



St James and Orchard Medical Centres

Telephone: 01823 285400

Patient Handbook

January 2025 V2

WELCOME TO ST JAMES AND ORCHARD MEDICAL CENTRE

Our aim is to provide first class, comprehensive healthcare covering both the treatment and prevention of illness.

We are proud to offer a variety of clinical expertise and we provide a wide range of patient services across both sites – St James Medical Centre and Orchard Medical Centre. We employ Advanced Care Practitioners and Nurse Practitioners and have an extensive nursing team providing medical care together with the Doctors. In addition, Community Nurses, Midwives, Health Visitors, Pharmacists, Mental Health Practitioners, First Contact Physiotherapists, Health and Wellbeing Coaches and Care Co-ordinators are all linked to the Practice and work with us as part of our multi-disciplinary team. We have dedicated management and administration teams all working to provide the best service we can for our patients.

Confidentiality and Medical Records

Your medical record is held with St James Medical Centre. If you move to another surgery your medical records are sent to your new Practice via a secured service through NHS England, either electronically or by courier

We ask you for personal information so that you can receive appropriate care and treatment. This information is stored on a central computer system, which is governed by the General Data Protection Regulation formally Data Protection Act. Some anonymous patient information is shared for the purpose of collecting important health and social information, but the Practice will ensure that patient confidentiality is maintained at all times. If you do not wish your data to be shared please write to the surgery.

Individual patients can instruct their Practice to stop the transfer of their data. For more information on how to opt out of sending your confidential information, please ask the receptionist for a leaflet.

Privacy Notice – Direct Care, (routine care and referrals)

The records we keep to enable us to look after you

This practice keeps data on you relating to who you are, where you live, what you do, your family, possibly your friends, your employers, your habits, your problems and diagnoses, the reasons you seek help, your appointments, where you are seen and when you are seen, who by, referrals to specialists and other healthcare providers, tests carried out here and in other places, investigations and scans, treatments and outcomes of treatments, your treatment history, the observations and opinions of other healthcare workers within and without the NHS, as well as comments and aide memoires reasonably made by healthcare professionals in this practice who are appropriately involved in your health care.

When registering for NHS care, all patients who receive NHS care are registered on a national database; the database is held by NHS Digital, a national organisation which has legal responsibilities to collect NHS information.

GPs have always delegated tasks and responsibilities to others that work with them in their surgeries; on average an NHS GP has between 1,800 to 2,800 patients for whom he or she is

accountable. It is not possible for the GP to provide hands on personal care for each and every one of those patients in those circumstances. For this reason GPs share your care with others, predominantly within the surgery but occasionally with outside organisations.

If your health needs require care from others outside this practice, we will exchange with them whatever information about you that is necessary for them to provide that care. When you contact healthcare providers outside the practice but within the NHS it is usual for them to send us information relating to that encounter. We will retain part or all of those reports. Normally we will receive equivalent reports of contacts you have with non-NHS services but this is not always the case.

Your consent to this sharing of data, within the practice and with those others outside the practice, is assumed and is allowed by the Law.

People who have access to your information will only normally have access to that which they need to fulfil their roles, for instance admin staff will normally only see your name, address, contact details, appointment history and registration details in order to book appointments, the practice nurses will normally have access to your immunisation, treatment, significant active and important past histories, your allergies and relevant recent contacts, whilst the GP you see or speak to will normally have access to everything in your record.

You have the right to object to our sharing your data in these circumstances, but we have an overriding responsibility to do what is in your best interests. Please see below.

We are required by Articles in the GDPR to provide you with the information in the following 9 subsections.

