

Torrington Health Centre

New Road, Torrington EX38 8EL

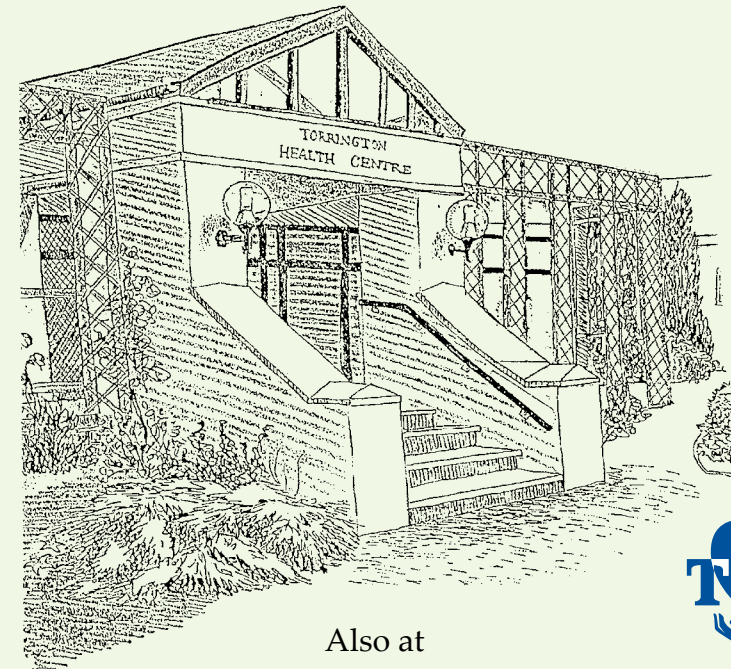
TEL: 01805 622247 FAX: 01805 625083

www.torringtonhc.co.uk

Opening Hours: Monday to Friday 8.00am until 6.00pm

Dispensary 8.30am - 12 noon and 2.00 - 6.00pm

The surgery is closed between 12.15 and 1.15pm



Also at

Old Stables Surgery

High Bickington EX37 9AX

TEL: 01805 622247

Opening Hours: please see surgery opening times chart



WELCOME

Torrington Health Centre serves the whole of Torrington as well as its surrounding villages and has a branch surgery at The Old Stables, High Bickington. Our team includes six GPs, three senior nurses (covering both surgeries), two health care assistants as well as our practice manager, deputy practice manager, dispensers and reception staff.

The doctors work as a group and hold a contract with Northern, Eastern and Western Devon Commissioning Group to deliver services to patients under the NHS.

At Torrington Health Centre we aim to treat all our patients promptly, courteously and in complete confidence. We review the quality of our service annually to ensure all standards and targets are being met. This is a purpose-built surgery for the use of patients living in High Bickington and the surrounding area. The practice nurse is in attendance during all surgeries and any prescriptions needed are dispensed. If you live in our practice area and would like to register with us, please complete our registration forms that are available from reception online.

PARTNERS

Dr Sebastian Mogge	(m)	State Exam (Germany 1996) DFFP
Dr Subhani Amerasinghe	(f)	MRCGP MB BS DRCOG DCH
Dr David Burton	(m)	Cardiff 2008 MBChC (Hons) MRCGP BA (Hons)

SALARIED

Dr Mark Campbell	(m)	Bristol 2006 MBChB BSc
Dr Caroline Flynn	(f)	St Thomas MBBS 1983 DRCOG MRCGP

The doctors practise together as a non-limited partnership.

PRACTICE NURSES

Sarah Minall	RGN	Joyce James	RGN
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SURGERY OPENING TIMES

Torrington Health Centre	
Monday to Friday 8.00am - 12.00pm & 2.00pm - 6.00pm daily (Dispensary - 8.30am - 12.00pm & 2.00pm - 6.00pm daily)	
High Bickington	
Monday	4.00 - 5.30pm
Tuesday	8.30 - 10.00am
Wednesday	8.30 - 10.00am
Thursday	8.30 - 10.00am
Friday	4.00 - 5.30pm

Please note that surgery times may be subject to variations

CHILD PROTECTION

All members of the primary health care team are well placed to identify children and young people who may be at risk. They have a professional duty to act to safeguard their welfare. Abuse or neglect of a child can occur by inflicting harm or failing to act to prevent harm. We are all aware of this and work within the Plymouth, Torbay and Devon multi-agency child protection procedures.

PRACTICE MANAGER

The practice manager is **Chris Reed**. The deputy practice manager is **Nikki Down**.

DISPENSARY

We are a dispensing practice to those patients living outside of Torrington. Paula Sanders, Sue Phillips and Sue Langdon share the dispensing duties. To leave a request for a repeat prescription please telephone (01805) 625033. A recent addition to our services is the ability to order repeat prescriptions online. You will need to call at reception to ask for the necessary registration forms.

