

Last updated 16th November 2023



**Old Mill Road, Torquay, TQ2 6HW**

**Tel: 01803 605117**

**Website: [www.chelstonhall.co.uk](http://www.chelstonhall.co.uk)**

**Chelston Hall Surgery Barton Site**



**Lymington House, Barton Hill Way,  
Torquay, TQ2 8JG**

## Surgery Opening Hours

The surgery is open every weekday from 8.30am to 6.00pm

During these hours our reception staff will be pleased to help you with arrangement of appointments, as well as your repeat prescriptions and other enquiries.

The Surgery offers appointments Monday - Friday during the morning and afternoon. Telephone appointments are available with all of our GPs and could save you a trip to the surgery. If during the telephone appointment the GP feels that you should be seen you will be offered an appointment.



### Telephone Line Opening Hours

Our telephone line 01803 605117 is open from 8:30am to 6:00pm, with separate opening hours for the following:

Option 2 Prescriptions	10am to 12 noon	
Option 3 General Enquiries	9am to 12 noon	2pm to 5pm

### Who shall I see/speak to?

All patients including children have been allocated a named, accountable GP. Patients can continue to choose to see any GP in the practice in line with current arrangements. If you wish to know who your named GP is, please contact the surgery.

### Who to contact when we are closed:

You can call 111 when you need medical help fast but it is not a 999 emergency. NHS 111 is available 24hrs a day, 7 days a week and 365 days a year. Calls are free from landlines and mobile phones.

NHS 111 is a fast and easy way to get the right help, whatever the time.



If bleeding continues beyond this you need to attend the Accident and Emergency Department at Torbay Hospital. Avoid hot drinks or hot foods for 24 hours. Do not blow the nose for 24 hours. If symptoms persist, seek medical advice. An ice pack (or a bag of frozen peas/flannel after being placed in cold water) on the bridge of the nose and back of the neck helps.

### Minor Cuts and Grazes

Wash the wound thoroughly with water and a little soap. To stop the bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

### Sunburn

Sunburn will occur after prolonged exposure to the sun. Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve irritation whilst Paracetamol will also help. 1% Hydrocortisone can now be purchased over the counter from a registered pharmacist and this will soothe the irritation considerably.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to harm effects to the sun. To prevent sunburn use Factor 25 or greater sun cream, wear light cotton clothing, a hat and keep in the shade.

### Insect Bites and Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

### Head Lice

These creatures, contrary to belief, prefer clean hair and are therefore not a sign of poor personal hygiene. Wash regularly, apply conditioner and comb through with a fine-tooth comb every two to three days for two to three weeks.

### Diarrhoea

Ideally let the illness take its course. In adults diarrhoea is usually caused by a viral infection and therefore unable to be treated directly. Holiday diarrhoea is often due to bacteria. In both the above cases, consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. If you are concerned about your child's bowel actions please ensure they are taking plenty of water/fluids. For further advice contact the health visitor.

### Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up. Large quantities of water should be taken to counter the effects of dehydration.

### Stomach ache

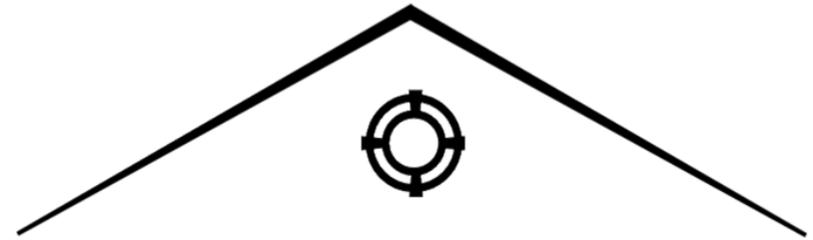
Most attacks are not serious and are usually caused by indigestion or wind. A hot-water bottle will often relieve the symptoms and in the case of indigestion a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

### Sprains

Firstly apply a cold compress (ie a bag of frozen peas) for 15 to 30 minutes to reduce the swelling. Apply a firm crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period. Drugs such as Aspirin or Ibuprofen available from the pharmacy may well help.

