NORTON BROOK
MEDICAL CENTRE

Tel: 01548 853551 Fax: 01548 857741
www.nortonbrookmedicalcentre.co.uk

Opening Hours:
Monday to Friday 8.00am until 6.30pm

This practice is within the NHS Devon area
Welcome

Norton Brook Medical Centre covers approximately 150 square miles; the practice boundary is a five-mile radius around the town. We are the sole practice in Kingsbridge, our boundaries overlapping with a practice in Salcombe and a practice in Chillington. Our team includes eight GPs, a GP registrar, four nurses, a health care assistant as well as our practice manager and reception, administration and secretarial staff.

We offer a full general practice service and run specialist clinics for children and pregnant women, diabetes and asthma sufferers and for patients needing minor surgery. At Norton Brook Medical Centre, we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.

This booklet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates. Towards the back of the booklet you will find details of our surgery times and each doctor’s attendance schedule.

If you live within our practice area and would like to register with us, please complete one of our registration forms available from reception. On the form, you will be able to say which practitioner you would prefer to see. You may express a preference of practitioner and, whilst the practice will endeavour to comply, it may not always be possible. If this were the case, an explanation would be offered.

Our Team

The Doctors

Dr Elizabeth Haslam  MB BS (1988 London) MRCGP DRCOG
Dr Margaret Smith  MBChB (1986 Glasgow) MRCGP DRCOG DCH
Dr Stephen Williams  MB BS (1985 London) MRCGP DRCOG DCH
Dr Kate Hampson  MB BS (1994 London) DRCOG MRCGP
Dr David Stevens  MBChB (2005 Birmingham) MRCGP
Dr Edmund Jack  MB BS (2003 London) MRCP MRCGP
Dr James Mottram  MBChB (2003 Bristol) MRCGP
Dr Darren Thomas  BM BS MRCGP (2009 Exeter)

Our Nursing Team

Our highly qualified nurses, Belinda Deighton, Jenna Cranch, Katie Turner and Julie Dunne deal with a range of conditions and health concerns. Make an appointment to see them for dressings, immunisations, ear syringing and cervical smears. They also provide advice on minor health problems, travel and vaccination and run the asthma clinics.

Health Care Assistant

The health care assistant, Linda Hodgson, is an important member of the practice team who works under the supervision of a qualified nurse. She can take blood, check blood pressures, test urine and undertake simple dressings and removal of sutures.

Phlebotomists

Our phlebotomists undertake daily blood letting clinics to relieve our busy nurses.

Management

Felicity Cleaver - Practice Manager
Catherine Robinson - Assistant Manager
Felicity and Catherine will be able to help you with any queries you may have with the way our practice is run.

Reception Staff

Martin Crimp - Head Receptionist
We have 14 medical receptionists. They are here to help you and are fully trained to do a difficult job. They answer the phone, deal with enquiries and repeat prescriptions. Their job is very demanding so please be patient.

District Nurses

We have four district nurses attached to the medical centre who provide nursing care at home. Messages can be left for them at the medical centre or at the South Hams Hospital on 852349.

Community Midwives

The community midwives provide regular antenatal clinics and advice during pregnancy and childbirth. Messages can be left for them at the South Hams Hospital on 852349 or at the message handling service on 01752 517888.

Health Visitors

The health visitors offer advice and monitor the health and development of children and families. Messages can be left on 855981.

Macmillan Nurses

Our Macmillan nurses are based at the South Hams Hospital (852349). They are specialist nurses who deal with the care and symptom control of terminally ill patients.
To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Your Solicitor – A Friend in Deed!
Most people will need the help of a solicitor sometime, whether because of a divorce, a death or a property transaction. These are stressful events, when you need the utmost confidence in your solicitor. You must feel able to talk freely to your solicitor and be satisfied that your solicitor understands your needs and has the experience and commitment to represent you well.

Here at Gillian Fazan & Co we offer your first consultation free of charge so that you can decide if the firm is the right one for you before committing yourself.

We deal regularly with a wide range of legal matters including House and Business Sales and Purchases, Wills, Inheritance Tax Advice, Lasting Powers of Attorney, Probate, Divorce and Family Law.

We are approachable, efficient and committed to caring and providing a top quality service for clients at an affordable price.

We offer home visits if necessary.

Road to success
GILLARD Motors, family-run by husband and wife team Neil and Helen Gillard, has been offering quality MOTs, servicing and repairs to the local community in Kingsbridge since the early 1990s.

