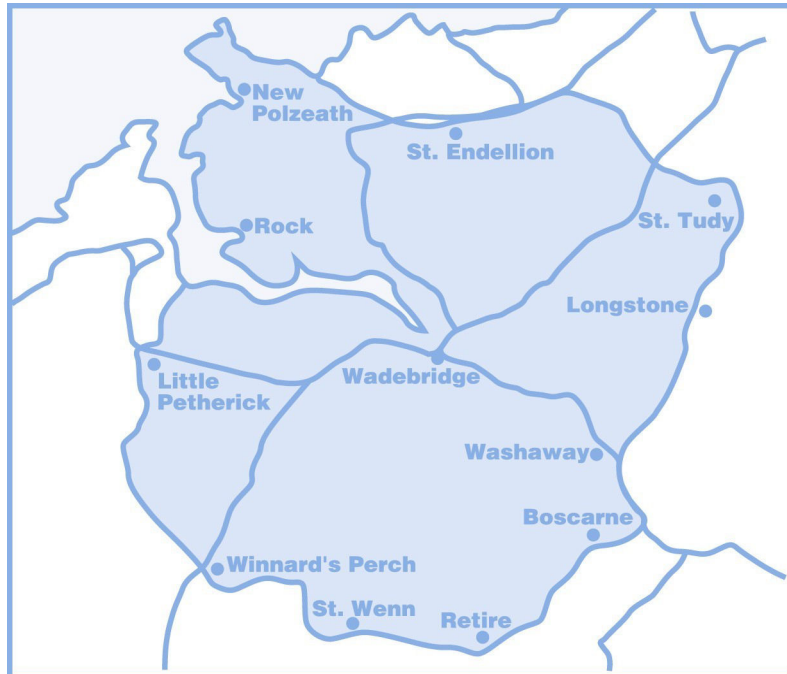


PRACTICE AREA

We accept patients living within the boundaries shown on the map below.



WADEBRIDGE AND CAMEL ESTUARY PRACTICE

Brooklyn, Wadebridge

Cornwall, PL27 7BS

Tel: 01208 812222

Rock Branch Surgery

St Minver, Cornwall

PL27 6PW

Tel: 01208 862545

www.wadebridgedoctors.co.uk

Welcome to Wadebridge and Camel Estuary Practice

There has been a group practice in Wadebridge since the early 1900s. Many of our predecessors had their surgeries operating from their homes. Thanks to the efforts of Drs Keith Bailey and Gordon Kinsman-Barker, the new Wadebridge Health Centre was opened in 1973.

The present partnership of Drs Dutson and Robertson was established in 2018 - and is not a limited partnership. We are a group of vocationally trained family doctors, and our primary interest is in providing a high standard of family-orientated general medical practice.

We have been in the forefront of many areas of general practice development over the last 27 years, and this has involved such services as physiotherapy, cervical smear screening, care of the elderly and monitoring diabetes. We are involved in general practice education.

The Doctors

	Time away from the Practice	
	Half Day	Whole Day
Dr Max Dutson BM BS (Nottm 95) MRCPG DRCOG DTM&H		Tuesday
Dr Nick Robertson MB BCh (Wales 93) MRCPG		Wednesday
Dr Clare Tyler MB BCh (Cardiff 92) DRCOG MRCPG	Thursday	Wednesday & Friday
Dr Adrian Lee MB BCh (Wales 2001) DRCOG MRCPG	Wednesday	Monday & Friday
Dr Joanna Harris BM BS (PCMD 2011) MRCPG	Thursday	Monday
Dr Robert Sapsford BM BS (PCMD 2011) MRCPG		Tuesday & Thursday

Freedom Of Information—Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available on request in writing from the practice manager.

Useful Telephone Numbers and Web Addresses

Day Lewis Chemist, Jubilee Road, Wadebridge	01208 812760
Boots Chemist, The Platt, Wadebridge	01208 812505
NHS 111	111
Treliske Hospital	01872 250000
Bodmin Hospital	01208 251555
NHS Kernow	01726 627800
NHS Kernow	www.kernowccg.nhs.uk
TAP (Patient Transport)	01872 223388
Dental Helpline	0300 311 2233
Practice Website	www.wadebridgedoctors.co.uk

Rashes

Rashes are very common and usually harmless. Sometimes they are caused by common childhood illnesses.

