

Bodriggy Health Centre is a purpose built doctors surgery based in the centre of Hayle. All of our consulting rooms are on the ground floor. We currently have a patient list size of about 10,000. We have a carpark for patients and staff at the front of the building. We cover the Hayle area and some surrounding towns and villages. Please ask to see our boundary map if you are unsure if your address is covered by our practice.

Facilities For The Disabled

We have allocated parking spaces for the disabled, wheelchair access and WC facilities.

Appointments System

Appointments for the doctors are available on a “same day” basis known as improved access. Please contact the surgery on the morning of the day you wish to be seen. A few appointments are reserved each day as pre-bookable appointments for patients who need to book in advance due to work/travel arrangements. Please see the timetable on the reverse of this leaflet for the days and times your doctor usually holds their surgeries.

The nurses appointments are all pre-bookable. It would be very helpful if you could give the receptionist an idea of what your appointment is for so that she can book you into the appropriate clinic with the appropriate nurse and allow adequate time for the procedure.

Visits

It is preferable that you come to the surgery. However, if you feel a visit is essential it is best to ring between 9am and 10.30am.

Absent Doctors

We would prefer you to see your own doctor due to continuity of care.

However, there are occasions when this is not possible and during these times you will be offered an appointment with another doctor in the practice. Results, prescriptions and paperwork will be dealt with by another doctor to avoid delay.

Out of Hours

Most emergency cover is provided by the out of hours service. In the interest of patients, the service records incoming telephone calls. These recordings are strictly confidential and are dealt with in exactly the same way as patients’ medical records. When the Health Centre is closed, please telephone **01736 753136** and your call will either be diverted to the service or you will be given the telephone number of the doctors answering service.

NHS Direct

NHS Direct is a 24-hour nurse-led telephone helpline - **0845 4647**. They provide confidential healthcare advice and information on: -

- ★ What to do if you are feeling ill
- ★ Health concerns for you and your family
- ★ Local health issues
- ★ Self-help and support organisations

NHS Direct nurses use their skills and expertise together with a comprehensive computer system to advise you on the most appropriate course of action to take. The service has its own website at www.nhsdirect.nhs.uk.

Bodriggy Health Centre

Surgery Opening Times

Monday	0800 – 1300	1400 – 1800
Tuesday	0800 – 1300	1400 – 1800
Wednesday	0800 – 1300	1400 – 1800
Thursday	0800 – 1300	1400 – 1800
Friday	0830 – 1300	1400 – 1800
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Doctors Clinic Times

	Mon	Tue	Wed	Thu	Fri
Dr Higgs			0900 – 1100 1400 – 1600	0900 – 1100 1400 – 1600	0900 – 1100 1400 – 1600
Dr Slater	0800 – 1030 1400 – 1600				
Dr Gibson	0830 – 1200 1430 – 1630		0830 – 1200 1430 – 1630		
Dr Whitehouse		0830 – 1100 1400 – 1600			
Dr Maskell	0830 – 1100 1430 – 1630	0830 – 1100 1430 – 1630	0830 – 1100 1430 – 1630		
Dr Jones	0830 – 1100 1400 – 1600	0830 – 1100 1400 – 1600		0830 – 1100 1400 – 1600	
Dr Evans	0830 – 1100 1500 – 1700	0830 – 1100 1500 – 1700			0830 – 1100 1500 – 1700
Dr Mulholland		0830 – 1100 1400 – 1600	0830 – 1100 1400 – 1600		0830 – 1100 1400 – 1600

Nurse Clinic Times

	Mon	Tues	Wed	Thu	Fri
Sister Phaby	0900 – 1200 1400 – 1600	0830 – 1200 1400 – 1630	0830 – 1200	0830 – 1200	
Sister Jones		0830 – 1100 1400 – 1730	0830 – 1100 1400 – 1630		0830 – 1100 1400 – 1600
Nurse Caddy				0830 – 1200 1400 – 1630	0830 – 1200 1400 – 1600
Nurse Hardy	0830 – 1200 1400 – 1630		0830 – 1200 1400 – 1630		
Avril Bond	0815 – 1200	0815 – 1200		0815 – 1200 1400 – 1500	
Louise Jopson	0900 – 1200	0830 – 1200 1400 – 1600	0830 – 1200 1430 – 1630		0830 – 1200 1400 – 1600

Please use the timetables as a guide only as clinics are subject to change due to on-call commitments, annual leave, sickness and training.

