

SURGERY OPENING TIMES	
Monday	8.30am – 7.30pm
Tuesday	8.30am – 6.00pm
Wednesday	8.30am – 6.00pm
Thursday	8.30am – 6.00pm
Friday	7.15am – 6.00pm
Weekends	Closed
Telephone appointments can be made either in person, by telephone or online. Please ask at Reception for an online access password and then visit <a href="http://www.queensmc.com">www.queensmc.com</a>	
<b>Please inform us as soon as possible if you are unable to keep your appointment so that it can be allocated to another patient.</b>	

### 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.

MEET THE PRACTICE STAFF
<p><b>DOCTORS</b>            Dr Richard Holman (Male)            LRCP, MRCS, MRCGP</p> <p>Dr Baljit Kalsi (Male)            BSc (Hons), MB, ChB, MRCGP</p> <p>Dr Jane Sinclair (Female)            MB, ChB, MRCGP, DRCOG</p>
<p><b>CLINICAL TEAM</b>            Nurse Practitioner Anne-Marie Reynolds            Nurse Practitioner Claire Conlan            Nurse Louise Martindill            Nurse Catherine Chizmar            Nurse Clare Lewing            HCA Mandy McDonald            HCA Helen Murrell            HCA Samantha Smythe            Clinical Pharmacist Ben Thompson</p>
<p><b>MANAGEMENT TEAM</b>            Practice Manager – Sharon Gavin-Jones            Operations Manager –            Emma Easterbrook            Finance Manager – Julie Rowe            Reception Manager – Zoe Bere</p>



Queens Medical Centre  
 6-7 Queen Street  
 Barnstaple  
 EX32 8HY

Tel No: 01271 372672  
 Fax No: 01271 341902  
[www.queensmc.com](http://www.queensmc.com)

Queens Medical Centre was 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. We have an ethos of providing continuity of care by ensuring that you always see your registered GP. 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.

## 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
- Dressings
- Phlebotomy Clinic
- Smoking Cessation
- Chronic Disease Clinics

### 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.

### 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. You are now entitled to request on-line access to coded data within your record.

<b>APPOINTMENTS</b>	All appointments are a telephone call from your GP or other more appropriate clinician initially, should you be required to be seen an appointment will be booked with you.
<b>HOME VISITS</b>	If you are genuinely unable to attend the surgery please telephone Reception before 10.00am.
<b>OUT OF HOURS EMERGENCIES</b>	There is a service for urgent out of hours emergencies – please telephone our usual number <b>01271 372672</b> to hear a recorded message on who to contact.
<b>TEST RESULTS</b>	Please call Reception for test results between 2.00pm and 4.00pm
<b>REPEAT PRESCRIPTIONS</b>	You are able to order your repeat prescriptions online, please register with Reception for access to <a href="http://www.queensmc.com">www.queensmc.com</a> , by email to <a href="mailto:D-CCG.qmcprescriptions@nhs.net">D-CCG.qmcprescriptions@nhs.net</a> , alternatively drop your request slip into the box on the Reception desk. Please allow 48 hours before collecting from the Medical Centre or 72 hours if

	collecting from the Chemist. Prescription requests will not be taken over the telephone
<b>MEDICAL STUDENTS</b>	Queens Medical Centre is a training practice and we will sometimes have medical students observing consultations, please let us know if you would prefer to see the doctor or nurse alone.
<b>LANGUAGES</b>	We use Language Line to assist with translations during consultations, although you are welcome to bring a friend or relative.
<b>ZERO TOLERANCE</b>	We have a zero tolerance policy for abuse and ask that all patients are polite and respectful to our staff. We will remove from our list any patient who is physically or verbally abusive or threatening towards staff or other patients.