



The surgery has car parking through the archway to the left of the building, and is a short, level walk from the town centre and bus stops.

There is a pharmacy very close to the surgery and the other town pharmacies are only a short walk away.

# St Luke's Family Surgery

Dr Paul Johnson

MB BCh MRCGP

Dr Richard Montgomery

MA MB BS MRCGP DCH DRCOG DTM & H

Dr Iain Walker

MA MB BCh MRCGP DCH DRCOG DFFP

Dr Eva Baker

State Exam MRCGP DRCOG DFFP



Surgery Hours Monday to Friday  
8.15 am - 6.00 pm

Phone lines open 8.00 am - 6.00pm

Surgery closed Wednesday 1.00 - 2.00 pm for staff training

Late Evening Surgery on Mondays by appointment only

17 New Road, Brixham, TQ5 8NA

Tel: 01803 852731

Fax: 01803 852637

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

Out of hours service 0845 6710 270

NHS Direct 0845 46 47

## Welcome to St Luke's Medical Centre

We are a friendly NHS family practice only a short walking distance from the town centre. We are able to offer car parking to our patients and there is a pharmacy a few doors down from the surgery.

The surgery has ramp access at the front of the building and doctors are happy to see patients downstairs who cannot manage the stairs. If you need to see a doctor downstairs, please let us know when making your appointment.

We provide medical services for patients living in Brixham, Kingswear, Waddeton, Galmpton, Churston, Roselands and Goodrington (as far as Penwill Way).

We have 2 full-time doctors and 2 part-time doctors. We are also a training practice, which means we are involved in the ongoing training of GP registrars. These are fully qualified doctors with considerable medical experience, who are gaining further experience of family medicine before finding their own practice. We are also fully committed to the continued training of medical students and will from time to time have students in the surgery.

### Contacting the surgery

**Please phone us on 01803 852731**

Lines can get busy especially first thing in the morning, so please be patient with us, and if you cannot get through straight away please keep trying. You can also find lots of information on our website [www.stlukesmedicalcentre.co.uk](http://www.stlukesmedicalcentre.co.uk)

If you change your phone number or your address, please let the practice know immediately. There may be occasions when we need to contact you urgently, so it is essential that we have up-to date contact details.

## Free Self Management Courses in Torbay

### Self management Programme for Depression

This a **free** self management programme for anyone who lives with depression. The course provides an opportunity for people living with depression to learn and understand more about this disabling condition.

#### **What sort of things does the course cover?**

- Gain confidence in managing your own life and depression
- Improve the way you feel
- Improve your quality of life
- Feel better able to make decisions as an equal partner with your doctor

### Expert Patient Programme for people living with a long term condition

A **free** patient led self management programme for anyone who lives with a long term health condition, and who has the potential to improve their quality of life.

#### **What sort of things does the course cover?**

- Action planning
- Healthy eating
- Relaxation techniques

### Looking After Me—for carers

A patient led self management programme for anyone who cares for someone who lives with a long term health condition, and who has the potential to improve their quality of life

- Dealing with tiredness
- Exercise
- Healthy eating
- Action planning

**For more details on any of the above courses contact the self care team on 01803 210476 or email [selfcare.tct@nhs.net](mailto:selfcare.tct@nhs.net)**

Boots Local	Brixham	01803 854973
	Cherrybrook	01803 843479
	Boots	01803 882101
	District Nurses	01803 881345
	Midwife	01803 881431
	Carer Support Worker	07787 358705
	Stop Smoking Service	01803 299160
Brixham Youth Enquiry Service	Brixham Youth Enquiry Service	01803 851414
Patient Advice Liaison Service	Patient Advice Liaison Service	0845 111 0080

### Keep a note of your appointment

Date/Time ..... With .....

### How to register with the surgery

We currently have an open list and welcome requests for registration with the practice from patients living in or moving to the practice area. You can register by completing a form from reception or downloading the form on the website. Please remember you will need to bring 2 forms of identification with you when registering.

You will be registered with St Luke’s Medical Centre and you are free to see any of the doctors.

### How to contact the person you need

Phone lines open at 8.00am each day. The lines do get very busy, so if you can’t get through, please keep trying.

If your call is not urgent, please feel free to try later in the day when the lines are quieter. Our phone lines remain open until 6pm each evening.

**If you have internet** access you can order repeat prescriptions and book appointments online. See our website [www.stlukesmedicalcentre.co.uk](http://www.stlukesmedicalcentre.co.uk) for more details.

