

DR CATHERINE LEWIS (GP Principal)
DR STEPHEN ROBSON (Associate GP)
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PRACTICE BROCHURE
Winter 2016

WELCOME. We at Victoria Park Medical Centre aim to provide a friendly, intimate service, which responds quickly to the needs of patients.

Our health care team includes three GPs, two practice nurses and two health care assistants.

Victoria Park Medical Centre is part of the Victoria Park Centre, which includes the Community Centre, the Children's Centre and Lloyd's Chemist, and we are delighted to be part of this exciting community project.

Victoria Park Medical Centre is the successor to Church Street Surgery. We accept new patients who live within two miles of the centre.

OPENING HOURS, SURGERY AND CLINIC TIMES

The Surgery opening hours are Monday to Friday 8am – 6:30pm. Outside of this, additional services are available. Please use 111 or 999 in an emergency. There are also appointments available with a doctor and a nurse between 6.30 – 7.30pm on a Monday.

The Surgery's Main Telephone Line is closed between 12:30pm and 1:30pm. Please listen to the phone message to obtain emergency telephone numbers.

The Prescription Line (01278 437105) is open from 10am - 1pm on Monday and Tuesday. 10am – 12pm Wednesday to Friday. There is now a voicemail available where your requests can be left when the line is closed.

DOCTORS' SURGERIES (Subject to Change)

	AM	PM
Monday	Dr Lewis Dr Sprague	Dr Lewis Dr Sprague
Tuesday	Dr Lewis Dr Robson	Dr Lewis Dr Robson
Wednesday	Dr Lewis Dr Robson	Dr Robson
Thursday	Dr Lewis	Dr Sprague
Friday	Dr Robson Dr Sprague	Dr Robson

NURSES' and HCA'S SURGERIES (Subject to Change)

	AM	PM
Monday	HCA Kelly Eggbeer Nurse Kim Southey	Nurse Kim Southey
Tuesday	HCA Kelly Eggbeer Nurse Kim Southey	Nurse Kim Southey Imms clinic 1 st & 3 rd Tuesday of the month
Wednesday	HCA Kelly Eggbeer Nurse Kim Southey Nurse Julie Ratcliff	Nurse Julie Ratcliff
Thursday	Nurse Julie Ratcliff HCA Kelly Eggbeer	Nurse Julie Ratcliff
Friday	Nurse Julie Ratcliff HCA Kelly Eggbeer	Nurse Julie Ratcliff

All our surgeries and clinics are by appointment, some are pre-bookable others are available to book on the day. We also offer pre-bookable telephone consultations.

Please help us:

- By making a separate appointment for each patient who needs to be seen.
- By cancelling your appointment if you find that you can't keep it.
- By arriving on time

When booking an appointment:

The receptionist may ask for some basic information about your problem. This is to ensure that you are seen by the most appropriate person. If you would rather not say please say it is a personal/private matter.

Community Teams are no longer based here at the surgery. Please read appropriate section for more details.

HEALTH VISITOR

The Health Visitor team is based at Glanville House; and their number is 0300 3230116.

MIDWIFE (Jenny Allen)

Jenny holds clinics at the surgery on Thursdays. In an emergency please contact Fern Ward at Musgrove Park Hospital on 01823 342571.

DIETICIAN

Once a month, usually the 3rd Monday of each month

COUNSELLING services are supplied by Somerset Talking Therapies team and you will either need a doctor's referral to be

seen by them or you can self refer. There are self-referral leaflets available at reception.

NEW PATIENTS

We are currently able to register:

- New babies
- People who share a household with someone who is registered with us
- People who live in Bridgwater and up to two miles around Bridgwater. See practice area map in waiting room for more details.

EMERGENCY CONTRACEPTION

We will always try to see you quickly. If you are phoning, it helps if you can put the receptionist in the picture. If you come to the desk, simply explain that you need to be seen for emergency contraception.

The "morning after pill" (Levonelle) may prevent pregnancy if taken within 72 hours (3 days) of unprotected intercourse – but the sooner it is taken, the more likely it is to be effective. The coil can also be used to prevent pregnancy if fitted within 5 days of unprotected intercourse; it can be more effective than the morning after pill.

The morning after pill can also be obtained over the counter in chemists.