1) Data Controller contact details	St James Medical Centre Coal Orchard, Taunton, Somerset, TA1 1JP
2) Data Protection Officer contact details	Somerset Integrated Care Board (Somerset ICB)
3) Purpose of the processing	Direct Care is care delivered to the individual alone, most of which is provided in the surgery. After a patient agrees to a referral for direct care elsewhere, such as a referral to a specialist in a hospital, necessary and relevant information about the patient, their circumstances and their problem will need to be shared with the other healthcare workers, such as specialists, therapists, technicians etc. The information that is shared is to enable the other healthcare workers to provide the most appropriate advice, investigations, treatments, therapies and/or care.
4) Lawful basis for processing	The processing of personal data in the delivery of direct care and for providers' administrative purposes in this surgery and in support of direct care elsewhere is supported under the following Article 6 and 9 conditions of the GDPR: <i>Article 6(1)(e) '...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...'</i> <i>Article 9(2)(h) 'necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of</i>

	<p><i>the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...</i>"</p> <p>Organisations and their employees will also respect and comply with their obligations under the common law duty of confidence</p>
<p>5) Recipient or categories of recipients of the processed data</p>	<p>The data will be shared with health and care professionals and support staff in this surgery and at hospitals, diagnostic and treatment centres who contribute to your personal care – Hospitals will include but there will be other NHS hospitals: Somerset Partnership Musgrove Park Hospital Yeovil District Hospital</p>
<p>6) Rights to object</p>	<p>You have the right to object to some or all the information being processed under Article 21. Please contact the Data Controller or the practice. You should be aware that this is a right to raise an objection, that is not the same as having an absolute right to have your wishes granted in every circumstance</p>
<p>7) Right to access and correct</p>	<p>You have the right to access the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of law.</p>
<p>8) Retention period</p>	<p>The data will be retained in line with the law and national guidance. (new link) or speak to the practice.</p>
<p>9) Right to complain.</p>	<p>You have the right to complain to the Information Commissioner's Office, you can use this link https://ico.org.uk/global/contact-us/ or call their helpline on: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>There are national offices for Scotland, Northern Ireland and Wales (see ICO website: https://ico.org.uk/)</p>

We may amend this privacy notice at any time so please review it frequently. The date at the top of this page will be amended each time this notice is updated.

Care Quality Commission (CQC)

The Practice is registered with the CQC. This involves demonstrating compliance in a number of outcomes involving patient care and the management of the Surgery. From the 1st April 2013 we can also expect inspections during which they will be particularly keen to speak to patients, their families and carers. The practice had a routine inspection in July 2019. The surgery was rated as 'Good Overall'.

St James Medical Centre Contact Numbers

Website	www.stjamesmedicalcentre.co.uk
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Appointments and Enquiries	01823 285400
Appointment Cancellation line	01823 285400 option 2
Prescription line (limited hours 10.30am-12.30pm Monday to Friday)	01823 285401
Community Nurses	0300 1245606
Health Visitors	0300 3230115
Midwives	01823 668784
NHS 111	111

Normal Surgery Opening Hours

St James Medical Centre Opening Hours - Monday to Friday

Main doors are open from 8.30 am to 6.30 pm

Telephone calls are answered from 8.30am to 6.30 pm

The Duty Doctor is available all day from 8.00 am to 6.30 pm

Orchard Medical Centre Opening Hours – Monday to Friday

Main Doors are open from 8.30am to 1.00pm and 2.00pm to 6.00 pm

All telephone calls are received at our main site, which is St James Medical Centre

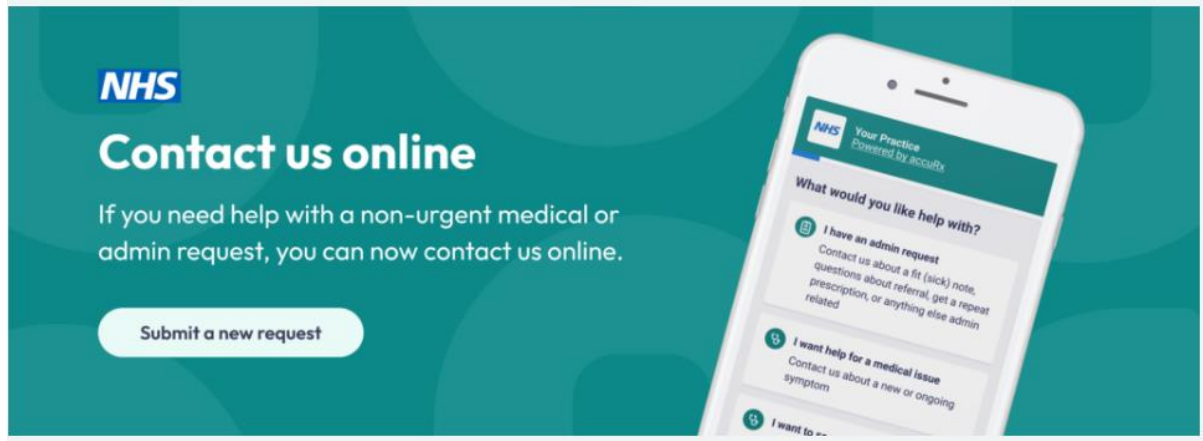
Improved Access appointments are available Monday to Friday 6.30 pm to 8 pm and Saturday mornings. These are provided on a rota basis across all practices within the Taunton Central Primary Care Network. Please ask at Reception if you require an appointment. When the main doors are closed access will be via a buzzer system.