### Doctors

All the doctors run morning and afternoon surgeries with 10 minute appointments. We can book routine appointments for doctors up to 4 weeks in advance. If you need an appointment on the same day, please call the surgery as soon as possible after 8.00am on the day you need the appointment.

You can usually have an appointment on the same day, but if you want to see a specific GP you may have to wait longer. You can also pre-book appointments up to 2 weeks in advance.

## Arranging home visits

All the doctors also do home visits for patients who cannot get to the surgery. However in most cases, the testing and treatment facilities available at the surgery mean that you will be better off coming here. If you really cannot make it to the surgery, you can request a visit through reception. The doctor will usually ring you to discuss the best way to deal with your problem, and will visit you if this is needed.

## Facilities in the Surgery

Unfortunately as the Surgery is an old building, we do not have dedicated facilities for infant feeding or private interview rooms. We will always try, where ever possible, to accommodate patients who require this.

All our treatment rooms have panic alarms fitted, which are, in a majority of cases, connected to a monitoring system with the Police. Our clinical system also has a panic button facility to summon help in an emergency.

The Surgery has smoke and intruder alarms fitted and fire extinguishers at key points. Alarms and extinguishers are checked 6 monthly and annually respectively.

## USEFUL TELEPHONE NUMBERS

	<b>Surgery</b>	<b>852731</b>
	NHS Direct	0845 46 47
Out of Hours Services	Emergency Doctor Service	0845 671 0270
Hospitals	Torbay	01803 614567
	Brixham	01803 881399
	Paignton	01803 547171
	Newton Abbott	01626 324500
	Mount Stuart	01803 321619
	Royal Devon & Exeter	01392 411611
	Derriford	0845 1558155
	Rowcroft Hospice	01803 210800
	Choose & Book	0845 60888 888
	Patient Transport	01803 656777
Clinics	School Nurse	01803 881399
	Brixham Clinic	01803 881399
	Family Planning Clinic	01803 656500
	Health Visitor	01803 881399
	Physiotherapist	01803 881386
Daytime	Social Services	01803 881327
Out of Hours	Social Services	0845 056 8032
Pharmacies	Co-op	01803 883318
	Healey's	01803 858142
	Bay	01803 853368

## Confidentiality

All information about patients is confidential, from the most sensitive diagnosis, to the fact that a patient has visited the surgery or is registered with the practice. The duty of confidentiality owed to a person under the age of 16 years is as great as the duty to any other person.

For the effective functioning of a multi-disciplinary team it is often necessary that information about you is shared between members of the practice and local healthcare team. On such occasions you will be informed of the sharing of information and your consent obtained.

**Everyone working for the NHS has a legal duty to keep information about you confidential; anyone who receives information from us is also under a legal duty to keep it confidential**

The only circumstances where your information may be shared without your consent are:

- When it is a statutory requirement or in response to a court order
- When the public interest in passing the information on outweighs the duty of confidence to the patient.

A copy of the practice confidentiality agreement is available in the surgery, and further information can be obtained from the practice manager.

## Appointment Tips

In order to get the best out of your appointment time with your health professional, the information provided on this sheet will help you to consider what you need: Before, During or After your appointment. There are also “Your Appointment” booklets available from Reception for you to write down what you are hoping to find out from your health professional—which you can keep with you for future reference:

### BEFORE

- Check you have the right contact details for the Surgery
- Make a list of what you would like to discuss with your health professional
- Remember it is one problem per appointment therefore, arrange a double appointment if necessary
- Take a friend or family member with you if you would like
- Contact the Surgery if you have any communications problems
- Tell your health professional if you are a carer or are cared for
- **REMEMBER to cancel any appointment you can't make**

### DURING

- Take your list of concerns to the appointment and at the end of the appointment check you have covered what you wanted to
- If you don't understand what the health professional is saying to you, ask them to repeat so that you are both clear
- Ask such questions as :
  - Are there any other ways to treat my condition?
  - How long will I need treatment for?
  - What can I do to help myself?
  - If having tests—what are the tests for, when will the results be through?
  - If I experience side effects, what should I do?

### AFTER

- Book any future appointments the health professional has asked you to, and make a note in your diary or at the back of this booklet.
- If given a prescription, remember to collect from the pharmacist
- Ask the pharmacist about payment methods and charges
- Check Surgery information boards/booklets for any useful resources

### **Dr Paul Johnson**

Dr Paul Johnson has been at St Luke's since 1993, having worked in Nepal for 3½ years. His clinical interests include Asthma and Chronic Airways disease, GP training and IT. He also has a keen interest in Child Health, and is a founder member of BING which actively promotes Health Issues in primary school children.



