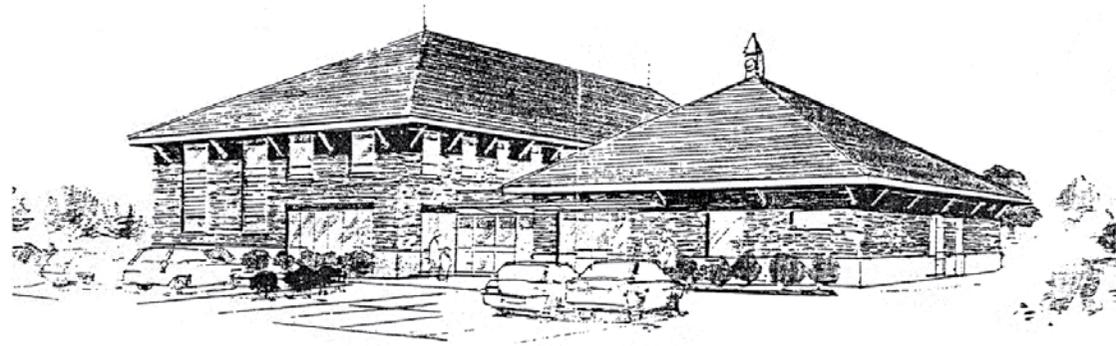


WELCOME TO
The Crown
Medical Centre



Venture Way, Taunton TA2 8QY
Tel: (01823) 282151

www.crownmedicalcentre.co.uk
enquiries@crownmedicalcentre.nhs.uk

YOUR PRACTICE GUIDE

WELCOME TO THE CROWN CENTRE MEDICAL

INTRODUCTION

The aim of this booklet is to tell you about the doctors, staff and the services that we offer. We trust that you will find it helpful and informative and we suggest that you keep it in a safe place for future reference. A few moments familiarising yourself with this information will help us to give you the best possible care that we can.

For many years the practice has worked from two different buildings separated by the town centre. We moved into our brand new purpose-built premises in January 2002. Our well appointed building and state-of-the-art facilities will also help us to provide top quality modern medical care.

The practice has a large catchment area covering Taunton and the surrounding area. We can only accept onto our list patients who live within this designated area. For further details of the practice area please contact the surgery and the receptionist will be happy to advise you.

THE PARTNERS

The doctors are not all available on every day of the week, please ask at reception for further details.

Dr L F Pendered	(Female)	MChB (1985) Bristol MRCP DRCOG FP (Cert) T(GP)
Dr C G Krasucki	(Male)	MB BS (1989) London MRCP MRCPsych MRCP MSc (Psych)
Dr Anna Lambert	(Female)	BM (Hons) (2004) Southampton MRCP MRCP DRCOG DFSRH
Dr Rachel Charles	(Female)	BM BS (1994) Nottingham MRCP MRCP DFFP B MED SCI
Dr Rebecca Newell-Price	(Female)	BM (1990) MRCP (1996) DFFP DCH DRCOG
Dr Edward Hayes	(Male)	MChB (2003) Bristol BSc (Hons) MRCP
Dr Thomas Langston	(Male)	MChB (2008) Bristol BSc MRCP
Dr Kate Foot	(Female)	BM BS (2008) Peninsula MRCP DRCOG Salaried GP

(A glossary of terms explaining the meaning of the doctors' qualifications can be found towards the back of this booklet.)

All doctors provide routine general care. Minor surgery is also available and we provide all methods of family planning.

Medical Students

We are fortunate to have medical students attached to our practice for short periods. With patient consent they may consult with the partners and learn about general practice.

GETTING TO THE SURGERY

Car Parking

There is ample car parking space at the surgery.

Cycling

There are excellent cycle paths to the surgery and a footpath along the canal.

DISABLED ACCESS

The surgery is fully accessible for wheelchairs and disabled toilet facilities are available.

OPENING HOURS

The surgery is open from 8.30am to 6.30pm Monday to Friday. Surgery times and the types of appointment available vary from day to day. Up-to-date details are always available at reception.

MAKING APPOINTMENTS

The practice offers different types of appointment to cater for the many different needs of our patients. We offer a limited number of slots that can be booked in advance in the mornings and afternoons. Patients can now book appointments on-line through our website. If you wish to book your appointments on-line please contact the surgery for more information as some ID will be required to set up an account.

