



Welcome to Carn to Coast Health Centres

Carn to Coast Health Centres is a general practice partnership¹ with sites at Pool Health Centre, Homecroft Surgery (Illogan), Trevithick Surgery (Camborne) and St Day:-

- **Pool Health Centre**, Station Road, Pool, Redruth TR15 3DU
Tel: 01209 717471 Fax 01209 612160
- **Homecroft Surgery** , Voguebeloth, Illogan, Redruth TR16 4ET
Tel: 01209 843843
- **Trevithick Surgery**, Basset Road, Camborne, TR14 8TT Tel: 01209 716721
- **St Day Branch Surgery**, Scorrier Street, St Day, Redruth, Cornwall, TR16 5LH
Tel: 01209 820518

Surgery Times

Homecroft Surgery and Trevithick Surgery are open Monday to Friday from 8.00am to 6.00.p.m and close for lunch between 1.00 and 2.00pm. Pool Health Centre is open from 8.00am to 6.30pm inclusive. We offer extended hours appointments on Wednesday evenings at Pool until 8.00 p.m.

St. Day Surgery is open at the following times:

Monday	9.30 am to 1 pm and 3 pm to 6 pm
Tuesday	8.15 am to 1 pm
Wednesday	9.30 am to 1 pm
Thursday	8.15 am to 1 pm and 3 pm to 6 pm
Friday	8.15 am to 1 pm

We aim to ensure that an appointment will be available with a primary care professional within 12 hours and a GP within 48 hours. It should therefore be unnecessary for patients to request a non-routine appointment in all but exceptional circumstances. We are, however, almost always able to ensure that patients who so wish can be seen the same day by a Nurse Practitioner, Acute Illness Nurse or a Duty Doctor, though in these circumstances you may be asked to attend an open session without a formal appointment time. See below for further details concerning appointments.

The surgery provides telephone consultations so that appropriate advice can be given without requiring a visit to the surgery. We also offer an eConsult service online; please see the website www.carntocoast.co.uk for further information.

Disabled Access

All our main surgeries offer access suitable for wheelchairs and have reserved car parking spaces near the front doors for people with disabilities. They have toilets for disabled users and induction

¹ We are not a limited partnership.

loop equipment for the hard of hearing. Owing to the position and nature of the current premises in St Day facilities are more limited.

General Practitioner Partners

Dr Phil Trevail BM Southampton 1986 DRCOG MRCGP DFFP

Dr Tim Baker MB ChB Bristol 1985 DA DCH DRACOG MRCGP

Dr Mark Danielsen BM Southampton 1992 BSc MRCP DRCOG DFFP

Dr Julie Boissonade MB ChB Manchester 1983

Dr Jon Smith MB BS London 2001 BSc DRCOG MRCGP

Dr Marcus Sharp MRCGP

Dr Matt Whiteley MRCGP

Dr Mike Carter MB BS2007 University of London

Salaried GPs

Dr Manisha Cooper MBChB, DFFP, MRCGP

Dr Andrew Sharp MRCGP MBBS, BSc DCH DGM DPD

Dr Andy Watson BMBS, MRCGP

Dr Dan Haghani MB BS 2010 University of East Anglia

Dr Caroline Wiltshire MBChB, BMedSci (Hons), MRCGP, DFRH

Dr Rhydian Davies MBBS BSc MRCP MRCGP DipDerm

Dr Ruth Gilbert MBChB DFFP DRCOG

Dr Sarah Johnson MRCGP DGRH MBChB

Dr Samuel Parkin BMBW MRCGP

Dr Oliver Prescott BMBS BSc PGCert

Dr Rhianne Robinson BMBS RCGP

Dr Nataliya Klid MRCGP MRCS

Paramedics

Simon Wordley

Matt Mulloy

Kate White

Gerry King

Nurse Practitioners

Mavis Kirby RGN CNP Independent / Supplementary Prescriber

Karen Jenkin RGN ENB 199/998 BSC emerg care Independent / Supplementary Prescriber

