



Southern Group Practice

A Guide to our Practice

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Southern Group Practice LLC

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Visit our website:

www.southerngp.co.uk

Opening Hours: Monday – Friday 8am – 6pm

Southern Group Practice serves the Port Erin, Port St Mary, Rushen Parish and Arbory Parish.

Our team includes four GPs, one Practice Nurse, one Nurse Practitioner, a Paramedic Practitioner and a Phlebotomist, as well as our Practice Manager, reception and administration staff.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our Practice operates.

If you would like to register with us, please complete one of our registration forms that are available from our reception or on our website.

Patients from the UK who are temporary resident (for example on holiday or working for a period less than 6 months) on the Island are able to register with a GP as a temporary resident. Patients can ask to register at their nearest GP Practice.

You can be registered as a temporary patient for up to six months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After six months, you will have to permanently register with the practice.

<https://www.gov.im/about-the-government/departments/health-and-social-care/reciprocal-healthcare-arrangement/>

Appointments

- If you need to be seen for an **urgent** on the day problem, you will normally be contacted by telephone by a Clinician who will arrange an appropriate appointment with a member of the clinical team.
- If your condition is **non-urgent** you will be offered the next available routine appointment. You also have the option to book up to 5 weeks in advance if this is more convenient for you.
- The Doctors respectfully remind patients that: **ONE** 15 minute appointment is for **ONE** person and **ONE** problem only. This helps us provide you with the best medical care (and helps them to run on time!).

How you can help us:

- Be on time for your appointment
- Tell us if you need to cancel your appointment
- Call for a home visit or an urgent appointment before 11am
- Ring for test results after 2pm

Some of the services we offer (by appointment only)

- Alcohol counselling
- Blood pressure checks
- Coil fitting
- Depression counselling
- Family planning
- Renal disease health care
- Chronic disease (including asthma and diabetes)
- First Contact Physiotherapist
- First Contact Mental Health Practitioner
- Ante-natal care
- Cervical smears
- Child health surveillance
- Epilepsy care
- Minor surgery
- Thyroid problems

Home Visits

Home visits are made for people who cannot come to the surgery, either due to their illness or infirmity. If possible they should be requested by 11.00am

Repeat Prescriptions

In the interest of patient safety we do not take requests for medication over the telephone.

You can order repeat prescriptions by registering for Patient Access, by post, via your pharmacy, by fax or posting the right hand side of your prescription slip in the red prescriptions box in the reception area at the surgery. Please allow 48 working hours for your prescription to be sent to a pharmacy.

Patient Access

If you register for Patient Access you can:

- Book a GP appointment online
- Check your booked appointments time and date
- Request your repeat medication
- View your medical records
- Check your immunisation status (e.g. tetanus)
- Update your records

This service is available to all patients over 16 who are registered at the practice, have an email address and access to the Internet via computer, tablet or smartphone.

To register for this service, you will need to come into the Practice in person with Photo ID (passport, driving licence etc.). Once we have checked your details and you have signed our Terms & Conditions we can supply you with a letter containing your login codes and a personal identification number (PIN).

Medicals

Medicals are done outside normal surgery times by appointment. Fees are as recommended by the BMA and can be obtained from the reception team.

Minor Ailments Scheme

Community Pharmacies can support peoples' health needs.

The conditions covered under the Minor Ailments Scheme include:

- Bacterial conjunctivitis
- Bacterial skin conditions
- Impetigo
- UTIs
- Shingles
- Thrush
- Hayfever
- Coughs
- Gout
- Constipation
- Nappy Rash
- Exercise-related injuries

Out of Hours

The Manx Emergency Doctor Service (MEDS) is situated at Nobles Hospital. If you need a Doctor out of hours please call the surgery as normal and you will be given instructions on how to contact the out of hours service.

Accident and Emergency

Whatever the day or time, if you or someone else experiences severe chest pain, acute breathlessness or any symptoms that you might think are due to a stroke **Call 999**

Our Team

The Doctors

Dr Simon Cowin

Dr Emma Woods

Dr Mehnaz Mehboob

Dr Rebecca Scott

Practice Manager

Miss Julie Taylor manages all business aspects of the practice, including finance, patient safety, premises and equipment, human resources and information technology. The Practice Manager supports the GPs and other medical professionals to ensure delivery of high quality patient services.

Practice Nurse

Mrs Canan Moody - the Practice Nurse is available from Monday to Thursday by appointment only. Our practice nurse deals with immunisations, routine BP checks, new patient checks and contraceptive pill checks. They are qualified to take cervical smears. Routine checks on patients with asthma, chronic obstructive pulmonary disease and diabetes are also carried out.

Nurse Practitioner

Mrs Stephanie Beynon - In addition to the duties of the Practice Nurse, Stephanie provides minor ailment advice/treatment and is a nurse prescriber.

Paramedic Practitioner

Miss Molly Miller - our Paramedic Practitioner works along-side our On-Call GP each day and is trained to assess and treat a wide range of emergency medical problems and prescribe medication. For housebound patients she is also able to undertake home visits for urgent medical problems.

Phlebotomy Team We have a Phlebotomist who runs our blood clinics, Mon-Fri 8am-10:30am.

Reception Team

The receptionists are here to help you. They answer the phone, deal with enquiries and deal with repeat prescriptions. Their job is very demanding so please be patient.

Complaints/Comments

Should you wish to make a complaint this should be addressed to the Practice Manager who will endeavour to resolve the problem. Any complaint or concern raised will not compromise care received. Mark your complaint **Private & Confidential** and send it for the attention of Julie Taylor, Practice Manager.

Patients with Particular Needs

Our surgery is accessible to patients using a wheelchair. We also have disabled parking spaces which are reserved for patients displaying a disabled sticker.

Discrimination Policy

The practice does not discriminate on the following grounds: race, gender, age, social class, religion, sexual orientation, appearance, disability or medical condition.

How the Practice uses Personal Health Information

Confidentiality is of the utmost importance to the doctors. Access to information we hold about patients is limited to staff who are involved in your care and treatment. Information is stored securely on the computer and in medical records. Sometimes it is necessary to share this information with other organisations involved in your healthcare eg. When you are referred to hospital. No information is passed to non-clinical organisations outside the surgery without patient consent. Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR. Southern Group Practice LLC is registered under the Data Protection Act 1988.

Subject Access Requests

You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies; you have a right to have the inaccurate data corrected.

Confidentiality Statement

We operate a completely confidential service to all our patients regardless of age, ethnicity, religious belief or sexual orientation. Your medical records will only be viewed by health professionals during the course of carrying out their duties. We will not discuss any information about you, (test results, appointments, etc) with anyone else, unless you ask us to do so. Only in very exceptional circumstances, (eg where you or another person may be at risk), will information be shared. In these exceptional circumstances you will be kept fully informed at all times. Even if you are under 16yrs, all our staff will respect your privacy and will not divulge information to another adult. All patients, including under 16s, can be seen by the doctor or nurse either on their own, with a friend or a chaperone can be requested.

We aim to always treat our patients courteously and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. Please note that any patient who displays unacceptable behaviour will be removed from our practice list. We are a zero-tolerance practice.

Friends & Family Survey

Have your say on what we're getting right and what we could do better. It will help us improve our services for everyone. It won't take long and you won't be asked your name. Please visit our website or collect a survey form at reception.

