



The Partners at this practice provide the services under agreement with Devon ICB(NHS England) and offer a full general practice service.

Welcome

We are a small friendly practice working in a surgery that was opened in March 1993 and had an extension opened in May 2005.

Some of the Doctors have commitments outside of the Practice and therefore share patient care. You may choose to see whomever you like, although it is preferable that you see mainly the same doctor.

The Practice team strives to provide high quality patient care based on careful evaluation and monitored ethical practices and professional standards. We strive to ensure co-ordination of services with good communication in the practice and liaison with hospitals and other associated agencies. We seek to ensure patient safety at all times in a relaxed and comfortable environment. We seek to ensure that patients and their carers are welcomed in a courteous and considerate manner respecting privacy and maintaining confidentiality at all times.

The practice team includes 6 GPs, two practice nurses, one phlebotomist and well as our practice manager, reception and administration staff.

Parking and access

There is car parking available at the surgery including two designated disabled parking bays and a parent and child space. Please avoid the staff parking areas.

The patient consulting rooms are all on the ground floor with access for pushchairs and wheelchairs.

Baby changing facilities are available in the patient toilet.

To register as a patient at this practice please call into the practice and fill in a patient registration form and bring two forms of identification one photo id and one with proof of address. If there are any children under the age of 5 years you may also be asked to complete a form for the Health Visitors.

Patients are now routinely registered with the practice but may choose to see a regular doctor. Please make a member of staff aware of this if this is your choice and they will be happy to advise you.



Surgery Opening Times

The Surgery is open from 8.20 am. - 6.00 pm. Monday – Friday.

Thursday 8.20am to 8.00pm

The telephone lines are open 8.30am –6pm Monday - Friday

Consultation Times

Monday 8.30 - 12.00 2.30 – 5.45

Tuesday 8.30 - 12.00 2.30 - 5.45

Wednesday 8.30 - 12.00 2.30 - 5.45

Thursday 8.30 - 12.00 2.30 – 8.00

Friday 8.30 - 12.00 2.30 – 5.45

The practice nurses are available for consultation on Mondays to Friday 8.45am until 12.45pm and 2pm – 5.10pm and Thursdays 8.45am until 7.30pm.

Our phlebotomist works Monday to Friday mornings from 9am until 12.40pm and Wednesday PM 2.00pm to 5.10pm

Appointments

Appointments with the GPs or Practice Nurses can be made in person or by telephone. Please make a separate appointment for each person. If you cannot attend, please cancel the appointment as soon as possible. You will normally see the Doctor or Nurse you have requested to see. Please be considerate if someone else's medical needs are given priority. Consultation times may vary according to demands but you can book a longer appointment if you have more than one medical problem to discuss.

Urgent Appointments and Telephone Advice

If you think your problem is urgent and requires medical advice on the same day, please telephone the surgery number., or complete a patient consult on our website. Please provide a landline number rather than a mobile telephone if possible.



Home Visits

If you are too unwell to come to the surgery, the Doctor may visit you at home. Please telephone the surgery and give the Receptionist full details of your condition. The Duty Doctor of the day will then ring you back to assess the problem before a Doctor visits. This allows the GPs to plan the workload without disrupting surgery services.

Out Of Hours Service (Devon Doctors on Call)

Devon Doctors On Call provides medical cover, out of surgery hours.

If you need a Doctor for an emergency outside normal surgery opening times, an answer phone message at the Surgery will direct you to the headquarters of Devon Doctors or you can telephone direct 0845 6710 270. A trained receptionist will take your details, which will be passed to one of the on call Doctors who will ring you back and either advise you on the telephone, arrange for you to attend one of the Treatment Centres or if you are too unwell, a home visit will be made.

Walk in Centres

Exeter has two walk in centres, one based in Sidwell Street (Tel 276892) and the other at The Royal Devon & Exeter Hospital, Wonford (Tel 411735).

These are nurse led services that offer health advice and provide treatment for minor illness including emergency contraception.

NHS Direct

NHS Direct is a Nurse Led telephone advice line, available 24 hours a day. They offer advice on a variety of conditions. Their number is 0845 46 47 or you can access on line at www.nhs.direct.nhs.uk

NHS Devon is based at County Hall, Topsham Road, Exeter. Telephone 01392 205205 or 08451405005 or you can access on line at

www.devonpct.nhs.uk



Repeat Prescriptions

Prescriptions for medicines that are taken regularly can be obtained without seeing the Doctor. Requests should be made by tearing off the request slip attached to your prescription, in writing or by email;

d-icb.wgs@nhs.net

We are not able to accept requests for prescriptions over the telephone.

