

Welcome to Dean Cross Surgery

Patient Information

Dean Cross Surgery is proud to be part of Mewstone Primary Care Network (PCN) working closely with Church View, Yealm and Wembury Surgeries.

Please use the practice website www.deanxsurgery.co.uk or find us on **Facebook** for up-to-date practice news and information.

General Practice has changed considerably over the last few years as part of the Government and NHS England Delivery plan for recovering access to primary care and The NHS Long Term Plan. The following information will help you access the service appropriately.

Opening Hours

Our doors are open Monday to Friday 0800-1800, there may be occasions during these hours when our reception desk is closed for staff training, during these times patients will still be able to access self-service options.

Contacting the Practice

Anima – Seeking medical or administration help

The practice uses a clinical triage system called Anima, to access our service you will need an Anima account. Please visit <https://www.animahealth.com/patients> to your access set up. Anima can be used for medical and admin queries.

Parents/Carers can submit requests on behalf of their children.

Dean Cross has a GP on duty all day reviewing the medical Anima requests. It is important that you answer the questions on the Anima questionnaire as fully as possible as the system will highlight to the GP any condition which may need immediate attention. Below is an example of what the GP will see in the practice.

| Name (age) | Indication | Status | Subm |
|-------------------------------|--|-------------|----------------|
| Jack Wright (65y) DEG | Asthma Medical (acute) | NEW REQUEST | 13:4: 06/0: |
| Shanice Campbell (26y) DEG | Cough / Sore throat Medical (acute) | NEW REQUEST | 08:5: 06/0: |
| Ahmed Khan (41y) DEG | Acute back pain Medical (acute) | NEW REQUEST | 08:5: 06/0: |
| Sam Thompson (32y) DEG | Repeat prescription Medical (acute) | NEW REQUEST | 08:5: 06/0: |
| Mike Meakin (96y) DEG | GP Letter Request Admin | NEW REQUEST | 23:0: 05/0: |

This image does not contain real patient information, it is used for illustration purposes only.

Using Anima helps the practice ensure that patients get the right treatment as quickly as possible. Our triage GP will review your request and will contact you electronically. **An appointment with a GP may or may not be appropriate.**

See our website www.deanxsurgery.co.uk for further information.

NHS App – Ordering repeat medication, checking results and reviewing your medical notes

We advise all patients over the age of 13 to download the NHS App
<https://www.nhs.uk/nhs-app/>

NHS App is our preferred method for requesting repeat medication, you can nominate a pharmacy of your choice and your request will be sent electronically to this location once a clinician has authorised your request. This is the quickest and most reliable way to order medication.

The NHS App is continually developing, as of April 2024 you can also review your patient notes (if you have consented to this), view test results, access medical advice and cancel appointments.

Mobile Telephone - Accurx

If a member of the team is trying to contact you a withheld number may come up on your telephone. If you do not answer on the first attempt the team will endeavour to contact you again. The practice uses Accurx to text patients with a message, sometimes there is a link to respond.

We also use Accurx to invite you to book appointments such as annual reviews and vaccinations. As a practice we are using this more frequently so it is important that we hold an up to date mobile telephone number for you on our records.

Some invites give you the option to 'decline' it is important that you let us know if you do not wish to have an appointment as we will then stop inviting you, there is always the option to opt back in so please bear this in mind should you change your mind.

Telephone – Access for those who are not digitally enabled

Our telephone lines are open 0800-1800 Monday to Friday, we kindly request that you only call the practice if you are unable to use Anima, this is to ensure that we can keep our wait times to a minimum for those who are unable to access our service electronically.

When you call the surgery our team will talk you through the Anima questionnaire, your request is dealt with the same as if you had completed this online. Some of the questions are of a personal nature and we respectfully ask that you answer these as fully as possible. Confidentiality is of utmost importance to our team so you can be assured that the information you give us will only be shared with the clinicians who are dealing with your care. You can call us on 01752 404743, when we are closed call 111 or 999 for medical emergencies.

There are a range of community service which patients can self-refer into. Information regarding these is available on our website.

