

# St.JMC

St James Medical Centre

Coal Orchard, Taunton TA1 1JP  
Email. [Contact.stjames@nhs.net](mailto:Contact.stjames@nhs.net)

1.4.2019 - PRACTICE BOOKLET

**Branch Surgery**, Orchard Medical Centre, Norton Mills, Morse Road, Norton Fitzwarren, Taunton, TA2 6DG.



Rated as **GOOD**

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

Go online to read all about us

**Telephone 01823 285400**

We record incoming calls for quality and training

**Fax 01823 285405**

**NHS 111 is the contact for medical services when the Practice is closed – Telephone 111**



## Patients

Welcome to new and prospective patients (see our catchment area on the final page) and 'hello' to our existing patients viewing this booklet. We hope it contains much of the key information needed to access our services? We are always open to suggestions for improvement.

We now have over 16 000 patient on our list so we are extremely busy and experience high demand. If you have online access most of the information provided here and much more can be found on our website at [www.stjamesmedicalcentre.co.uk](http://www.stjamesmedicalcentre.co.uk)

## Opening times

St James Medical\_Centre

Monday – Friday 8.30am – 6.30pm

Orchard Medical Centre.

Monday to Friday 8.30am -1.00pm  
Monday to Friday 2.00pm - 6.00pm  
Weekend – Closed

## Improved Access Hours (for pre-booked appointments only)

Saturday 8.30am – 10.30am at St James Medical Centre.

Wednesday & Thursdays 6.30pm-8.00pm either at St James Medical Centre or Orchard Medical Centre.

**Please note that during times of Improved Access we are only contracted to provide pre-booked appointments only.**

## Our GP Team

<b>Dr Adrian Fulford</b> Senior Partner	<b>QUALIFICATIONS</b> MB ChB MRCP DRCOG (Bristol 1990) <b>SPECIAL INTERESTS</b> Care of older people, stroke & cerebrovascular disease, cardiology, prescribing & therapeutics
<b>Dr Yvonne Duthie</b> Partner	<b>QUALIFICATIONS</b> MB BS DCH MRCP (London 1988) <b>SPECIAL INTERESTS</b> Women's health, contraception, asthma, COPD
<b>Dr John Martin</b> Partner	<b>QUALIFICATIONS</b> MB BS MRCPCH DRCOG MRCP (London 1997) <b>SPECIAL INTERESTS</b> Paediatrics, minor surgery, safeguarding, GP training
<b>Dr Tom Eve</b> Partner	<b>QUALIFICATIONS</b> MB ChB MRCP (Birmingham 2003) <b>SPECIAL INTERESTS</b> GP training, cardiology, men's health, anticoagulation
<b>Dr Tom Herdman</b> Partner	<b>QUALIFICATIONS</b> MB ChB MRCP (Birmingham 2003) <b>SPECIAL INTERESTS</b> Minor surgery, musculoskeletal medicine, paediatrics, diabetes, GP training.

<b>Dr Nicky Hawkes</b> Partner	<b>QUALIFICATIONS</b> MB Bsc ChB MRCP DFFP MRCOG (Manchester 1989) <b>SPECIAL INTERESTS</b> Family Planning, women's health.
<b>Dr Olivia Mort</b> Partner	<b>QUALIFICATIONS</b> BSc (Hons) MBChB DRCOG (Liverpool 2008) <b>SPECIAL INTERESTS</b> Cardiology, Public Health, Dermatology, Minor Surgery
<b>Dr Jon Upton</b> Partner	<b>QUALIFICATIONS</b> MBBS, BSc, MRCP, DPD (Guy's & St Thomas 2002) <b>SPECIAL INTERESTS</b> Dermatology, Mens Psychology. Languages, speaks fluent French and Spanish
<b>Dr David Powell</b> Salaried GP	<b>QUALIFICATIONS</b> MBChB DRCOG MRCP (Cardiff 2007) <b>SPECIAL INTERESTS</b> Paediatrics and Men's health
<b>Dr Jess Parkin</b> Salaried GP	<b>QUALIFICATIONS</b> MB BChir DCH DRCOG (Cambridge 2010) <b>SPECIAL INTERESTS</b> Dermatology, Children's Health and Teaching
<b>Practice Manager</b>	<b>Guy Patey, MA</b>

## Appointments

We have a team of skilled healthcare professional staff who are here to help you. Some appointment requests can be dealt with by Nurse Practitioners (e.g. ailments, injuries, long term conditions), Practice Nurses (e.g. chronic diseases, blood testing, blood pressure reviews etc.), Medical Secretaries (e.g. for referral and hospital matters) etc.

