: Monday to Friday 8.30am to 6pm

Telephone

Stratton: 01288 352133

Holsworthy, Shebbear & Hatherleigh: 01409 253692

Evenings and weekends: 111

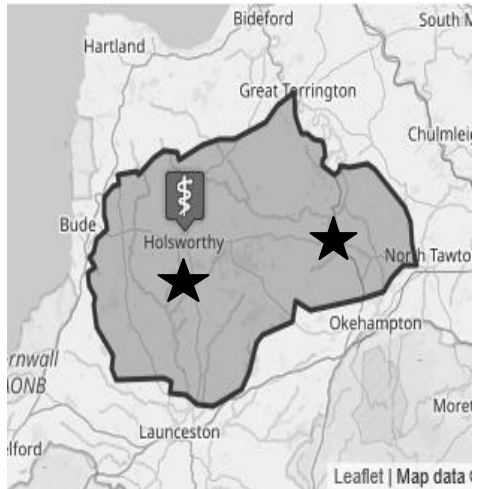
**This practice is within the
NEW Devon and Kernow Commissioning Groups areas**

May 2019

Ruby Country Medical Group Catchment Area



Stratton



Holsworthy, Shebbear & Hatherleigh

For more accurate confirmation of whether you are in our catchment areas please either call Stratton Surgery on 01288 352133 or, for Holsworthy, Shebbear & Hatherleigh patients, please either call 01409 253692 or use the catchment checker tool on the website home page. Hatherleigh branch is now in the old Nat West bank in Hatherleigh.

Newly Registered Patients

All new patients complete a health history questionnaire, care record consent decision form and are offered a health check on registration. ID is required to register.

Welcome

Ruby Country Medical Group serves Holsworthy, Stratton, Shebbear and Hatherleigh as well as its surrounding villages. Our team includes nine GPs, two Nurse Practitioners, five practice nurses, four health care assistants and two phlebotomists as well as our practice manager and administrative support and reception staff.

We are responsible for advising patients on leading a healthy lifestyle as well as caring for the sick.

We offer full general practice services and run specialist clinics as indicated in this brochure. There are also on-site dispensing services at each branch.

At Ruby Country Medical Group, we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important that you know who you are speaking to, so our patient services and admin staff all wear a name badge and identify themselves on the telephone.

If you live in our practice area and would like to register with us, please complete one of our

registration forms available from reception.

Training Practice

One of our branches is a training practice therefore we have both medical students and junior doctors working in the group. You will be advised when there is a student or junior doctor and asked if you wish to consult with them or have them observe your consultation with your GP.

We hope that you will accommodate our students and junior doctors as gaining experience in general practice is a vital part of their training.



Appointments

To ensure the highest levels of continuity of care you will be offered appointments with your regular doctor for anything other than emergencies.

Our appointments are mainly pre-booked which can be booked up to six weeks in advance. Ring our main numbers on **01409 253692** (Holsworthy, Shebbear and Hatherleigh) or **01288 352133** (Stratton) to book an appointment.

If you require an emergency appointment you will be offered an appointment with the **EMERGENCY TEAM**, either by telephone or at the surgery.

Should you wish to see a doctor other than your regular doctor for a specific problem, please state this at the time of booking.

We offer **early morning appointments** at our Holsworthy branch for patients who cannot attend the practice during normal working hours.

Telephone appointments are available with both doctors and nurses. He or she will ring you at the appointed time on the telephone number you have given. If you are using a mobile telephone, please

make sure you have a strong signal. Please also make sure that your contact details are kept up—to-date.

IMPROVED ACCESS

From April 2019 we are offering pre-bookable evening appointments at Holsworthy on Tuesdays and Thursdays (6-8pm), and alternate Saturdays (9-12.30).

You can help us by:

- Letting us know if more than one person in the family needs to be seen. Each patient is required to have a separate appointment.
- Telling us if you want someone to accompany you during an examination. The practice nurses can provide a chaperone service. A private room is available should you need privacy while awaiting your appointment or to discuss any matters with the practice.
- Being on time for your appointment
- Letting us know if you need to cancel your appointment
- Calling for a home visit or urgent appointment before **10:30am**
- Ringing for the results of tests after **1pm**. Remember that the results can only be given to the patient concerned unless a written, formal consent to share information is in place.