### **Dr Richard Montgomery**

Dr Montgomery has been in Brixham since 1995, having worked as a GP in Nottingham. He ran a hospital in rural Uganda for some years. His interests in medicine include diabetes, neurology, tropical medicine etc.



### **Dr Iain Walker**

Dr Walker grew up in Plymouth. He had six years' experience of general practice in rural Lincolnshire before returning to South Devon. He enjoys working with children and families. He is involved in training future GPs and now works part time. He is an honorary lecturer at Peninsula College of Medicine and Dentistry and is involved in medical student teaching.



### **Dr Eva Baker**

Dr Eva Baker grew up in Germany and has worked in the UK since 2002 in Bristol, Torbay and Scotland. She joined St Luke's as a Partner at the beginning of January 2010. Her areas of interest are Women's and Child Health, Family Planning and Sexual Health.

## **Emis Access -**

### **Online Appointment Booking and Ordering Prescriptions**

#### **Instructions for Patients**

Emis access is an online service that allows you to:

Make Appointments

Order repeat prescriptions

Change your personal details

To use Emis Access you need to register via the internet using a PIN number which you can obtain from reception.

To ensure your security, we will need you to provide some identification, so when you come to collect your PIN number, please bring two of the following:

Passport

Driving licence

Bank statement }

Utility bill } showing your home address

A letter from an official body addressed to you, showing your name and address

Once you have your Registration letter, and PIN Number, visit the practice website [www.stlukesmedicalcentre.co.uk](http://www.stlukesmedicalcentre.co.uk) and follow the link to online booking.

You need to click on the button 'Create Your Account' and follow the instructions on screen.

You will need to provide a password, which must contain a minimum of seven characters, at least one of which must be a number.

Once registered, you will be able to order your repeat medication without a trip to the surgery or pharmacy, book a doctors appointment, and tell us about changes to your personal details.

## Chronic Disease Management

For patients who suffer from a chronic disease; ie Asthma, Diabetes, COPD, Heart Disease, Kidney Disease, we will carry out an annual check (more frequent for some conditions). To make these checks easier to remember, they will generally be done in the month of your birth.

You will be invited to attend an appointment with one of the Practice Nurse team for these check ups.

## Seasonal Flu Vaccinations

All patients who are on a chronic disease register should have a seasonal flu vaccination each year. Our clinics start in October so look out for signs around the surgery or reminders on your prescriptions.

Any patients over 65 also qualify for a vaccination.

Our **Practice Nurses** deal with minor illnesses and injuries, dressings and immunisations, and run chronic disease clinics including those for asthma, diabetes, high blood pressure, heart disease, family planning, cervical smears and thyroid disease monitoring.

Our **Health Care Assistants and Phlebotomists** take blood samples, blood pressures and ECG's, change some dressings and perform some laboratory investigations. They also deal with any specimens delivered to the surgery.

We also have a **Carers Support Worker** who can help you if you provide care for someone else. You can call her on **07787358705** or leave a message for her at reception.

Our **Reception staff** aim to provide as much help as possible. Please help them by giving them as much information as you can so that they can make you an appointment with the correct person and ensure that you have long enough to deal properly with your problem.

## Other Healthcare Workers at St Luke's

**District Nurses** can be contacted through Brixham Hospital on 01803 881345. They deal with nursing problems for patients Unable to get to the surgery, including dressings, incontinence problems and terminal illness.

A **Health Visitor** can be contacted through Brixham Clinic on 01803 881399. Health Visitors are nurses with midwifery and child care experience who mainly work with children under school age, but who also have a wider interest in preventative work.

**Midwives** can be contacted through Torbay Hospital on 01803 851431. They provide antenatal care, continuing a few weeks into the postnatal period.

## Your rights and responsibilities

If you make an appointment and fail to keep it, you are depriving another patient of an opportunity to see a doctor or nurse. If for any reason you will be unable to make an appointment, please let the surgery know as soon as possible beforehand, so that we can give it to someone else. Any appointments not kept will be entered as a "DID NOT ATTEND" on your patient record.



**Smoking is not permitted  
anywhere in the surgery.**

## Suggestions and comments

**Our Commitment To You:** We aim to offer the **best possible medical care** to you our patient, with the resources made available to us by the Health Service. We want to work with you to help you to have and keep the **best of health**. Please tell us if you think we are getting it wrong. Should you ever wish to make a complaint, please notify the Practice Manager, Sharon Morgan. She can be contacted on the telephone, via reception, or in writing.

