

EASTVILLE MEDICAL PRACTICE

INFORMATION FOR PATIENTS

**East Trees Health Centre
100a Fishponds Road
Eastville
Bristol BS5 6SA**

TEL: 0117 2444123

FAX: 0117 9512052

www.eastvillemedicalpractice.co.uk

**Dr Victoria Bowler MBBS 1988 (London)
Dr Robert Douglas MBChB 2001 (Bristol)
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A large font version of this leaflet is available upon request

PRACTICE AREA

The Practice covers the areas of Eastville, Easton, Stapleton, St. Werburgh's and Fishponds. A map showing the exact boundary is available for inspection at the Health Centre or on the website.

OPENING HOURS:

The Practice doors open from 8.00am to 6.30pm Monday - Friday.

The Doctors hold surgeries at varying times during the week. We run morning, afternoon and evening appointment sessions.

Our Extended Hours provision is one Saturday morning a month, 6.30pm-7.30pm every Monday and 7.30am-8am every Wednesday morning, when we offer pre-booked appointments, as well as some later evening telephone consultations mid-week

PUBLIC TRANSPORT

There are several bus routes which run close to the surgery (13, 24, 48/49, 506) and Stapleton Road train station is just round the corner.

APPOINTMENTS

Routine Appointments

Appointments to see the doctor or nurse can be made by phoning, booking online (see online services section) or calling in to Surgery. Doctor's appointments can be booked

up to a week in advance. If you feel you need to see a GP the same day, a GP will call you back to discuss this and book you in if necessary. The phone line is open Monday-Friday from 8.00am- 6.30pm. Routine appointments with GPs are 10 minutes; routine appointments with the Practice Nurses are 20 minutes

Our **Nurse Practitioners** are able to see patients and prescribe for problems such as the following:

- Bites (insect/human/animal)
- Children's Minor Illness
- Coughs/Colds
- Earache
- Eye Infections
- Hayfever
- Skin Problems (eczema/impetigo/acne/rashes)
- Tummy Bugs
- Urine Infection

Please ask for an appointment with a Nurse Practitioner.

Our telephone lines can be very busy first thing in the morning. Please try to be patient – we deal with calls as promptly as we can.

Telephone Consultations:

Sometimes it may be inconvenient to get to the surgery for an appointment, and you may feel that your problem can be dealt with over the phone. You can arrange to have a telephone consultation with the doctor or nurse. Please tell the receptionist, who will arrange a time when the clinician can phone you.

Urgent Appointments:

If all routine appointments have been taken, receptionists will arrange additional appointments **for medical emergencies only**. They may arrange for a doctor or nurse to phone and discuss the problem with you first. The doctors have the right to refuse treatment if they do not consider your need to be medically urgent.

Please inform us promptly if you cannot keep an appointment, so that it can be offered to another patient and not wasted.

HOME VISITS

Please telephone as early as possible if you are too ill to attend Surgery. The doctor on call will visit you the same day, or alternatively may phone you.

ONLINE SERVICES

We offer the facility to book appointments and order repeat prescriptions online – if you are interested in this service, please ask for an information leaflet and registration form from reception. You can also register to view medical information online. Again, if you are interested please ask at reception.

OUT OF HOURS

When the Surgery is closed, if you phone for advice or a visit your call will be diverted to NHS 111, who will deal with your call. You may be given advice over the phone, visited at home, or asked to attend the out of hours premises. You may be asked to attend the following services:

Brisdoc at:

Bristol Royal Infirmary

or Knowle West Health Park **or** Southmead Hospital,
Antenatal Clinic **or** Cossham Hospital

Bristol CCG is responsible for commissioning out of hours services for patients.

Patients are reminded that they can also use the services of NHS 111 and the NHS Walk In Centres.

NHS 111 is a 24 hour telephone service which you can use when you need medical help fast but it's not a 999 emergency.

Tel: 111

You can also find medical advice on NHS Choices:

www.nhs.uk

NHS Walk In Centres are open daily at:

Bristol City Walk in Centre – Broadmead Medical Centre, Boots, 59 Broadmead, Bristol, BS1 3EA. Telephone: 0117 9549828. (Closed Christmas and Easter Sunday)

South Bristol Walk in Centre – South Bristol NHS Community Hospital, Urgent Care Centre, Hengrove Promenade, Hengrove Park, Whitchurch Lane, Bristol, BS16 0DE. Telephone: 0117 3429692.

These are Walk in Centres and no appointment is necessary, although some appointments can be booked.

