

District Nurses

The Practice has a team of District Nurses who are contactable by telephoning 656033 (Onchan Team) or 612332 (Douglas Team). Please ask at Reception which team you will need to contact as this is address specific. If they are not available, you may leave a message on their answerphone and they will return your call as soon as possible,

Health Visitors

The Practice has an attached Health Visitor. She can be contacted on 686962. Our Health Visitor specialises in family health, child care and health promotion.

Home Visits

If you can attend the Surgery, please do so. If a problem is urgent, we will endeavour to fit you in as soon as possible. Home visits are intended for those who are too ill to come to the Surgery, not for those for whom it is inconvenient. Lack of transport is not a reason to request a home visit. Please telephone as early in the day as possible as visits are done after the morning surgery.

Out of Hours Emergencies – MEDS (Manx Emergency Doctor Service)

For emergencies outside normal surgery hours, please telephone the usual surgery number 686960 and your call will be redirected to the duty doctor at MEDS; alternatively, you can telephone MEDS on 650355. This service is for patients who need to see a doctor urgently and cannot wait until the Surgery opens at 08.30am; it is not for patients who cannot attend the Surgery during the normal working day.

Patient Registration

Patients who wish to register with us can do so providing they do not have an existing GP within the Douglas or Onchan area: if, however you have a member of your immediate family who is already registered with us, or you have moved into the surrounding area and would find travelling to another GP Surgery difficult through disability or illness, we would be prepared to allow you to register with us.

Our Surgery area is represented by a semi-circle of 4-5 mile radius from Douglas town centre. To the North, it extends as far as West Crosby and to the South, Santon. The boundaries can be found via the following link:

<https://www.snaefell-iom.com/website/Y00011/files/GP%20Catchment%20Areas%20A3%20Map%20FINCH%20HILL%20SNAEFELL.pdf>. Please ask Reception for more details regarding the registration process and registration medical appointment with the Practice Nurse.

Temporary Residents (Visitors to the Island)

It has been agreed that any resident of the United Kingdom will be able to receive treatment by a GP on the Isle of Man on the NHS as a Temporary Resident providing we have an available appointment, or if none available, patients will be advised that they can be seen by any GP on the Island. This care should only be for immediate and necessary treatment. Any person not having a permanent Isle of Man or UK address will incur a fee. Please see poster at Reception regarding this, or our website for further details.

Covid-19 – 2019-nCoV Coronavirus

Should you develop any symptoms of Covid-19, including a fever, a new, persistent cough or loss of taste and smell, please do not enter the Surgery premises. Please contact the Surgery on 686960 for further advice. Should you need to do a Lateral Flow Test prior to a booked appointment, please undertake this one hour before your appointment. If the result is positive, please contact the Surgery for more advice. Comprehensive information relating to Covid-19 can be found on www.gov.im/covid-19.

February 2023

Review Date: January 2024

Mary-Rose Pritchard and Janette Qualtrough

Advanced Nurse Practitioner Partners

Snaefell Surgery LLC, Cushag Road, Anagh Coar

Douglas, Isle of Man, IM2 2BZ

Tel: 01624 686960 Fax: 01624 686975

Our Practice leaflet is now available on our web page. For those not on the web, you can access the internet at the local library.

www.snaefell-iom.com

The Surgery is open from 08.00 -18.00hrs Monday to Friday, with our `phone lines opening at 08.30am. Consultations with the Clinicians are by appointment only, and can be made by `phoning the above number or by booking via Patient Access.
District Nurse: 656033 (Onchan Team) or 612332 (Douglas Team)
Health Visitors: 686962 (child)

Repeat prescriptions can be ordered in the following ways:

1. Attending the Surgery
2. Collection Service – ask your local pharmacy
3. By post (*If you send an SAE we will return the prescription to you*).
4. By fax – 686975
5. By email – medicine.snaefell@gov.im
6. Patient Online Access – see Reception for further details

****REPEAT PRESCRIPTIONS CANNOT
BE ORDERED OVER THE `PHONE****

You should allow 48hrs for the prescription to be ready for collection and longer if you wish it to be forwarded to a Chemist.

Email: admin.snaefell@gov.im – General Enquiries

medicine.snaefell@gov.im – Repeat Prescriptions **ONLY**

**If lines are busy and you need to CANCEL an appointment,
please email admin.snaefell@gov.im, cancel using
Patient Access App, or text 476652.**

Snaefell Surgery LLC is based at Cushag Road, Anagh Coar, Douglas, IM2 2BZ and is situated above Lloyd's Pharmacy. There is a public car park nearby. The Surgery has two Advanced Nurse Practitioner Partners, one salaried GP, one regular locum GP, an Advanced Nurse Practitioner, a Practice Nurse and a Healthcare Assistant (TBA). Complementing the clinical team, we have a Practice Manager and a Business Manager plus a Coding Clerk and three part time Receptionists. We also have a Health Visitor and a District Nursing team (both offsite) and a Community Midwife who runs a fortnightly Antenatal clinic by appointment.

Surgery Opening Times

**8am-6pm Monday-Friday
Closed Saturday and Sunday**

Telephone lines open from 08.30am-6pm – Tel: 686960

Contact Numbers

Surgery:	01624 686960	Fax:	01624 686975
Business Manager	01624 686961	Health Visitor:	01624 686962
District Nurse:	01624 656033	MEDS	01624 650355
Noble's Hospital:	01624 650000		

Parking and Disabled Access

There is ramped access to the Surgery for wheelchair and pushchair users, or for those patients who find stairs challenging. We also have a wheelchair for patient use should this be required. Patients are reminded that this is used at their own risk and that the Surgery holds no responsibility for any injury or accident caused during its use.