Please allow two working days (not Saturday and Sunday) for us to process your prescription. We would be happy to post prescriptions if you enclose a sae with your request. Some chemists will collect prescriptions directly from the surgery. Please ask for details

Test Results

If you require the results of any tests or procedures that have been carried out, please telephone the surgery after 2.00 pm. Information will not be given to another person unless we have your written permission.

The Practice Team

Dr Ben Hoban

Family Planning and Child Surveillance Certificates

Dr Ben Hoban. BM 1997 University of Southampton, MRCGP 2001, Dr Hoban has been with the practice since 2001. He offers the full range of general practice care to his patients with a particular interest in minor surgery, joint injections and contraceptive implants. He does not refer patients for termination of pregnancy due to a conscientious objection.

Available Tuesday, Wednesday morning, Thursday and Friday morning

Dr Toby Nelson

Dr Nelson has taken a varied route to General Practice having previously worked as a secondary school science teacher and in international development before re-training as a doctor at St George's medical school in London. He moved to the South West in 2013 and completed his GP training at Wonford Green Surgery. Dr Nelson has a keen interest in medical education and training. When not at work Dr Nelson can be found enjoying all that Devon has to offer and sharing this with his young family. He does not refer patients for termination of pregnancy due to a conscientious objection.

Available Monday, Wednesday and Thursday.



Dr Debs Morgan
General Practitioner

Dr Morgan has recently relocated to Devon from Somerset and previously worked at a practice near Bristol. She enjoys providing the full spectrum of General Practice care to her patients and has a particular interest in dermatology.

Outside of work, Dr Morgan enjoys paddleboarding, sings in a choir and enjoys spending time with her young family.

I am very excited to be joining Wonford Green Surgery after previously working as a GP in Chew Magna near Bristol. Having recently moved to this area, I am really enjoying all East Devon has to offer and wondering why it's taken us so long to move here! I look forward to meeting you when I start in September.

Available Tuesday Morning Wednesday and Friday

Dr Sarah Russell
General Practitioner

Dr Sarah Russell MBChB 1999 Birmingham University. MRCGP 2006 Dr Russell joined the practice in June 2017. She offers the full range of general practice care to her patients with a particular interest in family planning including options for unplanned pregnancies.

Available Tuesday, Wednesday (PM) and Friday

Dr Victoria Manning
General Practitioner

Dr Victoria Manning MBChB 2007 University of Sheffield, MRCGP 2012 Dr Manning joined the practice in April 2018 after working here as a locum GP for many years. She offers a full range of general practice care to her patients. Dr Manning has a special interest in microbiology.

Available Wednesday Am and alternate Pm

Dr Alison Warren
General Practitioner

Dr Alison J Warren. Pharmacology BSc (1998) and MB BCh (2000) University of Wales College of Medicine, Cardiff. MRCGP (2007). Joined the practice 2021 as a Salaried/Retainer GP. Worked primarily as Salaried and Locum GP throughout Devon since 2005. She offers the full range of general practice care to her patients.

Available Tuesday, Wednesday (am) and Thursdays.



Dr Ben Hoban

Family Planning and Child Surveillance Certificates

Dr Hoban has been with the practice since 2001.

Practice Manager, Mrs Julia Knott

If you wish to discuss anything concerning the organisation or running of the Practice or have suggestions about possible improvements, the Practice Manager will be pleased to see you.

Reception Staff

The Reception staff are here to help you. Their job is very demanding and they often have to do 'six things at once' so please be patient.

Practice Nurses, Sorina, Carley Angela (HCA) and phlebotomist Debby

The Practice Nursing Team provide a comprehensive range of services including cervical smear testing, blood tests, ECGs, dressings, childhood immunisations, Asthma (respiratory disease), Diabetes and Coronary Heart Disease advice, travel vaccinations, smoking cessation, family planning, ear syringing, diet advice, travel vaccinations, immunisations and blood pressure.

District Nurses

This team provides nursing care at home, for those patients who are too ill to attend the surgery or are bedridden and they are experts in the treatment of leg ulcers. We share our District Nurses with Isca Medical Practice where they are based in Homefield Road. If you are under the care of the District Nurses they can be contacted by telephone on Exeter 491773.



Health Visitor

The Health Visiting Team are based at the Family Centre in Chestnut Avenue. They work with all parents and carers offering advice and support on all areas of child health and development and family health. The health visitors can be contacted by telephone on Exeter 426158

Community Midwifery Team

The practice has a community midwifery team who hold weekly antenatal clinics at our Surgery. They work closely with the GPs to care for you during your pregnancy and provides postnatal care after you have had your baby and return home.