### Doctors and Nurse Practitioners

**Tel 01823 258400** or sign up for **Online Access** (a simple one-off sign-up process is required to give you 24 hours a day access)

We have a variety of appointment times; availability at **both our sites**; face to face appointments; telephone appointments; and some pre-bookable slots in the evenings and on Saturday mornings.

**The doctors require our staff to ask for very brief details of your problem.** This helps the GPs and the rest of the team to signpost you to the most appropriate healthcare professional. Your co-operation is much appreciated.

Our Nurse Practitioners can help with many ailments and medical problems. They can also prescribe.

- Cough, colds & sore throats
- Skin conditions
- Chest infections
- Ear problems
- Abdominal pain
- Routine prescription medicines enquiries
- Asthma & Diabetes issues i.e. flare-ups and queries
- Contraceptive matters
- Other minor illness and ailments

Please be sure to let us know in good time if you can't make your appointment, so that we can reallocate it.

We provide appointments that you can book ahead and those that can be booked on the days for more urgent matters.

#### **GP and Nurse Practitioner Availability**

<b>Monday</b>	<b>AM</b>	<b>PM</b>
	Dr Duthie	Dr Duthie
	Dr Martin (Branch)	Dr Martin (Branch)
	Dr Eve	Dr Eve
	Dr Herdman	Dr Herdman
	Dr Hawkes (Branch)	Dr Hawkes (Branch)
	Dr Powell	Dr Powell
	Dr Parkin	Dr Parkin
	Nurse Dingle	Nurse Dingle
	Nurse Phillips (Branch)	Nurse Phillips (Branch)
<b>Tuesday</b>	Dr Fulford (Branch)	Dr Fulford (Branch)
	Dr Martin	Dr Martin
	Dr Eve	Dr Eve
	Dr Herdman	Dr Herdman
	Dr Mort (Branch)	Dr Mort (Branch)
	Dr Parkin	Dr Parkin
	Nurse Dingle (Branch)	Nurse Dingle (Branch)
	Nurse Phillips	Nurse Phillips
<b>Wednesday</b>	Dr Fulford	Dr Fulford
	Dr Duthie	Dr Eve
	Dr Martin	Dr Herdman (Branch)
	Dr Eve	Dr Mort

	Dr Herdman (branch)	Dr Upton
	Dr Hawkes	Nurse Dingle
	Dr Upton	Nurse Phillips (Branch)
	Nurse Dingle	
	Nurse Phillips (Branch)	
<b>Thursday</b>	Dr Fulford	Dr Fulford
	Dr Duthie (Branch)	Dr Duthie (Branch)
	Dr Martin (Branch)	Dr Martin (Branch)
	Dr Hawkes	Dr Hawkes
	Dr Powell	Dr Powell
	Dr Upton	Dr Upton
	Nurse Dingle	Nurse Dingle
<b>Friday</b>	Dr Fulford	Dr Fulford
	Dr Eve (Branch)	Dr Eve (Branch)
	Dr Herdman	Dr Herdman
	Dr Mort	Dr Mort
	Dr Parkin	
	Nurse Dingle (Branch)	Nurse Dingle (Branch)
	Nurse Phillips	Nurse Phillips

### Home visits

This service is only for patients who are truly housebound or those who are severely ill and cannot be mobilised. Visits are undertaken by the Doctors and Nurse Practitioners.

It is better for patients to be seen at the surgery whenever possible. If the doctor decides that you are too ill to come into the surgery, a home visit will be arranged.