When the Surgery is Closed - after 6.30pm and before 8.30 am Monday to Friday and at weekends please telephone: 111

In Case of a Medical Emergency: Dial 999

Contact Us Online

To get started, please visit our website: www.stjamesmedicalcentre.co.uk On the home page, simply click on the **Submit a new request** button.



Text Messaging Service



The practice has now implemented SMS (text) messaging. It is therefore vitally important that we have an up to date mobile phone number.

NHSApp

Download the NHSApp from your App Store



The Team

Doctors - The Practice has four male and two female Partners who own the Practice

Dr John Martin MBBS MRCPCH DRCOG MRCGP (London 1997)

Dr Tom Eve MB ChB MRCGP (Birmingham 2003)

Dr Tom Herdman MB ChB MRCGP (Birmingham 2003)

Dr Olivia Mort MBChB DRCOG MRCGP (Liverpool 2008)

Dr Garret Stott MBChB (Warwick 2015)

Dr Olivia Baker MBChB MRCGP DRCOG (Birmingham 2016)

REGISTERED GP

If you are unsure who your Registered GP is, please ask a receptionist.

	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Martin	✓	✓	✓	✓			✓	✓		
Dr Eve			✓	✓	✓	✓			✓	✓
Dr Herdman	✓	✓	✓	✓	✓	✓			✓	✓
Dr Mort	✓	✓			✓	✓	✓			
Dr Stott	✓	✓					✓	✓	✓	✓
Dr Baker			✓	✓	✓	✓			✓	✓
Dr Powell	✓	✓					✓	✓		
Dr Barthakur	✓	✓			✓		✓	✓		
Dr Elsebaey	✓	✓	✓	✓			✓	✓	✓	✓
Dr Metwally	✓	✓			✓	✓	✓	✓		

At times there may be changes to the above

Salaried GPs:

Dr David Powell	MBBCH DRCOG MRCGP (Cardiff 2007)
Dr Eamon Barthakur	MMBS (London 2019)
Dr Ebraheem Elsebaey	MBChB (Tanta 2017)
Dr Nouredin Metwally	MBChB (Alexandria 2015)

GP Registrars

St James Medical Centre is approved for post-graduate training of doctors in General Practice (called Registrars). GP Registrars are attached to the Practice for periods of either six months or one year. They are fully qualified, experienced doctors who can deal with your clinical problems and have the benefit of recent hospital experience. They are with us to gain additional knowledge of family medicine before becoming registered General Practitioners.

As we are a training Practice you may be asked to allow your consultation with a doctor to be video-recorded. This is done solely for training purposes; the recordings remain confidential and will be destroyed after use. You have the right to refuse either before, during or after your consultation.

Advanced Care Practitioners and Advanced Nurse Practitioners

We have Advanced Care Practitioners and Advanced Nurse Practitioners, who work closely with the Doctors. Advanced Practitioners are **Registered Paramedics and Nurses who have done extra training and academic qualifications** to be able to examine, assess, make diagnoses, treat, prescribe, and make referrals for patients who present with undiagnosed/undifferentiated problems.

If you require an appointment for any of the following: sore throats, ear infections, conjunctivitis, asthma, chest infections, urine infections, vaginal infections, rashes or other common ailments you may be referred to a Community Pharmacy or if you need a prescription you can be seen by our Advanced Care Team in preference to a Doctor.