TELEPHONE ADVICE

GPs can offer telephone consultations. Ring in and leave a message and they will ring you back though please note this may not be on the same day if it is very busy. Please inform the receptionist if your problem is urgent and cannot wait until the next day.

Other sources of advice are:

* NHS 111 - offering a 24-hour phone advice service.

* Your local pharmacist.

If you are not sure whether you should see the doctor, practice nurse or pharmacist, or to seek telephone advice, please ring the practice and we may be able to point you in the right direction.

**Don't Be Late For
Your Appointment!**

A1 Taxis and Deane Taxis

**Watcombe House, Railway Street
Taunton TA2 6HF**

**Call NOW on
01823 332211
or 323232**

A1 Service From Deane Of Taxi World

Established over 40 years ago, A1 Taxis have been a familiar sight on the streets of Taunton since the 1960s.

Originally A1 Taxis, the company recently merged with Deane Taxis, all with the aim of improving services to their customers and helping the environment.

"A larger company means that we have more taxi coverage, so response times are faster. It also means that our drivers cover fewer miles, so use less fuel," said owner Michael Davis.

"We've also invested in a state-of-the-art GPS computer system which allocates jobs to the nearest available driver.

"It allows us to track the progress of our taxis and enables us to manage pickup times more effectively.

We have 40 vehicles in our mixed fleet of 7 seaters, saloons and wheelchair accessible cars.

"A1 and Deane Taxis are available for any length of journey, from short hops around town to airport transfers and more. Our team of drivers, have on average 9 years' experience of driving taxis. They also cover some distance. This year alone, we will do over 275,000 customers journeys."

To book an A1 and Deane Taxi please call (01823) 332211/323232.

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THE PRACTICE MANAGER

The practice manager is Mrs Claire Gregory, who has responsibility for the management of the practice. If you would like to discuss any queries, problems or grievances, or wish to make a constructive suggestion as to how we could improve our services, please ask to speak to her and she will be delighted to try and help. Alternatively, you can write to her.

THE PRACTICE NURSING TEAM

We have a very experienced and friendly team of practice nurses.

The practice nurses are:

Ms Caroline Harding (Lead Nurse)

Mrs Laura Cope (Phlebotomist)

Mrs Elizabeth Towler (Healthcare Assistant)

Mrs Eley Farmer

Mrs Sharon Henderson

The practice nurses offer appointments for a range of services including health checks, cervical smears and blood pressure checks, all of which are by appointment only. In addition, they hold a number of specialist clinics for asthma, diabetes, travel vaccinations and coronary heart disease.

Our healthcare assistant is able to see patients for blood tests and also takes blood pressure readings.

PRACTICE RECEPTION / ADMINISTRATIVE TEAM

We have an excellent team of receptionists. They organise appointments, repeat prescriptions, deal with test results and many other administrative duties. They will be pleased to help you with any queries about surgery and clinic times and doctors' availability.

Our receptionists are:

Mrs Sharon Grinter (Reception Supervisor)

Mrs Melanie Bromiley

Mrs Jane Bennie

Mrs Vivienne Postma

Mrs Claire Bennett

Rachel Todd

Our medical secretaries are:

Mrs Rebecca Gordon

Mrs Jane Giles

Miss Charlotte Barham

Our business admin apprentices are:

Miss Chloe Worth

Miss Charlotte White

ATTACHED STAFF

The doctors work closely with a number of attached staff who may help to care for you from time to time. These include district nurses, health visitors and a midwife.

Looking for an NHS dentist?

Smile! This is your perfect chance to see an NHS Dentist in your area.

We are one of the UK's largest providers of NHS dental care and our teams are always on hand to offer expertise and advice to you and your family.

To arrange your first appointment please call into the practice or call on the number below.

You'll need to be quick as there are a limited number of places available.

Canon Street Dental Centre

4 Canon Street, Taunton, Somerset TA1 1SN

Tel 01823 332798

We also offer a range of cosmetic dental treatment.



www.integrateddental.co.uk

Do you have aches and pains that have built up over time?

A massage therapist is trained to help reduce pain, correct postural damage and bring flexibility back into your life.

Contact a qualified local massage therapist today to see how they can help you.