Doctors' Surgery Days

Our doctors hold surgeries on different days throughout the week. A full list of each doctor's working days is available at reception. This may change from time to time.



Home Visits

Our doctors typically see six patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend at the Medical Centre. Please ring before **10:30am** to arrange a visit and let us know if your condition is urgent.



Out of Hours

Devon Doctors and Kernow Health offer patients registered with our practices an emergency GP service when our practice is closed. For urgent advice and treatment, call **111**.

Early Morning Appts

Early morning appointments start at 7.40am for those patients who cannot attend the practice in normal working hours.



Follow us on Twitter
@HolsworthyMC1
and also on Facebook under
Ruby Country Medical Group

The Doctors

Our GPs are currently shared across three sites: Holsworthy, Hatherleigh and Stratton. You will be advised of your named GP once you have registered.

Dr Alex Brown (f)
BMBS, MRCGP, DRCOG, DTMH, DFSRH.
Nottingham, Registered 2004.
Joined 2012.

Dr Andy Brown MBE (m)
BM, BCh, MA, MA, MRCGP, DFSEM (UK), Dip Occ Med, Dip STI.
Oxford, Registered 1997.
Joined 2015.

Dr Mark Eggleton (m)
BM Southampton.
Registered 1993. Joined 2018.

Dr Gretel Green-Armytage (f)
MB, ChB, DCH, Dip Paeds, DRCOG
Leicester, Registered 1992
Joined 1997.

Dr Cate Hall (f)
BSc, MB, ChB, MRCGP, DRCOG
Birmingham, Registered 2009
Joined 2016.

Dr Michelle Higgs (f)
BM, BS
Nottingham. Registered 2007
Joined 2018.

Dr Davinder Kandola (f)
MB, ChB
Dundee, Registered 2006.
Joined 2018.

Dr David Lee (m)
MB, ChB
Leicester, Registered 1997.
Re-joined 2018.

Dr Andrew Moss (m)
MB, BS, DRCOG, MRCGP,
Registered 1983.
Joined 1991.

Dr Sarah Partridge (f)
MB, BS, MRCGP, DRCOG
Registered 1997.
Joined 2012.

Dr Theresa Pestrige (f)
MB, BS
London. Registered 2003.
Joined 2018.

Dr Robert Shaw (m)
MB, ChB
Leicester, Registered 1992.
Joined 1997.

Dr Diana Stone (f)
MRCP, MRCGP
Nottingham, Registered 1992.
Joined 2010.

Dr Rosalind Wardle (f)
MB, ChB, MRCGP, DCH, Dip
Ther, DRCOG
Bristol, Registered 1985.
Joined 1990.

Dr Sean Whitaker (m)
MBChB, DRCOG, MRCGP
Birmingham, Registered 2011.
Joined 2018.

Nurse Practitioners

Our Nurse Practitioners are part of our Emergency Team offering appointments for patients with medical problems that have come on suddenly.

Teresa North-Lewis, Jane Wason, Bridget Chisholm Sarah Westley-Thomas, Nelly Chirimuuta and Carol Ball are experienced Nurse Practitioners, senior nurses who are able to prescribe medications. Jane works out in the community.

Clinical Pharmacist

We are delighted to have a full-time clinical pharmacist on staff. **John Green** is a highly qualified pharmacist who can advise about medications.

Paramedics

Working out in the community we have 3 first responders, Lotten Jernqvist (an Emergency Care Practitioner), along with Dave Thomas and Jess Marsh who are both paramedics



Our Nursing Team

Our highly qualified practice nurses deal with a range of conditions and health concerns.

Claire Gough RGN, BSc Hons in Community Nursing, Nurse Prescribers, Diploma in Adult Nursing, Masters in Parkinson's disease management. Claire is our Senior Nurse and is a part of the management team at the practice.

HOLSWORTHY

Hannah Daniel RGN, Dip Prof Studies in Nursing.

Kathryn Shadrick RGN

Jenny Ley RGN

Carol Clarke RGN, Dip in Adult Nursing.