Meningitis

Meningitis is not common, but it needs to be treated quickly.

A person with meningitis usually looks and feels unwell.

They may complain of sickness and diarrhoea and a headache and want to avoid the light. They may slowly develop a temperature.

If a person with these symptoms develops a stiff neck and a reddish blue or violet rash, which does not disappear if you press on it, then you should contact a doctor immediately.

Children may become floppy and sleepy and not react to their surroundings. Adults can become drowsy and confused.

It is vital that meningitis is treated quickly, so a doctor will usually want to examine the person to rule it out.

Meningitis can be difficult to diagnose in the early stages because the symptoms are similar to many common minor conditions.

Not all of the symptoms appear with meningitis. If you are concerned, contact your doctor so that they can assess the situation. It is vital that meningitis is treated quickly - if the patient's condition suddenly gets worse, get help immediately.

Commenting On Our Service

If you have any comments about the service you have received or about the facilities provided please let us know by contacting the practice manager.

Complaints Procedure

Anyone who feels they have experienced a failure or lack of service, with regard to the practice, can complain. Wherever possible we will aim to make a local resolution, you should discuss your concern with someone close to the cause of your complaint – a receptionist, nurse or doctor. In many cases, it will be possible to sort out the problem straight away. Sometimes it may be necessary to involve other staff to establish what has happened and to decide what action to take. Details of your complaint will not be recorded on your medical records. A full copy of the complaints procedure is available from the practice.

Other Members of the Practice Team

Practice Manager	Nicky Brenton	
Assistant Practice Manager	Caroline Trays	
Nurse Practitioners	Sarah Barea	Pat Totton
Practice Nurses	Sally Hounslow RN	Kim Clifton SEN
	Hannah Winter-Baker	Karen Enright RGN
Healthcare Assistant	Laura Holt	Tracy Payne
Phlebotomists	Linaire Penny	Sam Allen
Receptionists		
Medical Secretaries		
Dispensers		
Data Processors		
The Cornwall Partnership NHS Foundation Trust also employs community nurses, health visitors, midwives etc who work within the practice.		

Availability

Wadebridge	8.30am—6.00pm	Monday—Friday
Rock	8.45am—12.30pm	Monday—Friday

Evening Service

Appointments are also available one evening a week between 6.30pm and 8.30pm at the Wadebridge surgery. These appointments are pre-bookable only, it is not a drop-in service. It is not an emergency service; for emergencies you will be referred to the out-of-hours service. There will not be any dispensary service available during the evening surgeries.

Practice Training

On the last Friday of every month the practice closes between 1.00pm and 4.00pm for staff training. Please telephone 01208 812222; you will hear a message informing you of the telephone number of the doctor's answering service, who will put you in touch with a duty doctor if necessary.

Out of Hours

Between the hours of 6.00pm and 8.30am Monday to Friday and between 6.00pm Friday and 8.30am Monday there will be a doctor available for emergencies only. To contact a doctor please telephone 01208 812222 for details of how to reach a doctor for urgent medical attention.

The body responsible for providing the out-of-hours service is:

NHS Kernow
Sedgemoor Centre
Priory Road
St Austell
Cornwall PL25 5AS
Tel: 01726 627800
Fax: 01726 71777

Lunchtime Closure

The Surgery at Wadebridge closes between 1.00 and 2.00pm Monday to Friday when there will be a doctor available for emergencies only. To contact a doctor please telephone 01208 812222. You will hear a message informing you of the telephone number of the doctors' answering service.

Appointments

We operate a "telephone call-back" appointment system, whereby the doctors organise their own appointments. The aim is to make sure that those who most need to see a doctor or nurse are given priority.

Instead of booking an appointment with a doctor, patients request a telephone call-back. When the doctor phones back, you will discuss your reasons for wanting an appointment and decide jointly on the best course of action.

If the doctor feels you need to be seen face to face they will book the appointment for you.

It could be that the issue can be dealt with over the phone saving a trip into the surgery, for example a query about medication or blood results.

Sore Throat

Sore throats are usually caused by a virus and normally clear up in four to five days.

Adults should gargle with half a teaspoon of salt in a glass of warm water three times a day or gargle with some soluble aspirin or paracetamol.

IT IS VERY IMPORTANT NOT TO EXCEED THE STATED DOSE OF PARACETAMOL - READ THE PACKETS OF BOUGHT MEDICINES TO CHECK THAT YOU DO NOT EXCEED THE STATED DOSE.

