

### Practice Opening Hours

Monday - Friday	8.00am – 6.30pm
Saturday	8.30am – 12.30pm (Woolavington only)
Sunday	Closed

### Dispensary Opening Hours

Monday - Friday	8.30am – 6.30pm
Saturday	8.30am – 12.30pm (Woolavington only)
Sunday	Closed



**Dr A Rowling and Dr P Foley**  
**Polden Medical**  
**Practice**  
at Edington and Woolavington

A modern country practice demonstrating excellence in patient centred healthcare with a personal and caring approach

NHS Somerset Integrated Care Board

Wynford House  
Lufton Way  
Yeovil BA22 8HR

Telephone: 01935 384000

Email: somicb.enquiries@nhs.net

Edington Surgery

Quarry Ground  
Edington TA7 9HA

Telephone: 01278 722077

[www.poldenmp.nhs.uk](http://www.poldenmp.nhs.uk)

Out of hours medical helpline: 111

In case of emergency: 999

Woolavington Surgery  
Woolavington Road  
Woolavington TA7 8ED



## The GP Team

### Partners

Dr Andrew Rowling MB, BCh Cardiff 1995 BSc. MR CP-Paeds, MRCGP, DFFP

Dr Peter Foley BMBS, MRCGP, MFSEM, MSc

### Salaried GPs

Dr Anthony Wright BM Southampton 1978 FRCP, DRCOG, FRCGP

Dr Andrew Norman MBBS London 1990, MRCGP

Dr Rachel Bigwood BM Southampton 2013, DRCOG, MRCGP

Dr Isabel Cottrell BMBS Peninsula 2013, DRCOG, MRCGP

Dr Harriet Dove BMedSci, BMBS Nottingham 2013, DRCOG

Dr Daphne Atsu MB BCh 2015 University of Calabar

### Registrars

The surgery has been accredited as being suitable as a training practice for those qualified Doctors training to become GPs.

### Nurse Practitioners

Lisa Quenon  
Caroline Bawden  
Edwina Davies  
Sharon Rayner  
Tracy Martin  
Joanne Dalton

The Nurse Practitioners are able to prescribe medication for most conditions. They are able to assess your condition, do a clinical examination, offer diagnostic tests and provide treatment or referral as required.

### Nurses and Health Care Assistants (HCA's / NA)

The nurses are available by appointment for various treatments; health promotion advice and screening, including smears; and immunisations such as basic travel vaccinations and advice. In addition to general nursing care, our nurse-led clinics include: Diabetes, Asthma, COPD and warfarin monitoring.

The HCAs are trained to: take blood, do blood pressure checks, ECG's, perform lifestyle reviews, give weight management advice and smoking cessation advice.

### District Nurses

The District Nursing Service provides nursing care at home for short- or long-term illness, house bound patients and continuing care from hospital. Support, advice and education from the nursing team is provided for relatives and carers in liaison with other caring agencies. The District Nurses can be contacted on 0300 124 5601.

### Safeguarding

Our safeguarding lead provides support and advice for patients, relatives and carers. Support is available for both adults and children. Contact the practice on 01278 722077 to arrange an appointment.

### Complaints Procedure

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please address it in writing to the Practice Manager, Anita Ellis, who will make sure that we deal with your concerns promptly and in the correct way.

### Patient Participation Group

As a patient of Polden Medical Practice you can have a view on the things that matter in your health service. Our patient participation group is a selection of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to the patients. Please ask reception for details.



### Confidentiality

All staff in the Practice are bound contractually to maintain Patient confidentiality and any proven breach of this will be treated extremely seriously.

We respect your right to privacy and keep all your health information confidential and secure. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

Confidentiality also extends to Patients' family members. Medical information relating to you will not be divulged to a family member or anyone else, without your written consent.

You have a right to know what information we hold about you. If you would like to see your medical records, you can request online access via Patient Access or the NHSApp. Otherwise, please send us your request in writing and provide photographic ID. Your first request is free but any thereafter will incur a fee. Any further requests for a copy of medical notes or any requests for reports, signed certification, TWIMC letters, and medical verification for holiday cancellations or firearms will incur a fee. We will aim to complete all requests within a calendar month.