Practice Nurses

We have a team of Practice Nurses some of whom are also specialists in certain areas such as asthma, Diabetes, COPD, anti-coagulation, and heart disease. They provide a wide range of services such as blood tests, dressings, blood pressure monitoring, ear syringing, ECGs, immunisations, family planning advice, cervical smears, menopause checks, coil checks, asthma checks, diabetes, heart disease, leg ulcer management and anti-coagulation monitoring.

They also offer advice on a wide range of health-related matters including, diet, alcohol intake, flu vaccinations and travel. Practice nurses wear navy blue uniforms.

Healthcare Assistants (HCAs) and General Practice Assistants

Our trained Healthcare Assistants and General Practice Assistants are a valuable addition to the nursing team and carry out blood pressure checks, take blood and

carry out many other routine tests. They also assist the GPs with minor operations and are there to help and support patients and relatives. HCAs wear pale blue tunics and the General Practice Assistants wear burgundy tunics.

Receptionists and General Practice Assistants and their Roles

The Reception Staff and the General Practice Assistants (GPAs) play a key role in ensuring you receive the best service from the Practice. They are there to help you to arrange appointments, deal with all your requests, and arrange telephone consultations or home visits.

When you request an appointment, a telephone consultation or a home visit, the receptionists and GPAs have been directed by the GPs to ask you a few questions relating to your medical condition in order to make the most appropriate appointment so please help them to help you by giving them some information. The receptionists and GPAs are trained to act on the information you give them in a discreet and confidential manner. This is essential to help the GPs, nursing staff and you and enables the Receptionists and GPAs to process your request appropriately and to allocate you the most appropriate appointment with the most appropriate health care professional.

You will always be treated with respect and the information you provide will be treated in the strictest confidence, as all staff are bound by the same codes of conduct as the GPs.

Occasionally things can happen to cause delays which are not the fault of the Receptionist or the GPAs, so please treat them with respect and consideration.

The Management Team

The Practice Manager, Mrs T Pike, has the overall responsibility for the Practice. She is supported by a team of experienced Managers, each with their own role and expertise.

Administrative Staff

We have other administrative staff who undertake vital roles within the Practice. They will often be seen in the reception area but do not work in reception. They process patient referrals, maintain records, liaise with various authorities and deal with day-to-day administration.

Secretarial Team

Our medical secretaries are there to help and support the doctors and patients. They can help with enquiries regarding hospital referrals and using the Choose and Book referral system as well as dealing with a range of other queries.

Community and District Nursing Team

The Community and District Nursing Team provide nursing care in the patient's own home. They are not employed by the Practice but work closely with us to provide support for families and carers, pre and post-operative care, health education, incontinence help and leg ulcer assessment and advice. Patients may be referred to the service via the Surgery, hospital or other appropriate agencies.

Health Visitors

Health Visitors are also not employed by the Practice, however, they work closely with the GPs, midwives and nursing team and provide confidential and supportive home visiting and support in the Surgery. They also provide shared services to other practices in the area.

They offer counselling and advice on healthcare-related topics including post-natal depression, domestic violence, parenting issues and minor parent and child ailments. They are interested and involved in the health of your family as a whole.

Midwives

Midwives are based at the at Wellington Community Hospital and the Taunton Hub at Victoria Gate. They are available for antenatal and early postnatal care, and provide advice on all aspects of maternity care.

If you know or think you are pregnant, you do not need to make an appointment with a GP unless you are concerned about your pregnancy. You can self-refer to the midwife through the Musgrove Park Hospital website.

First Contact Physiotherapist

What this Service Means for Patients:

- Quicker access to assessment, diagnosis, first-line treatment
- Improved patient self-care and experience
- Improved speed of return to work
- Quicker recovery
- Shorter pathway to imaging and referral

Health and Wellbeing Coaches

The team support people with long term conditions to access physical activity in order to promote and protect their health. Our team of Health and Wellbeing Coaches work with people in the Taunton Central Primary Care Network

Registering with St James Medical Centre

You can register at St James and Orchard Medical Centre if you live within the designated inner boundary which is approximately a 6.5 radius from the Surgery. A map of the surgery and the practice boundary can be found at the back of the leaflet or on our website.

You will need to complete an 'application to register form' which is available at reception or you can complete this online.

NB. In rare cases you may not be accepted, and the reasons will be explained to you.

