

Practice Information Leaflet



Adelaide & St Levan Surgery is a partnership providing NHS Services under NHS England General & Personal Medical Services Contracts

St Levan Surgery
350 St Levan Road
Keyham
Plymouth PL2 1JR
Tel: 01752 561973

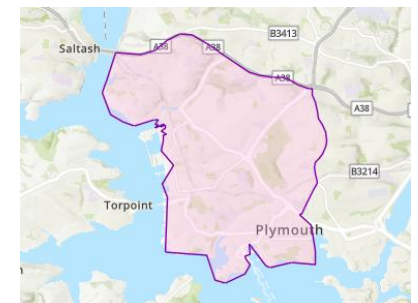
Email: stlevan.surgery@nhs.net

Adelaide Surgery
20 Adelaide Street
Stonehouse
Plymouth PL1 3JF
Tel: 01752 667623

Email: adelaidest.surgery@nhs.net

Website: www.stlevansurgery.nhs.uk

GP services are provided to the following areas:



Opening hours

St Levan Surgery

Mon–Fri	8:00 am	6:30 pm
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Adelaide surgery

Mon–Fri	8:00 am	6:30 pm
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**The front doors are locked between 8-8.30am, and 6-6.30pm, please press the intercom for assistance*

Extended hours

We are offering some routine appointments under the Extended Hours Scheme every other Saturday from 09:00 – 12:00 and some evenings until 19:00. All of these routine appointments are pre-booked only. Evening appointments will be telephone only with a GP or Clinical Practitioner. Please ask reception for more information.

Sister Sites

We are a two-site surgery: Adelaide Surgery and St Levan Surgery. Although you will be registered with one specific surgery, you may on occasion be asked to attend either site for your care.

St Levan Surgery Car Park

St Levan Surgery does have a small, but very busy car park, used by both staff and patients. We do ask that patients do not double park and block cars in. It is the patient's responsibility to ensure they leave enough time before their appointment to find a parking space. If the car park is full, there is plenty of unrestricted on-street parking in nearby residential streets, or several 2-hour parking spaces on St Levan Road towards St Levan Gate (the dockyard).

Equality & Diversity

We will treat people with dignity and respect, promote equal opportunities and eliminate all forms of discrimination regardless of (but not limited to) your race, nationality, gender, disability, age, sexuality, religion or belief and family status.

Services we provide

In addition to the routine services such as telephone and face-to-face appointments that are provided, this practice also offers the following:

- **Family planning** – We offer a full range of contraception services
- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations, including some travel vaccines.
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 64 and these tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including COPD, asthma, diabetes, hypertension, kidney disease and heart disease.
- **Wound care** – dressings and wound care
- **Health checks** – NHS health checks are offered to patients aged 40 to 74, every 5 years dependent on whether they have any chronic disease.
- **Other clinics** – The practice also offers health-checks, baby 8-week checks, post-natal checks, smoking cessation, private medicals (e.g. taxi. HGV), seafarer medicals

Veteran-Friendly

We are an Armed Forces veteran-friendly accredited GP practice. This means we have a dedicated clinician who has specialist knowledge of military-related health conditions and veteran specific health services. If you are ex-forces, please let Reception know to help ensure you are getting the best possible care.

Text Messages

The practice uses a fully automated text messaging service for appointment reminders, health campaigns and individual messages. You can opt-out if you'd prefer not to receive these.

Teaching practice

We are teaching Practice for GP registrars, medical students, student nurses and attached staff. They are directly supervised by a senior professional with every patient contact.

Therefore, from time to time, trainees may be with the team that delivers your care. You will be asked for consent before each interaction, and you can decline if you would prefer them not to be present during your consultation.

How to register at the practice

If you live within the practice area, you are welcome to register with the Practice. We encourage you to register via our website/online, alternatively, our receptionists will give you a form to complete. All new and existing patients will be allocated an accountable GP. Should the accountable GP change, you will be advised by the practice. You have the right to ask to see a particular GP (please ask at the time of requesting care), but we cannot guarantee this.

Accessibility

There is easy access to all parts of the surgery, including toilet facilities.

We can arrange interpreting services by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

For patients with hearing problems, we have portable Hearing Loop machines, or we can organise BSL interpreters. Please let our receptionists know if you need this service.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician.