“We’ve been in business over 16 years, and in that time we’ve built up a reputation as an honest and trustworthy place to come to for all sorts of car problems,” said Neil.

The list of services Gillard’s provide is extensive, and includes MOTs, servicing, repairs, air-conditioning, tyres, exhaust systems and diagnostic checks.

“It’s anything you can think of, really,” said Neil. “We do all our work in-house, and we have a modern garage equipped with the very latest equipment.”

This in-house service is important to Neil’s customers.

“When you come to us you get to talk to the person dealing with your vehicle directly, not just someone sat at a reception desk,” said Neil. “We explain everything that needs doing before we begin.”

Gillard’s guarantee all of their work, and are even happy to collect and drop off vehicles free of charge.

“If our customers are happy, we’re happy!” said Neil.

For more information, call Gillard Motors on (01548) 550112.

Clinics
We run a range of clinics. For an appointment or further details, please call on 01548 853 551.

Influenza Immunisation
This is conducted annually, usually between October and November. We try to offer ‘flu jabs to all asthmatics, as well as to patients with chronic bronchitis, diabetes, heart and kidney problems. All patients over 65 are entitled to immunisation as well as “carers” irrespective of age.

Antenatal
Weekly
This clinic is run by the midwives. If you become pregnant, you will be given a booking appointment at which the midwife will ask you a few questions and carry out some general health checks. Maternity care is provided in conjunction with the local obstetric unit at either Plymouth or Torbay.

Child Health And Immunisation
By appointment - All new babies are invited for regular check-ups from eight weeks old. Child development clinics are held on three Thursdays each month.

Minor Surgery
By appointment - Certain minor operations can be done in our treatment room, though not before your doctor makes a pre-operative assessment.

Diabetes
By appointment - Led by our nursing team, this clinic offers advice and general health check-ups to patients diagnosed with diabetes.

Asthma
By appointment - Asthma sufferers can drop in to this clinic for advice and support from our nurses who specialise in asthma care.

Stopping Smoking
By appointment - Run by our nurses, this clinic gives advice and support to patients trying to give up smoking.

Phlebotomy
We run regular blood letting sessions with our trained phlebotomists.

Counselling
By referral from a doctor, qualified counsellors are available for help with emotional and psychological problems.

Health Promotion
Examinations are offered to all new patients. Screening clinics for coronary heart disease, asthma and diabetes are held.

Stay in touch with our website: www.nortonbrookmedicalcentre.co.uk
Please come and check out our mobility furniture range:

• Electric ‘lift and rise’ recliners
• Electric adjustable beds
• Bedding and waterproof bedding

If you are unable to come into the shop why not use our home display and delivery service and we’ll come to you!

You will be surprised at what else we sell!
(Blinds, Carpets, Furniture, China, Glass, Kitchenware, etc)

49 Fore Street, Kingsbridge, Devon TQ7 1PW
Tel: 01548 852342 Fax: 01548 857615

And So To Bed!
We all need a good night’s sleep to maintain and protect our general health and wellbeing. A recent conference at the Royal Society of Medicine in London heard that disturbed sleep patterns could have a long-term impact on health - and affect mood and performance.

Sleep deprivation can lead to difficulties in regulating blood sugar levels, and some shift workers are known to complain about heart and stomach problems. We spend one third of our lives in bed and, with life full of ever-increasing stresses, we must re-charge our batteries to be ready for the challenges of each new day. Try to set aside 10 minutes ‘quiet time’ just before you go to bed, and maybe even take a hot milky drink to aid relaxation.

As quality sleep is SO important be sure to get the right mattress for YOU. There is a wide choice available and a variety of different types of construction and composition. Try to choose a supplier who can answer all your questions and give you sound advice. Someone who puts your total satisfaction ahead of just selling you a bed.

Sweet dreams!

Repeat Prescriptions
If you take medication on a long-term basis, you are provided with a repeat prescription card which you can hand in to the medical centre or pharmacy of your choice to request further supplies. Generally, our staff can turn around most requests within 48 hours (not including weekends and bank holidays). We do not take repeat requests over the phone. Repeat prescriptions can also be requested on-line. Please ask for further details.

Test Results
If you are anxious about the result of a blood test or investigation, then you can obtain a limited amount of information from our receptionists. Doctors go through these results every day and will record if the result is “normal”, “abnormal” or if they wish to see the patient. Our administrative staff are allowed to give you this information over the phone though, if you require further details, you will be invited to speak to the doctor at a mutually convenient time. For results of blood tests or investigations, please telephone the surgery after 2.00pm.