HATHERLEIGH

Di Goodhead RGN

STRATTON

Debbie Bryant RGN

Ann Stevens RGN

Joanne Crocker RGN

Nicky Treneman RGN

Judy Stevens is also on our Stratton nursing team as a Minor Illness nurse, working on the Emergency Team at Stratton.

Health Care Assistants

Our nursing team is supported across all three sites by Health Care Assistants:

Jackie Moores, Michelle Williamson, Alison Lynn and Caroline Higgins.

They can take blood, check blood pressure, test urine and undertake simple dressing and removal of sutures. Our HCAs provide our NHS Health Checks and Carers' Medicals.

Phlebotomists

Mandy Mitchell Michelle Axford, Jean Vooght, Maggie Davies and Tom Douglas

take bloods and check blood pressures.

Practice management

Our Practice Management team, **Jane Wells, Sara Davey and Marion Wonnacott** will be able to help you with any problems you may have with the way our practice is run.

Patient Services

Caroline Boundy oversees our Patient Services at all sites as well as the Secretarial, Clinical Administration and Prescription teams. Our Patient Services team look

after the receptions and answer phones. Their job is very demanding, especially during busy periods, so please be patient.

ZERO TOLERANCE POLICY

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comment, cursing and/or swearing, physical contact and/or aggressive gestures.

The practice will request removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patients, or who damages property.

All instances of actual physical abuse on any member of staff, by a patient or their relatives will be reported to the police as an assault.



Complaints

We aim to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whoever you feel most comfortable with – your GP, our management team or our reception staff will be happy to help. In the majority of cases, concerns can be resolved quite easily.

If you wish to make a verbal complaint, we will try to resolve the complaint immediately; if you write to us we will acknowledge your letter within 48 hours and you will normally have a considered response within 10 working days.

At the reception there are leaflets containing our complaints policy and procedures for making a complaint.

Alternatively if you live in Devon you can make a complaint directly to the Patient Advice and Complaints Team (PACT) at:

County Hall,
Topsham Road

Exeter.

Tel: 0300 123 16725.

You may also wish to contact ICAS, the Independent Complaint Advocacy Service, who can offer you independent advice and support with your complaint on 0300 456 2370.

NHS England can be contacted at:

NHS England

PO Box 16738

Redditch

B97 9PT.

by email to:

england.contactus@nhs.net

by telephone: 0300 311 22 33.

More information is also available on the NHS Choices website link:

<http://www.nhs.uk/nhsen-gland/complaints-and-feedback/pages/nhs-complaints.aspx>



Clinics

We run a range of clinics. For an appointment or further details, please call 01409 253692 for Holsworthy or 01288 352133 for Stratton

ASTHMA

Asthma sufferers can attend this clinic for advice and support from our nurses who specialise in asthma care.

CHRONIC OBSTRUCTIVE PULMONARY DISEASE (COPD)

Led by our nursing team, this clinic provides advice, support and health monitoring for patients diagnosed with a respiratory disease.

CHILDHOOD IMMUNISATION

Babies are invited to attend this clinic to receive their childhood immunisations.

CORONARY HEART DISEASE (CHD)

CHD sufferers can attend this clinic for advice, support and health monitoring from our nurses who specialise in CHD care.



DIABETES

Led by our nursing team, this clinic offers advice and general health check-ups to patients diagnosed with diabetes.

EAR CARE

Ear treatments, other than micro-suction, are available. Please ring to be advised.



GENERAL NURSING

Our nurses are available from 8.30 onwards Monday to Friday (earlier on some days).

MINOR INJURIES

Our Stratton branch is situated next door to Stratton Hospital where a MI Unit operates a 24/7 service. At Holsworthy our practice nurses treat minor injuries that have occurred in the last 48 hours throughout the working week during normal opening hours.

MINOR SURGERY

Minor operations and steroid injections to joints can be done in our treatment rooms. Please discuss this with your doctor

who can then make the appropriate appointment arrangements.

CONSENT

Should you require a minor operation at the practice you will be asked to sign a consent form, the form will provide details about the procedure and the associated risks. The doctor who will undertake the procedure will discuss the contents of the form with you before you sign.

NEW PATIENT CHECKS

If you have recently registered with the practice, you may be asked to book in for a new patient check to establish ongoing medication and carry on any referrals you may have in place at a previous practice. This will be done by either your new GP or our Clinical Pharmacist, John Green.