Physiotherapist

We have a twice weekly 'drop in' clinic but you must have been referred by your GP. Please ask at Reception for a Physiotherapy Information Leaflet, which will provide details of the service.

Chiropody Services

If you qualify for NHS Chiropody Treatment, please telephone NHS Devon on 01392 205205. The Chiropody Department will be pleased to make an appointment for you on the telephone. The clinics are held at Heavitree Hospital.

Medical Students

The Practice accepts students from the Peninsula Medical School on a regular basis. This is to enable Medical Students to learn about General Practice.

You will be informed if the appointment you are offered is a teaching appointment and it is entirely up to you whether to accept that appointment or book a non teaching appointment.

The Surgery Patients Charter.



In this charter we are stating for the first time those rights to which our patients are entitled and the standard of care they can expect to receive from the practice.

Your rights

The practice accepts the patients' rights to:

- Receive quality health care including prevention and health screening as well as continuing care.
- Be referred to a specialist by your own Doctor when considered appropriate.
- Be provided with information on all aspects of your care, including the alternatives available, before you agree to treatment.
- Receive prompt treatment in an emergency
- Confidentiality at all times.
- See your health records. Please ask a member of reception staff for details of how to see your health records.
- Have complaints investigated thoroughly, quickly and without prejudice.

Our Standards

- We will uphold your rights as an individual and ensure respect for cultural and religious backgrounds.
- Patients will be greeted courteously and efficiently at all times. The reception area has a bell if a receptionist is not already there.
- If you need to see a Doctor urgently the Duty Doctor can contact you on the same day.
- At the surgery, you will be given a full explanation if you are kept waiting more than 30 minutes after your appointment time.
- New patients registering with the practice will be offered a new patient health check if clinically indicated
- All telephone calls to the surgery will normally be answered within six rings.
- All messages or visit requests will be recorded by the reception staff and passed to the doctor concerned as soon as possible.
- Patient Confidentiality- We respect your right to privacy and keep all your health information secure .It is important to keep accurate and up to date records about your health and treatment so that those treating you can give you the best possible care. This information may be used for management and audit purposes. However, it is



usually only available to those involved in your care. You have the right to know what information we hold about you and if you would like to see your records please call our practice manager.

Our Requirements

We expect:

- That patients notify us as soon as possible if they are unable to keep an appointment as this allows us to offer the appointment to another patient and keeps waiting times down.
- That patients requesting a home visit should telephone the surgery before 10am except in emergencies.
- That patients waiting in surgery make allowance for the fact that emergency cases may have to be given priority or that other patients medical needs may take longer than the usual appointment time given.
- That patients will not make unnecessary requests for out of hours home visits. During changes to surgeries due to circumstances beyond our control, patients remain polite to staff and give their opinions to the manager, if they require further explanation.

The practice has a zero tolerance policy towards violent or aggressive patients. Any patient who is violent or aggressive to any member of the practice team will be removed from our list and advised by the Devon Primary Care Trust of the alternative arrangements available

Practice Complaints

We always try to provide the best services possible and we welcome any suggestions about ways in which we might improve. If you have any suggestions or concerns please request to speak to the practice manager who will be happy to help. In the majority of cases concerns can be resolved quite easily.

If the matter cannot be satisfactorily resolved the practice manager will give you information about how to proceed further or ask a member of our reception team for a complaints leaflet.

Our practice procedure is unable to deal with questions of legal liability or compensation.



SERVICES AVAILABLE

Child Health and Vaccinations

The childhood vaccinations are now given at two, three and four months to protect small babies from whooping cough, Hib, diphtheria, tetanus, polio and meningitis C. The MMR (measles, mumps and rubella) is given at 15 months.

Child development checks are shared between the doctors and the health visitors and when your child is due for one of these checks an appointment will be sent to you.

Adult Vaccinations

Any adult with vaccination queries can get advice from our Practice Nurse team.

Flu vaccinations are available in the autumn for all over 65 years of age and others with diagnosed asthma, diabetes, respiratory or heart problems and certain other chronic illnesses.

Cervical Smears

It is very important for all women between 20 and 65 to have a cervical smear test every five years. Cervical cancer is slow to develop and if picked up early this is totally curable by simple painless treatment. The nurse carries out this check.