Home Visits
Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend our practice.

Please ring before 10.00am to arrange a visit and let us know if your condition is urgent.

Telephone Consultation Appointment
Ring our main switchboard number on 01548 833551 to book a telephone consultation appointment at our practice.

The receptionist will request your name, contact number and a brief outline of your problem. (If you feel uncomfortable with this you can say ‘it’s personal’.) If your own GP that knows you best is not in, you will be advised when they are in, or you can talk to another doctor if you wish.

The doctor will call you back and together you will discuss your problem over the telephone.

Together you will decide if your needs can be met with a phone call or if you should be seen at the surgery.

If a face to face consultation is required the doctor will make you an appointment which will usually be the same day.

Alternatively the doctor may issue you with some medication, arrange tests for you or write a sick note to your employer.

Or the GP may refer you to a physiotherapist or make an appointment to see the practice nurse.

Stay in touch with our website: www.nortonbrookmedicalcentre.co.uk
Have YOU made a will?

Many people die without having made a Will leaving the Government to sort things out according to inflexible and sometimes unfair rules. Make a Will and you say who gets how much, and when - who gets nothing - who can benefit from your hard-earned money to go to your loved ones. You also need a professionally written Will if you wish to pay the minimum tax; if there is the need to inflexible and sometimes unfair rules.

You need a professionally written Will to avoid needless heartache and hardship.

You also need a professionally written Will if you have young children; if you have previously been married; if you are in an unmarried partnership; if you wish to pay the minimum tax; if there is the possibility of needing long-term care or any fear that ill health may be on the horizon. In short, whoever you are and whatever your circumstances you need a professionally written will. It’s as essential as say, comprehensive motor car insurance but much less expensive!

You can go to a Solicitor’s office or get advice from a professionally written will. It’s as essential as say, comprehensive motor car insurance but much less expensive!

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You also need a professionally written Will if you wish to pay the minimum tax; if there is the need to inflexible and sometimes unfair rules.

Peace of mind - your own Will drafted as you want it knowing that you have done the best you can to protect your assets and to leave your estate to those whom you want to benefit.

Wills (South West)

Proprietor: Jonathan R. Dickey LLB

The importance of having a properly drafted Will has never been so great. With constant changes in Inheritance Tax, care home provision and ever evolving case law it is essential not to leave the disposal of your estate to chance.

We have over 25 years experience in legal private practice including Wills, Trusts, Probate, Estate Planning, Lasting Powers of Attorney and Court of Protection.

Free first consultation at your home at any time to suit you.

Single standard Will - £125.00
Joint standard Will - £150.00
OAPs half price

Tel: 01548 854082 or 07977 827043
Email: dickey_jonathan@yahoo.co.uk

1 Ebrington Street, Kingsbridge, Devon TQ7 1DE

Nurses based in our practice treat patients for a wide range of common conditions. You can expect to see a nurse within one working day. All nurse, health care assistant and phlebotomy appointments are booked by ringing the surgery.

You can help us by:

Tell us if you are in a telephone box. Say immediately if your call is an emergency. Let us know if more than one person in the family needs to be seen.

Tell us if you want someone to accompany you during an examination or if you want a private room to discuss any matters. Remember that the results of tests can only be given to the patient.

Being on time for your appointments.

Letting us know if you need to cancel.

Calling before 10.00am for a home visit or urgent appointment and before 10.30am for a telephone appointment request so that it can help the practice plan the day.

Ringing for the results of tests after 2.00pm.

Evening And Weekends

When the surgery is closed the Norton Brook doctors offer patients registered with our practice a full GP service through Devon Doctors On-call which can be accessed by calling 111.

DIY Patient Information Room

We have now opened an information room where patients can access details about such diverse subjects as blood pressure, heart disease and healthy eating, as well as contraception, pre-natal care and STDs. This room also has a self-check blood pressure machine for patient use. The machine is simple to use and will print out a recording of your blood pressure. If in doubt about your blood pressure reading, you can make an appointment with one of our practice nurses for clarification.

Norton Brook Patients' Support Group

The support group provides a transport service to the medical centre, South Hams Hospital, local opticians, dentists and chiropodists. Although drivers provide their time free, they are paid 40p per mile and any contribution patients make towards this is most welcome - ask the driver for an envelope. To book a car, telephone 856490 Monday to Friday 8.30 - 11.30am. Please give 24 hours' notice.

