

Repeat Medication

Please allow at least 72 working hours for a **Repeat Prescription**. Requests must be in writing, by repeat slip or by email – adelaidest.surgery@nhs.net

We do not accept requests over the telephone.

Comments/Concerns

Mrs Elizabeth Brimacombe is the Managing Partner; she is happy to hear your suggestions and queries about the service provided by the Practice.

We will treat people with dignity and respect, promote equal opportunities and eliminate all forms of discrimination regardless of (but not limited to) your race, nationality, gender, disability, age, sexuality, religion or belief and family status.

Information is treated as **Confidential** by all staff but may be shared with the Primary Healthcare Team to help with your care. We will not release medical information to another person (including spouse or partner) with your permission. If you require further details about how the Practice protects your information, please refer to the notice displayed in the waiting room or ask at reception.

We operate a '**zero tolerance**' policy for threatening and aggressive behaviour. That means we can refuse services to anyone who is or is perceived as violent or aggressive to any member of staff or other patients.

This Practice is part of Western Locality Group

NEW Devon CCG.

Their address and telephone number is:

Windsor House
Tavistock Road
Plymouth PL6 5UF
Tel: 08451558000

Adelaide Street Surgery

20 Adelaide Street
Stonehouse, PL13JF
Tel: 01752 667623
Fax: 01752 315553

www.adelaidestreetsurgery.co.uk

Opening hours

8.30am – 6pm daily

Surgeries are held morning and afternoons

Closed 12.30 – 1.30pm

(Except for emergencies)

Doctors

Dr Andy Gaston	MB ChB MRCGP MS
Dr Mark Adams	MB ChB DRCOG MRCGP
Dr Sue Law	MBChB MRCGP DRCOG DFFP
Dr Alison Weaving	MBBS MRCGP DCH DRCOG
Dr Mary Embleton	MB ChB DRCOG MRCGP
Dr Richard Ayres	MB ChB MDMMed MRCP MRCGP DRCOG DCH DTM&H



INVESTORS IN PEOPLE

Practice Area

South of the Parkway from the Tamar Bridge to Manadon Roundabout. Mannamead Road through Mutley Plain, down North Hill, east along Charles Street to Charles Cross Roundabout along Exeter Street right down to Sutton Harbour through the Barbican and around Maderia Road, The Hoe to Millbay around Royal William Yard and to Mt Wise.

Patients with Particular Needs

There is easy access to all parts of the surgery, including toilet facilities. We can arrange interpreting and translation services by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

For Patients with hearing problems we have portable Hearing Loop machines. Please let our receptionists know if you need this service.

New Patients – How to Register

As long as you live within the surgery boundary you can register with the practice. Our receptionists will give you a form to complete. A Health Visitor will contact parents of under fives. You will be registered with the Practice rather than an individual GP. You have the right to ask to see a particular GP but we cannot guarantee this.

Text Messages

The practice uses a fully automated text messaging service for appointment reminders, health campaigns and individual messages.

Services Available

General Practice Nurse Clinics
Contraceptive Advice for all ages
Counselling (off site) • Drugs Counsellor
Minor Surgery • Child Health Surveillance
Ante Natal Care • Ultrasound (off site)
Please ask at reception for further information

Accessing Services

Clinical staff are available each weekday morning and afternoon by appointment or for emergencies.

At 4:00pm each weekday afternoon we run a surgery for children, up to 11 years of age, by appointment only.

To make an appointment phone 01752 667623 on weekdays between 08:30am and 6:00pm

For routine matters please try to book your appointment at least one week in advance. We try to keep later appointments for people who wish to come after work.

You will not be seen if you are 10 minutes or more late for your appointment. If you cannot make an appointment, please let the surgery know so that the appointment can be given to someone else. If you are caring for someone frail or ill at home and can only attend certain times, please tell the receptionist and we will attempt to make special arrangements.

If you require a home visit, please try to phone before 10am. We strive to offer an excellent service to all our patients and we will always see you on the same day if it is medically necessary. In return we ask you to respect all the staff and treat them with the same courtesy with which you expect to be treated. Please cancel appointments if you cannot attend as failed appointments waste a significant amount of time.

Out of Hours

New Devon CCG has a local out of hours service called “Devon Doctors”. If you telephone the surgery out of normal hours you will be given the telephone number of this service.

Chaperone Policy

We do have a chaperone policy at this surgery. If you require a chaperone when seeing a clinician, please inform reception when booking your appointment.

NHS 111

You can also ring NHS Direct for advice on 111.

Sister Site

We are now a two site surgery. Our sister site is St Levans. You may on occasion be asked to attend our other site for your care.