



**Address: Abbotsham Road, Bideford, Devon EX39 3AF**

Website: [www.bidefordmc.com](http://www.bidefordmc.com)

**Main Number: 01237 476363**  
For all appointments, general enquiries, visits, messages

**Fax: 01237 423351**

**Health Visitors: 01237 426080**  
**Community Midwives: 01237 426328**  
**District Nurses: 01237 426330**

***Opening Hours:***  
**Monday to Friday: 8.30am to 1.00pm**  
**2.00pm to 6.00pm**

**Extended Hours:**  
**Tuesday to Thursday: 7am-8am and/or 6.30pm-7.30pm**

**NHS – Free Non-emergency**  
Health advice in Devon **111**

***Out of Hours:***  
**NHS111 111**

## The Doctors

**Dr Glenys Knight** (female, works half-time)  
MB ChB MRCP (Glasgow 1985)

**Dr Mark Clayton** (male, works 4 days)  
MB BS DRCOG FRCGP PGD Med Ed  
(London 1984)

**Dr Geoff Spencer** (male, works 4 days)  
MB BS DRCOG MRCP (London 1986)

**Dr Duncan Bardner** (male, works 3 days)  
MB ChB DCH MRCP (Birmingham 1992)

**Dr Yuk-Lung Chan** (male, works 4 days)  
MB ChB MRCP (Manchester 2000)

**Dr Ed Bond** (male, works full-time)  
MB BCh DRCOG MRCP (Wales 2001)

**Dr Ruth Down** (female, works 3 days)  
MB ChB DRCOG DCH (Bristol 1997)

**Dr Richard Davies** (male, works full-time)  
MBBS MRCS(Ed) MRCP (1998 London)

**Dr Andrew Clarke** (male, works 4 days )  
MB ChB MRCP MRCP BSc (Hons) (Bristol 2007)

**Dr Steffan James** (Male works 3 days)  
MB ChB MRCP DCH DFFP (Bristol 2008)

**Dr Sarah Ansell** (female, salaried GP works 1 day)  
BM BCh MRCP DRCOG (Oxford 1987)

**Dr Nicola Relph** (female, salaried GP works 2 days)  
MB ChB MRCP DCH DRCOG DFFP (Bristol 1998)

**Dr Richard O'Brien** (male, salaried GP works 3 days)  
MB BCh MRCP (Cardiff 2009)

**Dr Ragaii Loka** (Male, Minor Ops, works 1 day)  
MB ChB FRCS (Cairo 1978)

**Sarah McMenamin** Clinical Pharmacist  
MPharm PGDip MRPharmS

**Hayley Gould** Clinical Pharmacist  
MPharm (Nottingham 2006)

**Practice Manager: Mrs Caroline Sanford-Wood**

**Deputy Practice Manager: Mrs Lyn Watts**

**Reception Manager: Mrs Elaine Barden**

**Computer Manager: Mr Sam Cole**

### **Registering at BMC**

New patients to the medical centre will be asked to complete and sign a Registration form and New Patient Questionnaire. Information required includes NHS number and previous registered GP. If the NHS number is unavailable then proof of identity, address and signature will be asked for.

Patients are registered with the next available doctor on an Allocation List. Patients may express a preference for a GP.

### **How to See Your Doctor or Nurse**

The Doctors believe in personal lists as this enables continuity of care. Consultations are by appointment. If your own doctor is not available we will offer you an opportunity to see another doctor.

We offer a flexible appointment system including face to face or telephone consultations, minor illness nurse clinic and a duty team system whereby all those who need same day access to a GP would be triaged by the duty team and if they need to be seen they will be booked in to see the duty doctors.

To help the doctors prioritise your request and book you appropriately we have requested our receptionists to ask a few basic health questions including what the problem is and whether it's new or on-going. Your reply and co-operation will ensure we offer timely care to our patients.

You can book routine or follow-up appointments for up to 4 weeks in advance with your own doctor.

To make an appointment, either telephone or call in at the Medical Centre between 8.30am to 5.30pm. The practice standard is to offer patients a consultation with an appropriate health professional within 24 hours or a GP within 48 hours

### **Clinical Pharmacist**

You can book a telephone or face to face appointment with our Clinical Pharmacist when you need expert advice on your medicines.

For example when you have been discharged from hospital, require a medication review, have a long term condition or any other

medication query.