### Nosebleeds

Sit down and lean forward then pinch your nose just below the bone for approximately 20 minutes, by which time the bleeding should have stopped.



## CHELSTON HALL

Chelston Hall Surgery is a friendly family practice located in Chelston with a branch site at Barton. Our practice covers the whole of Torquay and extends into many parts of Paignton.

We have six Partners and two salaried GPs working alongside a dedicated team of receptionists, practice nurses and advanced nurse practitioners to serve the health needs of our registered patients. We are recognised as a training practice which reinforces both the experience and skills of our GP team.

We believe in helping our patients to make healthy choices and support them to best manage their health problems. We recognise the limitations of many drug treatments and promote the importance of self-help and non-drug treatments in managing many chronic complaints.

The practice is active in its work to improve access throughout Torbay to treatment for those with substance misuse problems. We offer a full range of services for our patients including Baby Clinic, Child Development, Maternity Care and Chronic health disease.

## Travel Vaccinations

Before travelling abroad it is important that you check whether or not you need to have any extra immunisations or to take any precautions against malaria or other nasty holiday bugs.

If you are visiting several different countries on your travels be aware that you may need several different vaccinations.

Our practice nurse deals with all holiday immunisations and will discuss your travel arrangements with you. Some of the immunisations are available free on the NHS, others must be paid for as they count as private treatment.

If you have a **COMPLEX ITINERY** which requires additional vaccinations you will be advised to contact the **Exeter travel Clinic** who are able to provide up to date travel advice to meet all your personal travel requirements.

Their website is: [www.exetertravelclinic.co.uk](http://www.exetertravelclinic.co.uk)

Tel: 01392 430590

You may also find the following website useful:  
[www.fitfortravel.scot.nhs.uk](http://www.fitfortravel.scot.nhs.uk)

### What do you need to do to organise your holiday vaccinations?

Ask at reception for a travel pack or download a copy via our website [www.chelstonhall.co.uk](http://www.chelstonhall.co.uk). You will need to complete a form for each person travelling.

Once you have returned the completed form the nurse will assess your needs and contact you to make an appointment, each person travelling needs their own appointment. Please remember to include an up to date contact number on your form

Please allow plenty of time for your vaccinations as some schedules can take several months to complete.

## Self Treatment of Common Illnesses and Accidents

Many common aches and pains can be simply treated at home without the need to consult a doctor. Our nurses are available to advise you.

All homes should carry a stock of over the counter medicines and dressings and these will not normally be prescribed by your doctor.

### Back pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body and therefore it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take Aspirin or Paracetamol, which will not only relieve the pain but will help to relieve the inflammation.

### Refer Yourself! Rapid Access Physiotherapy Service

Broken bones and surgery, continence issues, back or neck pain, joint and muscular pains?

Torbay Hospital Physiotherapy Department can offer patients a rapid access appointment.

Patients can refer themselves without the need for a prior GP appointment by using the online appointment request service - [www.torbayandsouthdevon.nhs.uk/services/physiotherapy/physiotherapy-appointment-service/](http://www.torbayandsouthdevon.nhs.uk/services/physiotherapy/physiotherapy-appointment-service/)

### Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides, This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, seek medical advice.

### Colds

Even in this day and age there is no magic cure for the common cold. Take plenty of drinks. If you have a headache or are feverish, take Aspirin or Paracetamol. Do not bother to take any antibiotics you may have in the house - these will have no effect!

## How we can work together to provide a quality service

### Rights of Patients

Patients will be treated with respect for their dignity, privacy, religious and cultural beliefs. Confidentiality is an absolute right and patients can be assured of confidentiality at all times. Patients will have access to their records, subject to any limitations in the law.

### Services Available

Patients will be advised of services available to them in the practice booklet, on our website and on the notice boards.

