

## HOME VISITS

Whenever possible please attend the surgery for it is often easier for the doctor to examine and treat you in our well equipped premises. If, however, you are too ill to attend the surgery then **please telephone 686968 before 10.00am** and request a house call. Our receptionists have been trained to ask you for details of your illness. They are not being intrusive but need this information to pass on to the doctor to enable him to prioritise his calls.

## REPEAT PRESCRIPTIONS

The majority of repeat prescriptions are issued via our 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 2 pharmacies in Peel and 1 in Kirk Michael operate a system whereby they collect prescriptions from the surgery and the patient can then collect their items later in the day directly from the pharmacy.

**You can order online from our website  
[www.peelDoctors-iom.com](http://www.peelDoctors-iom.com) or  
by signing up for Patient Access where you can book appointments and order repeat prescriptions online**

**We regret that we are unable to accept requests for prescriptions over the telephone.** This is to avoid mistakes and to guard against the telephone lines from becoming too busy and preventing any emergency telephone calls from getting through.

On Monday to Thursday any requests for repeat prescriptions received at the surgery by 5.30pm will be available for collection the following afternoon where possible. Requests received at the surgery by 5.30pm on a Friday will be available for collection the following Monday afternoon but all requests received after 5.30pm on a Friday will not be available for collection until the following Tuesday afternoon.

## ACCESS TO PATIENT INFORMATION

Data is handled with complete discretion and in accordance with the Data Protection Act. Information is only passed to authorised 3<sup>rd</sup> parties and with patient's 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. However, if you have any complaints about any aspect of our service, please address them in the first instance to our Assistant Manager.

In the majority of cases, concerns can be resolved quite easily. However if you feel we have not dealt with the issues you have raised as you would wish, you can write to Family Practitioner Services at Crookall House, Demesne Road, Douglas, IM1 3QA, Tel no 642608. If you wish to make a suggestion on how we can improve our service please post a note in the suggestion box in reception.

## THE RIGHTS & RESPONSIBILITIES OF A PATIENT

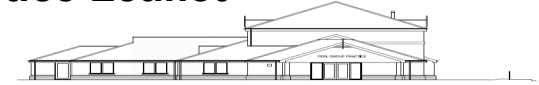
Patients have a right to courtesy, privacy and confidentiality. You can help us by

- Turning up for your appointment and being on time.
- Letting us know if you need to cancel. Defaulting attendance at appointments wastes time and adds to the patient's waiting list. It is discourteous and increases the suffering of others.
- Telephoning for an emergency appointment as soon after 8am as possible.
- Telephoning for a home visit before 10am.
- Prescription requests should be made in writing 48 hours before they are required or ordered online from our website.
- Your doctor may be called out on an emergency and you will be informed of any undue delay. You may wait or re-schedule your appointment, and your understanding in this matter is much appreciated.
- All telephone calls are recorded for reasons of legal liability, training and monitoring.

## VIOLENT OR ABUSIVE PATIENTS

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take 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.

## Practice Leaflet



## Welcome to Peel Group Practice!

We are a partnership of 2 full time and 5 part time doctors practising out of well equipped premises in Peel and are assisted by 2 practice nurses and 2 health care assistants. We undertake the teaching and training of health care professionals or persons intending to become health care professionals. The Peel surgery is situated on Albany Road. Adequate car parking is provided. Smoking is not permitted on the premises.

### THE PARTNERS

<b>Dr John Currie</b>	<b>GMC No 3566477</b> MB BCh BAO (1992) Belfast, MRCGP, DRCOG, DCH, DTM&H
<b>Dr John Bloomer P/T</b>	<b>GMC No 2335966</b> MBChB, (1978) Glasgow
<b>Dr Helen Teare P/T</b>	<b>GMC No 3339057</b> MBBS (London 1989), MRCGP Dip Obst.(Otago) DCH, DFSRH, DPD, D. Occ Health, DMEL
<b>Dr Thenral Anand P/T</b>	<b>GMC No 6075734</b> MBBS MRCS MRCGP DFSRH
<b>Dr John Snelling P/T</b>	<b>GMC No 3081543</b> MB,BS (London) FRCGP DipRCOG FPCert
<b>Dr Peter Griffiths P/T</b>	<b>GMC No 3074695</b> MB ChB (1985) Birmingham MRCGP
<b>Dr Rebecca Greenslade</b>	<b>GMC No 7134136</b> MRCGP

### OUR PRACTICE NURSES

Mrs Sarah Shimmin RGN      Mrs Dawn Gell RGN  
**PRACTICE MANAGER**      **Ass PRACTICE MANAGER**  
Mrs Janece Pugh              Mrs Angela Cover  
Janece and Angela head the team of practice staff.

