

Teaching practice

The practice is a teaching practice and trainee GPs and medical students may, as part of their training, be required to sit in with a GP or nurse during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP or student will not sit in on your consultation.

How to register at the practice

The quickest way to register at the practice is to use the practice website or this link.

www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery

You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Patient rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Services we provide:

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services.
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations/steroid injections.
- **Cervical Screening** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, COPD, diabetes, hypertension, kidney disease and heart disease.

We also offer the following clinics and checks: new baby checks, smoking cessation.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Opening hours

Monday to Friday 8.00 – 18:00

Improved access/Extended hours

We offer evening & weekend appointments through our surgery here or at another NHS service nearby.

www.torbayandsouthdevonenhancedaccess.nhs.uk

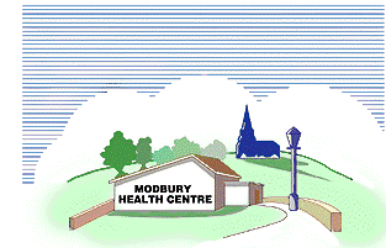
Please contact reception on 01548 830666 where a receptionist will be able to help.

Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
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GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke
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Patient Information Leaflet



POUNDWELL MEADOW
 MODBURY
 DEVON
 PL21 0QL
 TEL: (01548) 830666

D-ICB.ModburyHealthCentre@nhs.net

www.modburyhealthcentre.co.uk

GP services are provided to the following areas:



Further information can be sought from:

www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery

The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

Partners

DR HELEN KEENAN

MB ChB Leeds University 1989 DRCOG
MRCGP, GMC 3335118

DR PETER POLLAK

MB ChB Leicester 2010, BSc (Hons)
Physiotherapy Cardiff 2003, GMC 7081390

DR HEATHER MIDGLEY

MBChB – Dundee University Medical
School 2005, MRCGP, GMC 6129671

DR LUCY CLARKSON

BSc (Hons) Osteopathy, British School of
Osteopathy 2003, MBBS St Georges
University London 2014, DRCOG, GMC
7450872

Salaried GPs

DR KIM GENTLE

Bachelor of Medicine, Bachelor of Surgery
Keele University Medical School 2012
RCGP 2022, GMC 7266320

DR JULIE GROVE WHITE

MBBS UCL London 1999 DRCOG MRCGP,
GMC 4637543

DR KATIE MUSGRAVE

BMBS Nottingham 2010 MRCGP 2020
GMC 7083124

Nurses

Anita Reason

Janet Wyatt

HCA

Wendy Llewellyn

Tanya Batchelor

Claire Chapman

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff please ring 01548 830666 and our care navigators will be able to assist you by offering an equitable service - we have some on the day & some pre-bookable appointments, however you may have to wait longer to see GP of your choice rather than one available within 2 weeks.

To access any of our practice services, please log on to the practice website at www.modburyhealthcentre.co.uk

Should you be unable to access the website, please ring 01548 830666 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

Patient Participation Group

We have a Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online

www.modburyhealthcentre.co.uk

Alternatively, contact Debbie Rigler who is the nominated point of contact for all PPG matters.

NHS England Contact

Modbury Health Centre provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located in the entrance lobby.
- By using the NHS App
- Online – Please log in and order via our website www.modburyhealthcentre.co.uk

Please allow 3 days for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

Practice Development Manager

Louise Killick

Dispensing practice

The practice is a dispensing practice and can issue prescriptions as outlined above if you meet the requirements to be registered as a dispensing patient.

Details are available from reception and on the practice website.

Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call before 10.00 am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 12:30 pm and 2:00 pm Monday to Friday.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.111.nhs.uk