

OFFICE HOURS

The office is open Monday to Friday 8.30am to 6.30pm

The office may be closed for one afternoon a month for staff training (there will be a notice on the door advising of the next training date).

Please note: There will not always be a doctor in the building

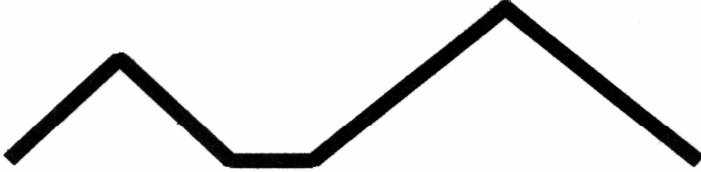
APPOINTMENTS

All surgeries are by appointment only. If you wish to see a particular doctor please specify this when you make the appointment and we will do our best to accommodate you. Please note that not all doctors are in the surgery each day.

One third of GP appointments are pre-bookable, the remainder are booked on the day, please ring between 8.30am and 9am.

If you need an urgent appointment, you may attend the Urgent Clinic run by the Duty Doctor each day between 9am – 11am. No appointment necessary. For routine matters and follow-up appointments please book in the normal way.

	Dr Monk	Dr Haywood	Dr McGuinness	Dr Spencer
Monday	DAY OFF	Surgery	Surgery	Surgery
Tuesday	Surgery	DAY OFF	Surgery	Surgery
Wednesday	Surgery	Surgery	DAY OFF	Surgery
Thursday	Surgery	Surgery	Surgery	DAY OFF
Friday	DAY OFF	Surgery	Surgery	Surgery
Urgent Clinic	Duty Doctor available between 9am – 11am Monday – Friday for urgent matters, appointments not necessary			
Extended Hours	Some appointments are available outside the above hours, four evenings from 6.30pm (GP as rota) These are prebookable routine appointments.			



Middleway Surgery

St.Blazey, Cornwall.PL24 2JL

Tel: 01726 812019 or 816464

Fax: 01726 817168

Web: www.middlewaysurgery.co.uk

Out of hours: NHS 111 (dial 111)

PARTNERS

DR PENELOPE E MONK

M.B., Ch.B., (Bristol 1986) D.R.C.O.G. Dip F.P. Cert

DR J ANDREW HAYWOOD

M.B. B.S, (London 1990) R.C.G.P.

DR CATHERINE L McGUINNESS

M.B.ChB (Manchester 1989) D.R.C.O.G., D.C.H., R.C.G.P.

Dr CIARAN SPENCER

MB BCh (Cardiff 1999) D.R.C.O.G M.R.C.G.P.

Equality and Diversity

The practice is committed to both eliminating discrimination and encouraging diversity amongst our workforce and in relation to our patients and service users.



REPEAT PRESCRIPTIONS

All patients on continuing medication are issued with a repeat prescription counterfoil. To obtain a repeat prescription, this must be posted, hand in to the surgery or faxed to 01726 817168 before the prescription is needed. You can also order via The Waiting Room or by email to: letters.middleway@nhs.net however please be aware of the risk of interception with internet messaging each time you use the service. Your prescription will be ready **within two working days** after the surgery receives the request. We can post your prescription back to you if SAE is enclosed.

Arrangements can also be made to send your prescription directly to the local chemist. Please enquire at reception.

NB – repeat prescriptions requests cannot be taken over the telephone.

There is also a system of repeat dispensing. Your doctor can issue a special prescription covering an appropriate period of time (eg 6 months). During that period the chemist can dispense your medication at monthly intervals without the need for you to obtain further prescriptions. This is only suitable for some patients. If you wish to be considered for this please discuss it with your doctor.

ILLNESS CERTIFICATES

You must do a self-certificate for the first week of illness.

NON NHS EXAMINATIONS/PRIVATE MEDICAL SERVICES

Some medical examinations fall outside the NHS and a fee will be charged. BUPA/PPP forms, private certificates, signing passport application forms etc require 48 hours notice and also attract a fee. Please ask the secretary at reception for details of the BMA recommended fees.

THE FAMILY MEDICINE CHEST

You can also help yourself by always being prepared for any accident or emergency around the home. A basic kit would be paracetamol mixture for young children, soluble aspirin tablets, cough linctus, vapour rub, sticking plasters, antiseptic solution and cream, Calamine lotion, 3" crepe bandage, cotton wool, thermometer and tweezers.

PRACTICE LIBRARY

The practice library has a wide selection of books on many illnesses available

on loan free of charge to our patients. Please ask at reception for more information.

COMMENTS and COMPLAINTS

We welcome your views. Our aim is to give you the highest possible standard

of service and we try to deal swiftly and thoroughly with any problems that may occur.

We operate a Practice complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria.

Our Practice Manager will give you further information. The Practice complaints leaflet gives details of the procedure and is available from reception.

NHS ENGLAND

Middleway Surgery operates services to patients under contract with the Devon and Cornwall Area Team

VIOLENT / ABUSIVE BEHAVIOUR

Such behaviour - whether towards doctors, staff or other patients - will not be

tolerated, and will result in a police report and immediate removal from the practice list.

