

# Bow and North Tawton Medical Practice



## Partners:

**Dr. Andrew Bower** MB BS (University of London 2000) MRCCGP, DRCOG, DCH, DFFP

**Michelle Freeburn** Dip. PPM (Distinction) Dip.RSA, MIHM, MInstLM, AIGPM

## Practice Team:

**Salaried Doctors:** Dr Zoe Summers, Dr Fiona Stuart,  
Dr Stephanie Gounaris-Shannon,  
Dr Frances Palmer,

**Sessional GPs:** Dr Griff Thomas & Dr Susan Taheri

**Operations Manager:** Mrs Sarah Stapleton

**Administration Team:** Hannah, Beverly, Natalie, Aaron,  
Stephanie, Claire & Tanya

**Dispensary Team:** Debbie, Donna, Helen, Jenny,  
Natalie, Charlotte & Lynne

**GP Assistant** Elliott

**Paramedic Practitioner** Gareth

**Nursing Team:** Holly, Amy, Jo and Kath

**Housekeepers:** Hannah and Christine

Community services, including district nurses, are provided by the  
Royal Devon University Hospital Foundation Trust

**Website:** [www.bowmedicalpractice.co.uk](http://www.bowmedicalpractice.co.uk)



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<https://www.facebook.com/BowMedicalPractice>

# Bow and North Tawton Medical Practice



## HOW TO CONTACT US



Bow Medical Practice Iter Cross, Bow, Devon EX17 6FB



Reception: 01363 82333

Telephone lines open 8.00am-6:00pm Monday-Friday



[www.bowmedicalpractice.co.uk](http://www.bowmedicalpractice.co.uk)



[d-ccg.BowMedicalPracticeEnquiries@nhs.net](mailto:d-ccg.BowMedicalPracticeEnquiries@nhs.net)

<b>Bow Medical Practice Open</b>	8.00am-6.30pm
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<b>Bow Dispensary Open</b>	8.00am—12noon & 3.00pm—6.15 pm
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<b>Branch Surgery</b>  @  <b>North Tawton</b>	<b>Monday</b>	8.00am—1.00pm
	<b>Tuesday</b>	<b>CLOSED</b>
	<b>Wednesday</b>	8.00am—1.00pm
	<b>Thursday</b>	<b>CLOSED</b>
	<b>Friday</b>	8.00am—1.00pm



when it's less  
urgent than 999

### OUT OF HOURS Telephone: 111

Should you require medical advice or attention, please call **NHS 111**. At weekends and at night NHS 111 is able to assist you when you urgently need medical help or advice but it's not a life-threatening situation.

**In a life threatening situation please dial 999**



## GP Appointments



All patient enquiries are triaged by a doctor or paramedic in the first instance. We offer an online service to save you time waiting in the phone queue and to enable you to inform your GP in your own words of your healthcare concern or medical needs.

A doctor or our paramedic will assess patient requests based on clinical need. Following assessment you may be offered a same day telephone consultation or face to face consultation with the health professional best placed to care for your healthcare needs, or a future appointment within six weeks. We may also be able to help you in other ways, for example by texting a link with further information to the right service for your healthcare needs.

If you feel that you need to be assessed by a GP the same day, please submit requests by 11am.

## Nursing Team Appointments



Practice Nurse and Healthcare Assistant appointments are available to book daily, up to four weeks in advance.

Our nursing team are experts in their field and offer chronic disease management care and advice, contraceptive advice, health screening, childhood immunisations, vaccinations and complex wound management.

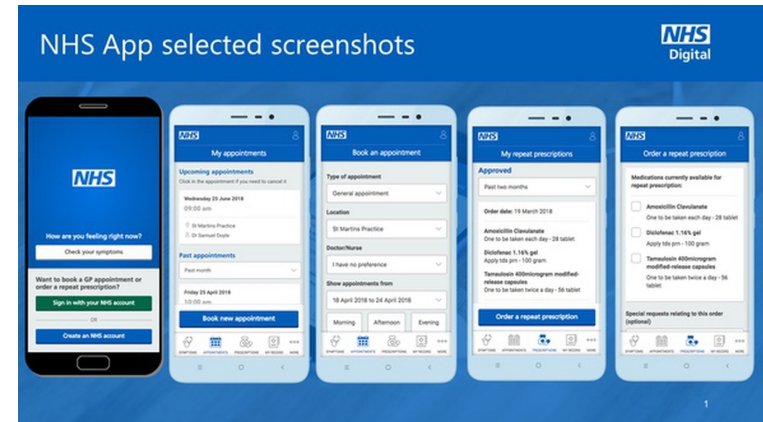
Our nursing assistants support the clinicians and provide phlebotomy, health checks, wound care, ECGs, smoking cessation advice, vaccinations and assist with minor medical procedures.

