



The
+Health Centre
GP Practice

FALMOUTH



Welcome to Falmouth Health Centre

We provide a full range of General Medical Services. Our reception staff will be pleased to help you with any specific information you may require. The Practice serves Falmouth, Penryn and the surrounding villages.

If you have access to the internet please visit our web site at **www.faldoc.co.uk** where you can find much more information and register for on line appointment booking and to order repeat prescription items 24 hours a day.

Doctors

Dr Andrew Seaman MB ChB (Partner)

Dr Richard James MB BS FRCS MRCGP DCH DRCOG (Partner)

Dr Nick Rogers MB BS MRCGP (Partner)

Dr Vicky Hartnell MB BS FPCert DRCOG MRCGP DipFSRH (Partner)

Dr Féaron Kelly Bsc MSC MBBS DRCOG DFFP DGM MRCGP (Partner)

Dr Stephanie Jackson MB BS MRCGP DFFP

To register as a patient

If you would like to register with the Practice please call in with some form of photo ID and your medical card if you have one. If you would like to see a particular Doctor please tell us and we will do our best to accommodate you. We will also offer you a New Patient Health Check with one of our Practice Nurses while we wait for your medical records to arrive from your previous Practice.

Practice opening hours

Monday to Friday 8:00 am – 6:30 pm (closed between 1:00 pm and 2:00 pm Friday for staff training)

We also provide pre booked appointments
Monday to Friday between 07:00 am and 08:00 am

The practice is closed at weekends and bank holidays.

To make an appointment to see or speak to a Doctor

We offer a flexible system so that patients can obtain an appointment with a Doctor either face to face or by phone. You can book in advance or ask for a same day appointment if it is urgent. Please phone **01326 210090** and we will do our best to book you with the Doctor of your choice at a date and time that suits you. If he or she is away or fully booked, you will be given the option of seeing or speaking to another Doctor. If you think your problem is urgent, please tell our receptionist who will arrange for you to have either a telephone or surgery appointment that day. Our Nurse Practitioner can also deal with many common ailments and can often see you sooner than a Doctor.

Home visits

If you think you need a home visit because you are housebound, please try to make your request before 11.00am. If an urgent call is required please make this clear to the receptionist. A Doctor will usually phone you before he visits to discuss your problem with you and decide if a visit is necessary.

To make an appointment to see a Nurse

Most appointments with Nurses and Healthcare Assistants can be pre booked so please try to phone **01326 210090** after 10:30 am

Out of hours emergencies

Cornwall and Isles of Scilly Primary Care Trust is responsible for your care from 6:30 pm until 8:00 am weekdays and throughout the weekend and bank holidays. If you urgently need to contact a Doctor out of hours please phone Serco Health on 0845 2000 227 or for general medical advice contact NHS Direct on 0845 4647 or www.nhsdirect.nhs.uk

Repeat Prescriptions

If you have internet access you can request repeat prescription items 24 hours a day via a secure web link from our web site www.faldoc.co.uk or you can hand in your request at reception. Please note that we need a minimum of two working days notice if you wish to collect your prescription from the surgery. If you want the prescription to be collected by a chemist, please be aware that only they have control over when they will collect or how long it takes for your prescription to be made up by them.

Services available

In addition to a full range of general medical services the Practice also offers additional healthcare services including child health, maternity services, minor surgery, travel vaccinations, contraceptive services, cervical smears, employment medicals, seafarers medicals and much more. Some additional services e.g. travel vaccines etc. are not provided by the NHS and will be chargeable.

Specialist sexual health service

Falmouth Health Centre provides a service for patients who want advice and treatment for sexual health problems. This service covers all aspects of sexual health, and some contraception (emergency coil fitting for post-coital contraception and Implanon insertion). We can also provide sexually transmitted infection screening and treatment, HIV testing and advice on contact tracing. The service is completely confidential with records held separately. Phone **01326 310156** for more information

Access

Wheelchair access is via the main entrance and the Practice is in a single storey building.

GP Training

The Health Centre is working with Peninsula Medical School to train new Doctors and from time to time you may be offered an extended appointment with a medical student. We will ask your permission beforehand.

Use of computers and personal medical records

We are registered under the Data Protection Act and we have robust systems in place to protect your confidentiality. Everyone who works at the Practice has had Information Governance Training and has had a CRB check. We will not give any information about a patient to anyone else unless the patient has given express consent for us to provide that information to someone not involved with their health care.

Feedback and complaints

We welcome feedback as a positive way of improving services. The Practice undertakes a comprehensive annual survey and review. The Practice Manager is responsible for implementing the NHS complaints procedure.