Monday - Friday:

8.30am - 12 noon 2.00 - 6.00pm

PRESCRIPTIONS/REPEAT PRESCRIPTIONS

Please give at least three working days' notice for all prescriptions and have full details of your medication at hand.

If you live in the town, drugs can be collected from the chemist in Torrington rather than collecting scripts from the health centre. If you are a country patient (ie you live more than a mile from Torrington) your prescription will be dispensed for you at our dispensary. Please mark the repeat slip given to you clearly with the item(s) you require.

Requests for repeats may be taken over the telephone. Please use the prescription line number (01805) 625033 (preferably between 11.30am and 3.30pm) or use the online service. Those on repeat prescriptions will be required to see their doctor from time to time and may be asked to make an appointment when making the request.

APPOINTMENTS AND VISITS

MAKE AN APPOINTMENT?

To book an appointment, telephone our main switchboard number on (01805) 622247 between 8.00am and 6.00pm on weekdays.

For appointments at High Bickington, telephone (01805) 622247 during surgery opening times or the Torrington number at all other times. You may also book appointments online (see below). Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.

Each appointment is for 10 minutes. Please try to limit the discussion to a maximum of two issues that are concerning you. For our doctors to be able to deal with further issues safely, they will ask you to book a further appointment.

Please let us know if you feel your problem is particularly difficult and will need more time.

There may be times when, because of urgent or unforeseen events, delays occur. Please be patient if you have to wait and do make provision for this when making the appointment.

For the latest information click to: www.torringtonhc.co.uk

Visit our website: www.torringtonhc.co.uk

Let our practice publications promote your business for you!

To place an advertising feature in our Practice Booklets simply phone Veronica Smith now on 0800 612 1516.



Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

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To find out more simply call 0800 612 1408 or email us at payasyougo@opg.co.uk

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BOOK APPOINTMENTS ONLINE

Should you wish to book an appointment with one of our doctors online you will first need to register for our online service by asking a receptionist for a personalised registration document. You may also request this in writing, sending a stamped address envelope with your application. Alternatively, please complete the Registration Form (download here) and bring it to reception with the required identification.

CHAPERONES

Our practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

On occasions you may prefer a formal chaperone to be present.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the practice staff present during your consultation please mention this to our reception staff when booking your appointment, or to the doctor at your consultation, and it will be arranged.

HOME VISITS

Our doctors typically see four 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 it is at all possible. However, we can visit you at home if your condition means you cannot attend one of our practices. Please ring before 10.00am to arrange a visit and let us know if your condition is urgent. The doctor may ring you before visiting to discuss the best course of action and whether a visit is necessary.

TELEPHONE CONSULTATIONS

If you wish to speak to a doctor or nurse by phone, calls can be made during opening hours. Call back will be made by the doctor/nurse after the morning/afternoon surgeries. Doctors/nurses will only be interrupted in cases of emergency.

DUTY DOCTOR

One of our doctors is always on call during the day for emergencies/urgent and immediate treatment.

HOW TO REGISTER

If you would like to register with this practice and live within the practice area please complete a registration form which is available at our reception desk. You will be able to state which doctor you would prefer to see although you will be registering with the practice rather than an individual doctor. Whilst we will endeavour to comply with your wish for a named doctor it might not always be possible. In such circumstances an explanation will be given. We would advise you that Dr Sadek is unable to refer patients for pregnancy terminations. Please therefore consult another doctor in such circumstances.

Visit our website: www.torringtonhc.co.uk

We provide a temporary patient service for anyone staying within our practice area (e.g. whilst on holiday, staying with relatives etc.)

Just call into the surgery, obtain a Temporary Resident Form from our reception staff, return it to us completed and we will be happy to assist you.

OTHER LOCAL NHS SERVICES

Call 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

In addition, the NHS Direct self-help guide **Not feeling well?** is available at the back of all new Thomson Local telephone directories.

NHS Walk-in Centre: The nearest centre is located at 31 Sidwell, Exeter. They are open daily from 7.30am until 6.00pm weekdays. You do not need an appointment. Their telephone number is (01392) 276892. They are also open 8.30am to 6.00pm on Saturdays and 10.00am to 4.00pm on Sundays.

Your local pharmacist will be able to give you free health advice (and you don't need an appointment!). Many pharmacies operate extended hours on a rota basis. For details call NHS 111 or see your local newspaper.

NHS Northern, Eastern and Western Devon Commissioning Group is responsible for ensuring you get all the services you need. For details call (01392) 205205 or 0845 140 5005.

This practice booklet can also be made available on request in Braille, on audio cassette tape, on disc and in large print.