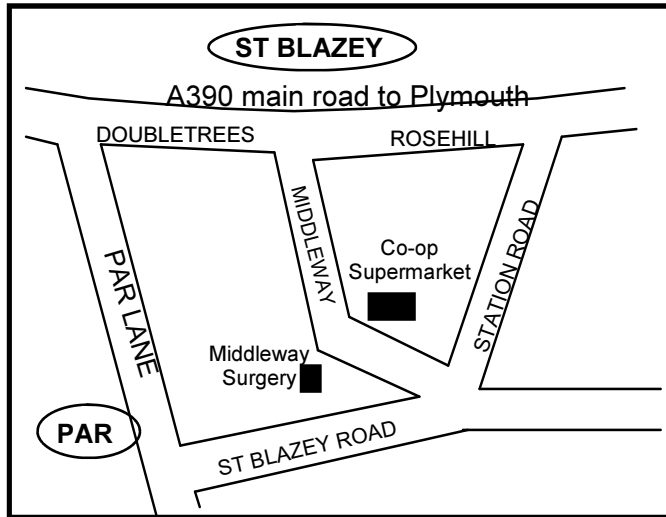
THE PREMISES

The surgery is purpose built, modern, all on one level and has a ramp entrance. There is a car park. WC for the disabled.

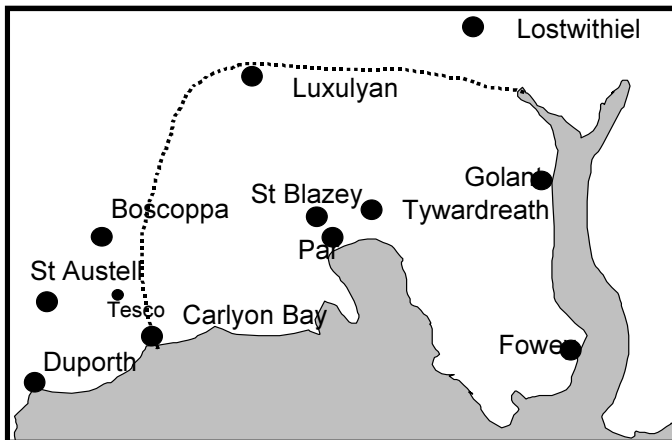
WHERE TO FIND US

The surgery is situated at Middleway, St. Blazey. We are opposite Co-op supermarket and behind Roselyn Bus Garage. We are on the bus route with a stop outside the surgery.

PRACTICE POSITION



PRACTICE AREA (inside dotted line)



ADVICE

A doctor will be available for phone calls daily between 10.00am and 10.30am

If you want to speak to one of the practice nurses please ask the receptionist who will take details for the nurse to ring you back

You can also ring NHS 111

CLINICS

Antenatal Monday afternoons

Mother and baby Par Health Centre, Thursday mornings from 9am

HOME VISITS

Home visits are only for the housebound or those who are too ill to be brought to the surgery. If you need the doctor to call please ring **01726 812019** between 8.30am and 10.00am as this enables the doctors to plan their visits for the day. Please give the full name, address and telephone number of the patient and indicate the nature of the illness so that priority may be decided. A GP may phone you for more details.

PRACTICE POLICY—HOW WE CAN HELP YOU

We aim to promote good health and encourage prevention of disease.

We offer facilities for antenatal care, family planning, asthma and diabetic clinics, advice and support for smokers trying to quit, and advice for travellers including travel vaccines

NB we do not provide medical cover for home births.

We will treat you with courtesy and respect

We will maintain appropriate medical records, and respect your right of access to your medical records (see above)

Your doctor will discuss your condition with you and explain the reasons for any investigations, treatment or referral. He will explain the main purpose of any drugs prescribed for you and will tell you about any significant common side effects.

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

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

We will try to see you as close to your appointment time as possible. We will always try to offer an explanation if your appointment is significantly delayed.

HOW YOU CAN HELP US

Please notify the reception staff of any change of name and/or address or telephone number.

Remember to cancel any appointments with the doctor or nurse if you are unable to attend.

Try not to save up all your problems for one appointment; if you require a longer appointment please ask when booking.

Please make one appointment per person. A doctor cannot see a whole family in one consultation.

Examination and treatment facilities are better at the surgery; please do not ask for a home visit unless absolutely necessary for medical reasons

Don't expect a prescription every time you see the doctor—sometimes a different sort of treatment—or no treatment at all—is more appropriate.

Remember the out of hours service is for urgent problems only. Please do not contact the emergency doctor for a second opinion or for anything that can wait until the next working day.

Never share your medicines with anybody else, even if they seem to have the same problem as you— it could be dangerous.

Please let us know if you find any difficulties with the practice. We appreciate an opportunity to put things right.

Versions of this leaflet are available on request in braille, large print, audio cassette or disk. We can often provide a translation if English is not the first language.

CONFIDENTIALITY

If you wish to discuss something of a private nature please use the side window at reception.

Confidentiality is very important to us. Any medical information about you will only be shared with other health professionals involved in your care. Please note that although our secretarial staff need to have access to your records to perform their duties, they are fully trained about their duty of confidentiality.

It may occasionally be necessary for officers of the NHS Devon and Cornwall Area Team to have access to your records to audit the care that we provide.

Please note that for anyone else to have access to your records or information about you, **including family members**, we will need your written permission.

ACCESS TO YOUR RECORDS

You are entitled to access your medical records. There is a fee, and we need a few days' notice.

You (or your representative, with your written permission) are entitled to a single copy of your medical records. There is a charge of up to £50 for this. Please note that further copies are charged at commercial rates, i.e. more expensive. We therefore advise that if you request a copy of your records, you make and keep a photocopy of it before passing it on to anyone, e.g. a solicitor or an