When you are registered you will be assigned to a specific doctor who will then be known as your "registered GP".

Information We Require When You Register

We ask you to answer a series of questions when you register; some may seem unnecessary to you, but we wish to assure you that all the information is required for a reason. It is very important that you complete ALL sections of the registration form. In particular we need to know your personal details, ethnicity and the name of the doctor and surgery where you were previously registered. If we do not have this information we will be required by the Health Authority to request it from you.

Additional Information

It is also helpful to know if you have any specific needs that we may need to consider to provide the care you require.

Carers - if you have an illness or disability and have a carer, we would like to know so that we can share information with them to help you. We also need to know if you care for another person with an illness or disability. We can refer you or the person you care for to the Carer Support Worker and there is a range of help and services available to you or someone you care for.

Military Veterans - we are required to set up a register of patients who are military veterans. Please inform the surgery if you have served in the armed forces for a minimum of one day so that you can benefit from priority treatment if applicable.

Our Surgeries and Appointments System

General Information

We aim to meet the needs of all our patients and therefore have a variety of appointment slots to accommodate as many patients' needs as possible.

Online Consulting: If you would like advice from your GP, self-help information or have an administrative request (such as a sick note or test results), you can contact us online – go to www.stjamesmedicalcentre.co.uk and click on Submit Your Query Online. You will get a response to your query the next working day or sooner.

Appointments can be made in person or by telephoning the Surgery during normal opening hours.

Online Access or NHSApp: Alternatively, sign up to Appointments Online (or use the NHSApp) Please see our website www.stjamesmedicalcentre.co.uk for further information and instructions on how to sign up.

Monday is our busiest day and we would be grateful if you could avoid telephoning before 10.30am on a Monday morning unless your call is urgent. We only have a limited number of telephone lines and, although we staff them according to demand throughout the day, the high demand on a Monday morning is likely to cause a delay for you. Calls may be answered quicker during the rest of the week so please help us to help you.

Surgery Types

Appointment Triage

Please be aware that all appointment requests are triaged and directed to the most appropriate health professional for your medical needs. We have a limited number of face-to-face appointments with GPs; therefore, you will initially be offered a telephone consultation with a GP. After talking to The GP will then decide if you need to be seen, or if your medical problem can be dealt with without you coming to the surgery.

Morning Surgeries:

Most of the morning surgeries start at 8.45am and run until 12.30pm. The GPs then go out on visits.

Afternoon Surgeries:

Most of our afternoon surgeries begin 2.15 pm.

Duty Team Surgery:

The Duty Team consists of two GPs, Advanced Care Practitioners, Advanced Nurse Practitioner and operates throughout the working day. Patients are triaged by GPs with support from the GPAs and the patient is looked after by the most appropriate

clinician – this can be undertaken as a video consultation, telephone consultation or a face-to-face consultation.

Improved Access Appointments

We have several GP telephone appointments outside of normal opening hours. If you find it difficult to attend during our normal surgery times, please ask the receptionist and you may be able to take advantage of this service.

Birthday Reviews

We have changed the way we monitor our patients with long term conditions e.g. diabetes, high blood pressure, asthma, COPD. We are now offering patients a Birthday Review in the month of their birthday. Prior to the patient's birthday month, the patient will receive a telephone call, text message or letter asking him/her to make an appointment to monitor their long-term condition(s). The reason for introducing the new Birthday Reviews is to try to cut down the number of appointments patients have to attend for long term conditions. Patients do not have to wait for their letter or telephone call to book their birthday review appointment

Requesting an Appointment

New Patient Health Checks (NPHC) are offered to all newly registered patients. Please book an appointment with the Practice Pharmacist to have a medication review.

Information we Need from You - The aim of the Practice is to provide all patients with timely and appropriate access to healthcare. In order to do this, we ask that you give us as much information as you can so that we can determine the most appropriate type of appointment or service you need and when.

It would help us if you can say:

- **when** you need to be seen - please think about the urgency of your condition and whether it is essential to be seen on the day.
- **what** it is for - please allow the reception staff to have a little information about your problem so they can suggest the most appropriate appointment to meet your needs.
- **why** you are asking for an appointment - please say why you are asking for an appointment. If it is for a result or for a repeat medical certificate you may not need to come to the surgery at all.