Our Contract with you

You will be treated as an individual and will be shown courtesy and respect at all times irrespective of your ethnic origin, religious beliefs, personal attributes or the nature of your health problem. In return we ask you to appreciate that we are trying to satisfy the needs of all our patients and we need your co-operation.

Medical staff will advise you of the treatment they think is most appropriate and we will always seek your informed consent before treatment begins. Please ask if you are unsure about any aspect of your treatment.

Everyone at the Health Centre has the right to carry out their work without threat of violence and because of this we will

remove from our list any patient who is verbally abusive or threatening towards any member of staff or other patients.

Young people

We are happy to see and treat patients under sixteen years old without their parents' permission if we are satisfied they are able to understand the issues concerning their problem. This Practice believes that everyone has the right to confidentiality; you can be sure that anything you discuss with any member of this Practice — doctor, nurse or receptionist — will stay confidential. Only in exceptional circumstances, such as if someone is in physical danger, would we possibly pass on information to a third party (and then only after discussion with the patient).

See www.eefo.net

The Practice team

The Receptionists and Administrative Team are here to help you make an appointment, take requests for home visits, print prescriptions and answer general non medical questions and provide secretarial and back office services to the Medical Team.

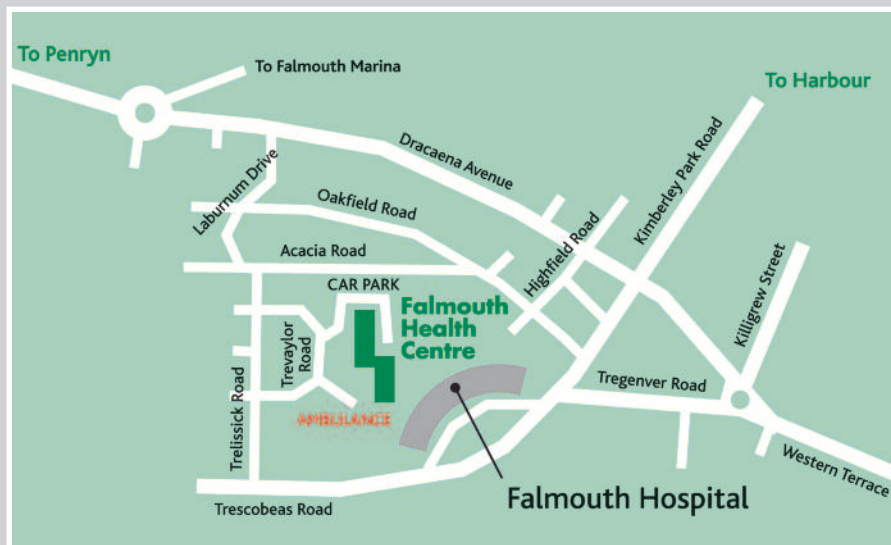
The Practice Nurses carry out a wide range of nursing procedures and they are also specially trained in monitoring and treating long term conditions such as Asthma and Diabetes. The Nurse Practitioner has additional skills in treating common ailments and providing contraceptive advice. Nurses are supported by Health Care Assistants who are trained to take blood samples, blood pressure monitoring and general health checks.

Our Community Matron and Community Nurses work with the Practice team to care for patients in their own home while the Health Visitors work especially with families with young children.

We also have Physiotherapists, Counsellors and Stop Smoking Advisors working in the Practice.

Help us to help you!

- The phones are very busy early in the morning.
Try to phone after 10:30 am.
- Give the receptionist as much information as you can. Receptionists can help with many things like prescription requests and test results. It could save you a visit or a wait for the Doctor to phone you back.
- The receptionist may offer you a telephone appointment. The Doctor might want to arrange tests or investigations before you are seen. This helps us to offer more appointments and can save you an unnecessary extra visit to the Practice.
- Let us know as soon as you can by phone or email if you can't keep your appointment so that we can give the slot to another patient.
- Remember that the Doctor can see five patients in the surgery in the time it takes to make just one home visit. If possible try to get to the surgery where we can provide the most comprehensive care rather than asking for a home visit.



Falmouth Health Centre

Trevaylor Road, Falmouth, TR11 2LH

Tel: 01326 210090

www.faldoc.co.uk

Email: FHCenquiries@FalmouthHC.cornwall.nhs.uk

Please do not use email for urgent or confidential matters.

Out of Hours Emergencies: 0845 2000 227

NHS Direct: 0845 4647 www.nhsdirect.nhs.uk