GP and Advanced Nurse Practitioner Appointments

Consultations are by appointment only during 08.30-1730hrs. Appointments can be made in advance by telephone on 686960, in person or online via Patient Access. Same day appointments are limited and are available by telephoning the Surgery on **686960 at 08.30am**. These are issued on a first come-first served basis and the Receptionists answer these calls as quickly as possible. These slots are for urgent matters only and the clinician will only be able to deal with one problem during this appointment. We also offer telephone and video consultations. Please speak with Reception should you wish to book one of these options.

ANP, GP and Nurse appointments are pre-bookable together with a number of urgent slots which are bookable on the same day. Two ANPs and our Practice Nurse offer cervical screening tests appointments..

Please note, we operate a one person per appointment policy: should you require more than one member of the family to be seen please indicate this when you call. Urgent cases are given priority and will be seen the same day. All persons under 16 years of age must be accompanied by a responsible adult. Routine appointments are 15 mins long and urgent appointments are 10 minutes long: if you have more than one problem, please do not be offended if the clinician asks you to make a further appointment, or if you feel you may need longer than 15 minutes, please ask the Receptionist to book a longer appointment.

If you cannot keep your appointment, please let us know as soon as possible so that it can be allocated to someone else. Attending late for an appointment may result in you being asked to make another appointment or having to wait until the end of the clinic to be seen: to maximise clinical time, all patients are advised to attend for their appointment in good time.

Practice Nurse/HCA Appointments

Our Practice Nurse and Health Care Assistant run clinics by appointment only. As with all our clinicians, you may be asked by the Receptionist why you wish to see the Nurse – this is to assist us in the appointment time planning to ensure we have adequate time set aside for you as some procedures and medicals take longer than the standard 15 minute slot. Please assist us by giving us as much information as you can regarding your requirements. The Nurse sees patients for chronic disease management including prescriptions, dressings, immunisations, ear syringing, dietary advice/weight checks, health check and BP management. The Nurse uses valuable individual health information from our computer database in order to offer the very best of care to our patients. Our ANP offers travel vaccinations and advice for patients who are embarking on foreign travel. There is a travel vaccination questionnaire available on our website which can be printed, completed and returned to the Surgery. An appointment will then be made for you to see the ANP for any vaccinations to be given. Please note this is not covered under the NHS and there will be a charge for this service in addition to the cost of the vaccinations.

Our HCA is currently in the process of being appointed to role, therefore specific details as to what she will be able to see to follow.

Your Team

Mary-Rose Pritchard and Janette Qualtrough, Advanced Nurse Practitioner Partners
Dr Ruth Peacock – Salaried GP
Joleen Crellin - Advanced Nurse Practitioner
Emily Lord - Practice Nurse
HCA/Phlebotomist – TBA

Dr Atiya Naeem also undertakes a locum GP session every Wednesday

Practice Manager, Receptionists and Administrative Staff

Robin Hynes	Business Manager	Vivienne Corlett	Receptionist/Administrator
Carole Johnson	Practice Manager	Linzi Carvin	Receptionist/Administrator
Yvonne Sayle	Administrator/Coding Clerk	Emma Daugherty	Receptionist/Administrator

They are your first point of contact with our Practice and they will try and meet all your requirements efficiently and courteously. They have a busy and difficult job so we would appreciate your co-operation in providing them with the information they request. We will not tolerate any abusive, aggressive or threatening behaviour to any of our staff and this will result in the patient being removed from the Surgery list with immediate effect.

Should you have a complaint or concern about the service you have received from the Clinicians or any of the staff working in the Practice, please let us know. We operate a practice complaints procedure as part of an NHS wide system for dealing with complaints. Our system meets the national criteria.

The Patients' Charter, Access to Medical Records and GPRD

Information regarding these topics is available at Reception; please ask if you require any assistance.

EMIS Web Patient Access

We are now able to offer Patient Online Access within our computer system EMIS Web. This allows patients to book and cancel appointments (book up to two appointments online within a given period), request prescriptions for repeat medication, view test results, and medical record items such as consultations, problems and immunisations. using a User ID and password. In order to register for this service, please contact Reception in person, with a form of photographic ID, and a login will be issued to you. Please note, this service is only available at this Practice to regular patients 16 years and over.

Patient Participation Group

Snaefell Surgery values the opinions and suggestions of our patients and the Patient Participation Group (PPG) is an ideal way to disseminate information and suggestions for the good of the Practice and patients alike. Members of the PPG are asked to comment on the annual Patient Satisfaction Survey results and are also invited to attend/contribute to Health and Care Transformation events run by the Department. Following suggestions from the PPG, the Surgery has made changes to the waiting area furnishings and decoration. PPG correspondence is via email/post so there is no requirement to attend physical meetings. Any patients who are interested in joining this Group, please contact Carole Johnson, Practice Manager, on 686960, for more information.

PPE Requirements

Please be aware that during Pandemic/Endemic situations, patients may be required to wear a face covering such as a fluid resistant mask, but not a neck tube or snood. This requirement ended on 13.06.22, however patients with acute respiratory infections may wish to wear a mask when attending the Surgery. If in doubt, please speak with Reception.