

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there is a good reason, the organisation must provide the information within 20 working days. Please contact our Reception Team.

TELEPHONE NUMBERS

Litchdon Medical Centre

01271 323443 (calls are recorded for training and monitoring purposes)

Out of Hours

111

OPENING TIMES

Mon: 08.30- 18.00

Tue: 08.30 -18.00

Wed: 08.30 - 20.00 (evening surgery till 19.30)

Thu: 08.30 - 20.00 (evening surgery till 19.30)

Fri: 08.30 - 18.30

Sat: Closed

Sun: Closed

DISPENSARY

Mon: 08.30 – 18.00

Tue: 08.30 – 18.00

Wed: 08.30 – 18.00

Thu: 08.30 – 18.00

Fri: 08.30 – 18.00

Sat: Closed

Sun: Closed

OTHER USEFUL NUMBERS

North Devon District Hospital

01271 322577

Care Direct

0345 1551007

Age Concern

01271 324488

Barnstaple Chemists (see local press for opening hours)

Jhoots Litchdon House 01271 342434

Brannam Pharmacy Brannam Square 01271 342076

Boots High Street 01271 326772

Boots Roundswell 01271 328117

Bear Street Pharmacy 01271 342549

Barnstaple Health Centre

01271 371761

Childline

0800 1111

PALS (Patient Advice and Liaison Service)

01271 314090

PRACTICE STAFF

Dr George Gardner

Dr Angus Jefferies

Dr Simon Jones

Dr Lucy Dallimore

Dr Sophia Erdozain

Dr Jess Parker

Dr Hazel Warner

Dr Guy Cockcroft

Dr Emily Marsh

Dr James Thornton

Dr Philip Whatling

Dr Kevin McEwan

Dr Miranda Brice

Dr Helen Fothergill

Senior GP Partner

Executive Partner

GP Partner

Salaried GP

Retainer GP

Sharon Bates

Management Partner

You can receive online Access to your medical record via the NHS App www.nhs.uk/nhs-app/ or ask Reception for Systmone on-line access.

Litchdon Medical Centre

PRACTICE LEAFLET Information for Patients Feb 24

Litchdon Medical Centre, Landkey Road, Newport,
BARNSTAPLE, Devon, EX32 9LL

Website: www.litchdonmedicalcentre.co.uk

Telephone number 01271 323443

PARTNERS

Dr George Gardner

Dr Angus Jefferies

Dr Simon Jones

Dr Lucy Dallimore

Dr Sophia Erdozain

Dr Jess Parker

Dr Hazel Warner

Dr Guy Cockcroft

Dr Emily Marsh

Mrs Sharon Bates

Dr James Thornton

Dr Philip Whatling

Dr Kevin McEwan

PATIENT PARTICIPATION GROUP

We are committed to improving the services we provide to our patients. To do this, it is vital that we hear from people about their experiences, views, and ideas for making services better. If you are interested in getting involved please visit the website www.litchdonpatientsgroup.co.uk or provide your name, email address and contact telephone number to reception and we will pass these details on to the group coordinator.

HOW TO REGISTER AS A PATIENT

If you are new to the area and wish to register with one of our GPs please ask at our Reception and fill out a registration form and questionnaire. These forms are also available online at www.litchdonmedicalcentre.co.uk

APPOINTMENTS

Our routine appointments are 15 minutes long and are available Monday to Friday between 08.30 and 18.00 with our doctors and nurses. Late appointments are also available on a Wednesday and Thursday from 18.30 to 19.30. These may be booked in person, by phone or online. Please book a separate appointment for each person wishing to be seen.

TELEPHONE ADVICE

We are also available to give telephone advice. You can book a routine telephone appointment, or if it is urgent, speak to our Urgent Care Team.

URGENT CARE TEAM

Anyone requesting on the day or urgent care will be dealt with by the Urgent Care Team who operate in a manner similar to a hospital casualty dept, which means people will be prioritised on the basis of clinical need.

The Urgent Care Team service is not a walk-in service. It is a telephone service where you need to ring the surgery, the receptionist will take the details and the Doctor or Nurse Practitioner will telephone you back to assess the problem and in many cases they can help you there and then over the phone. Alternatively if needed you will be invited in for a face-to-face consultation that day.

Please help us to provide a safe and timely Urgent Care service for all our patients by NOT dropping in to be seen by the Urgent Care Team but telephone the surgery first.

Contact us online if you need help with a non-urgent medical or admin request via our website.

OUT OF HOURS

If you have an urgent problem when the surgery is closed, **PLEASE RING 111**. Please note that when contacting them, your telephone conversation may be recorded.

HOME VISITS

Home visits are for patients who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 11am if at all possible. Better facilities are available at the Surgery therefore if possible we prefer to see you here. If you do not feel well enough to sit in the waiting room we can make alternative arrangements for your convenience and comfort.

PRESCRIPTIONS

It is our normal practice to dispense 28 days worth of medication for repeat prescriptions each time.

Please allow at least 4 working days for repeat prescriptions. If your medication will run out over a weekend or during a Bank Holiday, please take this into consideration and allow extra time to order. Most chemists will take a further 5-7 days to prepare your prescription before you are able to collect from them.

1. You can use our website;

www.litchdonmedicalcentre.co.uk

You will need to register first and obtain a PIN. Please contact our Healthcare Administration Team for further information.

2. You can nominate a Pharmacy to order your repeat prescription(s) on your behalf.

3. You can place your prescription request in the red prescription request box outside of the practice (by the side entrance).

4. You can make a request in writing, enclosing SAE if you require the prescription posting to you or your or a pharmacy.

5. You can request your repeat by emailing our Dispensary Team on D-ICB.LitchdonDispensary@nhs.net Please ensure you include full name, DOB and address. You do not need to be a dispensing patient.

Please note: to avoid the risk of mistakes, we do not accept repeat prescriptions via the telephone.

DISPENSING

We are a dispensing practice, which means that we are authorised by NHS England to dispense prescribed items to our rural patients who live more than one mile away from a pharmacy/chemist.

Our Dispensary, for rural patients only, is within the main surgery building and is open Monday to Friday from 08.30am till 6.00pm. It is closed at weekends and on Bank Holidays. We apologise but we are not able to dispense to other patients.

TEACHING & RESEARCH

We have GP registrars working with us in the surgery. These are qualified doctors completing their training to be independent General Practitioners.

Medical & Nursing students spend time with us as part of their training. The Practice is also involved with medical research. We will always ask your consent with regard to students and research activities before your involvement. It is your right not to be involved and we respect this.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the General Data Protection Regulations (May 2018).

SHARING YOUR MEDICAL INFORMATION

When we refer you to another health professional, such as a hospital Consultant or Physiotherapist we need to give them your medical history so that they are aware of your health and any medication you are taking.

The practice is also part of a local shared record scheme so that if you require urgent out of hours care those health professionals who will care for you can view your GP health records.

If for any reason you do NOT wish us to share your medical history/records in this way, please tell the Doctor at time of referral or inform the Healthcare Administration Team.

For further information please visit our website at www.litchdonmedicalcentre.co.uk

DISABLED ACCESS

We have automatic front door access suitable for wheelchairs. A disabled toilet is also available in the main corridor.

LANGUAGE INTERPRETATION

If English is not your first language we can make use of a telephone translating service to help when required. This is easy to use but must be arranged in advance. Please ask Reception for details.