### Comments/Complaints

Comments about services available or ideas are always welcome. Complaints should be made to the practice manager. An in-house complaint procedure has been set up.

### Premises

These will be maintained and equipped to the best of our ability within the resources available to us.

### Staff

We will ensure courteous and helpful staff who will identify themselves by wearing name badges.

### High Quality Health Care

We are committed to improving the long-term health of patients as per guidelines laid down by the Department of Health.

### Appointments

Please inform us if you are unable to keep the appointment. If your need is genuinely urgent, please let the receptionist know.

### At The Hospital

If you are unable to keep an appointment for outpatients, investigations or admissions, please inform the appropriate department as soon as possible.

## Consult Your Doctor Online

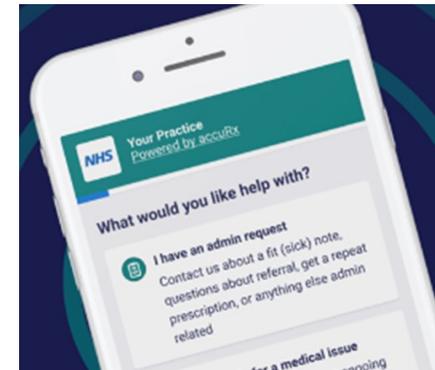
We now offer online consultations via our website [chelstonhall.co.uk](http://chelstonhall.co.uk) or type in <https://florey.accurx.com/p/L83118>

This service allows patients to contact the surgery about a medical or administrative issue. It is a short online form. Your online consultation will be reviewed by a member of the team within 3 working days. Our patient triage opening hours are 7am to 6pm Monday to Friday.

**Please DO NOT use this online form for urgent or emergency requests.**

*When we are closed contact 111 for urgent requests*

*For all emergency's dial 999.*



### Test Results

At the present time we do not give out test results over the phone. Please use the Patient Triage service as above via our website. If you do not have access to the internet you can request your results at the reception desk. You can also view your results online by registering for online access, details of which you will find overleaf

### Sick Notes

To request a sick note please use the Patient Triage service as above via our website: [chelstonhall.co.uk](http://chelstonhall.co.uk),

## Appointments

Patients are seen by appointment, booked at 10 minute intervals. You can book an appointment by telephoning during surgery hours, choosing option 1 for appointments.

### To help us to help you:

Our Health Navigators will ask some details of the nature of your medical problem. This is because they have been specifically trained to help assess the degree of urgency that the problem may require. In addition to which it enables them to signpost you to the correct service/clinician.

### You can help us by doing the following:

- ◆ Please make a separate appointment for each patient.
- ◆ Please try to be punctual.
- ◆ Please cancel an appointment as soon as possible if you are unable to keep it, to free the appointment for another patient
- ◆ If you need longer than 10 minutes, please tell the Health Navigator when you book the appointment.

**Late arriving? Please be advised that if you arrive 10 minutes late or more you may lose your scheduled appointment.**

## Home Visits

A Doctor will visit at home when necessary, but only if you are genuinely housebound. If you can possibly get to the surgery please do so, as we have better facilities and treatment.

Please try to phone early in the day if you need a home visit, and be prepared to give our staff some idea of your symptoms so that we can judge the urgency of each situation while planning the Doctors rounds.

## Telephone Consultations

Many patients have questions and concerns that could be handled by a simple telephone call, saving a trip to the surgery. If you would like to use this service simply contact reception and they will schedule a telephone consultation for you.

## Young Peoples Page

### Confidentiality

You have the right to confidential advice. Please feel free to ask a member of staff if you have any worries about what you might choose to say to us. We want to help.

All staff at this practice have to be discreet about your presence here and respect your privacy. You can be sure that anything you discuss will stay confidential, even if you are under 16. We will not say anything to anyone, including a member of your family, care workers or teachers, without your permission.

The only reason we might have to consider passing on confidential information you have shared with us without your permission would be to protect you or someone else from serious harm and we would try to discuss this with you first.

