

## Opening Times

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MONDAY	08.00 – 13.00	14.00 – 18.30
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TUESDAY	08.00 – 13.00	14.00 – 18.30
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WEDNESDAY	08.00 – 13.00	14.00 – 18.30
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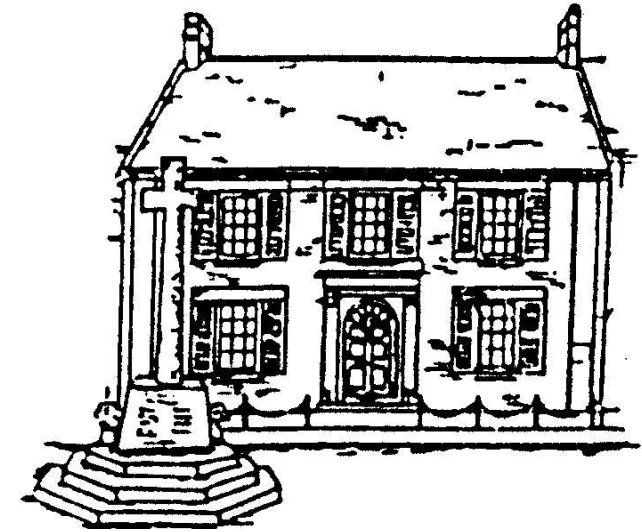
THURSDAY	08.00 – 13.00	14.00 – 20.00**
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FRIDAY	08.00 – 13.00	14.00 – 18.30
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\*\* Thursday evening appointments until 8pm as part of the Extended Access Scheme



*Hartland*  
*SURGERY*

66 The Square  
Hartland  
North Devon  
EX39 6BL

Telephone 01237 441200

[www.hartlandsurgery.co.uk](http://www.hartlandsurgery.co.uk)

**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

**Practice Nurse**  
Clare MacMahon

**Health Care Assistants**  
Shirley Stratton  
Lisa Lund

**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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**How to register**

Please ask at reception for a registration form or you can register online via our Hartland Surgery website.  
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**AccuRx Service**

If you need to contact the surgery online with a medical or medication request, please use the accuRx service on our Hartland Surgery website.  
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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**

We are able to dispense to patients who live more than 1.6km from a pharmacy.

The Dispensary is open daily between 12.00pm-1:00pm and 2.00pm-6.00pm for patients to collect prescriptions and medication.

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 or via our accuRx service found on our website.  
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.

In line with ICB guidelines, our practice policy is that we issue one month’s repeat medication at a time.

**Please allow 3 working days for your request to be processed. Thank you.**  
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**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  
Weight clinic  
Seasonal clinics i.e. flu  
Smoking clinic – All people who smoke are advised to quit. Smoking cessation clinics are available with our practice nurse.

**Home visits**

Please telephone before 10:30am unless it is an emergency when you can contact the surgery at any time.  
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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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**Patient Participation Group**

If you would like to join our patient participation group, please pick up a leaflet from reception.

**The surgery doors are open during the following times:**

08.00 – 13.00  
14.00 – 18.30

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 Devon ICB and by reference with the Data Protection Act.

We comply with Freedom of information Act 2000.