



A GUIDE TO OUR SERVICES

Fremington Medical Centre
11/13 Beards Road
Fremington
Barnstaple
EX31 2PG

Telephone: 01271 376655

Website: www.fremingtonmedicalcentre.co.uk

Email: d-icb.fremington@nhs.net (non-clinical enquires)

Prescriptions: d-icb.fremingtonprescriptions@nhs.net

May 2024 Edition

Our Practice



Dr Nigel Moody, Senior Partner

Leeds (1994) MBChB MRCGP



Dr Stephen Jubb, Partner

Oxford (2014) BSc (Hons) BM BCh MRCGP MAcadMedEd



Ms Linsey Duncan, Advanced Nurse Practitioner Partner

MSc Dip HE RN ANP NIP



Dr Benjamin Davies, Partner

MbChB MA MRCGP



Dr Gemma Isaac, Partner

MBChB MRCGP

Dr Adetola Osinubi, Partner

MBChB, MRCGP

Practice Manager



Kate Graddock is the Practice Manager and oversees the administration and efficient running of the Practice. She will be pleased to discuss any feedback you may have regarding the services we provide and to help you with any problems.

Healthy Living

There is a wealth of information available on the internet, links to which are available on our website.

www.fremingtonmedicalcentre.co.uk

Lifestyle

Guidance suggests that your diet should primarily consist of vegetable, fruit, fish and wholegrain cereals. Whilst not everybody enjoys these kinds of foods from a health perspective it is advisable to try and sustain a balanced diet, cutting back on processed foods such as meat products like bacon, sausage, salami, microwave/ready meals, cakes, and biscuits and increasing, fruit, vegetables etc.

It is well publicized that exercise is great for your physical and mental health, even a short brisk 30-minute walk where possible has huge health benefits. Try and keep your alcohol consumption to a minimum and know your recommended weekly allowance. If you are considering giving up smoking and require assistance, you can self-refer on the freephone number to Stop for Life Devon. You can find details of how to do this on their website:

<https://stopforlifedevon.org/>

For further lifestyle advice please enquire with our nursing team or visit our website: www.fremingtonmedicalcentre.co.uk



Practice Catchment Area



For further information, please visit:

<https://www.fremingtonmedicalcentre.co.uk/patient-info/register/>

Opening Times

Monday - 8:00 am to 6:00 pm *

Tuesday - 8:00 am to 6:00 pm

Wednesday - 8:00 am to 6:00 pm **

Thursday - 8:00 am to 6:00 pm *

Friday - 8:00 am to 6:00 pm

* Enhanced Access (6:30 pm to 8:00 pm, appointment only)

* Enhanced Access (7:30 am to 8:00 am, appointment only)

The practice is part of the Enhanced Access service across GP surgeries in North Devon. The extended access hours weekdays and weekends. The appointments are pre-bookable and are available with a GP, Nurse or Healthcare Assistant, depending on the type of care you require.

The Doctors work in a group practice providing Medical Services. This means that they hold a contract with the Area Team of NHS England to deliver services to patients under the NHS. The nature and quality of the services provided are reviewed annually to ensure that all standards and targets are being met. The Medical Centre is also a teaching practice where General Practice Registrars are placed for training purposes.

When we are Closed

When the surgery is closed, please ring NHS 111. If you telephone the surgery number when we are closed, a recorded message will remind you to dial 111 for NHS 111.

Your needs will be assessed, and advice offered or arrangements made for you to see a doctor. **Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.**

Call 999 in an emergency

Serious illness or injury, life is threatened, loss of consciousness, confusion, fits that won't stop, persistent/severe chest pain, breathing difficulties, severe bleeding, severe allergic reactions, severe burns/scalds, heart attack, stroke, major trauma - e.g. accident, assault or head injury.

Accident & Emergency

Your nearest A&E department is at the North Devon District Hospital, EX31 4JB.

Complaints and Suggestions

We aim to provide a friendly and professional service to all our patients. If you have concerns about any aspect of our service, please contact the practice on **01271 3776655**.

Most problems can be resolved easily. We have a complaint policy of which full details can be found in our separate Comments, Complaints and Suggestions leaflet. Patients are encouraged to come along to one of our Patient Participation Group meetings to find out about issues facing the National Health Service, help to shape the future of the Medical Centre and share your ideas about how we can improve our service.

Confidentiality

The Practice operates in compliance with the Data Protection Act 1998, the Freedom of Information Act 2000 and the General Data Protection Regulation (GDPR). Please see our privacy notices on our website and at the surgery or ask at Reception.

If you are in Reception and feel you wish to speak in private, please let us know as we do have a private room available, which is located on the downstairs floor.

Reception and Administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff and all our staff have a DBS check.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening,

If you are a new patient and need to set up your repeat list, please provide your re-order list (the white part of the prescription slip) from your previous surgery. It may be appropriate for our clinicians to review your medication with you and the Reception Team will contact you to arrange this.

The Doctor & Clinical Pharmacy Team will carry out a regular review of your medication and you may be asked to speak with or see them before further prescriptions are issued.

Test Results

Following guidelines given to you by your Doctor/Nurse please contact the Practice after 11:00 am to obtain your results or request them through AccuRx via the practice website. Results can only be given to the patient concerned.

Online Services

Repeat prescription orders, booking appointments with the doctor and access to your medical record is available through SystmOnline via our website. Contact Reception to register for this service. AccuRx is another online service available at our website where you can get a range of medical support and advice about your condition, request test results, request extensions to fit notes or contact your GP via an online form.