The group also provides equipment, not normally provided by the NHS, for the home; phone, TV, washing machine, refrigerator, stay in bed chair, hoist, commode, commode chair and the surrounding area. We can help with advice on suitable fabrics for curtains, Roman blinds, cushions, window seats and upholstery. Fabrics for these requirements, together with linings, heading tapes, poles and tracks can be supplied.

We are happy to visit you in your own home and take all the necessary measurements, assist with your choice of fabric and supply you with a written quotation completely free of charge.

Our reputation is based on a friendly service by a reliable team of fitters and seamstresses, all dedicated to providing products of the highest quality. For more information on the services offered please call (01548) 856660 or email flearlhouse@btinternet.com.

Service that's made to measure

Flear House Interiors offer a complete service to clients throughout Kingsbridge and the surrounding area. We can help with advice on suitable fabrics for curtains, Roman blinds, cushions, window seats and upholstery. Fabrics for these requirements, together with linings, heading tapes, poles and tracks can be supplied.

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OAPs half price

Tel: 01548 854082 or 07977 827043
Email: dickey_jonathan@yahoo.co.uk

1 Ebrington Street, Kingsbridge, Devon TQ7 1DE

Attract more business by placing your advert here. Simply call 0800 0234 196.
Kingsbridge Eye Care Group have become the centre of irrefutable style and distinction. Having taken the time to build valuable relationships with our suppliers over the years means we boast a wide selection of designer frames and lenses to suit all needs, whether it’s bespoke, tailor made spectacles you are looking for; or that all inspired geek chic look, the Kingsbridge Eye Care Group has it. We sell an array of brands from the well known Rayban and Oakley to the classics of Prada right up to the influential Chanel and Tiffany &Co.

We Pride ourselves on our high levels of customer service, confident that our friendly staff will always be willing to go that extra mile to help you achieve the look you want. With experienced qualified optometrists on hand to offer advice on all aspects of eye care.

Kingsbridge Eye Care 01548 856854
Nigel Frost Optometrist 01548 830944
Salcombe Eye Care 01548 843207

What we can offer:
* Full Eye Health Examinations
* Contact Lens Specialists
* Retinal Photography and Macula Pigment Scan
* OCT Screening Packages
* Tailor Made Lenses and Spectacles
* Luxury Designer Brands

A personal and professional service by Optometrists:
Nigel Frost BSc(Hons) F.C.Optom
Tracey Wood Bsc(Hons) Dopt.DBO
John Hill BSc (Hons) M.C.Optom

Consultant Ophthalmic and Glaucoma Surgeon:
Adam Booth BSc (Hons) MB CHB FRCOphth PhD

www.kingsbridgeeyecare.co.uk
www.designer-sunglasses.co.uk

Sight - Don’t lose it!
The gift of sight is most precious and one we need to take special care of. As with many things in life we don’t realise the importance of our sight until we begin to lose it. It is natural for eyesight to change over the years, and these changes are rarely for the better. When you consider the frightening consequences of failing vision it is amazing how many people do not bother to have their eyes checked regularly.

Your local optician does not just perform a ‘sight test’ but also tests for various disorders and minor eye problems, which means that any potential problems can be diagnosed and treated at the earliest possible stage. So it is always better to get your eyes fully checked by a qualified optician rather than purchase ‘over the counter’ spectacles, which are available without the need for an eye test.

Opticians usually have a wide selection of spectacles and contact lenses and are happy to advise on the best solution for YOU. For instance, disposable contact lenses may be the ideal answer for spectacle wearers who want the freedom of lenses for occasional use or to wear for a day then throw away.

An eye examination is completely painless and includes a discussion about any history and symptoms you may have and a check of any glasses or contact lenses you may already be wearing. So don’t take unnecessary risks with your eyesight - one of the greatest gifts you possess. If you have not visited your local optician for some time, or have any concerns about your vision, contact them today.

Warren Road, Kingsbridge, Devon TQ7 1LB
Tel: 01548 853322 (24 hours)

Attract more business by placing your advert here. Simply call 0800 0234 196.

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.
**Patient Participation Group**

We are always actively recruiting new members to the Patient Participation Group (PPG), and if you would like to join please fill in the information on the website or pick up a form from reception.