### Chaperone Policy

There are occasions when examinations of an intimate nature are needed. This practice is committed to putting our patients at ease and therefore has made a chaperone service available to our patients. Patients can also bring a relative or friend to act as their chaperone.



## Patient Charter

These are standards that we set within the practice for the benefit of you, our patients. Following discussion with you, you will be treated by suitably qualified staff and given the best care. No care or treatment will be given without your consent. It is important that you understand all the information that you are given – if in doubt please ask.

### Commitment

We are committed in providing the best service that we can to everyone. This means that we will endeavour to treat all patients as individuals and with the respect that they deserve. We try to answer the telephone promptly; try to ensure that waiting times are kept to a minimum, and that patients have access to the health care that is needed in a timely manner.



### Help us to Help you

To help us provide you with the best care, please:

- Inform us of any changes in your name, address or telephone number
- Let us know in good time if you are unable to attend your appointment
- Check in on your arrival
- Make a separate appointment for each person to be seen
- Only request a home visit if you are too ill to come to surgery
- Only use the out of hour's service for problems that cannot wait until the surgery next opens
- Request repeat prescriptions in good time - don't wait until you run out.
- Ask if you don't understand advice given to you
- Tell us if you are unsure about treatments, you are offered
- Treat our staff with courtesy and respect

### Unacceptable Behaviour

Wherever possible all our staff will do our utmost to safeguard your health and act as your advocate in times of illness. Please always treat us with politeness and respect. If you are abusive or repeatedly DNA appointments, you are likely to be removed from our list. Any acts of violence will be reported to the police.



### Booking an Appointment

We use an online system called Rapid Health for all our clinical and non-clinical requests. This allows patients to make any requests for appointments online. To access Rapid Health, go to our website: <https://www.poldenmp.nhs.uk>. Feel free to phone reception on 01278 722077 if you require any assistance in logging a request. Requests for a face to face or telephone appointment for either a doctor or nurse practitioner can be made. You can also request a sick note or submit administrative or medication queries. Saturday morning surgeries are available for patients that are unable to come to the surgery during our usual opening hours and are by appointment only. Practice nurse & HCA appointments can be booked by phoning reception on 01278 722077. Patients with long term health conditions will need to call us to arrange their annual reviews during the month of their birthday.



### Home Visits

Home visits can be requested for those patients whose condition prevents them from attending the surgery. Please contact the surgery before 10am to request a visit that day.



### Out of Hours

NHS 111 (Help Line) provides a national 24 hours a day, 7 days a week confidential health line, staffed by experienced nurses. They can be contacted on 111 and their helpline is a valuable source of information and advice.

### Community Midwives

The midwife will help to provide individualised antenatal and postnatal care, as well as preparation for labour. Appointments with the midwife are available every Tuesday at Woolavington Surgery. Midwives can be contacted at the Mary Stanley wing at Bridgwater Hospital on 01278 436774 (non-urgent) or 01278 444517 (urgent).

If you have found out that you are pregnant, you will need to complete a self-referral form online at: <https://www.badgernotes.net/SelfReferral/CareLocation/somerset>. Please ask reception for more details.

### Health Visitors

Health Visitors will monitor your child's growth and development, answer any child health queries and provide help and information to parents with children under five. The health visitors can be contacted on 0300 323 0116.



## Prescriptions

We are a dispensing practice, therefore any patients living outside a one mile radius of a pharmacy will be eligible to collect their medication from the surgery.

## Repeat Prescriptions

Conveniently, you can order your repeat prescriptions online; ask at reception for details of how to set up online access via Patient Access or the NHSApp or visit our website: [www.poldenmp.nhs.uk/](http://www.poldenmp.nhs.uk/) and use the order form under the 'order a prescription' tab. Alternatively you may use the forms provided with your prescription, which must then be placed in the relevant box at either Edington or Woolavington, or phone our repeat prescription line on 01278 722077 after 2pm Monday to Friday. Please do not make an appointment with a Doctor for repeat prescriptions and allow up to 4 working days to order your prescription before your current medication runs out, especially on Public or Bank Holidays.

