

Stoke Gifford & Conygre Medical Centres



Welcome to Stoke Gifford and Conygre Medical Centres.

We hope this brochure will help you to make effective use of the skills and facilities available. The doctors and staff aim to provide a friendly caring environment for the promotion of health, the diagnosis and treatment of illness and the care and counsel of those with psychological and emotional problems. We set out to practice 'Whole Person Medicine' taking into account the varied factors that contribute to health and illness. We affirm the responsibility that you have in taking care of your own health and see our role as assisting you in that process. We work hard to make sure that our services are inclusive and accessible to all. We welcome constructive comments or suggestions.

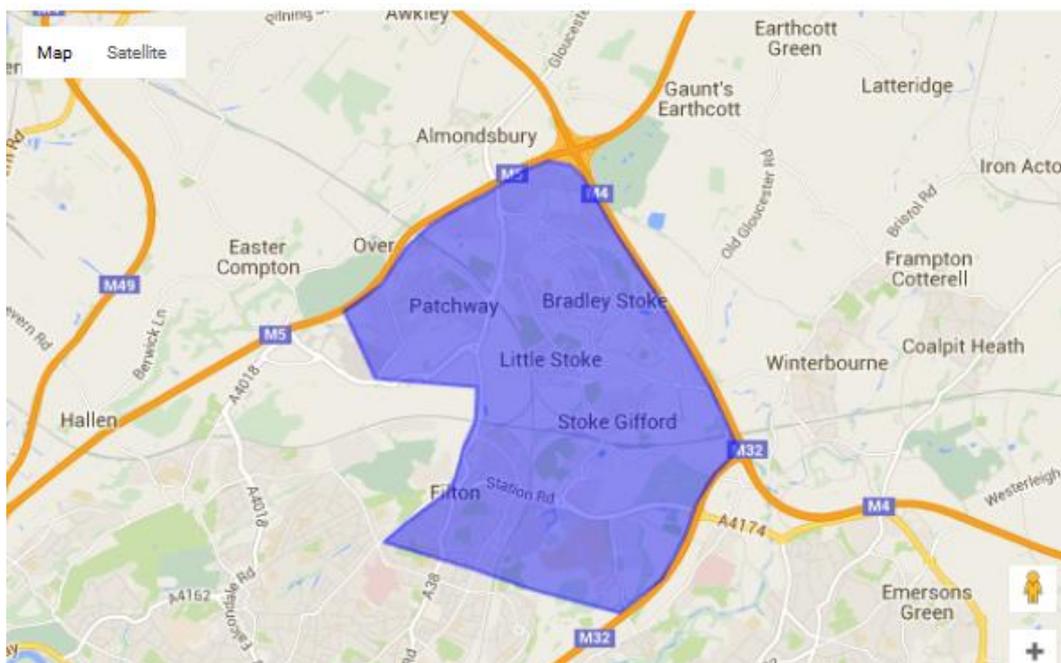
We only accept patients in the Stoke Gifford and Filton areas. This can be checked via our website or with a receptionist. Please note we have medical centres at Stoke Gifford and Filton.

Our Mission Statement is:

'Helping you make the most of your Health'

A friendly forward looking medical practice offering a high standard of care within a supportive team, sensitive to the needs of the whole person.

Practice Boundary:





Patient Code

This Patient Code emphasises the responsibilities of a patient while seeking medical care in our practice. ***This code was developed with the help of patients from the Patient Participation Group.*** Patients are expected to understand, acknowledge and apply the following principles at all times.

In seeking medical care I will:

- **Accept responsibility**
- **Act respectfully**
- **Provide information**
- **Be realistic**
- **Understand arrangements**

This section describes these principles in more detail:

Accept Responsibility

- Co-operate fully with the practice in being as informed and educated as is practical when it comes to personal health matters; and
- Primarily be responsible for my own health (and the health of any dependants) and endeavor to keep healthy

Act Respectfully

- treat the staff and doctors and all other health care professionals with courtesy and respect at all times; and
- ensure my conduct is without any threatening, abusive or violent behavior towards any other member of staff or other patients

Provide information

- provide the doctor with my accurate personal details: (including full name, address and contact information – such as telephone numbers(s) and /or email address(es)) and keep them up to date by advising of any changes promptly; and
- ensure the doctor has an accurate and complete medical history, including the notification of any pre-existing conditions and inform the doctor about any/all symptoms or changes.



Be realistic

- Have a reasonable expectation of what a doctor or other member of staff can do to help me/us;
- Help the doctor help me by participating actively in my own medical care (in terms of awareness, preventions and following any actioning – advice and guidance given); and
- Follow the doctor's treatment plan as explained – asking questions if there is anything I don't understand or, in due course tell the doctor if something isn't working.

Understanding arrangements

- attend appointments promptly at the arranged time and if this is not possible contact the surgery immediately to inform them of all changes;
- cancel unwanted appointments as soon as possible;
- understand that appointments are for one person only (by making additional appointments for more than one person);
- Be aware that an appointment is 10 minutes long and can only be used to discuss one condition;
- make requests for help and advice for non-urgent matters during normal surgery hours only;
- appreciate that home visits should only be requested for patients who are seriously ill or housebound and that they are made at the doctor's discretion;
- accept that requests for visits and advice outside normal surgery hours should only be made for genuine emergencies;
- acknowledge that many problems can be solved by advice alone, therefore don't always expect a prescription or face to face consultation;
- where ever possible utilise the surgery telephone "call-back" service for straightforward matters that can be resolved by a simple discussion (eg repeat prescription for short-term period of medication or a repeat sick note); and,
- understand that some/much routine repeat –prescription medication can be dealt with by the reception staff, while other medicines require the personal approval or a doctor.