**If you are unable to keep an appointment, please let us know as soon as possible so that someone else can have the appointment.**

## NHS App Online Services

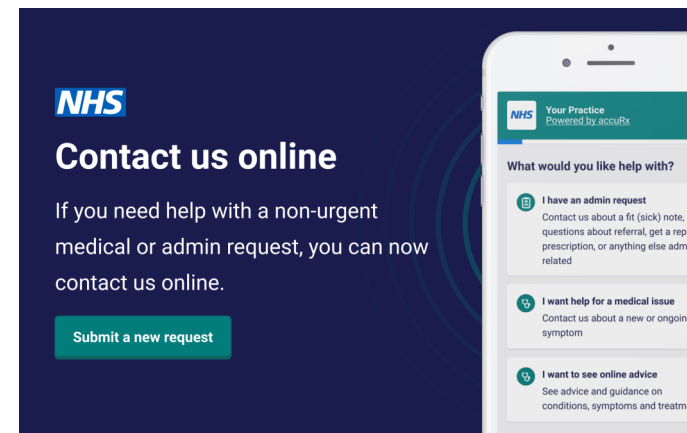
Have you downloaded the NHS App? You can view your medical information, book an appointment, order your medications and consult with your GP securely online.

For more information please visit our practice website [www.bowmedicalpractice.co.uk](http://www.bowmedicalpractice.co.uk) or visit [www.nhs.uk/nhs-app](http://www.nhs.uk/nhs-app)



## Online Consultations

You don't need to wait for the phone lines to open or book an appointment to consult with your GP, you can now contact us online! Our online service is available 7am—4pm Monday—Friday.



Available via our website: [www.bowmedicalpractice.co.uk](http://www.bowmedicalpractice.co.uk)



## PATIENT GROUP

The purpose of a Patient Participation Group:

- \*To give practice staff and patients the opportunity to discuss topics of mutual interest.
- \*To provide means for patients to make positive suggestions about the practice and specific medical conditions as an “expert” or experienced patient.
- \*To encourage health education activities within the Practice.
- \*To develop self-help projects to meet the needs of fellow patients, such as befriending, help with transport and bereavement support.
- \*To act as a representative group that can be called upon to influence the local provision of health and social care.

If you are interested in joining the patient group, have a suggestion or request or would like further information, please leave your details at reception and we will ask a member of the group to contact you. Alternatively you can e-mail the group:

[bowpatientgroup@gmail.com](mailto:bowpatientgroup@gmail.com)

## FRIENDS OF THE SURGERY



This is a group of people who raise funds to purchase additional equipment for the benefit of patients of the practice. We are very grateful for their efforts and hope all patients will support them. If you are able to help or have a suggestion, please speak with the receptionists.

**\*\*NEW MEMBERS ARE ALWAYS WELCOME\*\***



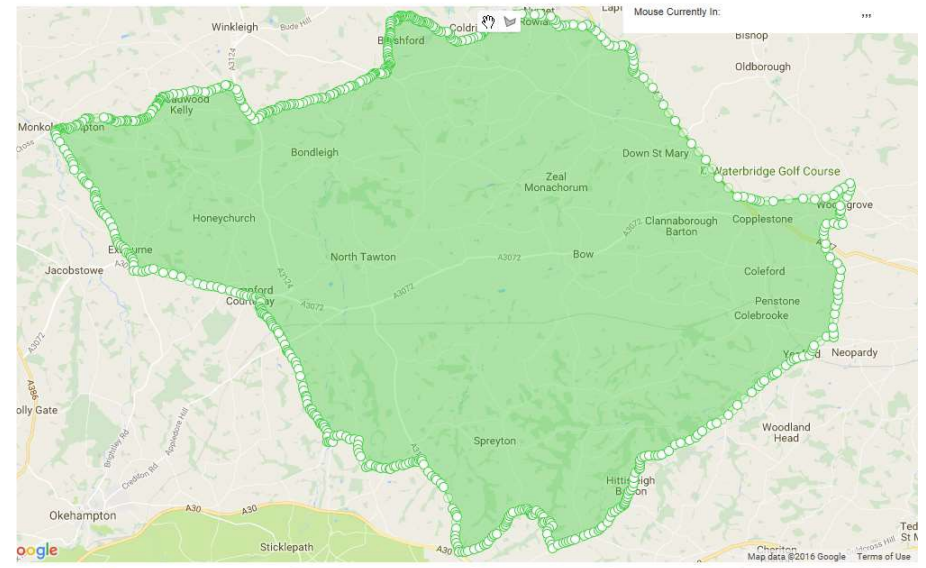
## HOME VISITS

These are provided for the **housebound** patients and are available for patients who are too ill to be moved.