WELL PERSON CHECKS

The practice nurses offer an "MOT" to adults and teenagers. The content can follow the patient's agenda, but would typically include weighing and measuring, blood pressure, urine testing and advice on lifestyle. We are not commissioned to do NHS Health Checks.

The nurses also advise on hormone replacement therapy and immunisations. They offer regular checks to people with heart disease, high blood pressure, diabetes, asthma and COPD; we recommend patients with these types of chronic illnesses are reviewed yearly by Practice Nurses.

We offer **cervical smears** to all women between the ages of 25 and 65. The purpose of the test is to pick up and treat changes in the neck of the womb before they develop into cancer. Postal invitations are sent out by the Primary Health Trust, who will then inform you of the results.

REPEAT PRESCRIPTIONS

Please order your repeat prescriptions via our **DEDICATED PRESCRIPTION LINE on 01278 437105**, the line will be open between 10am - 1pm on Monday and Tuesday and 10am – 12pm Wednesday to Friday. There is now a voicemail available where your requests can be left when the line is closed.

You can however continue to order prescriptions via our website **www.vpmc.co.uk**, by post or in person.

If you have a computer-printed list of your repeat prescriptions, please tick the ones you need and place in our Repeat Prescription box in reception or read their names over the telephone. Please don't make vague requests for pink ones or blue ones – this leads to mistakes and can be dangerous.

We can return prescriptions by return of post if you send a stamped addressed envelope. Use our postcode, TA6 7AS, and yours.

All the chemists in town will collect prescriptions from us, however, you do need to contact the chemist of your choice to ask them to do this and ask them when it will be ready to collect from them. Some chemists will deliver to your home if you are unable to get out.

Prescriptions requested prior to 2pm will be ready from noon the following day, requests received after 2pm will be ready from noon 2 days later.

HOME VISITS

We do home visits when the patient is medically unfit to travel at the discretion of the doctor. If you think that you need a house call, please telephone before 1100 if possible. In an emergency we will endeavour to visit as soon as possible. However, we do most of our visits around lunchtime; the doctor may ring before visiting.

TELEPHONE AVAILABILITY

The doctors and practice nurses are always happy to give telephone advice. Please telephone the surgery, if a telephone consultation slot is not available then a message will be taken. The doctor or nurse will attempt to return the call as soon as possible, though it may be necessary to wait until the end of morning surgery and calls received in the afternoon may not be returned until the next day unless urgent.

Please leave us the numbers on which you can be contacted and the times (e.g. 123456 (home) till 4.30pm, 654321(work) from 5pm); as it may not always be possible to state an exact time when the doctor or nurse will be able to call you back. Please state if we can leave a message.

REFERRALS, TESTS AND X-RAYS

When you have any of the above procedures carried out, including blood tests, we would appreciate you following up the outcome/results yourself, as it is impossible for us to notify every one of their test results or chase up every referral. Thank you for your help in this matter. Please ring the surgery any day after 2pm.

CCTV

We have recently had CCTV fitted in and around the surgery. This was due to a number of thefts around the area and it will help to improve the security of the staff and the patients. For more information, please pick up a leaflet at reception

WHEELCHAIR

There is a wheelchair available for patients that find it difficult to get from the car park to the surgery, please ask at reception if you need to borrow the wheelchair.

MEDICAL CENTRE CHARGES

The majority of our services are provided under the NHS and are free at the point of use. We make a charge for services that are not part of our NHS contract. Such as medical examinations for HGV and PSV licences, completing applications for passports, driving licences, shotgun licences, identity documents, private health insurance forms, private letters and travel advice and immunisations. Please ask at reception for further information and costs.

SUGGESTIONS AND COMPLAINTS

We welcome any comments on our services. Please complete our Friends and Family test after your visits as this provides us with timely feedback about our services. Should you wish to make a complaint please ask reception for a copy of our complaints procedure. There is a drop box in reception if you wish to leave comments.

OUT OF HOURS

Should you need medical attention outside normal surgery hours:

If you feel that there is a life-threatening emergency, please telephone 999.

Otherwise please telephone 111. You may be given advice over the telephone, or offered an appointment or a visit if necessary. **This service is for things that are too serious to wait until the medical centre re-opens. Please do not use it for minor illnesses such as coughs and colds, or for repeat prescriptions.**

The phone line will be closed between 12:30 and 13:30 on weekdays. In an emergency, please telephone us on 437104.