REPEAT PRESCRIPTIONS

Please allow 48 hours for us to process your repeat prescription request. You can request online (please ask for an information leaflet and registration form from reception), by using the white slip on the right hand side of your prescription, by asking your pharmacist to submit the request for you, or posting your request with a stamped-addressed-envelope. Please note, we do not accept medication requests over the phone.

RESULTS OF TESTS

These can be obtained by phoning in person or attending the surgery, after 2pm. It is important that you request results yourself, as we cannot give them to anyone else without your permission (except dependants). We can also provide some results by text – please ask when you provide your next sample if you are interested in this service.

PATIENT SERVICES

NEW PATIENTS

The Practice welcomes new patients. When you join the practice you will be given a named GP. This is the GP who will have overall responsibility for your care whilst at the practice. If you wish to know who your named GP is, please ask at reception. If you have a preference of GP, please let us know and we will endeavour to comply with it.

Please note: this arrangement does not restrict in any way which GP you can see at the practice – you will be able to book appointments with any of our GPs regardless of who your named GP is.

PRACTICE NURSES

Our Practice Nurses run clinics to detect and monitor chronic diseases such as asthma, diabetes, coronary heart disease, COPD, kidney disease. They also see patients for cervical smears, childhood immunisations, flu and pneumonia vaccinations. We also offer appointments bookable on the same day with a Nurse Practitioner.

Appointments can be made by contacting reception.

HEALTHCARE ASSISTANTS

Our healthcare assistants provide a phlebotomy service (blood tests), give smoking cessation help and advice, administer flu and pneumonia vaccinations, ECGs, NHS healthchecks and Teen Health checks.

TREATMENT ROOM

The Practice has a well-equipped Treatment Room, staffed by experienced nurses who can give advice on minor ailments, injuries and foreign travel.

They perform ECGs, dressings, blood and urine tests, immunisations, injections, stitch removal.

The Treatment Room is open Monday-Friday, and one Saturday morning a month. Please contact reception to make an appointment.

CHILD HEALTH CLINICS

These are run by our Health Visitors every Tuesday from 1.30-3.30.

Our Practice Nurses are also available to give child immunisations (by appointment).

Every Friday one of the doctors is available to perform 8 week baby checks. Appointments for the 8 week checks are arranged for you by the Health Visitor's Clerk.

FAMILY PLANNING & SEXUAL HEALTH

The doctors and nurses offer a range of family planning advice during their routine surgeries.

The doctors and practice nurses can provide testing and treatment for sexually transmitted diseases.

Our practice provides sexual health services to registered and non-registered patients.

We offer **4YP** appointments to registered and unregistered patients – this is a confidential service for 13-24 year olds run by our nurses who will give advice on sexual health. Condoms can be issued free of charge to C-card holders, and we also offer C-card registration.

Some of our female doctors fit **contraceptive coils**. Along with our Senior Practice Nurse they also fit **contraceptive implants**. Please give your details to reception and the Nurse will contact you to discuss an appointment.

EMERGENCY CONTRACEPTION

Doctors and nurses will see patients of the Practice and non-registered patients for emergency contraception. It is important that you are seen as soon as possible. If a routine appointment is not available please explain why you need to see the doctor, and the receptionists will do their best to arrange an appointment for you. Alternatively you could discuss with the doctor on the telephone.

CRYOTHERAPY/WART CLINIC

Our lead practice nurse runs a cryotherapy clinic.

CERVICAL SMEARS

All eligible women between the ages of 25 and 64 are advised to have a cervical cancer smear test - every 3 years up to age 50 and every 5 years over 50. The national screening programme have a computerised call and recall system, and will send regular invitations to attend. Appointments can be made with our Practice Nurses by contacting reception.

MINOR SURGERY

Several of our Doctors are qualified to carry out minor surgery.

Removal of lesions for cosmetic reasons is no longer available on the NHS.

MATERNITY SERVICES

Our community midwives work with the doctors to provide antenatal and postnatal care for our patients.

Pre-pregnancy information and advice can be discussed with the doctor or midwife by appointment.

It is important that you contact the surgery once you know you are pregnant so that we can provide you with the necessary details to book an appointment with the midwife.

Antenatal education classes are held at the Health Centre.

FLU CLINICS

We run flu clinics every year. All patients with asthma, diabetes, chronic breathing problems, coronary heart disease, liver disease, neurological disease including strokes, or lowered immunity, are advised to have an annual flu vaccination, as well as carers, pregnant women and **all** patients aged 65 and over. Appointments can be made by contacting reception.

PRIVATE MEDICALS AND REPORTS

Private examinations and reports are not covered by the NHS. Doctors will provide these wherever possible (there will be a charge). Examinations can be arranged by contacting reception to make an appointment.