Diabetes, asthma and heart and circulation problems

We offer a comprehensive clinic service for patients with diagnosed diabetes, asthma and heart and circulation problems. These are run by the doctor and nurse and help with monitoring, medication and lifestyle advice.

Smoking Cessation

- Run by practice nurse
- Advice and support on stopping smoking

Family Planning

- Advice from doctor or practice nurse
- Oral contraception, depot injections and coil fittings



- Emergency contraception
- As all our services this is confidential

Minor Surgery

- Removal of cysts and lumps etc
- Freezing of warts and verrucae
- Run by doctor and health care assistant

Non-NHS Services

The NHS does not cover some services such as private sick notes, insurance claim forms, passport applications and certain medical examinations. Charges are made in line with the British Medical Association recommendations as displayed at reception.

Help Yourself To Health

Six ways you can really help yourself to live a healthier lifestyle.

- Be a non smoker
- Be a reasonable weight
- Take regular exercise
- Eat a high fibre low fat diet
- Take alcohol only in moderation
- Avoid excessive exposure to the sun

SELF TREATMENT OF ILLNESSES AND ACCIDENTS

Colds, Coughs and Stuffy Noses

- These are usually caused by viruses and even in this day and age there is no cure
- Antibiotics can only kill bacteria which are completely different organisms
- Paracetamol will relieve the headache, sore throat and aching muscles as well as bringing down the fever
- The illness will last five to six days, but the cough may persist for several more days.



Fever (raised temperature)

- A fever is natural with most illnesses and simple measures to lower the temperature will make you feel much more comfortable.
- Keep the room cool. Don't wrap the patient up, even if the person says they feel cold.
- Leave the body exposed to allow the excess heat to escape from the body, especially children.
- Take plenty of cool drinks. Take regular paracetamol or aspirin.(Ibuprofen if under 12 years of age)
- Sponge down with a tepid flannel- leave the patient damp and repeat when dry.

Vomiting and Diarrhoea

- Prevent dehydration- drink plenty of fluids.
- Dioralyte or Rehydrate are available at your chemist and are very useful, especially for children - only for diarrhoea and not usually needed.
- If vomiting is a problem take small sips of fluid every few minutes.
- No milk or solids should be given for 24 hours.
- Symptoms should settle in 24 - 48 hours.
- If symptoms persist or if frequent vomiting, consult your doctor.

Chickenpox

- Rash appears as small red patches with itchy blisters.
- Rash will dry up and crust over in four to five days.
- Child is infectious until the last crusts have dropped off.
- Calamine lotion and cool baths will help the itch.
- Phenergan medicine from the chemist can also help.

Head Lice

- Found in clean as often as dirty hair.
- Spread by head to head contact.
- A medicated head lotion can be obtained from the chemist.
- Treat all members of the family and notify the school.
- Advice can be obtained from the health visitors or pharmacists



Back Pain

- Is very common, usually postural and gets better without treatment
- Pain killers and early return to normal activities is all that is usually required
- A firm mattress when sleeping and using a lumbar roll when sitting up can help prevent back pain.
- The fitter you are the less back pain you will get

Cystitis

- Very common in women
- Causes a burning sensation on passing urine and more frequent urination.
- Drink plenty of fluids.
- If your symptoms last more than 24 hours consult your doctor.

Burns

- Immediately apply large quantities of cold water.
- If skin unbroken but blistered applies loose dressing and keep very clean.
- If burn is large or skin broken contact the surgery or walk in centre.

Sunburn

- Sunburn is bad for your skin.
- Children are especially susceptible.
- Cool the skin with cool water and apply calamine lotion.
- Paracetamol may help if you are uncomfortable

Threadworms

- Small white worms seen in the motion.
- Suspect if there is scratching around the anus especially at night.
- Spread by eggs under the nails put into the mouth.
- Medicine is available from the chemist.
- All family members should be treated.



The child with a temperature

We are aware of how worrying it can be to have a sick child. If you are concerned about your child we will always see them the same day at the surgery. We do ask that whenever possible you bring your child to the surgery rather than requesting a home visit. A child will come to no harm being brought to the surgery and can usually be seen sooner. Your co-operation in this matter is greatly appreciated. It is always wise to keep a supply of children's paracetamol (Calpol or Disprol) at home. Paracetamol reduces a child's temperature, so should be given four- six hourly whenever a child has a temperature. In most minor illnesses in childhood, this is the only treatment required. If you are worried about the child or if the child fails to improve in two or three days, it is worth ringing the surgery to check.

- **Your local pharmacist is able to offer advice and treatment on many common conditions and advise you when to see a doctor if you are not sure.**