Children should be given paracetamol for pain or temperature.

Consult your doctor if coughing persists for more than a week or two, or produces yellow or green spit or blood, or if coughing is accompanied by pain in the chest or difficulty in breathing.

Earache

Treat with paracetamol: consult your doctor if symptoms persist for longer than 24 hours or if there is a discharge.

Earache in children: Contact your doctor if, despite a painkiller, the child is still in pain after 12 hours or if the child has a runny ear or becomes drowsy.

Sickness and Stomach Ache

Sickness is often caused by a virus or by eating too much.

Do not eat, but drink water or squash at regular intervals.

Do not drink milk or hot fluids.

When sickness has passed, eat a dry biscuit, bread or breakfast cereal without milk.

Consult your doctor if sickness lasts for more than 24 hours or if a vomiting child has a temperature of more than 38 degrees Celsius.

Stomach ache is usually caused by wind, indigestion or constipation - treat with a hot water bottle, and for indigestion, an antacid.

Diarrhoea

Stop eating for 48 hours.

Avoid milk but drink plenty of water.

If symptoms persist for more than 48 hours or if there is continuous pain, rather than separate bouts of stomach cramp, or there is blood mixed in the stool, then contact your doctor within surgery hours.

Diarrhoea in babies and young children needs careful attention. Diarrhoea should be treated by taking the baby off bottle and milk solids. Cooled boiled water should be offered instead. Breast feeding should be continued. If the symptoms carry on for 24 hours and there is also vomiting, consult your doctor.

Toothache

The most appropriate people to diagnose and treat toothache are dentists.

At weekends and bank holidays, an emergency only service is available in the county for unregistered residents and holidaymakers. Call the Dental Helpline on 0300 311 2233 for details.

You have the right to move to another practice at any time without giving a reason. However, we hope that you will give us the opportunity to discuss any difficulties at an early stage.

Treating Common Minor Ailments

Family Medicines

Keep these at home in case of minor illness.

Paracetamol syrup for pain and fever in your children.

Painkillers for adults (but don't give aspirin to children under 16 and read instructions carefully to make sure the patient doesn't have more than the recommended dose of paracetamol).

Always keep medicines in a safe place well out of reach of children.

High Temperature

A person with a high temperature will feel hot or cold, sweaty or shivery. Their temperature will be over 38.5 degrees Celsius in adults or over 38 degrees Celsius in children.

Give paracetamol syrup (children) or tablets (adults) according to instructions on the packet.

Sponge children with lukewarm water to reduce temperature.

Body fluids will be lost through sweating - give the patient plenty to drink.

Keep the room at a comfortable temperature - fresh air makes you feel better.

Do not over wrap small children.

High temperature may result in a seizure. If so, do not panic.

Place the child on its side, call the doctor for advice and stay with the child until twitching finishes, then the child may sleep.

Contact your doctor if the patient's temperature rises above 39.5 degrees Celsius despite treatment to reduce it (see above).

Colds

If you have a cold you will feel unwell, have a runny or blocked nose, sneezing and a "scratchy" sore throat. You may also have a slight temperature. There is no cure: you can only treat the symptoms.

Treat the temperature (see above).

Drink plenty of fluids, take paracetamol.

Flu

Proper flu can last up to two weeks. It makes you feel awful, with a high temperature, aching limbs, a headache and a cough. The patient will feel hot and shivery. There is no cure for flu but you can treat the symptoms as for colds.

Alternatively a booking can be made with a nurse practitioner, nurse or healthcare assistant.

When you request a call-back the receptionist will ask you to explain briefly why you are contacting the surgery. This will help the doctors to prioritise their calls.

Telephone call backs can be requested using the online booking system if you wish, please refer to our website or ask at reception for a form to register for this service.

PLEASE NOTE: If you book a morning slot you will be called at some point during the morning, not necessarily at the time specified on screen, likewise for the afternoon. They can also be booked in advance with your preferred doctor.

All nurses' and specialist clinic appointments are pre-bookable.

Please try and avoid phoning between 8.30 and 10.30am for routine enquiries, as this is our busiest time for phone calls.

Our Nurse Practitioners are registered nurse prescribers who have completed additional training and as a result, are able to assess, diagnose, treat and manage illness and disease.