See our website www.deanxsurgery.co.uk for further information.

Practice Team

General Practitioners

Our GP team is as follows:

| | |
|----------------------|--|
| Dr Claire Woodward | GP Partner, Principle Lead & Safeguarding Lead |
| Dr Clare Holland | GP Partner |
| Dr Karen Westwood | GP Partner |
| Dr Catherine Thomson | Salaried GP & Veteran Lead |
| Dr Thomas Stovin | Salaried GP |
| Dr Cat Holland | Salaried GP |
| Dr Veena Sudhakar | Salaried GP |

Dr Susie Blanchard & Dr Abhineet Singh are currently training with us.

ANPs

Our GPs are supported by the Advance Nurse Practitioner Team. The ANPs complete home visits, prescribe and will see patients for acute conditions.

Shirley Baker is our Lead ANP and she works alongside Helen Fisher & Su Jameson

PCN Clinical Team

We have a team of different skilled staff who work at Dean Cross and across the PCN practices.

| | |
|-----------------|----------------------------|
| Penny Kennedy | Advanced MSK Practitioner |
| Alex Thomas | Physiotherapist |
| Abigail Zebedee | Mental Health Youth Worker |
| Kim Carter | Mental Health Practitioner |
| Donna Nelson | Social Prescriber |
| Suzanne | Health & Wellbeing Coach |

Nursing Team

The Nursing Team lead on our annual reviews and day to day nursing activities, they also complete a number of audits and checks and are an important part of our practice clinical team.

| | |
|-----------------|-------------------------------|
| Alice Wilson | Nurse Lead |
| Tracey Levy | Chronic Conditions Lead Nurse |
| Sue Bailey | Practice Nurse |
| Brioney Routley | Practice Nurse |
| Jo Woodhouse | HCA |
| Leanne Daniels | HCA & Trainee Nurse Associate |
| Claire Patton | HCA |
| Carol Tribe | Phlebotomist |

Pharmacy Team

Our Pharmacy Team is led by Kelly Roberts and is based at Church View Surgery, you may be contacted by a member of the pharmacy team for medication reviews and prescription queries. All prescription requests need to be submitted electronically via the NHS App or System One Online.

Administration & Operations

We have a large administration team who are led by Tash & Leanne

See our website www.deanxsurgery.co.uk for further information.

Self-Care Options

Patients can self-refer themselves to community services for a range of different conditions. You may be asked to access these by our GPs. To ensure you don't have a delay in receiving treatment please consider access these services first.

Pharmacy First

Local Pharmacies in Plymstock can provide the appropriate prescription medication for the following conditions.

Acute Otitis Media (Ear Infection), Impetigo (Common skin infection that can cause sores, blisters, crusty patches), Shingles (Painful rash), Sore Throat, Sinusitis, Uncomplicated UTI for women aged 16-64 years, Infected insect bites.

Pharmacies also offer a range of other service such as contraception, smoking advice, blood pressure checks, see the following link for more information:

<https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/>

Minor Eye Conditions Service (MECS)

Specsavers on Plymstock Broadway provide a minor eye conditions service, they can refer to the Royal Eye Infirmary if required. Please call them on 01752 402241 for further information.

Minor Injuries/Urgent Treatment Centre

For cuts, burns, scalds, bites, stings, sprains, fractures (upper and lower limbs), minor head injuries, infected wounds, foreign bodies in eyes.

Urgent Treatment Centre (UTC) - Cumberland Centre, Damerel Close, Plymouth PL1 4JZ

Opening times: 08:00 - 18:00 (7 days)

X-ray available: 09:00 - 18:00 (7 days)

<https://www.plymouthhospitals.nhs.uk/miu-at-the-cumberland-centre>

Health Visiting & Children Services

Tel: 01752 434008

Email: livewell.phnadminhub@nhs.net

Health Visitor & School Nurse Text Service

0-5yrs 07480 635188 5-19yrs 07480 63189

11-19yrs 07480 635198 Young People (not parents)

<https://www.livewellsouthwest.co.uk/childrens-services>

Out of Hours & Mental Health Crisis Team call 111