Please do not be offended when asked for information as all we are aiming to do is provide the most appropriate care for you and your family

Booking an Appointment in Advance

You should be able to book an appointment up to 4 weeks in advance providing the doctors are available.

Booking Appointments Online

You can sign up to Patient Online Access or the NHS App, in order to make, cancel and check appointments online (also order you repeat medication). Please ask at reception for further details.

Doctor of Choice / Preferred GP

The GPs are trying to improve continuity of care, and we would like to encourage you to see your registered GP, as far as it is possible, as this provides benefits to both you and the GP, and results in more personalised care.

The name of your Registered GP appears on the right-hand side of your repeat prescriptions.

Physiotherapy

We are lucky to have a team of First Contact Physiotherapists:
What this Service Means for Patients:

- Quicker access to assessment, diagnosis, first-line treatment
- Improved patient self-care and experience
- Improved speed of return to work
- Quicker recovery
- Shorter pathway to imaging and referral

On Arrival at the Surgery

Car Parking

NB: Please do not stop or park in the Duty Doctor space as this can interfere with emergency access.

Car parking is limited at St James Medical Centre, however there is a short stay pay and display car park opposite the surgery. There is a car park at Orchard Medical Centre – please note that parking at this site is free for a limited period of time for when you are attending the practice.

The Practice cannot take responsibility for loss of property or damage to your vehicle whilst on the premises.

No Smoking

The Surgery has a No Smoking Policy and this extends to patients and visitors. It is against the law to smoke inside the building or directly outside the entrance. Please respect this rule and the rights of others, if you wish to smoke please move to an area outside the premises.

Facilities for the Disabled

For help with Language, Hearing Difficulties or Visual Impairment

We can arrange for you to speak to an interpreter on the telephone or book an appointment for you with a translator if needed. We also have a hearing loop installed and can arrange for someone to help with sign language. If you require any help please ask at Reception.

If you would like any written information/literature in a larger font, we will endeavour to provide this service for you. Please speak to a Receptionist.

Booking In

For your **first appointment** as a new patient please **report to Reception**

For **existing** patients you can book in using the touch screen self-check-in system unless directed otherwise.

Chaperones

If you would like a chaperone, please ask at the time of booking your appointment as it is easier to arrange one in advance than on the day. However, should you feel you would like a chaperone present during an examination once the consultation has started, you must mention this to the doctor or nurse.

NB Chaperones are not possible during extended hours' appointments so your examination may be postponed.

Referral to a Consultant - “Choose and Book”

If your GP or other Health Care Professional thinks you need to be referred to a Consultant, you will be referred through the Referral Management ‘Choose and Book’ system. This gives you a choice of hospital to attend and the opportunity to book an appointment that suits you.

Your GP or other Health Care Professional will discuss the options with you at the time of your consultation. You will then be given a leaflet to take home with you. Within approximately 10 days you will be sent a letter from the Surgery giving details of the hospital choices available to you and instructions about how to book your appointment. The letter will contain your password and a unique booking number for you to quote when booking your appointment.

If you have difficulties with this system please do not hesitate to contact the Surgery on 01823 285400 between 10.00 am and 4.00 pm Monday - Friday.

Getting your Results

Test Results

When you are sent for a test by your GP, please ask him/her at the time when you should contact the Surgery for the results. It may not always be necessary for you to make an appointment to receive the results so your GP will advise you. Please be aware that it can take up to 5 working days, or longer, for results to be returned to the practice, therefore please do not contact the surgery before the 5 days have passed. The GP may contact you earlier if necessary.

Test results are also available via Patient Online Services and the NHS App, providing you have signed up to the relevant service. You can also request your results via Anima (Our online service)

If you are asked to telephone the receptionist for your results, once again please wait 5 working days before calling the surgery. Please ensure you telephone after 2.00 pm as this avoids the busy period in the morning when patients are calling for appointments. If you wish to make an appointment to know the results of a test please let the receptionist know this is the reason for your appointment at the time of booking to ensure your results are back.

Please be aware that in order to maintain confidentiality we can only give results to patients themselves, or to the parents/guardians of children.