Tel: 01736 753136 24-Hours

Bodriggy Health Centre



PRACTICE LEAFLET

Dr Michael Higgs MBBS (London) 1979 MRCP DCH DRCOG FPCert

Dr Jane Slater MBBS (London) 1985 MRCP DRCOG FPCert

Dr Nicholas Gibson MBBS (London) 1985 MRCP FPCert

Dr John Whitehouse BDS MBBS (London) 1989 DCH DRCOG DFFP

Dr Anne Maskell MBBS MRCP (London) 1988 DCH DRCOG FPCert

Dr Carolyn Jones MBChB (B'ham) 1993 MRCP DCH DRCOG DTM+H FPCert

Dr James Evans MBChB (B'ham) 1993 MRCP DRCOG DipIMC DFFP

Dr Seamus Mulholland MBChB (B'ham) 1993 MRCP DCH DRCOG FPCert FRCA I

Bodriggy Health Centre
60 Queensway
Hayle
Cornwall
TR27 4PB

Phone: 01736 753136

Fax: 01736 753467

The Staff

The Doctors

The practice has eight partners (5 male doctors and 3 female doctors). Please see the timetable on the reverse of this leaflet for the days and times your doctor usually holds their surgeries.

We are a recognised training practice for general medical practitioners and often have GP Registrars attached to the practice. A GP Registrar is a qualified doctor who has worked for some years in hospitals. They are invited to join us for up to 12 months to gain valuable experience in General Practice. Registrars participate in weekly joint surgeries with a partner, as well as holding their own surgeries when they are ready. You will be told if any appointment offered is for a joint surgery. Please feel free to ask to see only one doctor if you prefer. As part of the training process consultations may be recorded on video from time to time. You will be informed of this and we will only record your consultation with your consent.

On occasions, we accommodate medical students from the Peninsula Medical School to enable them to gain insight into general practice. You will be informed if this affects your consultation.

Practice Manager

Mrs Irene Luzmore is responsible for the overall management of the practice.

Administration

Mrs Stephanie Jones, Assistant Practice Manager, assists the Practice Manager.

We have two Practice Secretaries who type all the doctors letters of referral to secondary care and other organisations on behalf of the doctors and arrange hospital appointments.

Mrs Lynette Westlake ensures that up to date data is put into patient records by special readcodes so that the data can be retrieved by running simple searches to be used for auditing and following-up patients who have certain medical problems. Lynn also administers the practice recall system and ensures patients are invited for chronic disease management, cervical smear tests, blood tests etc.

We have six Receptionists who operate the switchboard, make appointments, organise repeat prescriptions and check patients in for appointments. They also run the dozens of office systems needed to keep track of hundreds of patient contacts each week.

Nursing Staff

We have two practice nurses, Sister Diane Phaby RGN and Sister Anne Jones RGN who run special clinics for disease management such as diabetes, hypertension, coronary heart disease, chronic obstructive pulmonary disease and asthma. Nurse Joy Caddy EN, RGN and Nurse Katie Hardy RGN run clinics for cervical smear tests, baby vaccinations, dressings as well as offering ear syringing and removal of sutures.

We have a phlebotomist, Mrs Avril Bond, who will take blood tests as requested by your doctor.

We also have a treatment room assistant, Louise Jopson, who is also a phlebotomist. Louise has her own clinics for taking blood pressures, measurement of weight/height, new patient checks and ECGs.

Staff Attached To The Practice

Counsellors

We have a practice therapist who is employed by the Community Mental Health Team. We also have two CADA counsellors who provide support for patients who are affected by alcohol and drug abuse.

Community Nurses

District nurses, although based in a separate office in the Community Centre, liaise with the practice staff and call in for any messages. Tel 01736 754991

Community midwives run regular antenatal clinics and parent-craft classes at the surgery. Tel 01736 759428

Health visitors run regular child developmental checks at the SureStart Centre. The baby clinic runs every Thursday afternoon where you can go along and get your baby weighed, meet other parents and obtain advice from the health visitors. Tel 01736 754374.