STOPPING SMOKING

Offering advice and support to patients trying to give up smoking.

STROKE

This clinic is run by health care team, who in liaison with the district nursing team and GPs, provide support and health monitoring for those patients who have suffered a stroke.

TRAVEL

Advice and immunisations are available for those travelling to other countries.

We are unable to offer travel appointments within four weeks of travel therefore we suggest that you attend MASTA Travel (Plymouth) clinic if you are travelling within the next four weeks.

WELL WOMAN

This nurse-led clinic covers all aspects of women's health, including weight management, BP checks, instruction on breast examinations, and cervical smears.

EMERGENCY TEAM

If you have a medical problem that comes on suddenly and needs seeing on an urgent basis, we will offer you an appointment on the **EMERGENCY TEAM** which is available every weekday. Our **EMERGENCY TEAM** is made up of GPs and Nurse Practitioners, all of whom are able to prescribe. Patients are asked to give very brief details about why they need to be seen on booking, so they can be seen by the most appropriate member of staff. Patients who feel unable to give details when booking will be offered a call back from a member of the team first so

the condition can be triaged accordingly. Because of the nature of urgent conditions, our team may, on occasion, run slightly late. Patients who book in should always be prepared to wait.

Accident and Emergency 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment. Your nearest A&E departments are at North Devon District Hospital, Derriford District Hospital, Royal Devon & Exeter District Hospital or the Royal Cornwall Hospital Treliske.

NHS 111

NHS 111 offers free expert health information and advice 24-hours a day on **111**. For deaf people and those hard of hearing, a telephone service is available on **0845 606 4647**. If English is not your preferred

language, you can choose to use a confidential translation service.



Prescriptions

Holsworthy Medical Centre has an on-site pharmacy where patients can have their prescription dispensed. There is also a pharmacy in the town square.

Repeat prescriptions

These may be obtained by:

- (a) ordering it online (once you are registered for online services)
- (b) sending your request by email.
- (c) taking your computer form into the surgery
- (d) sending it by post
- (e) taking it to your preferred chemist

Email address:-

D-CCG.HolsworthyMC-Prescriptions@nhs.net for Holsworthy patients.
prescriptions.stratton@nhs.net for Stratton patients.

For all routine requests your prescription will be available for you to pick up after 2 working days. If you request your prescription be sent straight to a pharmacy they will

receive it after two working days and will take additional time to provide the medication prescribed.

Please indicate your preferred pharmacy for collection when making the request.

Online Access

You can also request prescriptions, check brief medical details and book appointments on our website at:

www.rubycountrymedicalgroup.co.uk

Please contact your registered surgery to create your unique username and password to access these areas of the website.

Other health care services

Primary care services not available at our practice are provided by Devon NEW CCG, Telephone **(01769 575100)** or North Devon Healthcare Trust **(01271 322577)**. Cornwall services are provided by NHS Kernow **(01726 627800)**.

Equal Opportunities

requirements of the Equality Act 2010

The Practice will:

- ensure that all visitors are treated with dignity and respect promote equality of opportunity between men and women
- not tolerate any discrimination or perceived discrimination against, or harassment of, any visitor for reason of age, sex, gender, marital status, pregnancy, disability, race, ethnicity, sexual orientation, religion or belief
- provide the same treatment and services (including the ability to register with the Practice) to any visitor irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief

The practice actively promotes and supports the ethos and the

Patients with particular needs

Our surgeries are accessible to patients using a wheelchair. We also have parking spaces outside the practices which are reserved for patients displaying a disabled sticker.

For patients with hearing problems, we have a hearing loop in the reception and main waiting room, and also a portable hearing loop available from reception. Please remember to adjust your hearing aid.

For any other needs, you or your carer should request for help at our main reception desk, and we will endeavour to meet your need as appropriate.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff, premises or other patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Patient confidentiality

We respect your right to privacy and keep all your health information secure and confidential. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please call us to arrange this. For confidentiality we will need you to have photo ID to verify your identity before allowing access.



Infection Control

At all our practices we take Infection Control and hygiene very seriously.