### **If you are unable to attend an appointment**

Several appointments are wasted each week due to patients not attending. Please advise the medical centre as soon as possible. Minor operations appointments are booked for 20 to 40 minutes and use valuable GP and nursing time. Any patient who does not attend for a minor operation appointment without cancelling it will not be able to book for the same procedure again unless agreed by a Doctor

### **Telephone Consultation**

The Doctors offer telephone consultations. Please let the Receptionist have your name, telephone number and message. The Doctor will call you as soon as practicable.

### **Home Visit**

If you think you need a home visit please telephone between 9am-10.30am and give an idea of the problem to enable the doctor to assess your need.

### **When the Medical Centre is closed**

There is always a Doctor available outside surgery hours i.e. from 1pm-2pm and 6pm-8.30am the following morning, and at weekends and bank holidays. If you need to see a doctor or nurse when the medical centre is closed ring 111. You may be asked to attend a local treatment centre

NHS 111 is also available for non emergency health advice in Devon.

If you require a District Nurse between 5pm and 8am Monday to Friday or at the weekend ring the District Nurse Single Point of Access on 0845 2419 130 or 01392 269475.

### ***Services Offered***

The Doctors at the Medical Centre provide general medical services, health promotion advice and non general medical services such as travel health advice and vaccinations, insurance and driving medicals. We can provide a translation service for consultation in Cantonese, Mandarin, Arabic and French and can access the NHS translation service for other languages with advance notice. Please let the receptionist know when you require the translation service.

### ***Facilities for Disabled Patients***

Parking, automatic doors, toilet & reception.

### ***Health Promotion Clinics***

Asthma, Diabetes, Coronary Heart Disease, Hypertension, Smoking Cessation, Travel, Chronic Obstructive Airways Disease, Child Development and Immunisation, Well Person & Leg Ulcer Assessment.

### ***Cervical Smear Tests***

All female patients aged 25 to 65 are recommended to attend at regular intervals for a cervical smear test. We offer choice of a female doctor or nurse to take the cervical smear.

### ***Child Health Surveillance***

A programme of health and developmental screening is carried out by the Health Visitors in conjunction with the Doctors and Practice Nurses. Parents are invited to register their new baby for child health surveillance which continues until the child is five years old.

### ***Family Planning***

Your own Doctor will provide full contraceptive advice and services.

### ***Maternity Care***

The Community Midwives offer maternity services in co-operation with the Doctors.

### ***Minor Surgery***

The Doctors are able to perform some minor operations at the Medical Centre. We offer Carpal Tunnel Release surgery and Vasectomy as Day Case Procedure. Please discuss with your Doctor.

### ***On-line Services***

We encourage patients to register for Online Services where they can book appointments, order repeat prescriptions or view their medical record. Photo ID (eg Passport, Driving Licence etc) and a valid email address are required in order to obtain a username and password. Please enquire at reception.

### ***Parking***

There is limited parking on site which is free for one hour. Patients and visitors are encouraged to use local car parks to guarantee parking or use other forms of transport where possible. Patients requiring more than an hour parking can complete a parking extension request form at reception on arrival.

Please do not park on double yellow lines on site as it restricts access to Emergency Services such as the Ambulance Service and the Fire Brigade and it may cause road accidents.

### ***Practice Area***

We welcome patients who live within the boundary of the Practice area to register with us. A map of the Practice area is available at Reception.

### ***Primary Health Care Team***

The Practice Manager, Deputy Practice Manager, Reception Manager, Computer Manager, 6 Practice Nurses, 3 Senior Health Care Assistants (SHCAs), 3 HCAs, 17 Admin & Reception Staff, together with a team of Community Nurses, Health Visitors, Community Children Nurses, Community Midwives, Community Psychiatric Nurses and a Hospice Nurse work with the Doctors to offer you a consistent quality service within available resources.

### ***Repeat Prescriptions***

Repeat prescription requests can only be requested in **writing or online**. The printed repeat prescription has a tear-off list of your medicines which can be used to re-order. Requests in writing can be done at the Medical Centre, your chosen chemist if you are part of the 'Repeat Prescription Service', or by post. Please enclose a stamped addressed envelope if you want it posted to you.

We need at least 3 working days notice to produce a prescription for collection. If you have requested your prescription to be sent direct to your nominated chemist you should allow a further 2 working days before collecting your medication. Some medications might not be available immediately and your pharmacist would need extra time to order them for you.

Requests for any prescriptions **will not be taken over the telephone** due to safety reasons.