PATIENTS WITH PARTICULAR NEEDS

Torrington Health Centre is accessible to patients using a wheelchair. Access to High Bickington is limited but our staff are keen to be of assistance. All services are provided on the ground floor of our Torrington Surgery and there is a wheelchair available on request. Please remember to return it before you leave.

We can arrange an interpretation and translation service by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

In Torrington there is an induction loop to help the hard of hearing have a clearer conversation. This can be provided for individual consulting rooms where necessary. There is also a designated disabled toilet at Torrington Health Centre.

CAR PARKS

We have parking space available in a car park on the opposite side of the road. Space is at times limited and we would ask you to only use the car park when visiting the health centre and not at other times. Please do not use the car park belonging to the Castle Gardens Surgery. Please do not leave your car in the car park whilst shopping in the town. We operate a fixed penalty scheme for unauthorised parking.

PRACTICE POLICIES

Refer to the website or contact the practice manager for a full list of our policies, including Confidentiality, Freedom of Information and Zero Tolerance.

For the latest information click to: www.torringtonhc.co.uk

COMPLAINTS

Chris Reed, practice manager, is also the complaints manager with the lead GP for complaints Dr Sebastian Mogge. Torrington Health Centre aims 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 whomever you feel most comfortable - your GP, our practice manager or our reception staff will be happy to help. You may also complain in letter or through a representative. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, or if you need assistance with the complaint procedure you can contact:

NHS England Service Desk 0300 311 2233

Email: england.contactus@nhs.net

NHS COMPLAINTS ADVOCACY SERVICE (SEAP- SUPPORT EMPOWER ADVOCATE PROMOTE)

SEAP is a national service that supports people who want to make a complaint about the NHS care or treatment. Your local SEAP service can be found by calling 0300 343 5707 or emailing info@seap.org

THE PARLIAMENTARY HEALTH SERVICE OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

The Ombudsman is completely independent and can be contacted by

Tel: 0345 015 4033 or <http://www.ombudsman.org.uk>

The Ombudsman can only review complaints that have been investigated at a local level, either by the practice or NHS England.

CLINICS

We offer several specialised clinics, refer to our website for full details.

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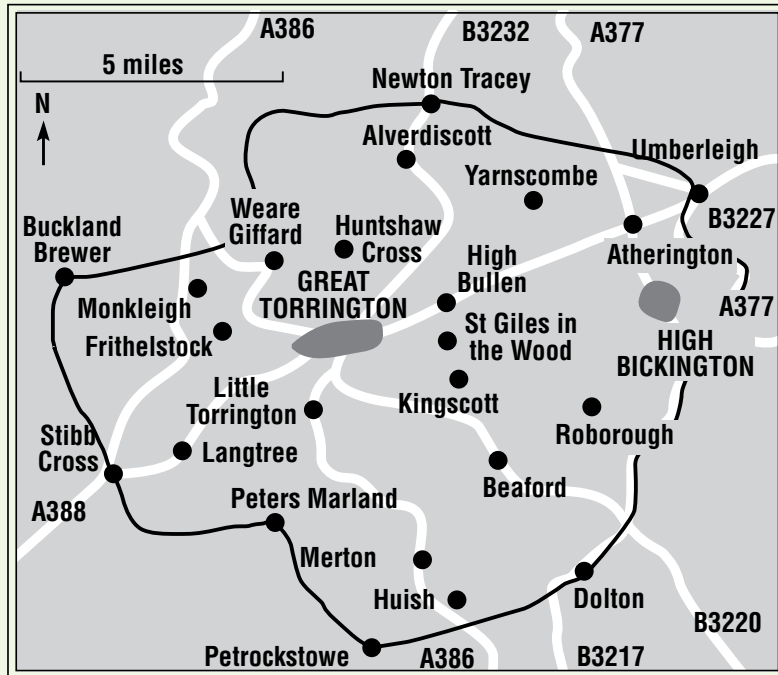
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The Practice Area



EMERGENCIES

WEEKDAYS

Between 8.00am - 6.00pm call Torrington (01805) 622247 (or ambulance 999).

AFTER HOURS/WEEKENDS

We are part of a doctors' on-call co-operative (Devon Doctors on Call). Therefore, you may not necessarily be seen by a doctor from our practice out of hours and you may be asked to attend a local treatment centre. These services are commissioned by NHS Northern, Eastern and Western Devon Commissioning Group.

EVENINGS AND WEEKENDS

For urgent advice and treatment when our practice is closed, call NHS 111 or call the surgery on (01805) 622247 for details of how to contact a doctor. Medical cover is provided by local GPs on behalf of the NHS Northern, Eastern and Western Devon Commissioning Group. There will always be a doctor available to speak to you.