Examples of the conditions they regularly treat are:

Coughs/colds/hay fever

Ear/nose/ throat problems

Urinary infections

Thrush

Conjunctivitis

Skin problems

Fungal nails /athlete's foot/ingrowing toenails

Minor injuries

They also offer contraception advice and the morning-after pill.

The aim is to expand and enhance our service to patients. You may be offered an appointment with the Nurse Practitioner as an alternative to the doctor. For more information please ask a member of the reception team.

We provide facilities for the disabled at Wadebridge and Rock.

Checking In

The practice at Wadebridge has an automatic check-in system. This enables patients to check in to their appointment without queuing and the terminal is situated opposite the reception desk.

Text Reminder and Information Service

We have the facility to text patients to remind them about appointments or give them information, such as when flu vaccination appointments can be made. If you wish to participate in this service please see our practice website (www.wadebridgedoctors.co.uk) or ask at reception for a form .

Practice Website

Our practice website has lots of useful information and links to appropriate health sites together with downloadable documents for registration and change of personal details plus online prescription ordering. You can also consult a GP online via the website using eConsult.

Take a look at www.wadebridgedoctors.co.uk.

Patient Participation Group

The Patient Participation Group consists of patients and staff members and meets at regular intervals throughout the year. The aim is to improve communication between patients and the practice and to encourage patients to have input into the range and quality of services available locally. If you would like further information please ask at reception.

Zero Tolerance

The practice supports the government's zero tolerance campaign which in summary has two aims. Firstly, to make it clear to the public that violence and abuse is unacceptable and secondly to reassure staff that violence and intimidation is being tackled. All staff working at the practice should not have to experience violence and abuse at work - it does not go with the job.

Patients who become violent or abusive will receive a letter from the practice

A doctor will always be available to provide urgent care or urgent telephone advice outside normal surgery hours.

Emergency matters will be assessed by the duty doctor.

We will endeavour to offer you an appointment with a health care professional within 24 hours and a doctor within 48 hours of your request.

We will try to see you within 30 minutes of your appointment time, and you will be offered an explanation if we find we cannot do this.

If we believe you need to see a specialist, we will discuss this with you and make the necessary arrangements.

We will arrange a second opinion if appropriate.

Whenever possible we will give you at least 24 hours' notice of any surgery or clinic cancellation.

We will maintain appropriate medical records.

We will explain the main purpose of any drugs which are prescribed for you, and tell you about significant, likely side-effects.

We will review your repeat medication at least once a year and if you wish to discuss any aspect of this we will be pleased to do so.

How You Can Help Us

Being a patient means that you have responsibilities too.

We expect you to treat the doctors and practice staff with courtesy and respect.

Examination and treatment facilities are better at the surgery, and the less time a doctor spends travelling the more time is available for patients.

Please do not ask for a home visit unless absolutely necessary for medical reasons. If we feel a home visit is not appropriate, we will advise you to come to the surgery.

Please do not disturb the doctor outside normal surgery hours for routine or trivial matters.

Please remember that the doctor of your choice will not always be available, as doctors have many other responsibilities in addition to doing surgery consultations.

Please be punctual: arriving late causes delays for other patients. If we are running late, please remember that next time it could be you who needs the extra time or a home visit.

Please remember that it takes time to arrange for you to see your records.

Please tell us promptly if you no longer need or cannot keep your appointment, so that it can be offered to another patient and not wasted.

Please tell us as soon as possible if you change your name, address, telephone number etc.

You should not expect a prescription every time you visit the doctor. Please take your medicines as directed by the doctor, and if you choose to stop taking them, it is sensible to let your doctor know.

practice team. Prescriptions and some of the consultation records are run purely on computer. This enables us to analyse various aspects of healthcare and to produce an annual practice report.

General Practice Registrars

Fully registered doctors who have had extensive hospital experience and who hope to enter general practice join the surgery for one year to gain an insight into the medical problems that we deal with. They will be capable doctors working under our supervision. Please make them welcome.

Medical Research

From time to time the general practitioners at this surgery are invited to take part in medical research. Please inform a member of the practice staff if you do not wish your details to be used in this way.

Private Fees

In certain circumstances examinations and/or clerical work are classed as being outside the remit of the NHS and therefore attract a private fee payable by the patient. In these circumstances the practice has a scale of fees available from reception. Examples are travel vaccinations and private sick notes. Some private fees are liable for VAT.

