

St James Medical Centre

Coal Orchard, Taunton TA1 1JP

Tel: 01823 285400 • Fax: 01823 285405

Website: www.stjamesmedicalcentre.co.uk

Email: contact@stjamesmc.nhs.uk

Orchard Medical Centre

Norton Mills, Morse Road, Norton Fitzwarren,
Taunton TA2 6DG

Tel: 01823 285400 • Fax: 01823 282881

Website: www.stjamesmedicalcentre.co.uk

Email: contact@stjamesmc.nhs.uk



INFORMATION FOR PATIENTS

APRIL 2017

PLEASE KEEP IN A SAFE PLACE FOR FUTURE REFERENCE

Welcome, Witaj, Bem-vindo, Bine ai venit, Bhali karay aaya, Khush amdeed, Laipni lūdza

Polish Portugese Romanian Sindhi Urdu Latvian

The Practice has access to a translation service. Our website www.stjamesmedicalcentre.co.uk can be translated by clicking a flag located at the bottom right of the front screen page.

Introduction

This booklet has been produced in conjunction with our Patient Participation Group and is designed to provide you with essential information about the practice and to help you access our services. We hope that you will find it informative and welcome any feedback you may have about the contents.

The Practice operates as a split site from two locations:

- St James Medical Centre, Taunton
- Orchard Medical Centre, Norton Fitzwarren

The St James Medical Centre building dates back to 1982 and is located in the town centre. Orchard Medical Centre is located in the commercial centre in the village of Norton Fitzwarren and opened in February 2013 as a new build. The Practice is gradually integrating services across the two sites. Patients have the flexibility of accessing either site.

Our Statement Of Purpose (Mission Statement)

To care for the sick and vulnerable on our list, to be accessible and to encourage patients to be proactive about their health and wellbeing.

Catchment Area

The Practice serves a large catchment area (please see map on the back cover of this booklet). We can only accept patients onto our list who live within this designated area. Please contact the Practice if you need any further information or advice about our area.

Equal Opportunities

The Practice aims to be fair and equitable and to recognise diversity in all its contacts with patients and staff.

Patients of the Practice comprise of people from a wide range of backgrounds and circumstances. The Practice is committed to eliminating discrimination on the basis of gender, age, disability, race, religion, sexuality and cultural/linguistic background.

We aim to provide services in a way that respects the needs of each individual and does not exclude anyone.

Registering With The Practice

The practice has an 'open list' and accepts registration requests from anyone living within the practice area.

You will need to come into the surgery to register with us but to save time and speed up the registration process you may wish to download the appropriate practice information forms needed to complete your registration by clicking on the link on our website. You can print and complete prior to your visit to the surgery.

On visiting the surgery you will need to bring proof of your identity and know your NHS number, the new patient pack includes a compulsory GMS1 form, a new patient questionnaire and alcohol questionnaire.

All patients are registered with the Practice as a whole. However the practice will allocate each patient with a named GP within 21 days of registration to:

- Improve continuity of care
- Improve patient safety and wellbeing
- Improve patient access
- Equalise workload between the doctors.

All new patient registrations are subject to the completion of the new patient pack. Patients are welcome to request a New Patient Check with one of our Health Care Assistants

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.idhdentisttauntoncanonstreet.co.uk

Dental care with a smile

Canon Street Dental Centre is part of the IDH group, with many practices throughout the UK, employing high quality dentists. Based at Canon Street, Taunton it is an established practice.

We are now able to offer full NHS services to new patients and an extensive range of cosmetic and private treatment including tooth whitening. Our dental team are highly motivated and committed to the education and dental awareness of all our patients. Your dentist will aim to form a long-term professional caring relationship with you to help you keep your teeth healthy for life. All staff, clinical and non clinical, undergo in-house training which is updated regularly.

Appointments can often be arranged within a week. Please drop in at the above address or phone 01823 332798.

ADVERTISING FEATURE

Partners

The partners practise together as a non-limited partnership under the name of St James Medical Centre.

Duthie, Yvonne L
(Special interests)

MB BS DCH MRCP (London 1988)
Women's Health, contraception, asthma, COPD

Eve, Tom R C
(Special interests)

MB ChB MRCP (Birmingham 2003)
GP training, cardiology, men's health, anticoagulation

Fulford, Adrian F C
(Special interests)

MB ChB MRCP DRCOG (Bristol 1990)
Care of older people, stroke & cerebrovascular disease, cardiology, prescribing & therapeutics

Herdman, Tom E C
(Special interests)

MB ChB MRCP (Birmingham 2003)
Minor surgery, musculoskeletal medicine, paediatrics, diabetes, GP training.