## ATTACHED HEALTH SERVICE STAFF

**District Nurses    Health Visitor  
School Nurse**

We are also able to refer patients to a Community Psychiatric Nurse, Clinical Psychologist, Chiropodist and Community Physio-therapist.

## PRACTICE CATCHMENT AREA

Our catchment area extends northwards to Orrisdale, southwards to Dalby and eastwards to Crosby Crossroads and Foxdale. If you move outside our practice area you will have to register with another practice.

## DISABLED ACCESS

There are 2 car park spaces near the building. If you do require assistance then there is an intercom button on the outside wall which will notify reception that you need assistance. The automatic front doors will operate in working hours and the 2nd internal door can stay open whilst 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 toilet by the front entrance.

## PRIVATE WORK, INCLUDING MEDICALS

Your doctor is happy to carry out **private medical examinations** in connection with insurance, sports or driving. A fee is payable for such medicals at the BMA recommended rate which is posted in the waiting room. Please contact reception in the first instance if you require such a medical.

## PEEL MEDICAL WELFARE FUND Registered Charity No 597

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, defibrillator and other life saving equipment.

Suggestions and contributions may be made to the Practice Manager Mrs Janece Pugh. Please make donations payable to:  
"The Peel Medical Welfare Fund".

## TELEPHONE ADVICE

To speak to a Doctor/Nurse regarding non urgent matters please telephone reception and book a telephone consultation. We have a limited number of telephone appointments. You will be asked for a contact telephone number and brief details of what you want to discuss. They will then call you after 11 am the day of the appointment. If you require **urgent advice** please advise the receptionist and you will be dealt with immediately.

Some enquiries can be dealt with over the telephone, though in many cases particularly if prescriptions are necessary you may be asked to make an appointment to see your doctor. Some enquiries are best dealt with in correspondence with your doctor who is then able to give a more considered and better informed reply to your query. Test results can be given over the telephone, you may not need an appointment.

## EMERGENCIES WHEN THE SURGERY IS CLOSED

When the surgery is closed and you have a medical condition that isn't life-threatening but cannot wait until the surgery opens, please telephone 686968 and a recorded message will inform you of the number to call to speak to the doctor on duty at the Manx Emergency Doctor Service, which is operated by the Family Practitioner Services of the Isle of Man Governments Health Services Division. **If you have chest pain or a life-threatening emergency you should always call 999.**

## SICK NOTES

A doctor's sick note is not required for absences of less than 6 days. For absences lasting less than 6 days a self-certification note otherwise known as an SC1 form should be completed and returned to your employer. These forms are available from the surgery or the post office.

Private sick notes may be issued at your request by your doctor for absences less than 6 days (for which a small fee is payable). Please remember, however, that legally you are not required to provide a sick note other than a self-certification note for absences less than 6 consecutive days if symptoms persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients

## PRIMARY CARE

Details of primary medical services in the Isle of Man may be obtained from Family Practitioner Services, Crookall House, Demesne Road, Douglas, Isle of Man IM1 3QA  
Tele: 01624 642608

## PATIENT REGISTRATIONS

Patients who wish to register should complete the necessary form with ID from the reception desk.

All new patients registering or re-registering with the practice are asked to attend the practice nurse for a new patient health check. This enables us to get some idea of your past and current health, which is always useful to us as we often have to wait several weeks 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 or home visits might not, however, be with your registered or usual doctor.**

Please advise us of any change of name, address or telephone number so that our records can be kept up to date.

## SURGERY TIMES & MAKING APPOINTMENTS

**Our opening hours : 08.00 – 18.00 Monday – Friday**  
(But closed on Bank Holidays).

**We can be contacted during these hours by:**

**Telephone 686968 & Fax 686965**  
or **Calling in person at reception desk.**

Peel Group Practice runs an appointment system for the Doctors, Practice Nurses, Health Care Assistants and Phlebotomists.

**We do not offer a drop-in service.**

## TRIAGE SYSTEM

For 'urgent, same-day' matters, we have a "triage system" in place daily, and **you are asked to ring in as soon as possible after 08.00 to go on the list.** The duty doctor will then ring you back with regard to your urgent problem. We would advise that for all other non urgent matters appointments are made in good time, to suit your needs. All appointments can be made by telephoning 686968.

**Doctors generally consult daily, between: 08.30 – 11.00 and 14.00 – 17.30**

However surgery times may vary according to need, holidays, half days and "on-call commitments". All Urgents will be seen or spoken to on the same day where 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 considerable number of appointments are lost monthly by people failing to attend. You can cancel your appointment by **texting your name, DOB, date and time to 468468.**