Hospital Test Results: If you would like the results of a test that has been taken at the hospital’s request, please telephone the relevant hospital department for the result, as the Surgery may not receive them for some considerable time.

The Prescription Service

The prescription service is run by a dedicated team of Prescription Clerks who are there to help you. They deal with the day to day running of the prescription service, issue medication, update patients' medical records, remind patients of medication reviews, monitor drug shortages/delays, and deal with queries regarding medication issues and prescription destinations.

Demand for repeat medication is extremely high so please help us to help you. Please be patient if you are not able to get through on the telephone. This service is intended for those who cannot access the surgery by any other means, and we encourage patients not to use the telephone line. Other methods of ordering repeat prescriptions are detailed below.

Ordering a New Prescription

If you require a **new** prescription, please first contact the Prescription Clerks or ask at Reception. You may not necessarily have to see a doctor in order to obtain one. Explain it is for new medication.

Electronic Prescribing: The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

If you normally collect your repeat prescriptions from your GP you will now not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the Pharmacy you choose, saving you time.

For more information visit www.hscic.gov.uk/epspatients or your pharmacy

Ordering Repeat Prescriptions

Do not leave ordering your repeat medication until you run out. Please order it well before you are due to run out, as it will take 3-5 working days to process your prescription request.

You can order a repeat prescription by using one of the following methods: -

- The NHS App
- **In person** or by post
- **Telephone Line** If you have no other method of accessing the surgery. Lines are open from 10.30 am -12.30 pm Monday to Friday (01823 285401)

Collecting Your Prescription

NB. IMPORTANT INFORMATION: If you have signed up for prescriptions to be sent to a pharmacy of your choice you must allow 5 – 7 working days before it

can be collected from the pharmacy. It may then take a further day for the pharmacy to dispense the medication.

Reminder: when the staff tell you the prescription is ready for collection this does not mean the medication will have been dispensed. Please check with the pharmacy when your medication will be ready for you to collect. This often causes confusion and frustration so it is important to understand the process.

Emergency Prescriptions

Emergency prescriptions should only be requested if you have run out of important medication and you are unable to wait until the next day. It will be up to the GP to decide if he/she will issue an emergency prescription and not the reception staff.

An emergency prescription, if issued, may not be ready for collection until 9am the next morning.

Disposal of Sharps and Sharps Bins

Please be aware that from 1st July 2013, due to local legislation, we will no longer accept sharps bins from our patients for disposal. Please telephone Taunton Deane Council 0300 123 22247 to arrange the collection of your full sharps bin and the delivery of a replacement bin.

If you are ordering a sharps box for the first time, for example, if you are a newly diagnosed Type One diabetic, you will be prescribed your FIRST sharps box by the surgery, but thereafter you must make arrangements via 0300 123 2224.

Medical Certificates - Fit Note

Illnesses, which last less than seven days, do not need a medical certificate from your doctor. You will need to complete a Self-certificate (SC2) form, which is available from reception or from your employer or online. If you are ill for more than seven days (including Saturday and Sunday) you will need to contact a doctor for a medical certificate. These are now known as "Fit Notes" (Med3). Please note that Med3 forms cannot be completed in advance in most instances.

If you are not fit to return to work and need an extension to your certificate you can request this via www.stjamesmedicalcentre.co.uk via the submit request button on the home page.

NB. There may be a charge for lost or replaced certificates.

Medical Examinations and Reports

There are charges for examinations and reports that are not covered by the NHS. Examples of such items are: -

- Insurance and life assurance policy reports
- Examinations and certificates for sporting activities
- Fitness to travel certificates
- Fitness to attend school
- Holiday cancellation claim forms
- Sickness/accident insurance benefit claim forms
- Diet club forms

Current fees are available from reception.

You have to pay in advance for certain reports, so please check with reception. If you require the form sooner than six weeks, there will be an additional charge of 50%.

Other Services

Mental Health & Wellbeing

The Practice is supported by the Somerset Partnership Talking Therapies Service. You can self-refer or your GP can give you a leaflet.

Carer Support

Help us to help you - We need to know if you are a Carer or if you have someone who looks after you who is a Carer. Let us know on reception.

The Surgery can refer you to Somerset Carers Service. They provide information, support and advice about facilities, aids, finances, and respite care to carers.