Please phone before 10.30am to request this as it helps the nurse practitioners and the doctors to plan their rounds. Tell the Patient Services Assistant how you feel. This helps the doctor to assess the urgency of the visit and / or determine other action.

### Repeat Prescription Service

This is prescribed medication that you need to take for a prolonged period of time. Our clinical team will decide how many repeat orders you make before being reviewed.

#### Sign-up for Patient Access and order online at your convenience

- Gives you access to your list of repeat medicines and appliances
- Quick and easy to do (there is one-off sign-up procedure)
- Your request automatically arrives in your record (save us time and reduces

the opportunity for errors)

- You can nominate a pharmacy of your choice for dispensing and collection (you can change this whenever you like)
- Save time and frustration of queuing on our very busy repeat prescription line

**PLEASE ALLOW 3 WORKING DAYS** FROM THE TIME OF YOUR REQUEST UNTIL THE SIGNED PRESCRIPTION IS AVAILABLE – We need 3 days' notice because some of our GPs are part time and some work at both of our sites. It allows us to check that we can safely issue a prescription for your medication. (The 3 days does not include the pharmacy time).

We recommend that you order 7 days in advance.

You can either nominate to

- Collect your paper prescription from us and take it to a pharmacy of your choice.
- Request that we send your prescription to a pharmacy of your choice (we do this electronically where we can or your chosen pharmacy collects from us). It is entirely your choice as to which pharmacy you use.

#### Ways to order

- Sign-up to Patient Access to order online.
- Post to St James Medical Centre, Coal Orchard, Taunton TA1 1JP.
- Place your request in our prescription box in the waiting room.
- Telephone our dedicated prescription line only (we recommend alternative means as the line is always very busy) 01823 285401.

## **Clinics and Services**

### Essential Services

- Management of patients who are ill or believe themselves to be ill.
- General management of patients who are terminally ill.
- Management of chronic disease.

### Additional Services

- Cervical screening
- Contraceptive services and Devices
- Vaccinations and immunisations
- Child health surveillance
- Maternity services
- Minor surgery/Joint Injections

### Enhanced Services

- Childhood immunisations

- Near patient testing (regular blood testing for specific medications)
- Extended Hours (Improved Access)
- Long lasting contraception
- Shared care for drug users
- Seasonal Vaccinations (Flu, Pneumonia, Shingles, Meningitis etc.)
- HPV Vaccination
- Learning Disability Health checks

Our Practice Nurses provide appointments for diabetes, heart disease, hypertension, asthma, COPD, leg ulcers, travel, dressings, family planning, blood testing etc.

## Our team

In addition to the GPs and the Nurse Practitioner we have the following categories of staff

- Practice Manager )
- Lead Practice Nurse )
- Clinical Performance and IT Manager ) Management Team
- Assistant Manager Patient Services and Estates )
- Team Leader Secretarial and Admin )
- Practices Nurses
- Health Care Assistants
- Patient Services Assistants
- Medical Secretaries
- Scanning Assistant
- Data Clerk
- Clerk Typist
- Well-being Adviser
- Community Midwives

## Policies

The Practice is heavily regulated and has a wide range of policies in place. If you wish to know more

- Go online to [www.stjamesmedicalcentre.co.uk](http://www.stjamesmedicalcentre.co.uk)
- Please ask our Patient Services Assistants if you have a particular need or interest
- Telephone 01823 285400
- Write to us

## Complaints

If you are unhappy with our service we like to try and deal with 'grumbles' informally. We can usually sort things out and apologise where we have got it wrong

We do operate a formal in house Complaints Procedure. Ask us for a copy or go on line at [www.stjamesmedicalcentre.co.uk](http://www.stjamesmedicalcentre.co.uk). You can complain to the NHS but they direct complaints back to us for review and comment.

## Patient information

We hold a lot of useful information much of which is available on our website but feel free to ask by letter or telephone. Here are just some of the topics we cover

Catchment area                      Care Quality Commission                      Friends & Family test

Doctors published NHS earnings                      Named GP      Patient transport

Zero tolerance of abuse and violence                      Charges for services                      Data Protection

Referrals                      Statement of Intent                      Your rights and responsibilities

## Our catchment area

