

Home Visits

If you are unable to visit the health centre for your appointment, then you may be able to request a home visit. Home visits are strictly reserved for patients who are housebound or have very limited mobility.

Disabled Facilities

The practice is fully equipped for patients with disability requirements, including disabled parking bays, wheelchairs, ramp access, ground floor consultation rooms, accessible toilets, and a portable hearing loop.

Patient Rights

- To be registered at a practice and see a doctor of your choice (subject to availability).
- To receive emergency care.
- To have appropriate drugs/medicines prescribed.
- To be referred to a Specialist/Consultant if it is required.
- To have access to your health records, subject to current legislation.
- To know everyone within the NHS has a legal duty to keep all information confidential.
- To receive a prompt reply to any complaints you submit regarding the NHS.
- To receive details of where to obtain further information for other health services.
- To be treated with courtesy and respect at all times.

Patient Responsibilities

- To always treat the health centre’s staff and volunteers with respect and courtesy.
- To attend all booked appointments and give us adequate notice in the event of postponement or cancellation.
- To inform us of any changes to your personal details i.e. address, contact numbers.
- To follow healthy lifestyle choices and listen to the advice that has been recommended by health care professionals.

NHS England

The health centre services are contracted and funded by NHS England:
Tel: 03003 112 233
Email: england.contactus@nhs.net
Address: NHS England, PO Box 16738, Redditch, B97 9PT

Data Protection & Confidentiality

Our practice staff use a computer-based clinical system. The practice is registered under the Data Protection Act and our staff have signed a strict confidentiality agreement which is enforced by law.

To deliver and coordinate your healthcare, we may sometimes share information with other organisations if there is a valid lawful basis for the collection and processing of data as defined under data protection legislation.

The only circumstances where patients’ information can be shared without consent are:

- When a court order for information has been issued.
- When the public interest in passing on the information outweighs the duty of confidence in the patient.

For more information please visit:
www.mountpleasanthhealthcentre.co.uk/privacy-policy-cookies/

Feedback

If you would like to provide feedback on the services we offer, please visit our website:
www.mountpleasanthhealthcentre.co.uk/contact-us/postive-feedback/ and complete the form.
We encourage our patients to provide feedback wherever possible to ensure we maintain a high level of care.

If you have any complaints, compliments, or concerns about the service that you have received from the staff working for the health centre, please let us know. We have a robust complaints procedure in place, led by a Coordinator who will address any concerns or grievances.

Action may be taken if a patient is violent or abusive. Please visit our website for further details.

NEW! Patient Education Sessions

Once a quarter, we host evening patient education sessions on topics such as chronic disease management, mental health awareness, healthy eating, and more. Follow us on social media to stay informed about our upcoming sessions.

 Mount Pleasant Health Centre

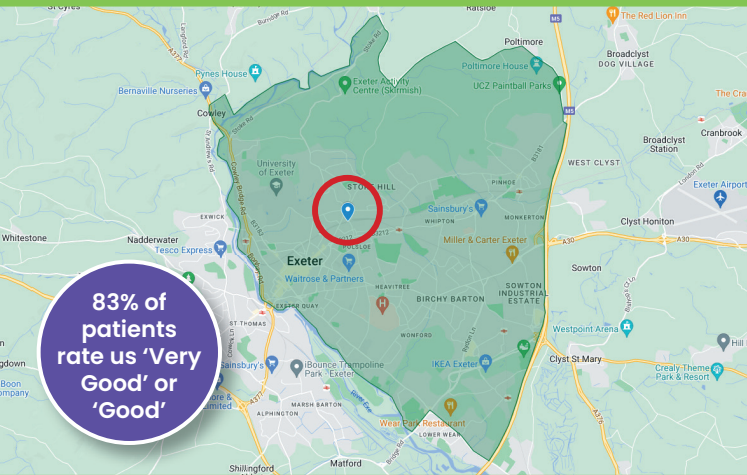
 Mount Pleasant Health Centre



Scan here to register as a patient!

Our Catchment Area

Patients living inside the green area can register with us. If you live outside of this area, you can submit a registration as an ‘out of area’ patient.



Travelling To The Health Centre

Patients can reach the health centre by walking, cycling, or driving. Bus stops and paid on-street parking are located just outside the premises. We also offer free car parking for patients, including dedicated bays for disabled visitors. There are local charity-led transport services available, please visit: www.mountpleasanthhealthcentre.co.uk/volunteers/friends-of-mount-pleasant-health-centre/

How To Register

Registering is quick and easy. Simply scan the QR code (see front cover) and follow the directions on the webpage. Once you are registered, you will be given a named GP, and we will be in contact with their details.

 Online consultations

 Sexual health advice & treatment

 Evening appointments

 Dedicated mental health & wellbeing team

 Travel vaccinations & advice

 Onsite pharmacy

Consultations

Patients can contact their practice in more than one way:

- Online via eConsult or NHS app
- Telephone
- Face-to-face
- Video consultation

 Regulated by Care Quality Commission

 Providing NHS services



Mount Pleasant Health Centre

Your local GP practice
“Creating a healthier future in Exeter”



 Telephone
01392 255722

 Website
www.mountpleasanthhealthcentre.co.uk

 Address
Mount Pleasant Health Centre,
Mount Pleasant Road, Exeter, Devon, EX4 7BW



Scan here to register as a patient!