You can nominate a pharmacy of your choice that we can send your prescription to electronically. This will save you time waiting for your medicines to be prepared. Please notify reception if you wish to do this.

## Test Results

To enquire about your test results please phone reception between 2.00pm and 5.00pm and allow 7 days following your test before contacting the practice. This will allow for the test to arrive back from the laboratory and for it to be reviewed by the clinician. It is your responsibility to contact us to check your results and make an appointment with your doctor if advised to do so.

Please note that the practice has a strict policy regarding confidentiality & data protection and we will only release test results to the patient directly unless that person has given prior permission for the release of this data or they are not capable of understanding the results.



## Disability Access

The Practice has done its utmost to be easily accessible and user-friendly for our disabled and wheelchair-bound patients. A wheelchair is available for those with difficulty in walking - this can be obtained through our Reception Staff. There are also designated parking spaces in the car park.

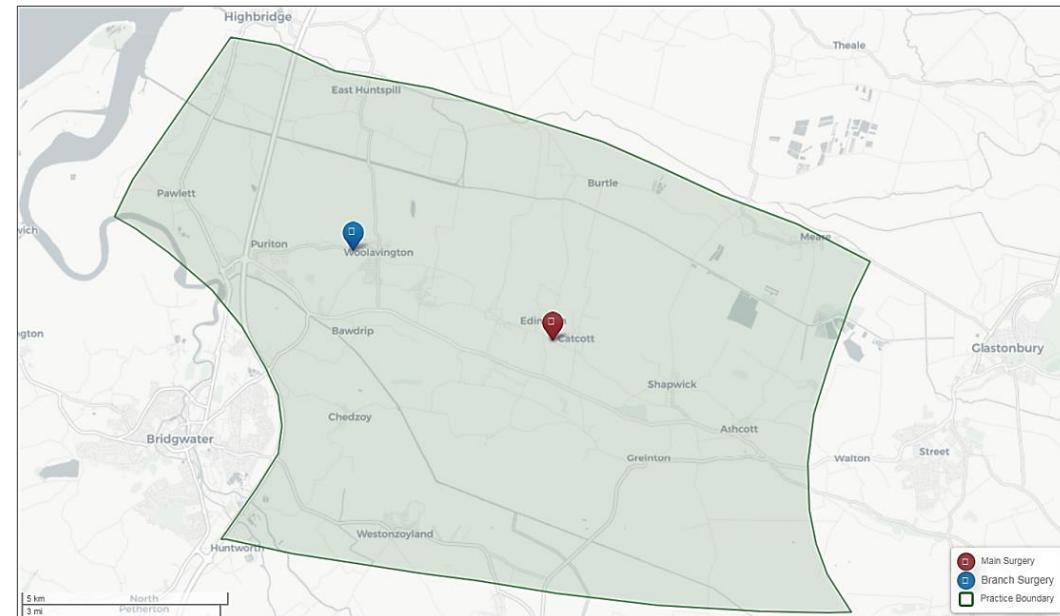
The reception at our surgery is fitted with an induction loop which is a device that helps people who have hearing difficulties hear more loudly and clearly.

On request, we can obtain practice leaflets in Braille, although we do not stock these unless requested.



## Registering with the Practice

The practice is able to register new patients providing they live in the Practice area. Please see below for a map of our catchment boundary.



To register as a new patient, you can either register online at: [www.poldenmp.nhs.uk/](http://www.poldenmp.nhs.uk/) and use the 'Register with our Practice' tab or by collecting a registration form from reception. Once completed, bring two pieces of identification with you to the practice, one with a photograph e.g. driving licence/passport and one with your current address e.g. utility bill. We cannot process your registration until these have been provided.

## Online Access

Once you are registered and would like to set up online access, you will need to return to reception with ID so that your linkage key can be provided.

Our online services allow you to:

- book, check or cancel appointments
- order repeat prescriptions
- View your health record

## Temporary Patients

We provide a Temporary Patient service for anyone staying within our Practice area (e.g. whilst on holiday, staying with relatives etc.) Just call into the Surgery, obtain a Temporary Resident Form from our Reception Staff, return it to us completed and we will be happy to assist you.