Teaching and 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.

Public Participation Group (PPG)

Members of the Patient Participation Group (PPG) are volunteers who work with the practice to represent patients, offering views on the services and facilities that are provided. For more information or to join our PPG please fill out the form in Reception or pick up a leaflet.

AccuRx

For help with a range of non-urgent health matters, patients can submit an AccuRx via the practice website at www.fremingtonmedicalcentre.co.uk. This is an easy online form which once submitted, you will receive an appropriate response within 5 working days.

Reception

The Reception Team is here to help you. The Receptionists answer the telephone, deal with enquiries and organise repeat prescriptions. Their job is very demanding so please be patient. The team is supported by the Patient Services Manager and Administration Manager.

You Can Help Us By:

- Attending your appointment on time
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment before 11:00 am
- Ringing for test results after 11:00 am or request through AccuRx.

Home Visits

If possible, please try to telephone Reception before 11:00 am if you require a home visit. Please be advised that if you are an OOA (Out of Area Registration), meaning you reside out of the practice catchment area you will likely not qualify for home visits. You will be advised of this by the practice when you register or move.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed meaning this may not be the same day.

You can be visited at home by a district nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have recently had a baby or if you are newly registered with a GP and have a child under five years.

Prescriptions

You can order your repeat prescription via SystmOnline, request via email at d-icb.fremingtonprescriptions@nhs.net. Via your Pharmacy or through the box within our Reception.

Prescriptions will be sent within 4 working days to your nominated pharmacy. Electronic Prescribing, where your prescriptions are sent electronically to the pharmacy, is now available through your local pharmacy so please ensure you have a pharmacy nominated.

abusive or violent behavior against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behavior. If they persist, we may exercise our right to take action to have them removed immediately if necessary, from our list of patients.

Accessible Information Standard

The Accessible Information Standard (AIS) was introduced by the government in 2016 to make sure that people with a disability or sensory loss are given information in a way they can understand. If you have a particular requirement regarding how we provide information to you, please contact us.

Our Services

Blood Tests

Our Health Care Assistants are available to perform blood tests by appointment each day of the week.

District Nurses

The District Nurses work with the Practice to provide nursing care for people confined to their home through infirmity or ill health. We work with the District Nurses of Barnstaple.

Health Visiting Team

The Health Visiting Team is now based at Taw View, Civic Centre and their telephone number is **0333 234 1904**.

Care of Chronic Disease

Chronic disease clinics are run daily by the Nursing Team. These clinics are designed to monitor patients with conditions which include Asthma, Hypertension, Diabetes and Coronary Heart Disease.

Minor Surgery

A full range of minor surgery procedures is undertaken in the Practice. These procedures are typically performed by Dr Stephen Jubb, Ms Linsey Duncan ANP and Mrs Ali Taylor, ANP.

Cervical Smears

Invitations are sent to all women between the ages of 25 and 49 to have a smear every 3 years and between the ages of 50 and 64 every 5 years. All patients are informed of the result of their smears by post. Smear tests are carried out by the Practice Nurses and Nursing Associate.

Antenatal Care

The practice provides complete care during pregnancy, birth and after delivery in co-operation with our Community Midwife team. Your allocated midwife will contact you to inform you where your antenatal appointments will be held.

Flu Vaccinations

The surgery hosts annual flu clinics every autumn and eligible patients are contacted separately.

Closed Circuit Television (CCTV)

CCTV is installed on the premises for the purposes of staff, patient and premises security. Cameras are located at various areas on the premises and images from the cameras are recorded. Please refer to our CCTV policy and privacy notice for further information.

Access to the Surgery

The Practice has facilities for people with disabilities, including ramp access, accessible toilets on both floors and a lift to the first floor and we have baby changing facilities in the downstairs disabled toilet.

New Patient Registration

Our registration pack is available to download and print from our website or you can collect one from Reception. You can also fill in one via our website. It includes a registration form to complete, NHS data sharing form and a new patient questionnaire providing us with details of your medical history and any medication that you may be taking. Adults will need to provide confirmation of identity such as a current passport or driving licence and for children (under 16) we require a birth certificate. New patients over the age of 16 years are eligible for a New Patient Medical and this can be booked via our reception team.

Named Accountable GP

All registered patients at our practice have now been allocated a Named Accountable GP, who is responsible for the overall care of the patient. New patients joining the surgery will be advised of their Accountable GP at the point of registration. If you do not know who your named GP is, please ask a member of our Reception Team. You will still be able to see any GP of your choice as we do not have a list-based system. If you have any questions, please contact the surgery.

Temporary Patient Registrations

If you are ill while away from home or if you are not registered with a doctor but need to see one whilst away, you can receive emergency treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

Appointments

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 Advanced 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.

When ringing for an appointment, the Reception staff will ask you some questions about your health issue or concern. It is important that you provide them with as much information as you feel comfortable with to ensure you are navigated to the most appropriate appointment.

Non-urgent appointments can be made up to six weeks in advance, either in person, by telephoning **01271 376655**, or on-line via the SystmOnline service. You may also be sent a self book link by one of our team. Telephone calls and face to face appointments are available and can be booked directly with GPs, ANP's, Practice Nurses and Health Care Assistants.

With the exception of emergencies please ring before 11:00 am for a morning call back and by 4:30 pm for an afternoon call back. For your own convenience, please avoid telephoning the surgery for non-urgent matters on a Monday morning or a Friday afternoon.

The telephone lines (**01271 376655**) are open from 8:00 am to 6:00 pm Monday to Friday.