**\*To request a home visit, please telephone the practice before 11 am \***

## NEW PATIENTS

The practice currently has an open list and accepts new patient registration requests from people who live within the practice area. You can register online via our website (you will need to book a new patient check if registering online) alternatively a full new patient registration pack is available from reception.



### **Practice catchment area**

The Main Practice located in Bow is easily accessible, situated just off the main A3072, at Iter Cross, Junction Road. The Branch Surgery in North Tawton is situated a short distance from the town square, along Essington Road.

We are able to provide medication dispensing services for registered patients who live within our dispensing area.

**\*We are not able to dispense to patients who live within 1 mile of a pharmacy\***



### **CAR PARKING**

There is a large level car park at each site available for patient use. We respectfully request that patients do not park in front of the main entrance. The area directly in front is for emergency vehicles only. The bays to each side of this area are to remain clear for our disabled patients, please.



### **DISABLED FACILITIES**

The surgery provides easy access for those with disabilities. Disabled parking bays are available by the front entrance. Disabled toilets are provided. Please let the receptionist know if you have problems with sight or hearing so appropriate help can be provided.



### **SERVICES PROVIDED**

We hold a contract with NHS England which enables us to provide NHS services for our patient community.

Services available include dispensing of medications, diagnostic testing, phlebotomy, vaccinations, stop smoking support, contraception, minor surgery, maternity, female and male health screening, care for the elderly, care for people with learning disabilities and child health services. We are also able to offer Public Health services.



### **ADDITIONAL SERVICES**

Physiotherapy including First Contact Practitioner Services  
Chiropody  
Midwife  
Carer support  
Health and Wellbeing coaches



### **PRIVATE SERVICES**

Certain services are not provided by the NHS, You will be advised of the fees applicable when you request any services not covered by NHS regulations. A list of the common fees can be found on our main notice board in reception.

Please note, this list is neither exhaustive nor extensive, please enquire at reception if the item that you require is not listed.



### **COMPLAINTS AND SUGGESTIONS**

We welcome your views on the service we provide, and any suggestions for improvement. We have a secure patient suggestion box available in the waiting area for comments, along with a compliment book. A leaflet on our complaints policy is available from reception.

If you have a complaint, please address your concerns to the Managing Partner, Michelle Freeburn. Michelle will be pleased to speak with you on the telephone or correspond in writing. Our hope is to resolve any difficulties as quickly as possible.

**Email:** [D-CCG.BowSurgeryPracticeManager@nhs.net](mailto:D-CCG.BowSurgeryPracticeManager@nhs.net)

If you are not happy with the outcome or wish to escalate your complaint, please contact NHS England.



**E-mail NHS England at [England.contactus@nhs.net](mailto:England.contactus@nhs.net)**

**Telephone NHS England on 0300 311 22 33.**

**England The Practice is contracted to NHS ENGLAND.**

**The Practice is a member of NHS Devon Clinical Commissioning Group (CCG).** The CCG commission a range of service including; hospital care, children's services, mental health and physiotherapy. Issues about these services can be raised with the CCG Patient Advice and Complaints Team (PACT ). PACT is a service to provide patients, family members, the public and staff with help, advice and support with concerns or comments relating to NHS services.

#### **Patient Advice and Complaints Team**

Patient Advice and Complaints Team  
NHS Northern Eastern and Western Devon Clinical Commissioning Group  
FREEPOST EX184  
County Hall  
Topsham Road  
Exeter  
EX2 4QL

Telephone: 01392 267 665 or 0300 123 16725

Text us for a call back: 07789 741 099



## **RIGHT TO EXPRESS PREFERENCE OF PRACTITIONER**

Patients may choose to register with an individual GP, which is helpful to both patient and GP as this enables us to provide continuity. The GP's work closely and are happy for patients to be seen by colleagues, as we appreciate that the GP of your choice might not be available when you need to access the service. Please let the receptionist know if you would like to be allocated to the list of a particular GP.

