

MONDAY

MORNING	AFTERNOON	MORNING
Dr Ruth Tapsell 9:00-12:00	Dr Ruth Tapsell 3:00-5:00	Nurse and HCA 9:00-1.00
Dr Sam Tapsell 9:00-12:00	Dr Sam Tapsell 3:00-5:00	AFTERNOON
		Nurse and HCA 2:00-6:00

All by appointment only

TUESDAY

MORNING	AFTERNOON	MORNING
Dr Ruth Tapsell 9:00-12:00	Dr Ruth Tapsell 3:00-5:00	HCA 9:00-12:30
Dr Sam Tapsell 9:00-12:00		

All by appointment only

WEDNESDAY

MORNING	AFTERNOON	MORNING
Dr Ruth Tapsell 9:00-12:00	Dr Ruth Tapsell 4:00-5:00	Nurse and HCA 9:00-1.00
Dr Sam Tapsell 9:00-12:00	Dr Sam Tapsell 4:00-5:00	AFTERNOON
		Nurse 2:00-6:00 HCA 2.00-5.00

All by appointment only

THURSDAY

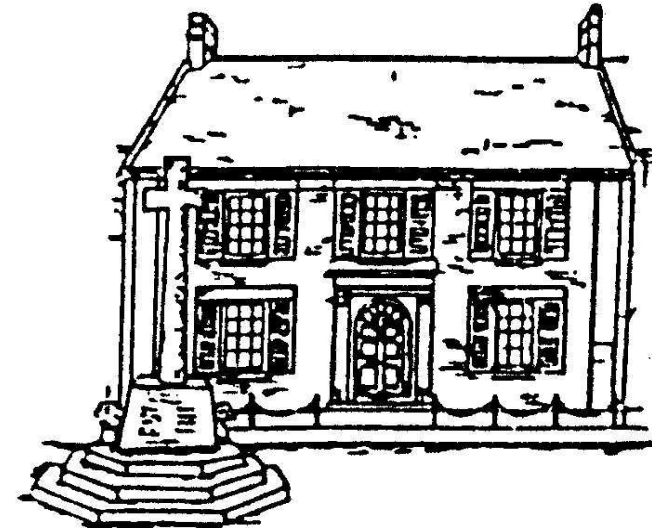
MORNING	AFTERNOON	MORNING
Dr Sam Tapsell 9:00-12.00	Dr Sam Tapsell 6.00-8:00	HCA 9:00-8:00
Dr Mike Trowbridge 9:00-12.00	Dr Mike Trowbridge 3.00-8.00	AFTERNOON
		HCA 2.00-5.10

All by appointment only

FRIDAY

MORNING	AFTERNOON	MORNING
Dr Mike Trowbridge 9:00-12:00	Dr Mike Trowbridge 3:30-5:30	Nurse and HCA 9:00-12:40
		AFTERNOON
		Nurse 2:00-6:00

All by appointment only



Hartland

SURGERY

66 The Square
Hartland
North Devon
EX39 6BL

Telephone 01237 441200

www.hartlandsurgery.co.uk

Please note that phone lines are open from 8.30am
You have the right to request your preferred Practitioner which we will aim to accommodate you with.

Welcome to our friendly Rural Dispensing Practice

Professional details of the clinical team:

Dr. Ruth Tapsell
BSc MBBS MRCP MRCGP

Dr Sam Tapsell
MBBS MRCOphth MRCGP

Dr Michael Trowbridge

Practice Nurse

Health Care Assistants

Shirley Stratton
Julia Dauncey

The Practice Manager is responsible for the smooth running of the Practice and is happy to answer any questions you may have.

Trudy Bowles
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We have attached Community Staff including district nurses, health visitors and midwives who work alongside the Practice team to support our patients.
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How to register

Please ask at reception for a registration form and New Patient Questionnaire.
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Facilities for the disabled

There is good access into the surgery for wheelchairs and the team are ready to assist patients as required.

Dispensing

The Dispensary is open during normal surgery hours for patients to collect prescriptions and medication.

9:00am-1:00pm
2:00pm- 6:30pm* (7.45pm on Thursday)

We are closed on weekends and Bank Holidays

Repeat prescriptions

You can now request repeat prescriptions online after registering for the online services with reception. Alternatively please make your requests on the duplicate sheet you get with your prescriptions. Please note, we do not accept repeat prescription requests over the telephone.

Please allow 3 working days for your request to be processed. Thank you.

Adult Health Clinic

Appointments can be made with the Practice Nurse or Healthcare Assistant for health checks and advice on diet, weight, exercise, smoking, alcohol consumption, stress and heart disease prevention.

We also offer the following:

- Minor surgery
- Asthma clinic
- Diabetes clinic
- Heart disease clinic
- Cervical cytology
- Maternity
- Child health surveillance
- Smoking clinic
- Weight clinic
- Seasonal clinics i.e. flu
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Home visits

Please telephone before 10:30am unless it is an emergency when you can contact the surgery at any time. If you are suffering chest pains or a life threatening condition please call 999.

Telephone calls

The Doctors and Nurses are happy to phone patients if requested. Please contact the Practice to leave your name and number and indication of the reason for the call. You can check to see if any results are back by phoning between 10.00-12.30 on 01237 441200.
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Out of surgery hours

Please telephone the surgery where you will be given details of our out of hours service.
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For immediate and confidential health advice and Information, 24 hours a day, seven days a week please call 111.
If you are suffering chest pains or a life threatening condition please call 999.
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Complaints and suggestions

We operate an in-house complaints procedure. Please contact our Practice Manager for details and an initial discussion in an attempt to rectify your complaint.
We welcome patients comments on any of our services, there is a box on the wall in the waiting room.

PALS and Complaints – the Patient Advice and Complaints Team can be contacted on 0300 123 1672.
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Friends of Hartland Practice

We are very fortunate to have the above group of people chaired by Mr John Scott who arranges meetings and fund raising events for the Practice. If you would like to be put in touch with them, speak to the Practice Manager who will pass on your details

The surgery doors are open during the following times:

8:00am-1:00pm
2:00pm- 6:30pm

We also have pre-booked “Improved Access” appointments until 8pm on Thursday Evening.

We are closed on weekends and Bank Holidays
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Please help us to help you

If you have an appointment which you are unable to keep please let us know as soon as possible.

This practice supports the governments NHS Zero Tolerance Zone campaign. Violent patients will be reported to the police and removed from the Practice list.

We hope that we treat our patients with courtesy and respect and trust that patients will treat all our health care professionals and staff similarly.

We share information with other service providers in accordance with the policies agreed with the New Devon CCG and by reference with the Data Protection Act.

We comply with Freedom of information Act 2000. For details of Primary medical services in The area contact:

NHS NEW Devon CCG - northern locality
Crown Yealm House
Pathfields Business Park
South Molton
Devon
EX36 3LH

Tel: 01769 575 100