You may not be seen if you are late for your appointment. If you cannot make it to an appointment, please let the surgery know so that the appointment can be given to someone else.

The Practice Team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

Partners

Elizabeth Brimacombe Managing Partner
Dr Mary Embleton MB ChB DRCOG MRCP
Dr Andy Gaston MB ChB MRCP MSc
Dr Alison Weaving MBBS MRCP DCH DRCOG
Dr Richard Ayres MBChB MD MRCP MRCP DRCOG DCH DRMH
Dr Gen Riley BSc(first) MBChB MRCP DRCOG DFRH
Penelope Andrews BSc(Hons) Nursing RN

Salaried GPs

Dr Elpitha Bruce MBBS DRCOG BSc International Health
Dr Richard Byng MB ChB MPH MRCP PhD
Dr Calvin Cowie MRCP MBChB BSc (med-sci)
Dr Alison Dewynter MA(Hons) CANTAB PGCE MBBS MRCP
Dr Alan Fitter MBBS MRCP FRACGP NCPS
Dr Rob Henneberry MRCP MRCP MPH
Dr Ben Jameson MBBS MRCP MRCS(A+E) Ed
Dr Fatou Mbow MD MRCP DFFP
Dr Catherine Walden MBChB MRCP

Advanced Practitioners

Paula Fenton - ANP
Ruth Bott - ACP
Richard Stevens - ACP

Nursing Team

Louise Taylor- Lead Practice Nurse - RGN
Hayley Levy - Practice Nurse - RGN
Lizzie Shewring - Practice Nurse - RGN
Caitlin Lyndon - Practice Nurse - RGN
Danielle Patten - Nursing Associate
Caroline Allen - HCA
Danielle Hallett - HCA
Olivia Butcher - HCA

Other Management

Yenny Taylor-May - Operations Manager
Amy Hanks - Finance Manager

Appointments and accessing practice services

This surgery runs a system that ensures you get the treatment you need. This can be accessed via the surgery website, a big red button named KLINIK. You can use KLINIK to get help regarding new/existing health issues, request sick notes, medication queries, test results etc. If you are unable to access the website, please telephone or visit the Surgery and a receptionist can complete the KLINIK form with you. You can continue to arrange appointments to see a nurse or healthcare assistant with the receptionist.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are aggressive, violent, threaten violence, commit or threaten to commit a criminal offence

Patient Participation Group

Any patient registered with our surgery is invited to join and contribute to our patient participation group. This is an opportunity for you to be involved in decisions about the range and quality of our services. If you would like to know more, you can contact Clive, the Chair of the PPG by leaving your contact details at Reception or visiting our website.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

We will not release medical information to another person (including spouse or partner) without your permission.

NHS England Contact

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.
Telephone: 0300 311 2233
Email: england.contactus@nhs.net

This Practice is part of Waterside Health PCN & Devon Integrated Care Board

Prescriptions & Fit Notes

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- NHS app – You can request repeat prescriptions via the app
- In person – By ticking the required medications on your prescription and handing it in or filling out a request form
- Klinik – Please access Klinik via the website/NHS app
- By email - adelaidest.surgery@nhs.net or stlewan.surgery@nhs.net

We do not accept requests over the telephone.

Please allow 72 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions and fit notes.

NHS App

We encourage all our patients to download and use the NHS app. Patients can order their prescriptions, see records from their appointments and see test results. If you have any questions regarding this, please ask reception.

Chaperone Policy

We do have a chaperone policy at this surgery. If you require a chaperone when seeing a clinician, please inform reception when booking your appointment.

Preference for a named practitioner

The practice will attempt to ensure that any patient is seen by the same healthcare professional although please note that this may not always be an option.

Patients over the age of 75 will be provided with a named GP.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within our complaints leaflet.

Home visits

Home visits are at the discretion of the GPs and are usually only for those patients who are housebound. Should you require a home visit, please follow the usual process of completing a KINIK via the website, over the phone or in-person at the Surgery.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, Devon ICB commissions a local out of hours service, run by Practice Plus Group. If you telephone the surgery out of normal hours you will be given the telephone number of this service. You can also ring NHS Direct for advice on 111. See www.nhs.uk for more information.

CCTV

Please be advised CCTV is present within the surgeries and all incoming and outgoing calls are recorded for monitoring and training purposes.