

OPENING TIMES

Mon: 8.30 - 7.30

Tue: 8.30 - 6.00

Wed: 8.30 - 6.00

Thu: 8.30 - 6.00

Fri: 7.20 - 6.00

Sat: Closed

Sun: Closed

TELEPHONE NUMBERS

For all enquires please call

01271 372672

Fax

01271 341902

District Nurses

01271 341934

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with one of our GP's please ask at our Reception. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with our Health Care Assistant during your registration.

MEET THE PRACTICE STAFF

DOCTORS

Dr Richard Holman (Male)

LRCP, MRCS, MRCGP

Dr Baljit Kalsi (Male)

BSc (Hons), MB, ChB, MRCGP

Dr Jane Sinclair (Female)

MB, ChB, MRCGP, DRCOG

Dr Tom Newth (Male)

MBBS, BSc MRCGP

Dr Claire Lynch (Female)

MBBCh, MRCGP, DRCOG

Dr Hannah Cook (Female)

MB, ChB, MRCGP

NURSING TEAM

Nurse Rebecca Walker

Nurse Louise Martindill

Nurse Carol Hicks

HCA Mandy McDonald

HCA Nicole Williams

MANAGEMENT TEAM

Practice Manager – Sharon Gavin-Jones

Deputy Practice Manager –

Emma Easterbrook

Reception Manager – Zoe Bere



6/7 Queen Street, Barnstaple,

Devon, EX32 8HY

www.queensmc.com

PRACTICE LEAFLET

Information for
Patients

Queens Medical Centre opened in March 2000 when we moved from our previous premises at Vicarage Lawn Surgery, Barnstaple. The Medical Centre is purpose built and has disabled access to all areas including surgeries and toilets.

Our aim is to provide a friendly service of the highest quality. You may choose to see any of the doctors in the practice regardless of which one you are registered with. The service we provide is carefully planned to meet the special needs of the community and we welcome constructive suggestions on how it may be improved.

(Revised 13.08.15)

OUR SERVICES

We offer a wide range of services including:

- Maternity/Antenatal Care
- Family Planning
- Child Health and Immunisation
- Diabetes
- Coronary Heart Disease Prevention
- Asthma
- Well Woman Checks
- Minor Surgery
- Preventative Medicine
- Travel Vaccinations and Advice
- New Patient Medical
- Health Checks
- Carers Checks
- Dressings
- Phlebotomy Clinic
- Smoking Cessation
- Chronic Disease Clinics

APPOINTMENTS

All surgeries are by appointment, and can be made either in person, by telephone or online at www.queensmc.com. For access to the online facility please speak to a member of the Reception Team.

Routine consultations are by appointment only and will be a standard length of 10 minutes. If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

URGENT APPOINTMENTS

We will have urgent appointments available each day for the Doctors. (*Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms*).

TEST RESULTS

Please call Reception for test results between 2.00pm and 4.00pm.

HOME VISITS

Home visits should only be requested for those who are genuinely unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10.30am if at all possible.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

OUT OF HOURS

If you have an urgent problem when the surgery is closed please ring **111** to hear a recorded message on who to contact.

PRESCRIPTIONS

Requests for repeats prescriptions will be dealt with within 48 hours if collecting from the surgery or 72 hours if collecting from a chemist. This can be in-person or online at www.queensmc.com.

For access to the online facility please speak to a member of the Reception Team.

Please note we do not accept same day requests for prescriptions.

TEACHING & RESEARCH

As a teaching Practice, medical students spend part of their training with us observing consultations, please let us know if you would prefer to see the doctor or nurse alone.

ACCESS TO MEDICAL RECORDS

You have a right to see your health records, subject to any limitations in the law. There is a fee payable for this and all requests must be in writing and an appointment will be offered. We are registered in accordance with the Data Protection Act.

NON NHS EXAMINATIONS

Medical examinations for special purposes, e.g. life insurance, elderly driver, HGV, PSV, pre-employment, fitness to undertake sports, fitness to travel etc; are by appointment and are subject to a charge.

LANGUAGES

We encourage patients to bring a friend or relative to translate if there are any language problems. Although preferably the practice will use professional services. i.e Language Line.

DISABLED ACCESS

We have a ramp at the front of the premises and an Automatic Front Door suitable for wheelchairs. There are also disabled toilets.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

SUGGESTIONS/COMPLAINTS

We always try to provide the best service possible but there may be times when you feel this has not happened. If you have a complaint please speak, or write, to our Practice Manager who will take details and we will endeavour to respond within 10 days.

We welcome suggestions at any time; please address them to the Practice Manager. We cannot promise to adopt every suggestion, but we will always listen.

You are also encouraged to join our Patient Participation Group where you will have an opportunity to work with the Practice on developing plans and strategies for improving the patient experience. Please speak to our Reception Manager to obtain details on how to join.