Hawkes, Nicola
(Special Interests)

MB Bsc ChB MRCP DFFP MRCOG
(Manchester 1989)
Family Planning, women's health.

Martin, John N
(Special interests)

MB BS MRCPCH DRCOG MRCP (London 1997)
Paediatrics, minor surgery, safeguarding,

Mort, Olivia
(Special interests)

BSc (Hons) MBChB DRCOG (Liverpool 2008)
Cardiology, public health, dermatology, minor surgery

Salaried Doctors

Parkin, Jessica
(Special Interests)

MRCGP DRCOG DCH (Cambridge 2010)
Children's and Women's Health, Dermatology

Powell, David
(Special Interests)

MBChB DRCOG MRCP (Cardiff 2007)
Paediatrics, Men's Health.

GP Registrar

We are a designated GP Training Practice and usually employ two GP Registrars on either 6 or 12 months' placements. The Registrars are qualified doctors undergoing postgraduate GP education whilst gaining experience of working in General Practice. They have their own surgery sessions and regularly hold joint surgeries with a training Partner and you will be informed when this is the case.

F2 Doctor

The Practice provides training placements for hospital doctors (known as F2s) to spend time working in General Practice. They hold their own surgeries and they are supervised by a training Partner. These placements last for four months.



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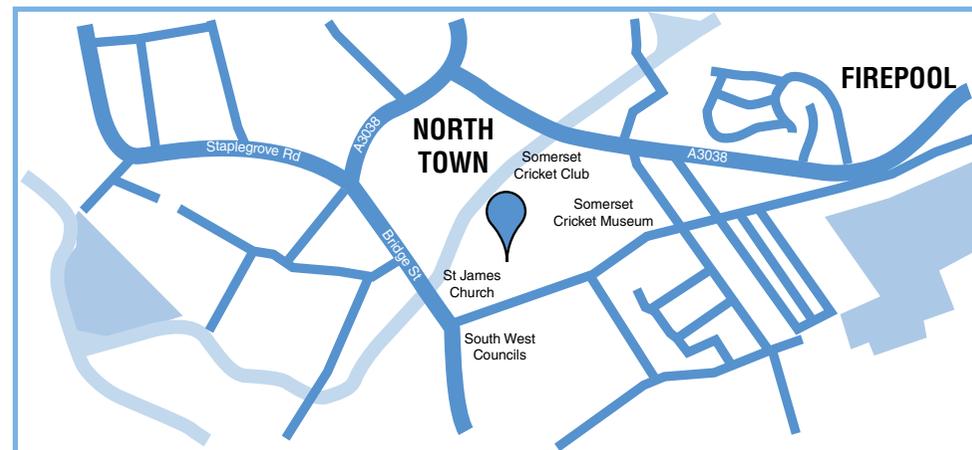
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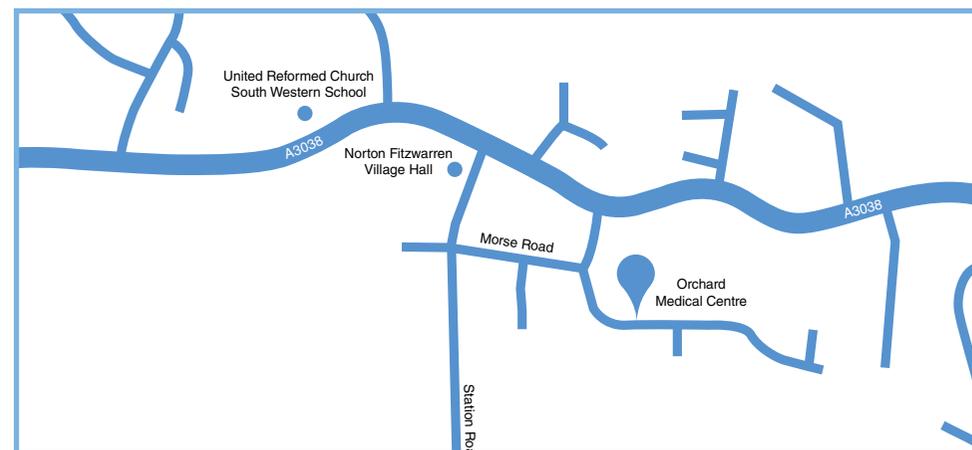
Getting To The Surgery



St James Medical Centre, Coal Orchard, Taunton TA1 1JP

Located near to the town centre next to St James Church and the Somerset County Cricket Club Ground. On-site parking is available but is very limited. There is an adjacent pay and display car park.