We would like you to allow information about you to be shared, for instance between health professionals (eg) if you are being treated elsewhere like hospital or clinic, it is good if you allow the doctor or nurse to inform the GP about your treatment. Or, the GP might think a school nurse or another health worker might be able to help or support you.

All health professionals are bound by the same duty to respect your confidentiality in the same way. Staff will be concerned about your safety especially when talking about sex and contraception with young teenagers. Staff may ask a lot of questions particularly when you are younger to check your understanding of what's happening.

Even if it is decided that you may not be mature enough to make a decision about a treatment, the decision will still be confidential unless you are in danger.

We look forward to listening to you.



You can find lots of helpful information and links to websites on a range of subjects via our own website:

**[www.chelstonhall.co.uk/young-peoples-page](http://www.chelstonhall.co.uk/young-peoples-page)**

## PRIVACY POLICY

As your registered GP surgery, we are the data controller for any personal data that we hold about you. A data controller is a person, company, or other body that determines the purpose and means of personal data processing.

Chelston Hall Surgery recognise how important it is that our patients are aware of the information we collect about them and how we share this information.

We use three different types of information:

1. Person identifiable: information which on its own or with other information can identify you.
2. Anonymised data: when unique identifiers such as your name and DOB have been removed so the information is no longer 'patient identifiable'.
3. Pseudonymised data: where personal information about you is replaced with a code. If this information was shared with a third party they could not identify you.

To ensure your information is kept confidential and that the surgery data is kept safe and secure, all staff receive data protection and information governance training annually. Updates are shared throughout the year when required

### Access to your information

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting the Practice Manager
- We have a legal obligation.
- We have a vital interest.
- We need it to perform a public task.

To view our full privacy policy please go to our website:

**chelstonhall.co.uk**

## Repeat Prescriptions

- \* We need 48 hours Monday to Friday to have your prescription ready. Requests made on a Friday will be ready for collection on the following Tuesday.
- \* Repeat prescriptions may be obtained by handing in your repeat slip, letter, by calling at reception in person or you can email us at: [prescriptions.chelston@nhs.net](mailto:prescriptions.chelston@nhs.net).
- \* Please include your full name, Date of Birth and Address when ordering a prescription.
- \* On your specific instructions your prescription can be sent to a pharmacy to be made up ready for collection, please allow extra time for this.

## Disabled Access

Chelston Hall Surgery is based in Chelston Torquay, close to the local bus route and train station.

There is dedicated patient parking outside the practice, including designated disabled parking. There are three waiting rooms available for patients, which provide a comfortable waiting space.

There are clinical rooms downstairs to provide easy access for patients in wheelchairs or with pushchairs or prams. There is a lift available to all floors.

## Change of Address

Please inform us of your change of address, telephone number or name at the earliest opportunity. This allows us to keep the notes in good order and avoids errors.

## Are you a Carer?

We have Carer Support Workers to identify carers, provide carers with emotional support and help carers obtain information on matters including:

Benefits, linking to support groups, practice support and helping to get a break.

If you would like to get in contact with our Carer Support Worker you can do so by contacting the surgery.

## **Clinics**

- Baby Clinic
- Child Development
- Family Planning
- Maternity Care
- Minor Operations
- Asthma Clinic
- High Blood Pressure Clinic
- Diabetes Clinic
- Well Person Checks
- Travel Immunisations
- Annual Review Clinic

We offer patients with diabetes, asthma, heart problems and various other medical conditions an appointment at an Annual Review Clinic. This appointment will review your condition, optimise treatment and discuss any other problems that you may have. This will save you time allowing you to have 'just' one appointment rather than the current scenario of several appointments spread throughout the year. Patients will be invited for an appointment to this clinic during the month of their birth.

### **Antenatal Clinics**

These are run by the Midwife

You can reach the team on 01803 655771

### **Baby Clinic**

Child health clinics are run by the Health Visiting team.

Call 0300 333 5352 to contact them

## **PRIVATE WORK FEES**

The NHS provides free health care for most people.

