

HOME VISITS

Whenever possible come to the surgery because it is easier for the doctors to examine and treat you in our well-equipped premises. If you are too ill to attend the surgery, please call 686968 before 10am and request a house visit. Our receptionists have been trained to ask you for the details of your illness. They are not being intrusive and need this information to pass on to the doctors to help them to prioritise their calls.

REPEAT PRESCRIPTIONS

**You can order your medication from our website:
www.peel doctors-iom.com
or by signing up for Patient Access where you can book appointments and order repeat prescriptions online or via the mobile phone app**

The majority of repeat prescriptions are issued via computer. When you require a repeat prescription, please complete the tear off slip on the previous prescription and return it to the surgery. If this is not available, please write all your details clearly on a sheet of paper (name, date of birth, name of item, strength, dosage and the local chemist of your choice). The two pharmacies in Peel and one in Kirk Michael collect prescriptions from the surgery and you can collect your items from the pharmacies. Prescriptions may not be ready to collect from the pharmacy until two weeks after they have been requested.

We are unable to accept requests for prescriptions over the phone. This is to prevent mistakes and from telephone lines from becoming too busy, preventing emergency calls from getting through. Prescriptions can take up to five working days to be processed.

ACCESS TO PATIENT INFORMATION

Data is handled with complete discretion and in accordance with the Data Protection Act. Information is only passed to authorised third parties and with patients' informed consent, where necessary in writing. You will also be asked for a password for security purposes.

COMPLAINTS & SUGGESTIONS

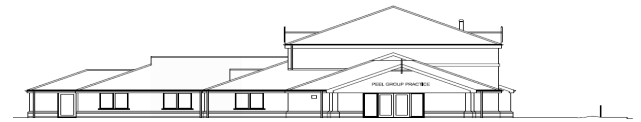
Peel Group Practice aims to give a friendly and professional service to all our patients. If you are unhappy about something Peel Group Practice has done, has failed to do or a decision they have made, please bring your concern to any member of staff. Our staff will try to resolve the matter if they can, or refer it to someone better able to help. If you have any complaints about any part of our service, please address them to our Operations Manager. You can email your complaint to peelmgt@gov.im, send it by post or talk to us face to face or on the telephone.

If you don't wish to contact the practice or you are unhappy about something to do with Manx Care, you can contact the Manx Care Advice and Liaison Service (MCALS) and they will be able to help you. You can call on 642642 or email mcals@gov.im

THE RIGHTS & RESPONSIBILITIES OF PATIENTS

Patients have a right to courtesy, privacy and confidentiality. You can help us by

- Being on time for your appointment
- Letting us know if you need to cancel. Not attending appointments wastes time and adds to the waiting list. It is discourteous and increases the suffering of others
- Phoning for an urgent appointment as soon after 8am as possible
- Phoning for a home visit before 10am
- Prescription requests should be made five days before they are required
- Your doctor may be called out on an emergency and you will be informed of any undue delay. You may wait or reschedule your appointment; your understanding in this matter is much appreciated
- All telephone calls are recorded for legal liability, training and monitoring



PEEL GROUP PRACTICE

Practice Leaflet

Welcome! We are a partnership of four doctors practising out of well-equipped premises in Peel, assisted by an Advanced Paramedic Practitioner, two Practice Nurses, a Health Care Assistant and Phlebotomist. We undertake the training and supervision of doctors and medical students. The Peel surgery is situated on Albany Road. Car parking is available. **Smoking and vaping is not permitted anywhere on the premises.**

PARTNERS

| | |
|------------------|-----------------|
| Dr Helen Teare | GMC No. 3339057 |
| Dr Thenral Anand | GMC No. 6075734 |
| Dr Oliver Ellis | GMC No. 7079920 |
| Dr Anika Elfara | GMC No. 6096011 |

SALARIED GPs

| | |
|------------------------|-----------------|
| Dr Oluwaseyi Babatunde | GMC No. 6094769 |
| Dr Hayley Jamieson | GMC No. 7075359 |

PRACTICE NURSE TEAM

Chrissie Eve, Advanced Paramedic Practitioner
Sarah Shimmin, RGN
Chloe Taylor, RGN

MANAGEMENT TEAM

Janece Pugh, Business Manager
Jeremy Theobald, Operations Manager
Angela Cover, Assistant Manager

PHARMACY TECHNICIAN

Chris Kilpatrick

ATTACHED HEALTH SERVICE TEAM

| | |
|-----------------|-----------------|
| District Nurses | Health Visitors |
| School Nurse | Midwife |

We can also refer patients to a Community Psychiatric Nurse, Clinical Psychologist, Chiropracist and Community Physiotherapist, or you can self refer at Western Wellbeing.