Hazel's Health and Harmony

A relaxing, stress free way to heal and mend life's aches and pains

T: 07849 216984

E: hazeladamson44@gmail.com



To encourage our patients to become your clients or customers, advertise your business now through our practice booklets and appointment cards
Simply call **0800 612 1516** for more information.

Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

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NEW PATIENTS

The practice has a large catchment area covering most of Taunton as well as some of the surrounding area. Reception can advise whether you live within the area or not. If you wish to register as a patient then the quickest way is to pick up some registration forms at reception. Please bring a photo and address proof ID with you. Once these have been completed we can request your medical notes from your current surgery. Every patient registered with the practice has a named accountable GP. You will be given this information when you register at the practice. Please make sure that if you do have any special communication needs, you speak to reception so that they can record this and help make information more accessible for you.

HOME VISITS

If you are too ill to attend the surgery and require a home visit, please telephone the surgery before 10.00am whenever possible. It would be very helpful for you to give the receptionist an idea of the problem. This will enable the doctor to give priority to urgent cases.

EMERGENCIES

During surgery hours emergencies will be dealt with at any time.

OUT-OF-HOURS ARRANGEMENTS

An out-of-hours medical service is available when the surgery is closed. This service is for medical emergencies only. If you become unwell after the surgery has closed, please contact the surgery on 282151 and there will be an answerphone message explaining what you should do.

TEST RESULTS

Whilst some test results are received fairly quickly, others can take at least one week. Although we will normally contact you if you need to be seen following receipt of test results, it is a good idea to contact the surgery for your results if you have not heard anything after a couple of weeks.

Please telephone after 10.00am in the morning as the lines can be very busy with appointment booking first thing.

In order to comply with patient confidentiality, we will only release test results to the patient themselves and will ask for additional forms of identification.

PATIENT CONFIDENTIALITY

We treat patient confidentiality very seriously. The practice has a separate confidentiality policy to ensure that all members of staff working at the practice know how to deal with the disclosure of information relating to patients.

For 24 hour information click to: www.crownmedicalcentre.co.uk

SERVICES OFFERED

Minor Surgery

These clinics are provided by Dr Krasucki. Please enquire at reception for up-to-date information regarding days and times of clinics.

Chronic Disease Management

The practice nurses run a number of clinics for asthma, diabetes, chronic heart disease etc.

Physiotherapy

The practice has its own in-house physiotherapist. The service is free and patients are referred via their GP.

Dietitian

The practice has an in-house dietitian seeing a limited number of patients per month. To access this service, patients need to be referred by their GP.

Family Planning

A family planning service is offered by a couple of our practice nurses. In addition, all the doctors provide full contraceptive advice and services. Further details are available at reception.

Maternity Medical Services

Maternity medical services are offered by some of the doctors and our midwife Tracy Jackson.

Child Health Surveillance

A programme of health and development screening is carried out by the doctors and the health visitors. Health visitors will routinely check your baby's hearing before six weeks. Doctors carry out a developmental check at six weeks and health visitors carry out a further check at nine months old. Parents are invited to register their new baby for health surveillance, which continues until five years of age.

If you do have any concerns about the development of your child at any stage, please contact one of the health visitors and they will be happy to talk to you.

Childhood Immunisations

It is vital that all children attend for their immunisations. Clinics are held weekly and parents will receive notification from the health authority of when to attend.

Non-NHS Examinations/Reports

Medical examinations and reports for special purposes eg fitness to travel, HGV, pre-employment etc are undertaken during surgery times.

A fee is payable for these examinations/reports. Please contact reception for details.

Additional Services

Taunton Chiropractic Clinic is based within the Crown Medical Centre. If you wish to make an appointment to see a chiropractor, please contact them directly on 01823 333973. Please note that this is a private service and not currently available on the NHS.

REPEAT PRESCRIPTIONS

Patients established on long-term medication may not need to see the doctor every time their medication is due. Your doctor will decide when it is appropriate for you to use this service and at what intervals they need to see you. The right hand side of your prescription will show you when your next medication review is due. When this becomes due, the doctor may ask you to make an appointment with them. However, alternatively, they may ask you to make an appointment with the practice nurse instead if your medication is for asthma or diabetes. Please always check your prescriptions.