### ***Training Practice***

The Medical Centre is a training practice. Fully qualified Doctors (known as GP Registrars) and occasionally medical students spend a period of time here gaining experience in general practice. You may be offered an appointment with them or occasionally the GP Registrar may sit in with your own Doctor. Video consultations may be used for training purposes. You may be asked to sign a consent form to agree to usage of the video in a teaching tutorial. If you would prefer to see your own Doctor in private, please say so. It will not cause offence.

### ***Visitors***

Visitors to the area are welcome to seek consultation as temporary residents from the Doctors in the Medical Centre.

## ***Patients' Charter***

### ***Our Mission Statement:***

To Deliver Consistent Quality Health Care to Our Patients.

In order to achieve this, the Practice will work, through its Staff, the Community Nurses, Health Visitors, Midwives and Community Psychiatric Nurses and other agencies to:

- provide a friendly and welcoming environment
- ensure the delivery of efficient and effective assessment, treatment, advice and care
- respect patient's dignity and confidentiality
- assess the health care needs of our community and develop plans to meet those ends
- make the best use of our resources for better patient care

We will not offer medical care to patients who use threatening behaviour, are verbally or physically abusive towards our Doctors and Staff.

### ***Patients' Responsibilities:***

We treat our patients courteously and with respect. Our Doctors and Staff expect to be treated the same by our patients.

We expect our patients to keep their appointments or to cancel them, as soon as they can, if they are not required.

### ***Aggressive or Violent behavior***

Bideford Medical Centre believes that threat of, or actual, violent/aggressive behaviour and verbal abuse towards its staff is totally unacceptable. Should any such incident occur, appropriate action will be taken, this may include both criminal and civil legal proceedings.

### ***How the Practice uses Personal Health Information***

The Practice recognises confidentiality and security in the management and use of patients' personal health information. All personal health information will be kept in a confidential manner and by those who have access to it.

It is sometimes necessary to share patient information with other health organisations, other agencies and those involved in the treatment and care of the patients. This will be done in a controlled manner and with patients' consent and in the patients' interest.

The Practice is a research practice and also submits periodically anonymous data to The Health Improvement Network for research and development of health care improvement and planning policies. If you would like to opt out of this data collection scheme, please let your doctor know.

### ***Comments, Complaints and Suggestions***

The Doctors and Staff at the Medical Centre are interested to know what you think about the services offered. If you have a comment, complaint or suggestion, please contact the Reception Manager. She will assist you immediately or refer you to the Practice Manager.

If you would prefer to speak to one of the Doctors or Nurses, our Receptionist Team can arrange a meeting for you.

You may wish to write your views and details down and send them to the Practice Manager or drop them to the Suggestion Box by the front entrance of the Medical Centre. You can be assured that all matters are dealt with in the strictest confidence.

### **Information Leaflet on Complaints**

We always try to give you the best service possible, but there may be times when you feel this has not happened. We hope you will use the practice procedure to allow us to look into and, if necessary, put right any problems you have identified or mistakes that may have been made.

If you use this procedure it will not affect your right to complain to the Health Commission if you so wish. The appropriate contact address for the Health Commission is printed below.

Please note that we have to respect our duty of confidentiality to patients and a patient's written consent will be necessary if a complaint is not made by the patient in person.

If you wish to make a comment, complaint or suggestion, please contact Mrs Lyn Watts, our Deputy Practice Manager. It will be most

Northern, Eastern and Western Devon Clinical  
Commissioning Group Complaints Department,  
Freeport EX184,  
County Hall,  
Topsham Road  
Exeter EX2 4QD  
Tel: 0300 311 22 33  
Email: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

If you are unsatisfied with the outcome, you may contact

The Parliamentary and Health Service Ombudsman,  
Millbank Tower, Millbank,  
London SW1P 4QP.

helpful to us if you would make your complaint in writing as it would give a first hand version of the event.

We think it is important to deal with complaints swiftly. We would acknowledge the receipt of your complaint within 48 hours.

We will instigate the investigation immediately and report back to you within two weeks. In some occasions it might be necessary to offer you an appointment for a meeting to discuss matters. You may bring a friend or relative with you to the meeting. Occasionally, if we have to make a lot of enquiries or those who are concerned are away, it might take a little longer, but we will keep you informed.

We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that, at the end of our investigation and/or the meeting, you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not the case and you wish to continue with your complaint, we will direct you to the appropriate authorities who will be able to help you.

For advice on making a complaint about healthcare services, contact

Complaints Helpline: 0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Website: <http://www.ombudsman.org.uk>

NHS Devon Locality Office  
Crown Yealm House  
Pathfield Business Park  
South Molton Devon EX36 3LH  
Tel: 01769 575100

Published June 2017