It is important to understand that GPs are self employed and not all of the services we provide are covered by the NHS payments to the practice.

Please expect a fee for non NHS services. The staff or your doctor should inform of any charges before carrying out non NHS work.

We also offer private medicals which may be needed by any agency such as your employer or for overseas visa applications.

To see the list of latest fees please visit our website:  
[chelsonhall.co.uk](http://chelsonhall.co.uk)

NHS work takes priority over private work, this means that reports and letters can take between 4-6 weeks to process.

## **INTERPRETER**

You are welcome to bring your own interpreter with you to the surgery for your appointment. If you need the surgery to provide an interpreter please let us know when you book your appointment, as we will need time to arrange this.

## **MEDICAL RECORDS ACCESS**

You can access your medical record by registering for online services.

Alternatively, you can request a copy of your records by contacting the secretarial team at the surgery. You will be asked to complete a Subject Access Request Form (SAR) and to bring in proof of identity.

There is no charge for this service.

## **COMPLAINTS**

Chelston Hall Surgery endeavour to give you the best service possible at all times, but there may be occasions when you feel you wish to express dissatisfaction. We offer an in-house procedure to deal with your concerns. If you wish to make a complaint please contact our Practice Manager by letter or email. Please allow time for your complaint to be investigated fully.

We hope to address your concerns fully, provide you with an explanation and discuss any action that may be taken.

If you wish to make a complaint on behalf of someone else, we have to respect our duty of confidentiality to patients, therefore written consent from the patient will be needed. Using this procedure does not affect your right to make a formal complaint to the Health Authority if you so wish.

If you feel we have not dealt with any complaint as you would wish, you can contact the Ombudsman:

The Parliamentary and Health Service Ombudsman  
Millbank Tower , Millbank, London, SW1P 4QP  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Alternatively you can complain to:

NHS England  
PO Box 16738 , Redditch , B97 9PT  
Tel: 0300 3112233

South Devon and Torbay CCG  
Pomona House, Oak View Close, Torquay, TQ2 7FF Tel: 01803 652500

Our Practice is registered with the Care Quality Commission (CQC). If you have any genuine concern about a member of staff or regulated activity carried on by our Practice you can contact the CQC on tel: 03000 616161 or visit their website: [www.cqc.org.uk](http://www.cqc.org.uk)

## **Chaperone Policy**

The Doctors are committed to providing a safe and comfortable environment where patients and staff can be confident that best practice is being followed at all times. All patients are entitled to have a CHAPERONE present for any consultation, examination or procedure where they feel this is required. Your healthcare professional (male or female) may also require a chaperone to be present for intimate examinations.

Wherever possible please request a chaperone at the time of booking the appointment so that arrangements can be made and your appointment is not delayed. For intimate examinations a healthcare professional will be present as a chaperone in addition to any friend or relative you would like to be present. Where this is not possible our doctors and nurses will do their best to provide a formal chaperone at the time of your request. However, if we are unable to do so it may be necessary to reschedule your appointment. If you have any questions or comments regarding this please contact the Practice Manager.

## **Zero Tolerance**

We strongly support the NHS policy on zero tolerance.

Anyone who abuses the GP's, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## **Registering With the Practice**

To register please ask at Reception for the registration forms, alternatively you can obtain these from our website which is [chelstonhall.co.uk](http://chelstonhall.co.uk). Once the forms have been completed drop them into the surgery along with two forms of Identification. At this point you will be given the option of booking a new patient health check

Should you need medication urgently we recommend you obtain this from your previous surgery before registering with us. Please allow a minimum of 7 working days for us to complete your registration.

## **Freedom of Information Act Data Protection Act**

This practice operates in compliance with The Data Protection Act of 1998 and The Freedom of Information Act 2000

If you require further information about:

- \* Our compliance with these Acts then please enquire at the reception desk.
- \* Access to your medical records then please ask your GP or contact the practice manager.

