

Surgery Times

	Morning	Afternoon
Monday*	8.30 to 10.30	4.00 to 6.00
Tuesday	8.30 to 10.30	4.00 to 6.00
Wednesday**	8.30 to 10.30	Charters Site
Thursday	8.30 to 10.30	4.00 to 6.00
Friday	8.30 to 10.30	2.30 to 4.30
Saturday/Sunday	Closed	

*There is an evening clinic from 6.30pm to 8.30pm each Monday. This is by appointment only.

**On Wednesday afternoons patients can be seen at the Charters site, 38 Polsloe Road if necessary.

Reception/Opening Times

Monday	8.30 to 6.00
Tuesday	8.30 to 6.00
Wednesday	8.30 to 2.00
Thursday	8.30 to 6.00
Friday	8.30 to 5.00
Saturday/Sunday	Closed

Nursing Times

	Morning	Afternoon
Monday - Friday	8.30 to 12.30	Charters site

Times for other services

	Morning	Afternoon
Tuesday		Physio
Thursday		Minor Surgery
Friday	Midwife	

Practice Boundary

The practice boundary is the the area of Exeter as shown on the Ordnance Survey map.

People living outside the practice boundary are welcome to attend during the working day for emergency or immediately necessary treatment or to join the list for contraceptive services only.

Public Transport

The practice is located close to the centre of Heavitree Fore Street which is serviced by a number of stagecoach bus routes.

DEVON PCT

The practice contracting body is Devon Primary Care Trust. They are located at County Hall, Topsham Road, Exeter and can be contacted on 01392 205205 or 0845 140 5005. Further information can be found on www.devonpct.nhs.uk

LARGE PRINT VERSIONS OF THIS LEAFLET ARE AVAILABLE. PLEASE ASK AT RECEPTION.

Save Trees

If this leaflet is not useful to you, please return it to the source you obtained it from, or to the practice for re-use.

March 2009
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ISCA MEDICAL PRACTICE

Homefield Site information

6 Homefield Road
Heavitree
Exeter
EX1 2QS
Tel: 01392 214151
Fax: 01392 496851

38 Polsloe Road
Exeter
EX1 2DW
Tel: 01392 273805
Fax: 01392 201279

Dr Adrian Midgley
MBBS (London 1980) FPCert

Dr Alison Shellock
BM MRCGP DRCOG

Dr Claire Weeden
MBChB MRCGP DRCOG FPCert

Practice Manager: David Cobley

The practice emergency numbers at all times are 01392 214151 or 01392 273805

THE PREMISES

We practice from a house converted for the

purpose. We provide a small practice style of family medicine and aim to provide all the usual General Practice services to our patients without delay in the surgery building.

An inflexible appointments system can be an obstacle to seeing your doctor. Therefore, instead, we guarantee that any patient arriving within the surgery times will be seen that session and pre-bookable appointments are also available.

This is particularly convenient for acute illness and other unexpected needs.

Appointments are available for nursing services, tests, asthma follow up and minor surgery.

There is good disabled access and we have full disabled toilet facilities.

PRACTICE STAFF

Our practice nurses, MJ Midgley (SRN) and Maggie Deasy (SRN), are available for consultation at the times shown. They offer advice on healthy diets, contraception, etc. and will do blood tests, cervical smears, routine and travel immunisations, dressings, ear syringing, etc.

Our Receptionists, Zoe Dyer and Janet Lott are able to deal with many administrative matters or to arrange for the correct person to deal with them for you. They may ask for details of the problem in order to find the correct records to help the rest of the team.

ATTACHED STAFF

Our midwife, Alison Eve (RM), holds a weekly ante-natal clinic.

Our Community (District) Nurses led by Tracy Ridley (SRN. BSc Hons District Nursing), provide nursing to those unfit to attend the

surgery.

Our Physiotherapist, Sally Colridge, provides one session weekly at the surgery and one weekly in hospital.

FURTHER PRACTICE SERVICES

Contraception: Pre-conception and contraception advice is offered by the doctors in normal surgery times.

Emergency contraception: contact the practice during opening times any weekday.

Minor Injuries: Call in to the practice during usual surgery times.

HOME VISITS

If you are not well enough to get to the surgery and would like the doctor to visit please contact the surgery before 10.30am.

REPEAT PRESCRIBING

We are happy to take requests for repeats over the telephone during normal opening times. Please ensure that you have the exact details of the medication you require. This can be found on the right hand side of your previous prescription. The repeat can either be collected from us or sent to a chemist of your choice. Please allow 48 hours for practice processing.

NEW PATIENTS

New patients are welcome at the practice. Please call in during opening times to complete a registration form.

OUT OF HOURS

When we cannot be personally available cover is provided by Devon Doctors on Call. Timely services are available within the working day, and therefore out of hours calls are only for sudden emergencies.

Longstanding or gradually developing conditions are best dealt with by a doctor the patient knows and who has their records to refer to.

You can also contact NHS Direct on 0845 46 47 or call in at either of the NHS Walk-in Centres at the Royal Devon & Exeter Hospital, Dryden Road, Exeter or Sidwell Street, Exeter.

EMERGENCY NUMBERS

The practice emergency number at all times is 01392 214151. However, when we are closed you will be asked to contact Devon Doctors on Call on 0845 6710 270.

For dental emergencies please telephone your own dentist or, if you do not have a dentist, contact 01392 207544. For out of hours dental emergencies contact 01392 823682.

COMPLAINTS

The practice runs an in house complaints procedure. If you have a complaint please ask at reception for a copy of our complaints leaflet. This does not affect your right to complain to Devon PCT direct (see over).

MEDICAL STUDENTS

Although not a teaching practice from time to time we have medical school students to sit in during consultations. You will be informed when this is happening and have the right to ask for the student not to be present during your consultation.

COMPUTER SYSTEM

The practice is thoroughly computerised and aims to blend the best uses of modern technology with the traditional virtues of personal General Practice. All details held are confidential and are held in accordance with the Data Protection Act.