

Our Services



Services available to our patients:

- Childhood immunisation
- Seasonal vaccinations (Flu, Covid, RSV)
- Travel vaccinations
- Minor surgery
- Baby check
- Cervical screening
- Health checks for ages 40 to 74
- Long term condition management
- Private medicals and reports *fees apply*
- General health and wellbeing
- Mental health support
- Wound care
- Phlebotomy

Please speak with a member of our team for a list of private non-NHS work

Prescriptions



If you are on repeat medication, you can order medication by:

- Dropping off the repeat slip from a paper prescription
- In person
- Making a written request
- Via the NHS app
- Online using accuRx or SystmOnline

It will take 2 working days to process a prescription. All prescriptions will be sent electronically to your nominated pharmacy.

Appointments



You can arrange an appointment by:

- Calling 01237 474994
- In person
- Via accuRx

Please note you will be asked to describe the nature of your problem, the reason for your appointment so that we can direct you to the most appropriate person or service. **You do not need to see a GP for all problems.** You may be signposted to a different member of staff within the practice, local pharmacy or a different service.

If we have reached capacity and your problem is urgent, please inform us, you will be triaged by the duty doctor.

Home visits

If you require a home visit, please call 01237 474994 **before** 10:00am.

Calls made after this should be for **emergencies only**.

You may only request a home visit if you are housebound or are too ill to visit the practice.

Our Staff



GPs

Dr Adam Kwiatkowski
Dr Timothy Brummitt
Dr Genevieve Holland
Dr Anthony Jestin
Dr Paige Webber
Dr Jonathan Smithson

Dr Daniel Higgs
Dr Gemma Heard
Dr Jamie King
Dr Victoria Harris
Dr Sian Thomas

Management

Emma Hill – Practice Manager
Samantha Shortridge – Managing Partner

Nurse/HCA

Becky Scambler
Charlotte Manning
Nikki Brown
Therena Saunders
Leoni Hunt

Laura Burton
Sarah Weston
Lucy Kelly
Janine Smale

Admin

Jeanette Matthews
Kaite Clark

Julie Mitchell

Reception

Paula Bowers
Sophie Lamble
Laraine Bond
Chloe Roper-Bickell

Gina Kerr
Gemma Lamble
Yasmine Beal

Clinical Admin

Shannon Smith
Ceri Reece
Danielle Bond
Melissa Cartmel

Sandra Maxfield
Trudi Larkworthy
Lorisa Crouch

Northam Surgery



Northam Surgery
Bay View Road
Northam
Bideford
EX39 1AZ



01237 474994



Northam Surgery



northamsurgery.nhs.uk



Opening Hours

Monday – 8:00am to 8:00pm
Tuesday – 7:30 to 6:30pm
Wednesday – 8:00am to 6:30pm
Thursday - 8:00am to 6:30pm
Friday - 8:00am to 6:30pm

**Please note our
telephone lines are
open Monday to Friday
8:00am to 6:00pm**

Our mission is to provide compassionate, comprehensive, patient-centred healthcare in our community. We are dedicated to delivering high-quality medical services that promote wellness and address the diverse needs of our patients.

We are a member of Torridge Health PCN (Primary Care Network) and work closely with our colleagues from Bideford Medical Centre, Castle Gardens Surgery, Hartland Surgery, Torrington Surgery and Wooda Surgery.

Torridge Health PCN

Bideford Medical Centre
Castle Gardens Surgery
Hartland Surgery
Torrington Surgery
Wooda Surgery

What to do when we are closed

There are a number of things you can do if the practice is closed and you need help or advice, you can:

- Call NHS 111 (dial 111 from your phone)
- Visit NHS 111 online at www.111.nhs.uk
- Contact your local pharmacy
- Contact your local A&E department via phone or in person
- In a medical emergency ALWAYS dial 999.



Test Results

If you have tests carried out, the results will go back to the requesting clinician. **We will contact you if your results are abnormal.** If you would like to check results, you can view them on the NHS app. Alternatively, you can contact the surgery in the usual way.

Disabled Access



Our building is completely accessible, we have a disabled parking bay at the front of the surgery, ramps, and disabled access toilets.

Car Park



We have free onsite parking at the front of the surgery and round towards the side. *Use of the car park is at your own risk. We will not accept responsibility for lost, stolen or damaged property.*

Online Services



We encourage all patients to use online services via the NHS app. Please speak with a member of our team for more information. With online access you can:

- View your medical records
- View and order repeat prescriptions
- View test results
- Make appointments

Chaperones

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

Zero Tolerance Policy



The practice supports the government's 'Zero Tolerance' campaign for Health Service Staff.

This states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place.

Aggressive behaviour, whether that be verbal or physical will not, under any circumstance, be tolerated and may result in you being removed from the practice list, and in extreme cases, the police being contacted.

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters.

They also provide a point of contact for patients, their families and their carers.

They also listen to patients' questions, suggestions, concerns and compliments.

T | 01271 314090

E | ndht.PALS@nhs.net

Comments, Compliments and Complaints



Comments on any aspect of the practice are always welcome. If you have any suggestions or are unhappy about any aspect of our service, please do let us know. This can be done in the following ways:

- By replying to your SMS friends and family text, sent after your appointment
- Via NHS Choice
- Verbally
- Via the comments book located in reception

If you would like to raise a formal complaint this will need to be outlined in writing and addressed to the Complaints Manager. Formal complaints will be addressed in accordance with our complaints policy and procedure.

Devon Integrated Care Board

We are commissioned by the Devon Integrated Care Board (Devon ICB)

W | onedevon.org.uk

T | 01392 205205

E | d-icb.corporateservices@nhs.net

Your Data



Confidentiality & Medical Records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish for anonymous information about you to be used in such a way, please let us know. Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff

The practice is registered with the Information Commissioner's Office (ICO).

Freedom of information

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records.