### **General Data Protection Regulation (GDPR) 25th May 2018**

This practice keeps medical records confidential and complies with the General Data Protection Regulation (GDPR).

We hold your medical record so that we can provide you with safe care and treatment.

We will also use your information so that this practice can check and review the quality of the care we provide. This helps us to improve our services to you.

We will share relevant information from your medical record with other health or social care staff or organisations when they provide you with care. For example, your GP will share information when they refer you to a specialist in a hospital. Or your GP will send details about your prescription to your chosen pharmacy.

Healthcare staff working in A&E and out of hours care will also have access to your information. For example, it is important that staff who are treating you in an emergency know if you have any allergic reactions. This will involve the use of your Summary Care Record [OR Emergency Care Summary / Individual Health Record].

For more information see:

<https://digital.nhs.uk/summary-care-records> or alternatively speak to a member of the Practice Team.

## **Carer Support**

It is difficult sometimes to see yourself as a carer. The role change often comes slowly when you find you are doing much more than you were and the needs of your loved ones increase. We support carers of all ages, and there are also specialist Young Carer and Young Adult Carer groups that we can refer you to.

The good news is that there is a lot of help available to you.

At Chelston Hall we have a Carer Support Worker

The role of the CSW is primarily to listen; sometimes just having the chance to talk to someone can make a huge difference.

The CSW can refer you to Social Care for help, Occupational Therapy, Physiotherapy etc. They can assist with benefits advice and put you in touch with the carers groups and the carers phone line.

Our CSW does home visits and see's people in the surgeries.



You can also get help and advice from Carers UK, they are here to make sure that no matter how complicated your query or your experience, you don't have to care alone.

**Telephone: 020 7378 4999**

**Website: [www.carersuk.org](http://www.carersuk.org)**

## Online Services

Services available online are growing continually. At the moment by registering for Online Access you can:

Book appointments for certain things such as blood tests and smear tests.

- Order your repeat prescriptions
- View your entire medical record from the date of registration with the app
- View your immunisations record.
- View your allergies.

You can register for online access this via a number of apps including the NHS App which can be downloaded via:

[www.nhs.uk/nhs-services/online-services/nhs-app](http://www.nhs.uk/nhs-services/online-services/nhs-app)

You can confirm your identity directly through the app and will only need to contact the surgery if you want to access your historic records (anything prior to the date you register with the app)



If you need extra help with using online services, training and guidance is available from Healthwatch Torbay.

Healthwatch Torbay contact details are:

- Freephone: 08000 520 029
- Website: <https://healthwatchtorbay.org.uk/>
- Email: [info@healthwatchtorbay.org.uk](mailto:info@healthwatchtorbay.org.uk)
- FREEPOST-RTCG-TRXX-ZZKJ, Healthwatch Torbay, Paignton Library, Great Western Road, Paignton, TQ4 5AG

## GP Extended Hours

We offer additional evening and weekend appointments for our patients. This is a requirement (known as Extended Access) where practices ensure that across the week Monday-Thursday a practice in their area is open from 6pm-8pm.

Please note that as this contract is being delivered at scale across the locality, you will not necessarily be seen by a Clinician known to you from your practice. To book an appointment contact our Health Navigators on 01803 605117, via Option 1

The timetable for **prebooked** evening appointments is detailed below:

- **Wednesdays - 6.00pm to 8.00pm** – Chelston Hall Surgery

### Weekend Extended Access Service

Weekend appointments are situated in a central hub location. The hub location for our patients is Pembroke House Surgery, Paignton, TQ3 2EZ.

Pembroke is considered the most suitably based surgery geographically to serve 290,000 patients in the South Devon and Torbay area. Outside the surgery there is street parking available. If there are no spaces, there is a council car park directly opposite the surgery.

Weekend appointments will be available as follows:

**Fridays - 6.00pm to 8.00pm**

**Saturdays - 8.00am to 6.00pm**

**Sundays - 8.00am to 2.00pm**

These services are for **prebooked** appointments only, for any acute illness please still continue to contact 111.