Welcome

Mount Pleasant Health Centre is a purpose-built GP practice located in Exeter, Devon. Since opening in 1973, we have periodically extended and improved the practice to offer a wide range of healthcare services. Our multi-disciplinary team is dedicated to promoting comprehensive health and wellbeing.

We welcome new patients and are happy to discuss our services or answer any questions you may have.

Opening Hours

Monday	8.30am – 6pm
Tuesday	8.30am – 6pm
Wednesday	8.30am – 6pm
Thursday	8.30am – 6pm
Friday	8.30am – 6pm
Saturday	Closed
Sunday	Closed



Extended Access

‘Extended Access’ provides our patients with additional evening routine appointments for those who cannot attend the health centre during our normal opening hours. These appointments are available to book with a GP, Nurse, or Health Care Assistant. If you need an Extended Access appointment, please call **01392 255722**.

Out Of Hours

Emergency Care
For all life-threatening emergencies call **999**.

NHS 111
For non-emergency medical treatment or advice call **111** or visit <https://111.nhs.uk/>

NHS Walk-in Centre
NHS walk-in centres offer fast and convenient access to healthcare advice and treatment for minor injuries and illnesses. The nearest walk-in centre is located at **31 Sidwell Street, Exeter, Devon EX4 6NN**

Non-NHS Services

GPs can perform medical examinations/reports for employers, solicitors, insurance companies & DVLA. Each request is up to the discretion of the patient’s named GP. **All non-NHS work is subject to a pre-paid fee.**

Our Doctors: Equity Partners

The doctors who own the health centre.



Dr Claire Clode
MRCGP, DRCOG, MBChB



Dr Mark Collyer
MBChB, DRCOG, DGM, MRCGP



Dr David Hopkins
BM, DRCOG, MRCGP, DFFP



Dr Nina Sandercombe
MRCGP, BSc MBBS



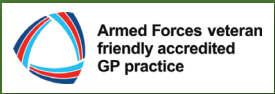
Dr Sarah Scammell
BMedSci, BM BS, MRCGP, DRCOG, DCH, BSc MBBS



Dr Yan Shafafi
BSC, MSC, MD, MRCGP



Dr Matt Whaley
MBChB



Our Doctors: Salaried GPs

The doctors below are permanently employed by the health centre.

Dr Helen Crighton
MRCGP, DGM, MBChB, DPD

Dr James Finn
MRCGP, MBChB

Dr Ruth Hanwell
MRCGP, DRCOG, DCH, MBChB

Dr Carl Harding
MRCGP, BSc MBBS

Dr Heloise Moore-Mate
MBBS, MRCGP, DRCOG

Dr Emma Parker
MBBS

Practice Management

Mr Philippe Croze is responsible for the day-to-day management of the health centre, and he is supported by wider management and a multi-disciplinary team.

Nursing Team

Our purpose-built nursing suite includes eight consulting rooms, plus two clinic areas. All our consultation rooms are highly equipped.

The following services are provided by our nursing team:

- Baby immunisations
- Smears
- CHD
- Hypertension
- Diabetes
- Asthma
- COPD
- Dressings
- Travel clinic
- Phlebotomy
- ECG
- Seasonal Flu & Covid-19 clinics
- Contraception
- Smoking cessation

Additional Roles

As well as our Doctors and Nurses, the health centre is also home to several additional healthcare professionals who work across our Primary Care Network, including:

- Clinical Pharmacists
- Pharmacy Technicians
- Health & Wellbeing Coaches
- Social Prescribers
- Dietitians
- First Contact Musculoskeletal Physiotherapists
- Occupational Therapists
- Care Homes Coordinator

Training Practice

Mount Pleasant Health Centre is an approved training practice for doctors who are working to become General Practitioners (GPs).

All trainee doctors are fully qualified and have several years of experience. If they are to take part in your consultation, then your consent will be required before the appointment is booked.



Research Practice

The practice works closely with the National Institute of Health Research and other NHS organisations conducting research. Your consent will be requested, and you can refuse to partake in any research without your medical care being affected in any way.

Patient Participation Group

The PPG is a group of patients and health centre staff who come together bi-monthly to discuss patient experience and matters related to healthcare services provided by the health centre. The primary purpose of a PPG is to ensure that the voices and perspectives of patients are considered in the decision-making processes of the health centre. Patients of different ages, backgrounds and experiences are welcome to join the group. Simply visit: www.mountpleasanthealthcentre.co.uk/volunteers/patient-participation-group/

Contracted Services

The health centre is contracted by NHS England to provide a range of services, including:

- Telephone advice
- Contraception services
- Cervical screening
- Child development checks
- Chronic disease management clinics
- Minor operations
- Mother and baby clinics
- Travel health
- Joint injections
- And more!

Prescriptions/Medication

All new patients will need to speak to a GP before medication can be prescribed or set-up as a repeat prescription.

If you have already been set-up for repeat medications, then you can submit a request:

- Through the NHS app
- Through ‘SystemOnline’
- By calling our automated prescription request service (Tel: 01392 255722 and selecting option 1)
- In writing and handed to our reception team

Please allow 3 working days for your medication request to be dispensed by your nominated pharmacy.

Download the NHS app!

- ✔ Contact your GP practice online
- ✔ View your health record
- ✔ Order repeat prescriptions
- ✔ Get health advice through NHS 111