Pharmacist

We have regular visits from Don Craven, the pharmacist from Alliance Pharmacy in Copperhouse. Don works with the Medicines Management Team at the Primary Care Trust and advises the practice on prescribing issues.

Locums

We occasionally employ locums to cover for sickness. annual leave etc. If you are seeing a locum doctor or nurse, you will be informed of this when you make the appointment.

Zero Tolerance Policy

Please be aware that abusive, aggressive or violent conduct by any patient or patient's representative, towards any doctor, member of staff or any other person on the surgery premises is taken very seriously and will not be tolerated. This could be actionable by removal from the surgery list.

How You Can Help

Being a patient means that you have responsibilities too and these are outlined in the patient charter. Basic courtesies include being polite and respectful to doctors and staff. Please be punctual for appointments or let us know if appointments are no longer required. You should inform us immediately if you change your name, address or telephone number. Do not misuse the out of hours service for routine or trivial matters. Please take your medicines as directed by the doctor, and if you choose to stop taking them it is sensible to let the doctor know.

Confidentiality

All staff are fully trained and information given will be treated in strict confidence. All patients records are confidential.

Comments and Complaints

If you have any suggestions you wish to make, the practice manager or her assistant may be able to help you. We always try to provide the best services possible but there may be times when you feel that this has not happened.

We hope that most problems can be sorted out easily and quickly, often at the time they arise with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know, preferably in writing, as soon as possible. This will enable us to establish what happened more easily. **Please ask for a copy of our complaints procedure at reception.**

Your Local Primary Care Trust
Cornwall & Isles of Scilly Primary Care Trust
Sedgemoor Centre, Priory Road, St. Austell PL25 5AS **Tel: 01726 77777**
Bodriggy Health Centre Tel: 01736 753136 24-Hours

Repeat Prescriptions

We use a computer system for all prescriptions. Please drop or post in your prescription 'counterfoil' marking the items you need and the prescription will be ready 48 hours later, Monday to Friday. We can arrange for your prescription to be sent to a Hayle Chemist of your choice if you mark this on the slip, or, if you include a S.A.E. we can send it to you anywhere. We regret that telephone prescription requests cannot be accepted as drug names are easily confused.

Test Results

Please telephone for test results after 2pm Monday to Friday on **01736 753136.**

Telephone Consultations

To speak to a doctor please telephone 01736 753136 as early as possible in the day. Your call will be put through to one of our secretaries, who will help you to decide if this is an appropriate option, take your details and arrange a telephone consultation for you.

Nurses take calls between 12.30pm and 1pm.

Minor Surgery

All the doctors in the practice are experienced in performing minor surgery and joint injections. We have a fully equipped treatment room for this purpose. Your doctor will be able to provide you with more information if you require treatment.

We have a quarterly cryotherapy clinic for freezing with liquid nitrogen. Dr Gibson and Dr Evans are experienced in the treatment of skin conditions by freezing with liquid nitrogen. Your own doctor will refer you if appropriate.

How To Register

You must live within the practice boundary (please ask reception if you wish to see the boundary map). You will not be discriminated against for race, gender, social class, age, religion, sexual orientation, appearance, or disability/medical condition. You should preferably visit the surgery to collect an application form which will include a short questionnaire. You will be given details of the doctors accepting new patients and you will then be offered an appointment with our Treatment Room Assistant for a new patient check.

How To Find Us

From Redruth. Take 4th exit on the roundabout after passing Shell Garage on the left. Go straight over the mini roundabout 100 yards after. Enter built-up area passing the Recreation Ground on the right and a few yards after Co-op Supermarket on the right. Entering a busy shopping street, take the second turning on the left just before the Cornubia Hotel (between the hotel and a baker's shop). Go to the top of the hill – this is a narrow street, usually full of parked cars. At the 'T' junction take the road to the right – you should see a sign for the Health Centre, follow this road round passing under a railway bridge. Immediately after the bridge take the road round to the right travelling uphill. We are at the top of the hill on the left.

From Penzance. Take the road between the White Hart and the carpark/Lloyds Bank (not the Helston road) Enter Penpol Road. Turn left opposite Penpol school. Follow this road round, there are sharp blind corners to negotiate. Drive through a housing estate (Queensway), shortly after leaving the estate see the Frank Johns Care Centre on the right, then Hayle Community Centre. We are the next building, set back from the road in gardens.