

Litchdon Medical Centre

Information Leaflet for our patients

Dr Elisabeth M McElderry
MB, BCh (1974) Wales

Dr David W York Moore
MBBS (1976) London, DRCOG, MRCGP

Dr Brian Malcolm
BSc, MBChB (1981) Edinburgh, DCH, DRCOG, DPD, Dip Derm (Glasg), F P Cert, MRCGP

Dr Penny Smith
MBBS (1976) London, MRCP, MRCGP

Dr Sally Hunt
MBBS (1986), DRCOG, DGM, MRCGP

Dr Mark Wood
MA, MBChB (1989) Cambridge, DCH, DRCOG, DFFP, MRCGP

Dr George Gardner
MBBS (1996), BMedSc, DRCOG, DFFP, MRCGP

Dr Simon Jones
BSc, MBBS, DCH, DTM&H, DFP, DRCOG, MRCGP

Dr Angus Jefferies
MBBS, B.Eng, DRCOG, DCH, MRCGP

Dr Gillian A Daly
MBBS, (1979) London, DRCOG

Dr Lara Rousseau
MBChB, DRCOG, MRCGP

Welcome to Litchdon Medical Centre

This leaflet is to help you get the best of the services we provide. Please keep it safely.

Seeing the Doctor

All surgeries and clinics have an appointments system, but in an emergency a doctor will always be available to see you. Surgeries are run on an appointment basis. Routine appointments are offered between 8.30 am and 5.30 pm.; they are normally for 10 minutes, but you may request a longer appointment.

We aim to offer you an appointment with your doctor at a time that is convenient to you, however if that doctor is not available you will be offered an appointment with another doctor.

Home Visits

If you would like to see the doctor but you are too ill to leave home then you may request a home visit. Please call the Medical Centre before 10am so that the doctors may plan their visits and have your records to hand. Please remember that a lack of transport is not an acceptable reason for a visit.

IF YOU NEED TO SEE THE DOCTOR URGENTLY TELL THE RECEPTIONIST.

Outside of Surgery Hours

At night and at weekend all calls are redirected to Devon Doctors on Call. Your emergency call will be taken by a trained telephonist who will take your details and an outline of your problem. A doctor who may not be your usual doctor or from this practice will call you back to find out more about your problem. They may give you advice if that is all that is required, or will invite you to the out of hours Treatment Centre, at the Hospital, if you need to be seen. If you are housebound due to illness then a doctor will visit you. If you just want some general medical advice at any time please call NHS Direct on **0845 46 47**

Please only telephone for appointments and test results between 8.30 am and 5.30 pm Monday to Friday. For repeat medicines or medication queries telephone our Dispensary between 9 am and 5 pm, Monday to Friday.

Access to the Medical Centre

The Medical Centre is purpose built and the ground floor was designed with disabled patients in mind. There is a toilet with wheelchair access available. If you have any special needs or need to speak to the Receptionist in private please ask at Reception. We have three parking spaces for disabled patients, one close to the front door and one on level ground for wheelchair bound patients. We also have baby-changing facilities - please ask at Reception.

The Medical Centre Team

The Practice team consists of nine GP's/Doctors, Practice Manager, Practice Nurses, Receptionists, Dispensers, Office Staff, Cleaners and Caretakers.

Litchdon Medical Centre has a multidisciplinary team and you are able to see other members of the team, for example the practice nurse or health visitor - you do not have to see a doctor for permission. In recent years the team has broadened even more and are professionals in their own right and have areas of expertise that may be able to help you. If you are in doubt about who to speak to ask one of our Receptionists who will help you. The Practice also trains GP's, known as Registrars. There are often two registrars working in the practice. They are

fully qualified doctors who have already worked in hospital medicine. A senior doctor here supervises the GP Registrars. (We have a commitment to teaching medical students in the practice. We will always ask your permission before they see you. Please let us know if you prefer not to see the student.) We also employ locum doctors who have to be accredited as suitable to work in general practice, this is when the numbers of doctors are low due to sickness, holidays or because doctors are regularly asked to be involved in work out of the practice for the wider health community.

The Practice Nurses are taking a more pivotal role in health care. As well as traditional work such as dressings, immunisation and ear syringing, each of our nurses has a specialisation. We cover care of patients with diabetes, asthma, coronary heart disease, skin problems and leg ulcers. Our nurses are knowledgeable in the areas of travel vaccination, contraception, childhood illness, and women's health. We have a specialised Dietician on the staff who will see you if the nurses think dietetic advice would help you.

Working alongside our own staff are many Community Nurses, Health Visitors, Midwives, Community Psychiatric Nurses, Hospice Care Nurses, Counsellor and a Physiotherapist.

The Receptionists make the appointments, keep the medical records in order and arrange the work for the day. They are there to help you. The Office Staff type the letters, update the computer and process the paperwork. The Practice Manager ensures the practice runs smoothly.

The Community Nurses care for patients in their own homes. The Health Visitors hold clinics and offer advice and support on the health, welfare and development of children and their families. The Midwives run antenatal clinics and we offer a maternity service in co-operation with the Maternity Department at the Hospital.

Other professionals allied to healthcare use our facilities to treat patients privately.

We hold a Blood Test Clinic every morning between 8.30 am and 10.30 am, Monday to Friday; appointments are made at Reception.

The Dispensary and Lloyds Chemist

Lloyds Pharmacy and our own staff share the Dispensary. If you wish, you may have your prescription dispensed on the premises. Alternatively, you may wish to have your medicines dispensed in the town. For repeat medicines, you can order them in writing, by fax, on the telephone or in person. Please allow 48 hours or two working days for your prescription to be processed and prepared. We can make arrangements to post or deliver your medicines - please ask at Dispensary. Lloyds Pharmacy and our Dispensary are open 8.30 am to 6 pm Monday to Friday and they also participate in the Emergency Rota, see local press for details.

The Direct Dial number is (01271) 324812 and calls for repeat medicines can only be taken between 9 am and 5 pm Monday to Friday.

Your Comments

If you have a suggestion on ways we can improve our services, there is a suggestion box in Reception. We have a Comments and Complaints Book on the Reception desk and Complaints Leaflets are also available. If you have a complaint about our services, please ask to speak to our Practice Manager, Mary Golden. We have a Practice Charter, which is displayed in our Waiting Room, which outlines our aims in caring for you and your family.

We aim to be courteous and trust that you will be courteous in return. It is Practice policy to remove violent or abusive patients from our list, and those who persistently fail to attend appointments.

Useful Telephone Numbers

NHS Direct 0845 46 47

Dispensary	(01271) 324812
North Devon District Hospital	(01271) 322577
Devon County Social Services	
Adults	(01271) 323210
Children	(01271) 388600
Mental Health	(01271) 388600
Barnstaple Health Centre	(01271) 371761
Genito-Urinary Clinic (VD/HIV)	(01271) 322577 Ext 456/570
Samaritans	0345 909090
Age Concern	(01271) 324488
Quay Centre Drug problems	(01271) 344454
Alcohol problems	(01271) 325232
Cruse - bereavement help	(01271) 379719

Chemists

Lloyds Litchdon Medical Centre	(01271) 342434
Lloyds Tescos	(01271) 374971
Lloyds Brannam Square	(01271) 342076
Boots High Street	(01271) 326772
Boots Roundswell	(01271) 328117
Bear Street Pharmacy	(01271) 342549

The above chemists have a rota for late nights - please see local press for details.