MINOR INJURIES UNIT

Please go to the Minor Injuries Department of Bridgwater Hospital if you have an accident. The surgeries held here are not equipped to deal with accidents. Should the need arise for X-Rays these can be carried out whilst you are there.

PATIENT ONLINE ACCESS

To sign up for Patient Access with our practice, please go to http://vpmc.co.uk/online_request_access.asp and fill out the form. Alternatively, you may fill a form at reception and we will provide you with the registration details. This allows you to book and cancel appointments online and to order repeat prescriptions.

OTHER SERVICES

USEFUL TELEPHONE NUMBERS AND WEBSITES

Bridgwater Community Hospital	01278 436555
NHS 111 Service	111
Dental Helpline	0300 123 7691
Somerset Integrated Sexual Health (formerly GUM)	03003 230036
Musgrove Park Hospital	01823 333444
Samaritans	08457 909090
www.embarrassingproblems.com	
Turning Point	01278 447044
Sexwise (for 12-18 year olds)	0800 282930
Child line	0800 1111
Frank (Advice on drug related problems)	0800 776600
Age Concern	01823 259710
BACUP (Advice for cancer patients & their families)	08088 001234
CASH (Taunton's Contraceptive Advice & Sexual Health Service)	01823 364940

INTEGRATED SEXUAL HEALTH

Bridgwater Community Hospital provides a clinic for patients in need of contraception and sexual health related queries. To contact the hospital regarding an appointment please call: 01278 436782. They also offer a walk in clinic – please see below for details.

SMOKING CESSATION

We are not commissioned to provide smoking cessation clinics. Please contact 0303 033 9840 to make an appointment. Clinics are held in the community centre.

EMOTIONAL HEALTH & WELL BEING

Talking Therapies is a **Free & Confidential** service to help people in Somerset access appropriate mental health support quickly and easily. Most people will be referred after seeking help from their GP or another health professional. Patients can also self refer.

HEARING AID REPAIR

There is a drop in clinic at outpatients Bridgwater Community Hospital.

- Monday's and Tuesday's 2pm-4.30pm
- Wednesday's 2pm and 4pm

(Batteries available at reception)

INTEGRATED SEXUAL HEALTH DROP IN CLINICS

Taunton Millstream House

- Monday's 9am to 7:30pm
- Tuesdays and Wednesdays 9:30am to 18:30pm
- Thursdays and Fridays 9:30am to 17:00pm
- Saturdays 9:20am to 12:45pm

Bridgwater Community Hospital

- Mondays 9:30am to 5:00pm
- Fridays 9:30am to 12:00pm

All other times are by appointment only

REFERRAL MANAGEMENT CENTRE

The Telephone Number for the Referral Management Centre is 01278 727442

HOSPITAL TRANSPORT

You can contact Hospital Transport on 01278 727444 between 10.00 and 16.00.

SEDGEMOOR COMMUNITY TRANSPORT

This is a non-profit making service provided by a voluntary committee of local people and they can be contacted on 01278 434881. A list of charges is available from them.

SURGERY STAFF

Dr Catherine Lewis BSc (Hons) MB BS MRCGP completed her degree in chemistry and business studies before qualifying at St Mary's Hospital in London in 1997. She did her GP training in Northampton and moved to Somerset in 2003.

Dr Stephen Robson BSc (Hons) BM BS MRCGP Initially studied Neuroscience at Edinburgh University from 2001-2005 before changing to medicine and qualifying from Nottingham University in 2010 and then trained as a GP locally in Somerset.

Dr Valerie Sprague

Practice Nurses	Mrs Julie Ratcliff Mrs Kim Southey
HCA	Mrs Kelly Eggbeer
Prescription Manager	Miss Danielle Print
Secretary/Admin	Mrs Helen Griffiths Miss Jessica Hall Mr Harry Clarkson Mrs Kim Galley
Admin Apprentice	Miss Chelsea Cudworth
Receptionists	Mrs Wendy Smith Mrs Elaine Molyneux Miss Sharon Biddiscombe

Allocated Health Professionals – not practice employees

Community Midwives
Dieticians
Health Visitors