Caroline Dunstan RGN Independent / Supplementary Prescriber

Justine Smith RGN Independent / Supplementary Prescriber

Practice Nursing Team

Sarah Ford, RGN DipHE Nursing - Practice & Acute Illness Nurse

Trudy Matthews, RGN - Practice Nurse

Stephanie Whyte, RGN - Practice Nurse

Liz Cousins, RGN DipHE Nursing - Practice Nurse

Carrie Patrick, DipHE nursing - Practice Nurse

Gaynor Willetts, RGN- Practice Nurse

Jamie Justice, BSc (Hons) Nursing (Adult Health) - Practice Nurse

Jane Rusden, RGN Practice Nurse

Tanya Adams, Assistant Practitioner

Melissa Yeomans, Assistant Practitioner

Hayley Thomas, Assistant Practitioner

Leila da Silva, Health Care Assistant

Cicconne Tellam, Phlebotomist

Ann Curtis, Phlebotomist

Carol Whitham, Phlebotomist

Lauren Deseta, Phlebotomist

Sonia Williams, Phlebotomist

Practice Management & Administration

Managing Partner: Stephen Holby, MSc, BSc (Econ)

Senior Management Team:

Sally Poxon

Susannah Green

Veronica Pascoe

Prescriptions Manager: Sarah Priest

Office Manager: Gina George

Governance and Patient Liaison Officer: Diane Burdall

Others

The Practice hosts a number of attached staff including Counsellors, Midwives and Health Visitors.

Midwife appointments may be booked through the surgery; if appointments are not available when required contact can be made with their team on 01209 842172. For emergency midwifery support patients should contact the on call midwife via details on their care record pack.

A **health visitor** is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing. The team is split into two geographical areas. To contact a health visitor telephone 01872 322277

To see a **counsellor** please ask at Reception for a self-referral form or telephone 01209 717471.

Training Practice

As an approved training practice, we usually have at least one doctor with us for a 12-month period as a registrar. The registrar is a fully qualified doctor with several years' experience in hospital medicine, who is completing the post-graduate training in general practice and who functions as an

independent practitioner, sharing the on-call and surgery duties. We may occasionally request your consent to video these consultations to be used in general practice training. Please be assured you can decline to participate at any time with no prejudice to your care.

We also have medical students from Peninsula Medical School with us from time to time. The receptionist will inform you if a medical student is sitting in with your doctor.

Dispensary

We are a dispensing practice with dispensers working at the Homecroft and St. Day sites. (Pool has an on-site pharmacy operated and managed by Boots.) The dispensary staff are:

***Corinne Barrowcliffe** (based at Homecroft)*

***Julie James** (based at Homecroft)*

***Louisa Pollock** (based at St. Day)*

Do It Online

GP online services allow you to access a range of services via your computer, mobile or tablet. Once you have signed up, you will be able to:

- book or cancel appointments online
- renew or order repeat prescriptions online
- view parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results

You can still contact the practice by phone or in person, this is just another option, which other patients have found is more convenient and saves them time. More information including “how to” leaflets and videos of patients and why they are using GP online services are available at www.nhs.uk/gponlineservices

How to sign-up

For more information please contact reception or ask next time you visit the surgery.

Alternatively read the 'It's your choice leaflet, fill out the 'Access to services agreement' and bring two acceptable forms of Identification with you, all of which can be found below.

If you don't have any identification please talk to us and we will help you sign up.

Appointments & Telephone Consultations

If you have internet access we would recommend you to book them on our website at your convenience www.carntocoast.co.uk . Details of how to sign up for this service are in the section above. Alternatively you may call in or telephone 01209 717471. When telephoning, please bear in mind that the early part of the day can be busy. If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (telephone 999) before calling the surgery.

Our clinicians are prepared to give advice over the telephone but may not be free when you call. The receptionist will take details and can usually arrange for a clinician to return your call.

As explained below Carn to Coast Health Centres retains a range of clinicians and health care professionals with a variety of skills in order to give the best possible service to our patients. Practice reception and administrative staff are trained so as to book patients in with the most appropriate clinician. **Our reception staff are therefore instructed to ask patients if they would mind describing briefly what the problem is for which an appointment is being requested.** We would assure you that the information you give is treated in strict confidence and is only used for the purposes of giving you the right appointment. If, nevertheless, you do not wish to give the information to a receptionist, we can arrange for a clinician to call you back, however this may delay you being seen.