Making It All Work

We hope that you find this publication useful. More than ever, keeping healthy is a partnership between patients and the practice. Like any partnership, this requires understanding and communication.

How We Can Help You

You will be treated as an active participant in the care you receive, and your doctor will discuss your condition with you and explain the reasons for any treatment.

You will be treated with courtesy and respect.

We will visit you at home if the doctor decides that you are too ill to come to surgery.

A doctor will always be available to provide urgent care or urgent telephone advice outside normal surgery hours.

Patients who become violent or abusive will receive a letter from the practice informing them that they may be removed from the practice list if their unacceptable behaviour continues.

Home Visits

If you think you need a home visit please telephone before 10.30am, if possible, giving an indication of the problem. This will help the doctors plan their rounds and avoid unnecessary delays. Visits are for those who are housebound or too ill to go out. Whenever possible, please try to attend the surgery because only here do we have all the facilities for examining and treating you.

Sick Children

Sick children will always be seen as soon as possible. If in doubt about bringing your child to the surgery please telephone first for advice from a doctor.

How To Register

If you move into the practice area (see map on the back cover or check your postcode on our website) you may apply to register at the practice. Registration forms are available at either Wadebridge or Rock Surgery. When applying for registration, you may express a preference for a particular doctor by entering that doctor's name onto the registration form. You can, however, ask to see any doctor you wish when making an appointment. The practice will endeavour to comply with your request, but occasionally this may not be possible and in that event the practice will offer you an explanation. All patients registered with the practice will be allocated a named accountable GP who is responsible for your overall care. Please contact us if you wish to know who your named accountable GP is. Should you have a preference we will endeavour to accommodate your request. For patients aged 75 and over the named accountable GP will work with relevant health and social care professionals to deliver a multi-disciplinary care package that meets the needs of the individual, this may include the development of a personalised care plan for those at increased risk of hospital admission.

Dispensing Service

The practice can dispense to any patient who lives more than one mile away from a chemist. For these patients, prescriptions issued at a surgery attendance will be dispensed while you wait.

Repeat Prescriptions

To order your repeat medication you can go to the practice website www.wadebridgedoctors.co.uk and make a request using the online system or you can place your repeat card in the white post-box situated in the entrance lobby at Wadebridge and Rock surgeries, indicating which items you require and from where you would prefer to collect the medication ie our own dispensary (if you live more than one mile from a chemist), Day Lewis or Boots pharmacies. Telephone requests will not be accepted. Please allow at least two working days for the processing of your request before collecting your medication. Please allow a little extra time during busy periods - bank holidays for example.

Please remember to order your repeat prescription in good time - it may be ordered up to two weeks before its due date.

We offer a home delivery service for patients in the Rock/Polzeath/Chapel Amble areas who are housebound and have difficulty collecting their repeat medication. Please contact the dispensary for further information.

Change of Personal Details

If you change your address or name please notify the surgery as soon as possible. There is a form available to download from our website. This will enable us to contact you if the need arises. We also find it very useful to have your telephone number (including mobile) and postcode.

Please note that if you are having any hospital treatment you will need to inform the hospital of your change of address or name as this is not done by the practice.

Services Available

Respiratory clinic

Cardio-vascular clinic

Diabetic clinic

Well woman clinic (including cervical smears)

Immunisation for foreign travel clinic

Vaccinations (including influenza and pneumonia)

Well baby clinic (including vaccinations, immunisations, assessments)

Stop smoking clinic

Minor injury care (limited service)

Annual reviews and three year reviews for the over 75s

The following services are available after discussion with a doctor:

Anti-coagulation monitoring	IUCD fitting and checks
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Emergency contraception	Family planning
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Minor operation sessions	Implanon fitting and checks
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Phlebotomy	Monitorable drug testing
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Each clinic is run by a competent and trained professional who will be willing to answer any questions you may have.

Confidentiality and Data Protection

You can be sure that anything you discuss with any member of this practice team will remain confidential within the healthcare setting. Even if you are under 16 years of age, nothing will be said to anyone – including parents, other family members, care workers or tutors – without your permission. The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from serious harm. We would always try to discuss this with you first. With this in mind, any information related to a patient can only be given to that individual (exceptions to this would be regarding passing information to parents/guardians of young children). Your personal information is recorded on computer and we are registered under the Data Protection Act. For the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the