To ensure the highest standards of cleanliness and hygiene we expect all staff to comply with the infection control policies and procedures. These are updated annually.

Hand cleanser is available for patient use.

If you have any concerns regarding cleanliness or hygiene of either the practice or a staff member please do not hesitate to contact the practice nursing or practice management team.

Patient Charter

Our commitments to you

Patients have the right to:

- change doctor if desired
- receive a health check on joining the practice
- receive emergency care in hours from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agrees
- view their medical records, subject to the Acts, subject to the relevant Acts and to have assistance to do this from the Practice
- changes that affect patients will be notified by means of the entrance hall notice board or individual leaflets
- urgent referrals will be made within one working day of the patient consultation
- when a doctor or nurse arranges for a test to be taken, the patient will be informed how to obtain the result
- the Practice aims to dispatch any medical record required by NHS England within seven working days and when urgent that same day
- we respect our patients' privacy and confidentiality at all times.

- we aim to deliver our service in the manner outlined in our practice leaflet at all times
- surgeries will normally start on time
- we expect patients to be seen within twenty minutes of their appointment time, and in the event of a delay (for example when a doctor is called away on an emergency), we will offer an explanation.

Your responsibilities

- to give courtesy to the staff, it helps them to help you
- to attend appointments on time or give the practice adequate notice that you wish to cancel. Someone else could use your appointment!
- to book one appointment for each patient
- to make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.

Keeping Healthy

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and some people with asthma should not take aspirin)
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

Remember

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out-of-date medicines back to the pharmacy

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS 111 for details or use the contact details for local pharmacies at the back of this booklet.



Contacting us

Stratton Medical Centre

Hospital Road
Stratton
Bude

Cornwall
EX23 9BP
Tel: **01288 352133**

Holsworthy Medical Centre

Dobles Lane,
Holsworthy,
EX22 6GH

Tel: **01409 253692**

Hatherleigh Branch

The Old Nat West Bank
Bridge Street
Hatherleigh
EX20 3HZ

Tel: **01409 253692**

(Please use Holsworthy hub
for all queries and bookings)

Opening hours: Monday to
Friday 8.30am until 6pm.

Evenings & Weekends

For urgent advice or treatment
between 6.00pm and 8.00am

- **NHS 111** – for free expert NHS health advice and information 24 hours a day (calls charged at local rates). Or log onto www.nhsdirect.nhs.uk ; or
- The local Out of Hours service provider Devon Doctors & Kernow Health

are both accessible
through **111**

Useful Numbers

Hospitals

| | |
|------------|--------------|
| Holsworthy | 01409 253424 |
| NDDH | 01271 322577 |
| Derriford | 01752 202082 |
| Stratton | 01288 320100 |
| RD&E | 01392 411611 |
| Treliske | 01872 250000 |

Pharmacies

| | |
|---------------|--------------|
| Boots (Hols) | 01409 255295 |
| Lloyds | 01409 253461 |
| Boots Bude | 01288 355098 |
| Dudley Taylor | 01288 255165 |
| Belle Vue | 01288 352000 |

Hatherleigh has a dispensary

Midwives

| | |
|------------|--------------|
| Holsworthy | 01409 259650 |
| Stratton | 01288 320131 |

District Nurses

| | |
|-------------|--------------|
| Holsworthy | 01409 255134 |
| Stratton | 01288 320131 |
| Hatherleigh | 01837 658005 |

Emergency Dentist Hub

03330063300

Social Services

0845 1551 007

Police

111 or 999

| | |
|------------|--------------|
| Barnstaple | 01271 373101 |
| Bideford | 01237 476896 |
| Bude | 101 |

Samaritans

0845 7909090



Holsworthy



Stratton



Hatherleigh

Where to find us

**Stratton Medical Centre
Hospital Road
Stratton
Bude
Cornwall
EX23 9BP**

**Holsworthy Medical Centre
Dobles Lane
Holsworthy
EX22 6GH**

**Hatherleigh Medical Centre
The Old Nat West Bank
Bridge Street
Hatherleigh
EX20 3HZ**

www.rubycountrymedicalgroup.co.uk

**Email
D-CCG.HolsworthyMC-Reception@nhs.net
letters.stratton@nhs.net**