

**SURGERY NUMBER**

**776650**

**REMEMBER**

**HELP**

**IS ONLY A PHONE CALL AWAY**

**HELP US TO PROVIDE THE**

**THE MOST EFFICIENT SERVICE POSSIBLE**

**HELP US**

**TO**

**HELP YOU**



# **SOUTHWAY SURGERY**

ROCKFIELD AVE  
SOUTHWAY  
PLYMOUTH  
PL6 6DX

TEL : 01752 776650

E-mail: [www.southwaysurgery.com](http://www.southwaysurgery.com)



**Dr David Evans MRCGP**  
**Dr Debbie Tayler MRCGP**  
**Dr Marc Epps MRCGP**



## PHLEBOTOMIST

Teresa Causley is our qualified and experienced phlebotomist. Teresa's clinics are Monday and Wednesday mornings

Pam Hill is a qualified and experienced phlebotomist and is also a qualified HCA.

Her clinics are on Mon, Tue, Thurs and Fridays

## SMOKING COUNSELLOR

In addition to Smoking Cessation clinics run at Mount Gould Hospital and Southway Clinic we also offer a clinic here at Southway Surgery on a Friday morning. Lyn Wilcox is our qualified smoking cessation counsellor.

## GP REGISTRAR

A GP Registrar, who is a qualified doctor is attached to the Surgery for 12 months prior to joining a practice.

## MEDICAL STUDENTS

We occasionally have student Doctors attached to us as part of their training. We will let you know when you make an appointment if there is a student present. You then have the option of seeing the Doctor without the student present if you so wish.

## COMPLAINTS

All complaints in the 1st instance should be addressed to our Practice Manager Viv George

If you remain dissatisfied you have the right to ask N H S ENGLAND to review your complaint

PALS—the Patient and Complaints Team: 03001231672 or txt for a call back on 07789 741099, pals.devon@nhs.net

Issues solely about services at NHS GP's dentists opticians or pharmacies should call on 03003 112233 who provide an information and advice service and a complaint handling service

**TELEPHONE:  
03003112233**

## DOCTORS

**Dr David Anthony Evans** MB BCH – (1985 Wales) BSc  
MRCGP DRCOG (M)

**Dr Deborah Jayne Tayler** MB BCH (1985 Wales) BSc  
MRCGP DRCOG (F)

**Dr Marc Epps** MB ChB (1997 Bristol) BSc MRCGP (M)  
Dip IMC RCS(Ed)

## SURGERY OPENING TIMES

Monday	7.45am – 6.00pm
Tuesday	7.45am – 6.00pm
Wednesday	8.00am – 6.00pm
Thursday	8.00am– 3.00pm 6.30 pm-8.30pm
Friday	8.00am– 6.00pm
Saturday and Sunday	Closed

Surgery is closed each day between 12.30 and 1.00pm  
All consulting rooms are ground level with wheelchair access.

## CONSULTING YOUR DOCTOR

We run appointment system at Southway Surgery. You can make an appointment to see your Doctor by telephoning the Surgery. We can normally give you a 10 minute appointment to see a Doctor within 48 hours. We also offer 5 minute emergency appointments which are available every day. All emergencies are dealt with promptly.

We also offer a telephone consultation, leave your number with the receptionist and the doctor will return your call after morning surgery.

## HOME VISITS

If you are too ill to come to the Surgery and feel you need a home visit, if possible please try to let us know **before 10.30am** so that we can plan our rounds. Please explain to the Receptionist what is wrong so we can know the degree of urgency. One of us is always on duty to respond to urgent calls at the time.

## OUT OF HOURS CALLS

After 6pm and at weekends please **Telephone 111**. At all other times ring **776650**.

111 is a free phone telephone number and can be used 24 hours a day for advice

### REPEAT PRESCRIPTIONS allow 48 hours

### WE DO NOT TAKE REPEAT PRESCRIPTIONS OVER THE PHONE!!!

The following options should be used:

1. Tick tear off slip & either bring to surgery or post to us. If you wish to have your prescription posted back we must have a stamped addressed envelope to do this.
2. Via our website “[southwaysurgery.com](http://southwaysurgery.com)” we need your Email Address to enable you to use this service. You will also be able to make appointments online. If the item you need is not available to tick, click the “contact us” box and type it in. Then click send.
3. Arrange with your chemist who can order for you/ deliver.
4. We are now linked to most chemist and your prescription can go electronically. You will still need to order the prescription by one of the above methods.

### SPECIAL CLINICS AND SERVICES

**Maternity** : Antenatal and Postnatal

#### Child Health Clinics

**Immunisations:** Childhood immunisations eg Polio Tetanus, Diphtheria, Whooping Cough and MMR.

Adult immunisations eg Tetanus and Travel immms.

Autumn ‘flu’ immunisations for those at risk.

**Contraception:** including the fitting of Coils and implants

**Cervical Smears:** taken by our Practice Nurse or Doctors.

**Minor Surgery.**

In addition we offer each newly registered patient the opportunity for a check-up by our Practice Nurse.

## ATTACHED STAFF

### PRACTICE MANAGER

Mrs Viv George. If you have any complaints or suggestions about our service please contact our Practice Manager. She will be pleased to help you and pass on your message to the Doctors.

### NURSE PRACTITIONER

Sister Tricia Febbraro is a qualified nurse specialist practitioner/prescriber. She is available by appointment for minor illnesses, sick notes + MAP.

### RECEPTIONISTS

We have six receptionists. They will all try to help you with appointments and enquiries. Any questions they may ask you is to provide the Surgery with information to help with your healthcare.

### PRACTICE NURSE

Nurse Sue Scott is available, by appointment, for preventative care, cervical smears, practical nursing procedures and advice about your health.

### HEALTH VISITOR

They can provide help and advice to all our patients about a wide variety of problems and health concerns. They also offers a confidential counselling and support service. Their aim is to promote Good Health, including working with children, their families and the elderly. Telephone 434188

### PRACTICE MIDWIFE

Midwife has an antenatal clinic on Tuesday mornings To book an appointment or leave a message for her, telephone 776650. To contact community midwife 517888 or Triage advice midwife on 517888

### DISTRICT NURSES

District nurses are in daily contact with the Doctors and provide nursing care to patients at home who are housebound. They can be contacted via the Surgery or between 8.30—9.30. 1:30 - 2.30 on 436716