To manage the very high demand for appointments/telephone consultations for patients who ring requesting an urgent appointment, we have a multi-disciplinary on-call (or 'duty') team which includes nurse practitioners, acute- illness nurses and paramedics as well as doctors. **Acute-illness nurses** see, treat and prescribe appropriate medication for less complex conditions such as urinary tract infections, chest infections etc. **Nurse practitioners** are qualified to treat, prescribe and refer patients with virtually any condition as necessary. Both have access to a doctor should they require any additional input. The acute illness nurses and nurse practitioners see the vast majority of patients who raise an urgent concern requiring a face-to-face consultation that day. The doctors within the team (assisted by the paramedics) visit truly housebound complex patients who have no access to transport. They help prioritise patients who contact the surgery on the day with conditions they feel are urgent, arranging for them to be seen by an appropriate clinician or by giving them appropriate telephone advice. They provide support to the acute illness nurses and nurse practitioners who are consulting with patients face-to-face throughout the day and who may request the doctor join them in the consulting room for a potentially more complex case.

Home Visits

Visits are for those who are housebound or who are too ill to be brought to the surgery, so please visit the surgery if you can. To request a home visit please telephone 01209 717471, before 10.30am if possible. A clinician from the duty team will usually telephone you before confirming a home visit.

Out of Hours Service and Cornwall 111

111 is the NHS non-emergency number available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. Ring 111 and an adviser will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. For emergency calls ring 999.

Access to the out of hours service is via Cornwall 111. It operates between 6.30pm and 8am weekdays and 24 hrs weekends and Bank holidays. To contact, ring **111**

To Register as a Patient

All new patients will be required to complete a registration form (available on our website www.carntocoast.co.uk). New patients are invited to fill in a health questionnaire, giving details of medical history and lifestyle, and are welcome to make an appointment for a new patient medical check with the practice nurse or doctor.

Repeat Prescriptions

Repeat prescriptions may be ordered on-line via our website www.carntocoast.co.uk . Details of how to sign up for this are set out above (see under 'Do it On-Line').

Alternatively you can bring or post your repeat slip to the surgery. It is our policy that prescriptions will be processed by the surgery within two working days. Most prescriptions are then sent electronically to your nominated pharmacy. (Please be aware that we are not responsible for any delays by pharmacies in dispensing medication. Please remember in particular that we do not manage the pharmacy outlet at Pool, which is run by Boots UK, a subsidiary of Walgreen Boots Alliance, Inc, headquartered in USA.)

We cannot currently accept prescription requests over the telephone for reasons of safety.

Test Results

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results in the afternoon. Some tests take longer than others. Your doctor may be able to give you an idea of how long you are likely to wait but please remember this is not within the Practice's control.

Clinics & Services

In addition to GP consultations the practice adheres to the General Medical Services Contract for the provision of healthcare services:

Essential Services

- ***Asthma/COPD***
- ***Coronary heart disease***
- ***Diabetes***

Additional Services

- ***Blood pressure checks***
- ***Blood tests***
- ***Cervical smears***
- ***Contraceptive services***
- ***Child health surveillance - care shared between the doctor and health visitor.***
- ***Dietary advice***
- ***ECG's***
- ***Healthy living - including weight & exercise advice and smoking cessation.***
- ***Maternity care***

- ***Minor surgery***
- ***Vaccinations and immunisations given under NHS***
- ***Well woman***

Non-NHS Services and Examinations

Certain medical services are not available within the framework of the National Health Service but may be provided by the Practice at the Partners' discretion. Such services include medical examinations for insurance purposes, travel vaccinations, HGV/PSV/Driving and pre-employment medicals. Charges for these services accord with rates recommended by the British Medical Association (BMA) where applicable.

Travel Immunisation /Vaccinations

For advice and immunisation please telephone the practice nurse at least six to eight weeks before travelling.

Yellow Fever Vaccinations

We are an authorised Yellow Fever Vaccination Centre.

Flu Vaccination

An influenza vaccination is recommended for patients over 65 and for those with chronic conditions e.g. heart, lung or kidney disease, diabetes. Please contact the reception staff in September for details of the vaccination dates and to make an appointment. For housebound or nursing home patients, a home visit may be arranged.

We also offer shingles vaccinations for eligible patients.

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a Practice complaints procedure under the terms of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

Complaints may be made verbally or in writing.

