**Practice Leaflet Supplement**

This practice leaflet supplement comprises of information contractually required by the NHS for West Coker Surgery. Patients’ view of the practice can be found at the latest GP National Survey results: <https://gp-patient.co.uk/>

1. The name of the Contractor is Dr Lindsay Smith trading as West Coker Surgery.
2. The address of the Practice premises is West Coker Surgery, High Street, West Coker, Somerset BA22 9AH.
3. The Practice telephone number is **01935 862212**, the Dispensary telephone number is **01935 865104** and the Practice website address is [**www.westcokersurgery.nhs.uk**](http://www.westcokersurgery.nhs.uk)
4. Dr Smith practices as a single handed GP although he employs salaried and/or locum GPs to assist him. There are no other partners.
5. The practice is not a limited company.
6. The full name of each person performing services under the contract – Dr Lindsay Frederick Paul Smith MD, PhD, FRCP, FRCGP
7. The professional qualifications of each of the health care professionals who Dr Smith employs is as follows:

Dr Harriet Quast – BM MRCGP FRACGP Mrs Catherine Cassell, Practice Nurse, RGN

1. The Practice provides teaching to medical students as part of their undergraduate education. The contract does not provide teaching for any other professionals. Occasionally 6th form A-level students will be accommodated by the practice to assist with their applications to medical school.
2. The practice area is centred on West Coker. It also accepts patients from the following local villages and areas between those villages and West Coker:

Barwick Haselbury Plucknett Stoford Tintinhull

East Chinnock Montacute West Chinnock Stoke sub Hamdon

East Coker Odcombe West Coker

Halstock Pendomer Hardington

The Practice also accepts patients from the SW border of Yeovil near to the practice. To be eligible to be registered at the practice the patient needs to live on or to the south west of a line along the Dorchester Road, West Coker Road, Watercombe Lane, the Western Relief Road and the A3088. If the patient is in doubt then they should contact the reception team who will be happy to advise if they are in the practice area.

1. The practice provides the usual access for disabled patients. This includes a hearing loop, access to translators and large print documents for visually impaired patients. We welcome visually impaired patients who have a guide dog. Prospective patients should note though that as the surgery building was built some decades ago so there is no formal disabled access through the main entrance. However patients requiring assistance in getting through the main entrance can ring a doorbell and reception team will come and assist them.
2. Patients need to contact the surgery to register. We discourage online registration because many patients who have attempted to register this way are out of our practice area. This leads to disappointment for patients and inappropriate additional workload for staff. arHarH
3. All patients need to be registered with Dr Lindsay Smith (male) as the sole holder of the GP contract. However, he employs other salaried GPs (female) and ad hoc GP locums. Patients having registered can see any GP of their choice. However, all patients are warned on the website and on registering, that being a small practice there will be some days when there is only one GP available. If for any reason a prospective patient is not happy to see one of the GPs then it would be wise if they registered at a different practice.
4. The practice provides general medical services in line with the national contract. In addition it provides contraceptive care including coils and implants; joint injections where appropriate; child and adult immunisations; blood testing for patients on specific medications such as DMARDs. The practice, like all Somerset practices, does not provide out of hours care. Also, it does not provide warfarin monitoring which is provided at another practice locally for its patients. The practice does, on occasion, undertake investigations at the request of a hospital (consultant or other employee) but ONLY if they provide the correct forms to the patient – if this occurs then the patient should contact the hospital employee to obtain the result and/or discuss its meaning and/or any treatment; the exact same procedure should be followed by patients if the test has been arranged directly by the hospital.
5. The opening hours of the practice are as follows;

**Monday – Friday mornings: 08:30 – 18:30**

**Routine appointment times (all GP appointments requests are reviewed by the GP and then usually a phone call back is made) are:**

**Monday – Friday mornings: 08:36-11:48**

**Monday evenings: 15:30 – 18:18pm**

**Tuesday and Thursday evenings: 16:06 – 19:18pm**

**Wednesday and Fridays afternoons– urgent only**

1. Patients can request home visits if they are too ill to come to the surgery. Such visit requests will always be reviewed by a GP before a decision to visit is made. This will usually take the form of a telephone call back to the patient requesting the home visit. Home visits are occasionally essential for good patient care but are very time consuming in terms of GP availability to other patients. Home visits will only be provided if a patient is housebound due to medical infirmities. Patients who are housebound because they do not have immediate availability of a car will be expected to make arrangements to come to the surgery themselves. Having reviewed a home visit request the GP may decide that this is required and will visit either that day or a later date having informed the patient of the reason for that decision; or they, or a team member, may give telephone advice, or advise the patient to come to the surgery for a routine or urgent appointment or they may advise the patient to phone an ambulance and/or to attend the local A&E Department. Patients should understand they have no absolute right for a home visit just because they believe they need one.
2. Not applicable.
3. Any out of hour arrangements should be taken from the present practice leaflet.
4. Not applicable.
5. Repeat prescription guidance should be taken from the present practice leaflet.
6. As 19.
7. The practice is a dispensing practice. Patients who live more than a mile (in a direct line) from a chemist can have their medication dispensed at West Coker if they wish. Such dispensing activity helps support the small size of West Coker Practice. If patients wish to have their medication dispensed by the practice they need to inform the dispensary team. Medication can occasionally be delivered to patient’s homes if they are housebound. If a patient thinks this is the case they need to contact the dispensary and justify their request appropriately.
8. Any concerns or complaints should be addressed to Dr Smith. A copy of our complaints procedure is available from reception.
9. If patients cannot make an appointment they should phone the surgery as soon as they know they are not able to attend. This means that the appointment can be offered to another patient. Searches are undertaken regularly to detect patients who frequently do not attend for appointments. Such patients will be written to about this matter and ultimately may be asked to register elsewhere if they continue to waste NHS appointments/time. If any patients are more than 12 minutes late for a routine 12 minute appointment then they will be asked to rebook the appointment. Occasionally if they are fortunate, if there is a later appointment slot on the same day they may be able to be seen on that day. However if they are late the practice reserves the right to ask them to rebook at another time.
10. If a patient is violent they will be referred to the Somerset CCG violent patient scheme. Such patients need to contact the CCG to find out where they will receive GP treatment under the GMS contract.
11. All staff members can access any information recorded on patients at the surgery. All staff have signed confidentiality clauses and have been trained in the requirements of confidentiality and the GDPR Act; any and all opening of patient records are fully auditable and attributable.
12. The practice does not have a Board.
13. All patients are registered with Dr Smith who is their accountable GP in line with the contract.
14. As 27.