Nearest bus stop is located at The Bridge (just past Bridge Street).



Orchard Medical Centre, Norton Mills, Morse Road, Norton Fitzwarren TA2 6DG

Located in the village centre at the new commercial development. On-site parking available with designated disabled spaces.

Nearest bus stop - at Norton Mills (outside the surgery).

Disabled Access

St James Medical Centre - There are double opening doors but these are manual. Parking for patients with mobility problems can be difficult due to tight parking spaces. All services are provided on the ground floor. Male and female disabled toilets are available to patients.

Orchard Medical Centre - This site is fully accessible for wheelchairs and disabled toilets are available.

Opening Times (Not Appointment Times)

St James Medical Centre

Monday - Friday	8.30am - 6.30pm
Saturday	8.30 - 11.00am (for pre-booked appointments only)
Sunday	Closed

Orchard Medical Centre

Monday	8.30am - 1.00pm	2.00pm - 6.00pm
Tuesday	8.30am - 1.00pm	2.00pm - 6.00pm
Wednesday	8.30am - 1.00pm	2.00pm - 6.00pm
Thursday	8.30am - 1.00pm	2.00pm - 6.00pm
Friday	8.30am - 1.00pm	2.00pm - 6.00pm
Saturday and Sunday	Closed	

Extended Opening Hours (For Pre-Booked Appointments only)

Alternate Wednesday/Thursday evenings (St James and Orchard – contact us for dates)	6.30pm - 8.00pm
Saturday Mornings (St James)	8.30 - 11.00am

When The Surgery Is Closed

Please telephone the NHS 111 service by dialling 111. Please note the surgery closes one afternoon a month 1.00pm-4.00pm for essential staff training. The times are displayed on our website and at both surgeries.

Appointments

Please note the doctors have instructed our staff to ask you to provide brief details of your problem. This enables us to direct you to the most appropriate health care professional, assess urgency and provide information to the doctor of your issue.

Appointments schedule – For Doctors and Nurses individual appointment times please see the separate sheet included with this booklet.

Access times – As with most GP surgeries the Practice has experienced a rise in demand and this places pressure on capacity and access times. If you have a genuine urgent need we will be able to help you on the same day. We have a range of book-ahead appointments available for booking. Whenever possible we would seek to provide you with an appointment for your 'usual GP'. However we recognise that this will not always be possible.

Appointment types

Booking ahead for a face to face consultation - You can book in advance as far as our appointment book is open (usually 4 to 8 weeks ahead).

'Same day' appointment - We reserve a proportion of appointments for "same day" use. Once these appointments are taken, we do offer GP telephone assessments if your need is genuinely urgent. The receptionist will take your details and the doctor will call you back. The doctor will then agree with you, the best course of action. This may be a face to face appointment later in the day, an advanced appointment on another day or advice etc.

Telephone consultation - You can request a booked telephone consultation with a doctor.

How to book

By telephone – St James Medical Centre and Orchard Medical Centre 01823 285400

In person – You can book appointments at either of our sites

Online over the internet - You will need to set up an account for this so please contact our Reception for more information. Personal identification will be required.

Practice Nurse appointments - Please make your appointment with a Practice Nurse for the following: Minor injuries, ear syringing, dietary and lifestyle advice, advice about immunisations and cervical smears.

Alternatives To Appointments

We provide a leaflet called 'Choose Well' signposting patients to a range of contact options to assist with healthcare including:

NHS 111 - A 24 hour telephone advice service

Pharmacies - Advice and treatments

You can download a copy from www.stjamesmedicalcentre.co.uk or obtain a copy from Reception.

Home Visits 01823 285400

It is better for patients to be seen at the surgery whenever possible. If the doctor decides that you are too ill to come into the surgery, a home visit will be arranged.

- Please phone before 10.30am. This helps the doctors to plan their rounds.
- Tell the receptionist how you feel. This helps the doctor to assess the urgency of the visit.
- In urgent cases, telephone the surgery at any time of day.

Repeat Prescriptions (10.30am - 12.30pm and 2.30 - 4.30pm Mon - Fri)

All repeat prescriptions are ordered and processed through our prescriptions desk. Please can we mention two very useful facilities

1. If you have Internet access, please sign-up (ID required) for 'patient online' services to order your repeat prescriptions. This is safe, convenient and can be done at any time. It also helps us to reduce prescription processing time.
2. Please nominate your pharmacy of choice where you pick-up your dispensed prescriptions. This means that we can send your request electronically to your nominated pharmacy. This is quicker and more efficient for us, convenient and is a 'one stop' for patients. The process happens behind the scenes so you won't notice any detriment.