How To Order Your Prescription

All prescriptions are ordered through our prescription desk. For **telephone requests**, the prescription line is open Monday 10.00am to 1.00pm and 2.00 - 4.00pm, Tuesday - Friday 10.00am - 12.30pm. The telephone number is Taunton **250150**. Outside these times, an answerphone is available for you to leave a message to let us know that you require repeat medication. Please speak clearly and leave your name, computer number, telephone number and the medication that you require. The messages are picked up on a regular basis every week day.

You can also order prescriptions online, you will need to set up an account for this, please enquire with reception for more information. Another way is by **post**, but please enclose a stamped, addressed envelope. In addition, you may **hand in** your tear-off strip at reception or **fax** it to us on **250179**. Please ensure that you tick the items that you require.

Please remember to order your medication before it runs out and allow at least 3 working days for your prescription to be ready.

Please note, if you have not been prescribed the medication from this practice before (for example if you are a new patient) you will need to see a doctor before ordering your prescription.

Collecting Your Prescription

The prescription can normally be collected from the surgery reception desk 2 working days after being requested. Please note if you wish to pick up your prescription from our on-site pharmacy or another pharmacy this will take longer, 3 working days. Please check with the pharmacy first before ordering your prescription. The practice has a pharmacy (Boots) on-site. In addition, many chemists operate a prescription collection service whereby you can then collect your medication straight from the pharmacy. For housebound patients there is a home delivery service (a small charge may apply, please check with your chemist first). For both these services you need to contact the chemist in the first instance to make appropriate arrangements.

PATIENT REFERENCE GROUP

We have a patient participation group (PPG) at the practice. At any one time there can be up to 12 members (we operate a waiting list if there are no spaces). If you are interested in joining, please contact our Operations Assistant Vivienne Postma for further information. We are particularly keen to get representation from the polish community so please get in touch if you would like to find out how you can be involved. Even if you are not able to attend meetings, obtaining your views via other methods would be extremely useful to us.

COMPLAINTS

At all times we aim to provide the best service possible. However, there may be occasions when you feel that this has not happened. If you wish to make a complaint, please, phone or write to Sharon Grinter (Reception Supervisor) or Vivienne Postma (Operations Assistant). They will take full details of your complaint and indicate what action is to be taken. A complaints information leaflet is available at reception on request.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

HELP US TO HELP YOU

- * Please let us know if you change your name, address or telephone number.
- * Please do everything you can to keep appointments. Tell us as soon as possible if you are unable to make an appointment.
- * Please only ask for home visits by the doctor when the person is too ill to visit the surgery.
- * We ask that you treat the doctors and practice staff with courtesy and respect.

GLOSSARY OF DOCTORS' QUALIFICATIONS

MA BM BCh, MB BS / ChB LRCP, MRCS	Basic medical qualifications from different universities.
DA	Diploma of Anaesthetics.
DCH	Diploma of Child Health.
DFFP / FP (Cert)	Diploma of Faculty of Family Planning / Family Planning Certificate.
DRCOG / D(Obst) RCOG	Diploma of Royal College of Obstetricians and Gynaecologists.
MRCGP	Member of Royal College of General Practitioners.
T(GP)	Completed training.
MRCP	Member of Royal College of Physicians
DFSRH	Diploma of Faculty of Sexual & Reproductive Healthcare
B MED SCI	Bachelor of Medical Sciences

USEFUL TELEPHONE NUMBERS

Chemist (on-site) Boots	337888
Citizens Advice Bureau.....	282235
Department of Social Security	349100
District Nurses	0300 323 0026
Health Visitors	0300 323 0115
Musgrove Park Hospital.....	333444
NHS Direct Helpline.....	0845 46 47
Out of Hours	111
Police	01275 818181
Prescription Desk.....	250150
RELATE (Relationship Support).....	0300 772 9681
Samaritans.....	288998
SHARE (Youth Counselling and Information Services).....	277133
Somerset CCG.....	01935 384000
Taunton Chiropractic Clinic	333973
Taunton Deane Borough Council	356356
Taunton Social Services.....	335285

WHAT TO DO IN AN EMERGENCY

...IF LIFE THREATENING CALL 999

....AT ALL OTHER TIMES RING282151

Please be ready to supply

The nature of the problem

The patient's name

Your telephone number

The address

Simple directions so that the house may be easily found

At night, please switch on sufficient lights in front of the house

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