How To Complain

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know as soon as possible, ideally within a matter of days or, at most, a few weeks, because this will enable us to establish what happened more easily. If it is not

possible to do that, please let us have details of your complaint as soon as possible. In any event a complaint should normally be made not later than 12 months after:

- The date at which the matter which is the subject of the complaint occurred

or

- If later, the date on which the matter which is the subject of the complaint came to your notice.

Complaints should be addressed to Diane Burdall or any of the doctors. Alternatively, you may ask for an appointment with Diane Burdall in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

[N.B. Complaints re Boots Pharmacy:- As advised above Carn to Coast Health Centres do not manage the in-house Boots pharmacy adjoined to the surgery. Any complaints or comments regarding their service should be addressed to the Manager, Boots UK, Pool Health Centre, Pool, Redruth TR15 3DU.]

What We Shall Do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

Complaining on Behalf of Someone Else

If you are unable to complain, a relative or friend can make the complaint on your behalf.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Your Additional Rights

If you are dissatisfied with the action taken to try to resolve your complaint please say so; we may be able to do more to help. If, however, you still remain unhappy, you have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank

London
SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

The Independent Complaints Advocacy Service (ICAS) can help you make a complaint if you wish.

The contact details are:

Independent Complaints Advocacy Service (ICAS)

1st Floor,
17 Dean Street,
Liskeard,
PL14 4AB

Tel: 01579 345193

Email: liskeard.icas@seap.org.uk

Comments and Suggestions

Comments or suggestions about the services we provide should be addressed to Diane Burdall.

Confidentiality

Clinical and administrative staff have access to medical records in the course of their duty. Personal health information is confidential and may not be released without the patient's informed consent. There are strictly limited exceptions to this where the clinician determines that release is justified in the specific circumstances.

We take our responsibility of patient confidentiality very seriously. All our staff including the receptionists are well aware of their roles and will not divulge any information given to them except to the appropriate GP. Please feel at ease when requested to give them information (for example if requesting a phone call or visit from the doctor) that the details you give will be dealt with in strict confidentiality. Similarly, we cannot and will not divulge medical information including test results to anyone other than the person who had the test. This is irrespective of who is asking for the information.

Sometimes parents of teenage children expect to be able to obtain test results for them automatically but, if your child is competent legally, then we are bound to keep their confidence unless they specifically give us permission to discuss their results with you. The duty of confidentiality owed to a person under 16 is as great as the duty owed to any other person.

PATIENTS' RIGHTS AND RESPONSIBILITIES

Zero Tolerance

Carn to Coast Health Centres try at all times to deal with patients in a polite and courteous manner. In return we expect that the same is shown to both the staff and doctors at the surgery. Whilst we understand that a visit to the doctors can at times be stressful or worrying we will not tolerate aggression or abuse to either our reception staff or any of the professional staff at the surgery. Any patient being threatening or abusive to any member of our team will be removed from our practice list without further warning.

Practice Charter

The practice will consider all applications to register regardless of gender, age, disability, race or income.

Registered patients have the right to:

- Receive treatment regardless of gender, age, disability, race or income.
- Consult with a clinician within 24 hours for urgent medical problems.
- Access the practice deputising service out of hours.
- Have your treatment explained to you.
- Confidentiality.
- Refuse to be treated in front of any medical students.
- Complain, without discrimination, if there is a problem.

Registered patients are responsible for:

- Making and keeping appointments.
- Notifying the surgery if unable to keep an appointment.
- Ordering repeat prescriptions in adequate time.
- Behaving in an acceptable manner.
- Switching off mobile phones when in the surgery.
- Informing the practice of any change of address, name or telephone number.
- In respect of patients aged over 75 years and those who have not attended in the previous three years, there are special provisions in our contract with regard to providing a consultation. These make no practical difference to the services provided to those patients.
- Patients have the right to express a preference to receive services from a particular performer or class of performer either generally or in relation to any particular condition.

Change in Personal Details

If you change your name, address or telephone number (including mobile phone numbers) please inform us as soon as possible so that we can keep our records up to date.

GENERAL INFORMATION

Under the terms of our contract with the NHS Commissioning Board we are obliged to include the full name, postal and e-mail address and telephone number of the Board in this leaflet. According to the NHS England website their details are:-

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

General Post: NHS England, PO Box 16738, Redditch, B97 9PT

Reviewed June 2019