PRACTICE CATCHMENT AREA

Our catchment area extends north to Orrisdale, south to Dalby and east to Crosby crossroads and Foxdale. If you move outside our practice area, you will have to register with another practice.

DISABLED ACCESS

There are two car park spaces near the building. If you require assistance, there is an intercom button on the outside wall that notifies reception that you need help. The automatic front doors will operate in working hours and the second internal door can stay open while you go through. If you do not have an obvious disability, please advise the receptionist if any help is required. A Hearing Aid Loop System is fitted in the waiting room. There is a disabled lavatory by the front entrance.

PRIVATE WORK, INCLUDING MEDICALS

Our doctors are happy to perform **private medical work** for insurance, sports or driving, etc. A fee is payable for medical examinations. Please contact the surgery by email (peel doctors@gov.im) if you wish to discuss private medical care.

PEEL MEDICAL WELFARE FUND

Albany Road, Peel, Isle of Man, IM5 1HU

Registered Charity No 597

email: peelmedicalwelfarefund@gov.im

For many years we have been fortunate in having money donated to the surgery for the purchase of medical equipment. The Peel Medical Welfare Fund over the last few years has bought an ECG machine, an operating light, defibrillator and other life-saving equipment. Suggestions and contributions may be made sent to Trustees, Peel Medical Welfare Fund, Albany Road, Peel Isle of Man IM5 1HU. Please make donations payable to: The Peel Medical Welfare Fund.

PATIENT REGISTRATIONS

Patients who wish to register should complete the form available at the reception desk or via our website. All new patients registering or re-registering with the practice are asked to see the practice nurse for a new patient health check. This enables us to get an idea of your past and current health which is useful to us as we often have to wait for your notes from your previous doctor to reach us. You will have a registered doctor in the system but you can see any doctor in the Practice. **Urgent appointments and home visits may not be with your registered doctor.** Please advise us of any change of name, address or telephone number to keep our records up to date.

SICK NOTES

A doctor's sick note is not required for absences of fewer than 14 days. For absences lasting fewer than 14 days, a self-certification note, also known as an SC1 form should be completed and returned to your employer. These forms are available from the surgery or on the government website.

VIOLENT OR ABUSIVE PATIENTS

We aim to treat patients courteously at all times and expect patients to treat staff in a similarly respectful way. We take very seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients and they may be reported to the Police.

PEEL GROUP PRACTICE

Peel Group Practice is a limited liability company contracted to provide primary care services on behalf of Manx Care. Further details may be obtained from Primary Care Services, Crookall House, Demesne Road, Douglas, Isle of Man IM1 3QA. Tel: 642694. Email: fps@gov.im

SURGERY TIMES & MAKING APPOINTMENTS

We are open:

08.00 – 18.00 Monday – Friday

(Closed on Bank Holidays)

We can be contacted during these hours by calling 686968 or calling in person at the practice.

Peel Group Practice runs an appointment system for the Doctors, Advanced Paramedic Practitioner, Practice Nurses, Health Care Assistant and Phlebotomists. The easiest way to book an appointment is to sign up to Patient Access where you can book online or via the mobile phone app. **We do not offer a drop-in service.**

TRIAGE SYSTEM

For urgent, same-day matters, we have a morning triage system in place. **Please call as soon as possible after 08.00 to go on the list.** The list will close when at capacity. The duty doctor or nurse will ring you back to discuss to your urgent problem. We advise that for all other non-urgent matters appointments are made in good time, to suit your needs. Surgery times may vary according to demand, holidays, training and on-call commitments. All urgent problems will be spoken to on the same day when possible. Please do not abuse this urgent service. If you are unable to keep any appointment please cancel it so that another person can use it. A large number of appointments are lost monthly by people failing to attend. **You can cancel your appointment by messaging your name, DOB, date and time to 468468.**

EMERGENCIES WHEN THE SURGERY IS CLOSED

When the surgery is closed and you have a medical problem that isn't life threatening, but cannot wait until the surgery opens, call 686968 and a recorded message will give you the number to call to speak to the doctor on duty at the Manx Emergency Doctor Service. You can also call MEDS directly on 650355. **In a genuine emergency you should always call 999.**