PLEASE ALLOW THREE WORKING DAYS FOR US TO PROCESS YOUR PRESCRIPTION BEFORE COLLECTION

PLUS ALLOW TIME FOR THE PHARMACY TO DISPENSE YOUR ITEMS

You can order prescriptions in five ways:

Electronically via the Internet (this is our recommended method if you have Internet access)

- By post
- By hand at our reception
- By telephone (01823 285400) (lines open 10.30am-12.30pm and 2.30pm-4.30pm Monday-Friday)
- By fax to 01823 285405 - Please use the right hand side of the prescription and tick the items you need.

Test Results

The results line is open daily from 2.00pm.

Please allow the following times before telephoning us for your results:

- Blood and urine tests - five days
- Cervical smears - one to two weeks
- X-rays - two weeks

The Practice will contact you if further action or advice is required as a result of your test

Services Offered

The practice contracts with NHS and other statutory bodies to provide a range of essential additional and enhanced services to patients. Primarily this consists of management of patients who are ill or believe themselves to be ill, general management of patients who are terminally ill and management of chronic disease. Further details can be provided on request.

Chaperones

A Chaperone can be provided in a number of situations. A chaperone is present as a safeguard for all parties (Patient and Practitioners) and is a witness to continuing consent of examination / procedure. If you feel that you would like a chaperone at a particular appointment, please make this known to our Reception.

Practice Manager

Mr Guy Patey is the Practice Manager who has responsibility for the overall management of the Practice including finance, human resources, practice development, governance, health and safety, regulatory requirements, estates, training and development, data protection etc.

Assistant Manager (Operations)

Mrs Janice Weetch is responsible for the day to day management of reception and the back office functions such as secretarial. She is available to discuss any queries, grievances or constructive suggestions you may have.

Practice Nurses

Katie Elliott is our Lead Practice Nurse for a team of five Practice Nurses and four Health Care Assistants. The team supports the doctors in all aspects of healthcare and chronic diseases.

The Practice Nursing team is available for a range of services including:

- Asthma/respiratory (COPD)
- Diabetes
- Hypertension (blood pressure monitoring)
- Coronary heart disease
- Family planning
- Minor surgery
- Children's immunisation
- Foreign travel
- Blood tests (phlebotomy)
- Health checks
- Cervical smears
- Adult immunisations
- Dressings
- Ear syringing
- Anticoagulation monitoring

Nurse Practitioner

Becky Dingle is our Nurse Practitioner and is available to see patients with long term conditions and minor illness.

Other Clinical Staff

Midwives - The Midwives are employed by Taunton and Somerset NHS Foundation Trust. They visit the Practice and hold various clinics throughout the week.

Shared Care Drug Worker - This service is for patients with substance abuse addictions who are committed to actively managing their condition.

Counsellors - This service is provided by the Somerset Partnership NHS Trust known as 'Somerset Talking Therapies'.

Community Nurses

This comprises of District Nurses and Health Visitors. Both services are managed by Somerset Partnership Foundation Trust and have designated staff available for Practice patients. They are community based but they do contact/visit the practice on a daily basis.

District Nursing Service, telephone 0300 323 0026

Health Visiting Service, telephone 0300 323 0115

Receptionists

We have a team of 16 receptionists operating across our two sites. They are the first point of contact for patients and will be able to help you with a range of requests and queries, including the booking and cancelling of appointments.

Medical Secretaries

We have a team of three part-time secretaries/administrative support. The Medical Secretaries will often be able to help you with queries on behalf of the GPs e.g. matters relating to referral and hospital treatments, request for medical reports, progress chasing etc.

Clinical Information Technology

We rely heavily on information technology for clinical coding, recording, reporting, auditing, reviewing and recalling purposes. This has become a specialist area and we employ a part-time member of staff to coordinate this.

Scanning Clerks

We employ three part-time clerks to update medical records by scanning clinic letters received from hospitals and other health care providers.

Patient Group

The Practice has an established group which seeks to:

- Foster improved communication between the Practice and its patients
- Contribute to the continuous improvement of services and quality of care
- Provide practical support for the Practice and help to implement change
- Help patients to take responsibility for their health

If you are interested in joining the group please contact the Practice Manager.

Complaints And Compliments

The practice operates a formal 'in-house' complaints procedure to comply with NHS requirements. Minor complaints or grumbles can usually be readily resolved by our staff. If you wish to make a formal complaint please obtain a copy of our complaints procedure leaflet from Reception or download a copy from our website.

If you wish to make a comment or compliment us on the service, please write to the Practice Manager.

We have a comments and suggestions box located in the waiting area at St James.

