

Surgery Opening Times

	<u>Mornings</u>		<u>Afternoons</u>
Mon:	8.00 am	until	6.00 pm
Tues:	8.00 am	until	6.00 pm
Wed:	8.00 am	until	6.00 pm
Thurs:	8.00 am	until	6.00 pm
Fri:	8.00 am	until	6.00 pm

Most appointments are available from 8.30 to 10.30 am and between 4.00 and 5.30 pm on the above days, although these may vary.

We also offer appointments outside of normal working hours. In the main, our appointments are on Saturday mornings. All of these appointments have to be pre-booked. It is not an extension to our opening hours. To avoid potentially dangerous confusion, pre-booked appointments are the only surgery activity.

Weekly Clinics

Mother & Baby Clinic: Tuesday afternoons
(Health Visitors can be contacted at their Tavistock office on 01822 616135)

Ante-natal clinics: Wednesday 2pm to 4pm

Smoking advice clinics: Friday afternoons

Regular Clinics

Asthma Clinic: Meg Burnie (Practice Nurse)

Diabetic Clinic: Megan de Mendonça (Practice Nurse)

District Nurses: Direct No: 01822 854885
8.30am to 6.30pm Mon–Fri

Family Planning:

Women who have, or wish to have a coil (IUCD) should contact Tavistock Family Planning clinic on 01822 615935.

USEFUL TELEPHONE NUMBERS

Derriford Hospital..... 0845 155 8155
Tavistock Hospital..... 01822 612233
Royal Eye Infirmary (Casualty).. 01752 315125
Tavistock Clinic..... 01822 615935
Tavistock Social Services.....01822 614121
Police (24hr non-urgent).....08705 777444
Citizens Advice Bureau01822 612359

LOCAL CHEMISTS

Co-op Chemist (Yelverton).....0500 970482
Boots Chemist (Tav).....01822 612609
Morrisons Supermarket (Tav)...01822 613153
Lakes (Tav).....01822 612104

OUT OF HOURS SERVICE

The out-of-hours doctor service, Devon Doctors On Call, operates when the surgery is closed. If you wish to connect to this service please ring the surgery on 01822 852202

***Don't forget that medical advice
can be sought from the confidential 24 hr***

helpline run by NHS Direct on

0845 46 47

Yelverton Surgery ***Yelverton Surgery***

Partners

Dr David Longdon MB ChB

Qualified Bristol 1976

Dr Peter Smith MA MB BS MRCP DRCOG DCH

Qualified Cambridge & Guys 1983

Dr Liz Mallaband MB ChB MRCP DRCOG (*part-time*)

Qualified Bristol 1977

Dr Mary Nichols MB ChB (*part-time*)

Qualified Manchester 1989



Westella Road, Yelverton, Devon PL20 6AS

Tel: 01822 852202 Fax: 01822 852260

www.yelvertonsurgery.co.uk

Welcome to Yelverton Surgery

Yelverton Surgery covers a large rural area extending from the north of Plymouth across to Dartmeet and Hexworthy in the east and Grenofen to the west.

We have a branch surgery at Princetown which is held Mondays, Wednesdays & Fridays between 8.40 to 9.40 am. We dispense prescriptions for patients living in the Princetown area.

Various health promotion clinics are held including ante-natal clinics, baby clinics, asthma and diabetes clinics. We also have a venepuncturist who is available three mornings each week for blood tests and a weekly ECG clinic. A regular Cryotherapy treatment clinic is also held at the surgery.

We are a training practice and have doctors training to become General Practitioners working in the Surgery. They work with us for up to a year at a time.

This Practice operates in compliance with The Data Protection Act 1990 and the Freedom of Information Act 2000. If you require further information about our compliance with these Acts please enquire at the reception desk. If you require information regarding access to your medical records please write to the Practice Manager.



Disabled access is provided with disabled toilet facilities in the entrance foyer. There is a disabled car parking space available at the rear of the Surgery.



There is a portable hearing device available for patients, please ask at reception if you need any assistance.



Car parking is available at the rear of the surgery.



There are book and video libraries at Yelverton and Princetown surgery for patients' use.

STAFF AT YELVERTON SURGERY

Practice Manager	Sue Edwards
GP Registrars	Dr Tahzid Ahsan
Practice Nurses	Megan de Mendonça Meg Burnie
Venepuncturist	Donna Newport
District Nurses	Ali Peek (Staff Nurse) Sarah Aspen (Staff Nurse)
Midwives	Denise Bedford Julie Harmsworth
Physiotherapists	Gill Parnaby
Chiropodist	John Cassidy
Counsellor	Sally Robbins

HOW TO REGISTER AS A PATIENT

If you live in the practice area and wish to register as a patient please see one of the reception staff who will be happy to assist you.

If you wish to make a comment, complaint or suggestion, please contact our Practice Manager.

REPEAT PRESCRIPTIONS REQUIRE 72 HOURS NOTICE

Please keep the counterfoil given to you by the chemist. At least three working days before you need the prescription please send or hand the counterfoil to the surgery. If you are unable to do this, phone calls will be accepted on **852222 only between 10.30am-12.30pm & 2pm-4pm.**

If for any reason you do not have a counterfoil, please seek advice from the reception staff.

You may also order your prescriptions on line via our website: go to www.yelvertonsurgery.co.uk and click on "repeat prescriptions". You will need your patient number to use this facility.

HOME VISITS

Home visits may be required by those who are house-bound or seriously ill. Except in an emergency, please request a visit before 10.30am. It enables us to assess the urgency of your calls if you can describe the relevant symptoms to the receptionist.

DOCTOR CALL BACK SERVICE

In order for all patients using the surgery to have good access we ask all patients who wish an appointment within 48 hours to speak to the Call Back Doctor. **Please telephone 852222 between 8.00am – 10.15pm.**

The receptionist will relay your message to the doctor who will phone you back promptly and discuss your needs over the telephone.

We find that many problems can be resolved at this point – saving you and us time. If however, it is more appropriate for you to see the Doctor they will arrange an appropriate appointment for you.

Telephone calls may be monitored or recorded for quality and training purposes. Please be assured that, as with all consultations, confidentiality will be maintained at all times.