

PORLOCK MEDICAL CENTRE



Outstanding

Dr Ian Kelham
MB ChB DRCOG FRCGP

Dr Heli Durey
Licentiate in Medicine



Welcome

Welcome to Porlock Medical Centre. Our aim is to provide a caring, comprehensive service for you and your family.

Porlock Medical Centre is a small rural practice run by Dr Ian Kelham with assistance from Dr Heli Durey.

Patients are accepted from Porlock, Minehead, Oare and other areas within the locality by agreement with the doctor.

We work very closely with our sister practice Dunster Surgery.

Porlock Medical Centre is situated in the Old Tannery, off the main car park (and next to Miles' tea and coffee), in purpose built premises, built in 2000.

Staff

Doctors Dr Ian Kelham (m)
Dr Heli Durey (f)

Nursing team Mrs Sue Pike
Mrs Mandy Farmer
Debbie Rawlings
Mrs Gaynor Ellicott

Office Mrs Georgina Langley (PM)
Mrs Jacqui Bosley
Mrs Claire Denton
Mrs Helen Farmer
Ms Vicki Snowdon
Mr Kim Youd
Mrs Helen Youd

Request repeat prescriptions, book appointments and more at:
dunsterandporlocksurgeries.co.uk

PORLOCK MEDICAL CENTRE | The Old Tannery, Porlock, TA24 8PJ | 01643 821244



Appointments

Doctors' appointments are available morning and afternoon each day. Also earlier on Monday and Tuesday mornings appointments can be booked in 'extended hours' clinics for people whose jobs mean it can be more difficult to get in during normal hours.

Nurse appointments can be made by phoning the surgery and are held morning and afternoon each day.

Contacting the doctor or nurse by phone: please call the surgery to request a telephone discussion.



Opening times

Monday to Friday: 08:00 to 18:30

The surgery is not open on the weekend or on bank holidays. Please phone 111 for medical assistance (or 999 if it is an emergency)

Clinics and services

- Contraceptive and maternity services are provided in normal surgeries
- Child Health Surveillance Clinics are held twice a month; childhood immunisations are given in specific clinics throughout the month
- Regular health surveillance clinics for people with asthma, high blood pressure, diabetes (etc) can be booked with one of our nurses – you will be reminded regularly as to when to turn up



EMERGENCIES

In an emergency please telephone the surgery – you will be given the number of who to contact when the surgery is closed.

For medical help out of normal opening hours, please telephone the GP out-of-hours service on 111.

Obviously, in extreme emergencies, it may be quicker and more appropriate to ring 999 for an ambulance.

Repeat prescriptions

There are many ways to order your repeat prescriptions

- Go on line 24 hours a day (address is at the top of this page)
- Fax us on 01643 862571 any time
- Phone us on 01643 862575 (there are time restrictions however)
- Drop a written request (your repeat medicines are listed on a sheet when you pick up your medicines) or post it to us
- Come in person when the surgery is open (08:00 to 18:30 every weekday)

Please give us at least 24 hours to prepare your prescription.

Other services

Physiotherapy is delivered twice a week at the surgery, following a referral from one of the doctors.

Porlock Medical Centre also hosts private **hypnotherapy** and **osteopathy** – please see the notices in the surgery for more information.

Please note that both these services are not provided on the NHS but are private arrangements between patients and the practitioners concerned.



Delivering high quality rural healthcare

People with disabilities

At Porlock Medical Centre we try and recognise the problems for those people with disabilities. When the new building was designed access for everyone was a major concern, so you will find:

- two dedicated disabled parking slots which are closest to the main entrance
- power assisted front door
- all rooms are on a level
- a lift to help people to get to the lower floor (and back again!)

Training

We are fortunate in being a GP training practice, helping to train future generations of General Practitioners. There is usually one, or maybe two, GP trainees who you might see: all are fully qualified and experienced doctors who are looking to specialise in family medicine.

CONFIDENTIALITY

Everyone working in the NHS has a legal duty to keep information about patients confidential. Doctors, their staff and other healthcare workers take your confidentiality very seriously.

Unless you give your written permission your employer cannot ask to see your medical records or even ask for information about you.

Insurance companies and solicitors may only have access to your medical records with your written consent.

A further leaflet about confidentiality and the information we collect about you is available from the Practice Manager



We take patient confidentiality very seriously. We will not divulge information about you to anyone, even close family members, without your permission (except in emergencies)

Feedback, complaints and comments

We are always pleased to receive feedback or comments.

We operate a Practice Complaints Procedure a part of the NHS system for dealing with complaints.

Please contact Mrs Georgina Langley, Practice Manager, or the senior partner, Dr Ian Kelham.

Our aim is to try to deal swiftly and correctly with any problems that may occur



Porlock Medical Centre

The Old Tannery, Porlock, Somerset, TA24 8PJ

01643 862575 (Fax 01643 862571)

www.dunsterandporlocksurgeries.nhs.uk