We will respond to your written complaints within 10 working days. Equally, if you are particularly pleased with any aspect of our care or services, you can contact her to let her know. It is always very encouraging for the staff involved to hear words of praise!

## Earache

Earache may be left to get better on its own using paracetamol to relieve symptoms. You should consult the doctor if there is discharge from the ear or if deafness is present for more than a few weeks.

## Sinusitis

Characterised by yellow or green nasal catarrh and facial pain. This illness resolves spontaneously but can last 3 to 4 weeks. Initially treatment with paracetamol and steam inhalations can help with symptoms but if the symptoms persist for a week or more, antibiotics may shorten the length of the disease.

## Infectious Disease

Measles, Mumps, Rubella (German Measles) can be prevented by immunisation. Along with Chickenpox they are caused by a virus. There is no specific treatment but any fever can be helped with paracetamol. Pregnant women should seek advice if they come into contact with German Measles or Chickenpox.

## Before Starting a Family

Before you get pregnant, make sure you are immune to German Measles by having a blood test. Take Folic Acid supplements. These are available at pharmacies and reduce the risk of a spina bifida baby. Cut alcohol consumption to less than 14 units a week and stop smoking if you do so. It's important to avoid Chickenpox when pregnant.

***Remember after your baby is born to ask about  
Immunisations and to register your Baby with a GP  
Surgery as soon as possible.***

**If you are concerned, or symptoms persist, phone  
reception for advice.**

## **Self Help for Minor Ailments**

Many conditions will get better on their own. Your pharmacist will be able to advise you about medicines which you can buy over the counter to ease symptoms. Our website also provides some useful advice for self help.

## **If you are concerned, or symptoms persist, phone reception for advice.**

### **Diarrhoea and Vomiting**

Vomiting usually settles within 24 hrs. Diarrhoea may persist for 2-7 days. When vomiting, take only sips of water. It is important to drink a lot of fluids with diarrhoea. Infants up to 12 months old are recommended to use a sugar and electrolyte drink (e.g. dioralyte or rehydrate). Only bottle fed babies need to avoid food with diarrhoea.

### **Colds and Flu**

Symptoms include a runny nose, cough, temperature, headache, muscle aches and pains. Symptoms can be eased by using paracetamol or aspirin (aged over 12 yrs). Rest and drink lots of fluids. You are unlikely to want to eat much for a few days.

### **Sore Throats**

Most sore throats are caused by viruses and antibiotics will have no effect. Aspirin (aged over 12 yrs) or paracetamol may help with the pain while it runs its course of 5-7 days. If you are completely unable to swallow you may have quinsy and you should consult the doctor. If you have had your spleen removed you will need to seek medical advice.

### **Bronchitis**

A feverish illness with cough, coloured phlegm and often soreness in the chest. It normally resolves in 1-2 weeks although the cough may take a further 2 weeks to settle. Antibiotics are not routinely used but recommended to those with chronic lung and heart disease.

If we are unable to answer your complaint satisfactorily, you can always contact the Patient Advice Liaison Services (PALS):

NHS Devon PALS and Complaints Team

Telephone : 0845 111 0080

Email : [palsdevonpct@nhs.net](mailto:palsdevonpct@nhs.net)

Complaints Telephone : 01392 207819

## **Car Parking**

Patients are welcome to use our car park whilst attending the surgery. However, space is limited, and we request that you remove your vehicle from the car park before carrying out other business in the town to allow other patients access.

## How to order Repeat Prescriptions

Please place your repeat prescription slip in the box provided in the waiting room or send it by post.

***Use our online ordering service—visit the website for more information***

Telephone the surgery between 8am and 11am Monday to Friday, your prescription should be ready for collection from reception after 3:30pm the next working day.

If you provide a stamped addressed envelope, we will return the prescription to you by post.

If you would like your prescription collected by your chemist, please tell the receptionist or ask your pharmacy for details. Please ensure the doctor or nurse has approved the prescription before requesting it.

## Getting Test Results

Please phone reception after 11.30am. Do not rely upon us to call you with your results, as requests do sometimes go astray. You will be given a slip when tests are taken to give more information on this system.

If you want to see the doctor following an X ray or other hospital appointment, **always check with reception** that your X ray result or consultant's letter has been received, as the doctor will be unable to discuss your results without it. X rays can take up to 2 weeks, and letters up to 3 weeks to arrive.

## Travel Vaccinations

If you are planning a foreign holiday, always check to see whether you need any vaccinations before your travel.

**You will find information on our website, or you can collect a travel information pack from reception.**

**Please remember some vaccinations need to be given 3 months before travel takes place.**