BRISTOL CIRCUMCISION SERVICE

Dr Douglas and Dr Kim provide a private, clinically approved, safe circumcision service for baby boys aged 1-6 months. For information or to book an appointment ask at reception or call 0117 2444123.

COMMUNITY STAFF

COMMUNITY NURSES

Our Community Matron, Community Nurse for Older People and District Nurses work with the Practice to give skilled nursing care, advice and support to housebound patients, their relatives and carers. They can be contacted by telephoning 0117 9027137 (if answerphone please leave a message).

HEALTH VISITORS

Our community Health Visitors work with parents, babies, and children under 5. They offer support and advice, particularly on preventative care and health. They can be contacted by telephoning 0117 9026780/9026783 (if answerphone please leave a message). As well as baby and toddler clinics, they currently run a postnatal group at the health centre and can help patients access many local services.

MIDWIVES

Community Midwives provide services as detailed in 'Maternity Services'

To register with the Midwives, please collect the necessary information from reception.

ADDITIONAL SERVICES AVAILABLE TO PATIENTS

The following clinics run at East Trees Health Centre are available for patients, and can be accessed by referral from the doctor. Please note that some clinics have a long waiting list.

Chiropody
Drugs Counsellor (from BDP)
Counselling
Paediatric Speech and Language Therapy
Diabetic Retinopathy Screening
Hearing tests
Physiotherapy

INTERPRETATION SERVICES

Interpreters can be arranged in advance of appointments- - please ask when making an appointment. If an interpreter is not available, clinicians can use a national telephone interpretation service.

COMMUNICATION NEEDS

The Practice aims to ensure that all patients can effectively communicate with us, and can fully engage with and understand the communication they receive from us. This includes patients who may have some form of sensory impairment or disability, and would therefore benefit from alternative methods of communication than those offered as standard.

If you feel this applies to you, please complete our communication questionnaire to ensure that we can provide you with the best service and care. This questionnaire can be picked up from our reception desk, or you can ask a receptionist for a copy.

If you are not able to complete the form, you may request a discussion with a member of staff to record your needs.

DISABLED ACCESS

The Practice is dedicated to maximising the access of disabled patients to all services.

- There are dedicated disabled parking spaces available.
- There is a ramp to the entrance, which has automatic doors.
- There is lift access to all floors of the building.
- We have disabled toilet facilities on each floor.
- Guide dogs are welcome in the building.
- We can provide a large font version of this leaflet.

DO YOU CARE FOR SOMEONE?

A carer is an unpaid person who looks after a sick, disabled or frail relative, friend or neighbour who could not manage to live independently without that support.

Our GP Practice is keen to know who the carers are in our Practice population. We may be able to offer you health advice to keep you as fit and well as possible and we can put you in touch with other organisations that provide support to people who are caring for someone.

Please register yourself as a carer at reception or discuss it with your Doctor to find out what support is available to carers.

PATIENT PARTICIPATION GROUP

Several times a year Practice representatives will meet with patients to discuss important issues for the practice and for patients. Any patients are welcome to attend – if you would be interested in being involved please pass your details to

reception and we will send you some further information and details of the next meeting!

ZERO TOLERANCE

The Practice supports the Government's Zero Tolerance Campaign. If a patient is violent or abusive to any member of the Practice team, the doctors will exercise their right to remove them from the Practice list.

CONFIDENTIALITY AND ACCESS TO INFORMATION

The Practice has a duty to maintain the highest level of confidentiality about patient information. All members of staff are bound by the same rules of confidentiality as the doctors. We will not disclose your information to third parties without your permission.

COMMENTS AND COMPLAINTS

The Practice aims to provide our patients with a good quality service and we welcome helpful suggestions from you. We have a suggestion box available in our waiting room for patients to post comments – if you would like a direct response, please include your name and date of birth on the comment slip.

If you are dissatisfied with the service you receive please do not hesitate to contact the Practice Manager. We operate an in-house complaints procedure – please phone, visit the website or ask at reception for a copy of our complaints policy, which gives details of our in-house procedure and your right to contact NHS England and the Parliamentary Health Service Ombudsman.

DISCRIMINATION

Our Practice welcomes all patients and does not discriminate on the grounds of age, appearance, disability, gender, medical condition, race, religion or belief, sexual orientation or social class.

Guide dogs are allowed in all parts of the building, but no other dogs are permitted to enter.

PERSONAL MEDICAL SERVICES

Eastville Medical Practice holds a contract to deliver personal medical services with:

NHS England, BNSSG Area Team, South Plaza,
Marlborough Street, Bristol, BS1 3NX
Tel: 0117 9766600

Details about personal medical services in the area can be obtained from them.

October 2016

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