Charging Policy

We do charge for a range of private work which includes: - medicals, insurance claims and proposals, signing of certificates of various kinds including travel. Please allow at least five working days for any simple forms to be processed. Payment will be required on collection. A list of our charges for private services is displayed in reception and on our website.

Patient Responsibilities

Patients are strongly encouraged to take responsibility for their own health and well-being in partnership with the doctors and other care professionals at the practice. There are a number of simple things that will really help.

Please let us know if you change your name, address, telephone number or email address.

Please do everything you can to keep appointments. Tell us as soon as possible if you are unable to attend so that we can reallocate your slot.

Please only ask for home visits by the doctor when the patient is too ill to come to the surgery.

Compliance with medication is important but the practice would prefer to know if you stop taking your medicines. Patients can discuss this with the doctors or a member of staff.

We kindly ask that patients treat all our team members with courtesy and respect at all times.

Zero Tolerance

In keeping with the NHS, this practice operates a zero tolerance policy with respect to the protection of its entire staff. This means that anyone who is violent or abusive in any way to the GPs, any member of staff or other patients, may be removed from the Practice list with immediate effect and without a second chance. Extreme cases will be reported to the police. This policy is taken to include abusive telephone calls.

Data Protection

Registration

The practice is registered under the Data Protection Act 1998

Confidentiality

Confidentiality is taken very seriously. All employees' contracts of employment contain a confidentiality clause and the practice has a confidentiality policy in place. A confidentiality notice is displayed in the waiting room.

Access to Information

Access to information is treated on a 'need to know' basis and is controlled by the use of NHS smartcards and passwords. Personal medical information will not be released to anybody other than health professionals and staff involved in delivering patient care unless we have the signed written authority to do so by the patient.

Requests to see Medical Records

Patients have the right to have access to their medical records in accordance with the Data Protection Act 1998. Prior written notice is required and there may be a charge. Details are available from the Practice Manager. The Data Protection, Confidentiality, Chaperone and other policies are available from reception on request or on our Website.

Summary Care Record

A Summary Care Record is a nationally available electronic record within the NHS record which contains a small part of a patient's medical information, namely, medicines, allergies and any other bad reactions to medicines you have had. Having this information stored in one place makes it easier for healthcare staff to treat you in an emergency, or when your GP practice is closed. Your summary care record will also include your name, address, date of birth and our unique NHS Number to help identify you correctly.

Please note that by default, all patients are automatically included in the summary care record unless they opt out. If you wish to opt out please contact reception.

A leaflet providing more information is available in the waiting room or from reception. You can phone the Summary Care Records Information line on 0300 123 3020 or visit their website at www.nhscarerecords.nhs.uk

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.

Support For Carers

As a carer it is important for you to know that there is help and support available to you. If you are a patient of the Practice and you act as carer, please make us aware of this as we have a register of carers. There are a number of agencies and support organisations who may be able to assist you.

Other Useful Contacts

Emergency Services	999
Taunton and Somerset Hospital, Musgrove Park	01823 333444
Taunton Deane Borough Council	01823 356356
Somerset Patient Advice and Liaison Service	0800 085 1067
Social Services Adults and Children.....	0300 123 2224
Job Centre Plus	0845 604 3719

Essential Contact Information

Clinical Commissioning Group
Somerset CCG, Wynford House, Lufton Way, Yeovil, Somerset BA22 8HR
Tel:01935 384000
Fax:01935 384079
Email: enquiries@somersetccg.nhs.uk

NHS 111

(24 hour helpline) 111 or online at www.nhs.uk/111

Appointments

St James and Orchard Medical Centres.....01823 285400

Prescriptions

St James and Orchard Medical Centres
(10.30am - 12.30pm and 2.30 - 4.30pm).....01823 285401
Requests For Home Visits (Phone before 10.30am where possible)....01823 285400

When Either Surgery Is Closed (Full details of times over next page) 01823 285400
Health Visitors0300 323 0115
District Nurses0300 323 0026
Test Results
(Phone after 2.00pm)01823 285400

Notes

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PRACTICE AREA MAP

(Not to scale)



Doctors

- Duthie, Yvonne L • Fulford, Adrian F C • Martin, John N
- Eve, Tom R C • Herdman, Tom E C • Hawkes, Nicola
- Mort, Olivia • Powell, David • Parkin, Jessica

Postal Address

St James Medical Centre

Coal Orchard, Taunton, Somerset TA1 1JP

(For all correspondence including patients at Orchard Medical Centre.)

Main Telephone Number

01823 285400

Fax

01823 285405

Internet

www.stjamesmedicalcentre.co.uk