**Please note that the GP of your choice may not currently have space on their list. The Practice reserves the right to allocate you a GP, to ensure that our GP's have even list's**



## **PATIENTS RIGHTS AND RESPONSIBILITIES**

- Be courteous to our staff at all times. Please remember they are trying to help you. We do not tolerate aggressive or rude behaviour towards our doctors, staff, patients or visitors to the practice.
- Inform us when you move home or change your name, so that our records are correct and up to date.
- Be on time for your appointments and check in with the receptionist
- Let us know if you need to cancel your appointment
- Make separate appointments for each member of the family that needs to be seen
- Let us have your views. Your ideas are important in helping us make our practice a friendly and safe place to visit for medical treatment.



## **VIOLENT OR ABUSIVE BEHAVIOUR**

Bow Medical Practice in line with the NHS operates a **Zero Tolerance policy** In respect of our staff being verbally or physically threatened or abused. Such **aggressive and intimidating behaviour will not be tolerated against any member of our Practice team.**

**Any patient who acts in this manner will be removed from the Practice list immediately.**



## **HOW TO ORDER REPEAT MEDICATIONS**

Patients requiring a repeat prescription of their medication are encouraged to use the automatic dispensing system, we are able to dispense your medications for you each month and have them ready to collect without the need for you to place a monthly order, please enquire at the dispensary.



**Online via the NHS App or Patient Access** We are pleased to offer a secure online repeat order service, which enables you to view your medication list and order via your home computer, smartphone or tablet, 24 hours a day 7 days a week.

**\*We are not able to offer this service to patients under the age of 16 years\***

By email @

**d-ccg.BowMedicalPracticePrescriptions@nhs.net**



**Written requests** If you do not have access to a computer you can drop your repeat request (right hand side of prescription) into the surgery, or write a note.



**In the interest of patient safety, we DO NOT accept medication orders across the telephone. We offer a telephone medication order service for our housebound and high priority patients only.**



**Dispensary Enquiry Line: 01363 82749**

Available 8am –12noon Monday-Friday

**\*Please allow three working days for requests to be processed\***

For patients who do not reside within our practice area, you are able to apply to use our service if you live more than one mile from a pharmacy. Application forms are available from Dispensary.

Alternatively you are able to take your prescriptions to a pharmacy of your choice.



## **CONFIDENTIALITY**

In common with all UK general practices, your records are stored electronically in our computer system. Rigorous safeguards are employed to prevent unauthorised access to stored information and your rights are fully covered by the General Data Protection Regulation (GDPR) 2018. NHS England has access to certain parts of the system in order to obtain data for audit and management purposes; however, this excludes access to any information which identifies any individual by name. The Freedom of Information Act 2000 allows you access to any records we hold about you.

We appreciate that in a rural community you may have family or friends who work at the practice, we have strict confidentiality policies which all staff work to and respect.



## **ACCESS TO PATIENT INFORMATION**

**Everyone working for the NHS has a legal duty to keep information about you confidential.**

You may be receiving care from other organisations as well as the NHS (like Social Services). We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

**Anyone who receives information from us is also under a legal duty to keep it confidential.**

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional.

**Our guiding principle is that we are holding your records in strict confidence.**



## **WHY WE COLLECT INFORMATION ABOUT YOU**

Your doctor and other health professionals caring for you keep records about your health and any treatment and care you receive from the National Health Service. These help ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer. The records may include:

- Basic details about you, such as address and next of kin.
- Contacts we have had with you, such as surgery visits.
- Notes and reports about your health and any treatment and care you have received.
- Results of investigations, such as x-rays and laboratory tests.
- Relevant information from other health professions, or those who care for you and know you well.

Your records are used to guide professionals in the care you receive to ensure that your doctor, nurse or any other healthcare professionals involved in your care has up-to-date information to assess your health and decide what care you need. Full information is available if you see another doctor, or are referred to a specialist or another part of the NHS, there is a good basis for assessing the type and quality of care you have received and your concerns can be properly investigated if you need to complain.

Your information may also be used to help us: assess the needs of the general population, make sure our services can meet patient needs in the future; review the care we provide to ensure it is of the highest standard, teach and train healthcare professionals, conduct health research and development and to audit NHS accounts and services.



## **HOW YOU CAN ACCESS YOUR OWN HEALTH RECORDS**

The General Data Protection Regulations 2018 allows you to find out what information is held on computer and in your manual records. If you wish to see your records, please speak to the Receptionist for further details as an appointment is required. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.