The current members of the PPG are:
Peter Coates (Chair)
Glynis Sidney
Gill White
Ann Lidston
Delia Sharpe
Steve Sidney
Stuart Frost
Gary Luddington
Dave Bigwood

**Your Local CCG**

**For General Enquiries**

If you would like to email any member of NHS NEW Devon CCG staff, please send your email to d-ccg.corporateservices@nhs.net stating the name of the person you wish to contact and your email will be forwarded for their attention, they will then reply to you as appropriate.

NHS Northern Eastern and Western Devon Clinical Commissioning Group
Newcourt House
Old Rydon Lane
Exeter
Devon
EX2 7JU
Telephone: 01392 205205 or 0845 140 5005
Fax: 0845 140 4046
Email: d-ccg.corporateservices@nhs.net

**Patient Advice and Complaints Team**

NHS Northern Eastern and Western Devon Clinical Commissioning Group
FREEPOST EX184
County Hall
Topsham Road
Exeter
EX2 4QL

**Other Information**

**Medicine Cabinet**

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

* Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
* Mild laxatives
* Anti-diarrhoeal medicines
* Rehydration mixture
* Indigestion remedy (antacids, for example)
* Travel sickness tablets
* Sunscreen - SPF15 or higher
* Sunburn treatment (calamine, for example)
* Tweezers and sharp scissors
* A thermometer
* A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

**Remember**

* Keep all medicines in a secure, locked place out of reach of small children.
* Always read the instructions and use the suggested dose.
* Watch expiry dates - don't keep or use medicines past their sell-by date.
* Take all unwanted and out-of-date medicines back to the pharmacy.

**Your Local Pharmacist**

Your local pharmacist will be able to give you free health advice at any time - you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS Direct for details.

**NHS 111**

If you need medical help fast out of hours but it's not a life-threatening situation, you can call NHS 111. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hours doctor or a community nurse.

**Accident And Emergency/999**

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.
Complaints
Norton Brook Medical Centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable - your GP, our practice manager or our reception staff will be happy to help. Alternatively, a "Complaints and Suggestions" form is available on the reception desk. This can be completed and "posted" in the box provided. In the majority of cases, concerns can be resolved quite easily. The receptionists are able to give you a copy of our complaints policy. However, if you feel that we have not dealt with the issues you have raised as you would wish, you can write to the complaints manager at NHS Devon (address on previous page).

The CCG also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints.

Patients With Particular Needs
Our surgery is accessible to patients using a wheelchair. We also have parking spaces outside our practice which are reserved for patients displaying a disabled badge. For the hard of hearing, we have a Hearing Loop. If any disabled patient has a problem getting access to the medical centre or using our facilities, we are anxious to be told.

Referral Letter
If your doctor refers you for further treatment or to a hospital clinic, you are entitled to receive a copy of the referral letter on request. For reasons of confidentiality, copies can only be given to the patient and not to friends or relatives. If, however, you would like someone else to have a copy, we will need your prior written consent.

Patient Confidentiality
We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please call our office manager at Norton Brook Medical Centre.

Zero Tolerance
We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed from our list of patients, immediately if necessary.

For the latest information click to: www.nortonbrookmedicalcentre.co.uk

Freedom Of Information – Publication Scheme
The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the ‘classes’ of information the practice intends to make available routinely. This scheme is available from reception.

Surgery Times
We offer a telephone consultation appointment system. We have introduced this system to make it easier for you to access the right care at the right time with your own registered GP. Many of our patient queries such as medication questions, test results and outcomes of hospital appointments can be dealt with fully in a phone call. Other times it is important your doctor sees you face to face to make an examination.

Doctors' Attendance

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PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd
Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER Tel: 01253 722142 Fax: 01253 714020
Website: http://www.opg.co.uk Email: info@opg.co.uk

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The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.
**Contacting Us**
Norton Brook Medical Centre  
Cookworthy Road  
Kingsbridge  
Devon TQ7 1AE

**Tel: 01548 853551**

**Opening Hours:**  
Monday to Friday 8.00am until 6.00pm  
Monday 7.30 - 8.00am  
Monday, alternative Tuesdays & Wednesdays 6.30 - 7.30pm

**Evenings And Weekends**
For urgent advice and treatment when our practice is closed, call 111

**NHS 111**
If you need medical help fast out of hours but it's not a life-threatening situation, you can call **NHS 111**. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hours doctor or a community nurse.

**Practice Area**

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