If you need support please call Somerset Direct on 0300 123 2224.

Patients Charter

We aim to provide patients with the best quality care available. Our charter is a statement of what you can expect from the Practice and what we feel we can expect from our patients.

What you can expect from us: -

- All members of the Practice team will greet you in a polite manner at all times.
- The Surgery will be clean and comfortable as far as our facilities allow.
- You have the right to confidentiality at all times.

- The Doctors and Nurses aim to see patients on time. Because of the nature of our work, appointments can over-run, but we will always try to see you within 30 minutes of your appointment time. If there is likely to be a delay, the receptionist will inform you.
- You may be able to see your medical records subject to limitations of the law.
- You may request a health check with one of the Practice Nurses if you have not seen your GP within three years.
- We will aim to accommodate your special needs, please let us know if we fail so that we can try to improve our service.

What we expect from you: -

We expect to be treated with the same courtesy we give to our patients. Action may be taken if a patient is violent or abusive to staff, GPs, and other persons present on the premises including the car park. Patients will be removed from the list if they are violent or threatening, or if there is a complete breakdown of the Doctor/Patient relationship.

Thus we expect patients and visitors:

- To treat all staff with the same courtesy you expect of them.
- To ensure that you attend your appointment on time.
- To cancel your appointment, giving as much notice as possible if you cannot attend.
- To not request a home visit if you are fit to travel to the Surgery. All home visits are at the doctor's discretion.
- To keep us informed of a change of address, telephone number or name.
- To help your GP if you have been discharged from hospital, by ensuring that your discharge note is received by the Surgery as soon as possible.
- To allow **at least 5-7 working days** when ordering repeat prescriptions.
- To be understanding if we keep you waiting - we try not to, but emergencies do arise and must be given priority. We would hope that in this event, you will be understanding, and if you are unable to wait, we will be happy to rearrange your appointment.
- To be understanding in times of sickness and staff shortages. It is not always possible to predict these circumstances and every effort will be made to maintain a full patient service.

Patient Participation and Feedback

Your views about our service are important to us. Please join our Patient Focus Group

If you would like to be a member of our Patient Focus Group, please contact the Surgery or visit our website www.stjamesmedicalcentre.co.uk.

Compliments

If you are impressed with any aspect of our service or a member of staff, please let us know. Positive feedback is always appreciated and helps to motivate staff.

Complaint Procedure

We always try to do our very best but sometimes things go wrong. If you feel the need to complain about any aspect of your experience or you have a suggestion as to how we could improve our service, please contact the Practice Manager. We have produced a leaflet to help you through the complaint procedure, please ask Reception for a copy.

ZERO TOLERANCE POLICY

St James Medical Centre operates a Zero Tolerance Policy, in keeping with NHS guidelines. We will not tolerate verbal or physical abuse of any kind directed at GP's, staff, patients, or property. Patients breaching this policy risk being removed from the practice.

*Please be kind and show patience towards
staff and each other.*

NOTES

~ Useful Telephone Numbers ~

St James Medical Centre	01823 285400
Cancellation Line	01823 285400 option 2
NHS 111 /Out Of Hours Service	111
Emergencies Services	999
Dental Helpline	0300 123 7691

Hospitals And Services

Musgrove Park Hospital	01823 333444
Bridgwater Hospital	01278 436555
Nuffield Hospital	01823 286991
Health Visitors	0300 323 0015
Community Nurses	0300 124 5606
Midwives	
Somerset Direct	0300 123 2224
Police	101
Crime Stoppers	0800 555 111
The Samaritans	116 123
RELATE	0300 772 9681
Child Line	0800 1111
SWISH (STIs Helpline)	0300 124 5010
NHS Smokefree Helpline	0300 123 1044

Pharmacies

Asda	01823 448010
Boots Crown	01823 337888
Boots French Weir	01823 284009
Boots High Street	01823 276061
Boots Holway	01823 284529
Boots Wellington	01823 662170
Boots blister packs	01823 257797
Blackbrook	01823 324280
Morrisons	01823 351914
Staplegrove	01823 274049
Superdrug	01823 322894
Well Galmington	01823 256056
Well Priorswood	01823 331564
North Petherton	01278 662288