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Our Services. Doctors and staff work as part of a wider multi-skilled team. We deliver services required for the management of our registered patients and temporary residents who are, or believe themselves to be: ill, with conditions from which recovery is generally expected; terminally ill; or suffering from chronic disease, and which are delivered in the manner determined by the practice in discussion with the patient.

These services include: the provision of advice in connection with the patient's health, including relevant health promotion advice; and the referral of the patient for other services. We must also provide primary medical services required in core hours for the immediately necessary treatment of any owing to an accident or emergency at any place in our practice area.

Practice Doctors and Staff

Doctors

- **Dr James Bragg** MBChB (Bristol 1988) (Partner)
- **Dr Kirsty Aitken** BmedSci BMBS (Nottingham 1990) MRCPG DRCOG (Partner)
- **Dr Monica Warnock** BChB BAO (Belfast 1989) MRCPG DCH DRCOG DGM (Partner)
- **Dr Peter Young** MRCPG, DGM, DFSRH, DRCOG (Partner)
- **Dr Frances Wood** MRCPG, DRCOG, DCH, DFSRH, Australian MCE, MBBch, BSc (Partner)
- **Dr Simon Bodey** nMRCPG, MBChB, BSc (Partner)
- **Dr Kathryn Blenkarn** MBChB RCGP DRCOG DFSRH (Associate Doctor)
- **Dr Syed Haque** MRCPG, MRCS, MBChB (Associate Doctor)
- **Dr Charlotte Herring** MRCPG, MBChB, DFSRH (Associate Doctor)

(We also have a pool of Locum GPs that are used to cover absences. Queries about these Locum GPs should be directed to the Business Manager.)

Practice Based Pharmacist. Our pharmacist support the prescribing team and offers a call back service on certain days to provide medication advice to patients.

- **Sonja Fradley** MPHarm, Bpharm, PRC Psychiatric Therapies

Nurse Practitioner Team. Nurse practitioners see people with undiagnosed problems and make assessments using specialist training (E.g. conducting physical examinations). They diagnose, treat and provide counselling and information. They are able to see people with a wide range of health issues including: headache; abdominal pain; fever; tiredness; swollen ankles; coughs and sore throats; urinary problems; women's health; rashes; ear pain; chest problems etc. They aim to provide a complimentary service, giving patients extra choice, and work as part of the health care team.



- **Mrs Annie McGuinness** RGN, BSc (Hons) Nurse Practitioner, Independent Nurse Prescriber
- **Mrs Indira Timothy** RGN, Independent Nurse Prescriber, Specialist interest in Cardiology

Practice Nurse Team. Available by appointment for: dressings; ear syringing; blood samples as requested by the doctor; contraception and advice on minor health problems. They are also involved with the health promotion activities including children's immunisations, cervical smears, family planning, asthma and diabetes care.

- Mrs Sarah Maxted RGN, Dip in Asthma, Dip in COPD, Subdermal contraceptive implant fitter.
- Mrs Linda Morgan RGN, Dip in Asthma, Dip in Diabetes
- Ms Jackie Garde-Evans RGN,
- Mrs Amy Duckworth RGN,
- Miss Christy Coombes RGN

Health Care Assistants

- Ms Melanie Horton
- Miss Florence Hilson (from Dec 15)

Phlebotomists

- Mrs Sarah Madle
- Mrs Sharon Povey
- Mr Matthew Barrett

Business Manager – Gavin Richards

Customer Services and Operations – Debbie Grant

Reception Manager – Helen Brown

Receptionists. They are your first point of contact with the practice and provide information and help you to make an appointment with the most appropriate clinician.

Administration Team. The administration team is made up of specialist teams which help manage referrals, prescribing and patient records amongst other tasks.

Other staff that work closely with us include:-

- **Health Visitors** – Offer advice and support for families with young children and are involved in the development assessment of children. They also offer support for the elderly.
- **District Nurses** – Provide nursing care in the home
- **Midwives** – Provide comprehensive care during pregnancy and child birth.
- **Community Matron** – Provides nursing care in the home for patients with long term conditions.
- **Emergency Care Practitioners** – Provide emergency care in the home.
- **Dietician** – Provides Diet advice following GP referral



General Information

Stoke Gifford Medical Centre

Ratcliffe Drive
Stoke Gifford
BS34 8UE

Tel – 0117 9799430

Fax - 0117 9406966

www.stokegiffordmedical.co.uk

Opening Times:

8.00am – 6.30pm Mon - Fri

Conygre Medical Centre

Conygre Road
Filton
BS34 7DA

Tel – 0117 9799430

Fax - 0117 9496645

www.conygremedical.co.uk

Opening Times:

8.00am – 12.30pm & 1.30pm -
6.30pm Mon - Fri

Extended Hours Service. From Tuesday to Thursday, there are early appointments with a range of clinicians between 0730-0800AM and for GP telephone calls between 06.30-07.00PM

The surgery **Telephone lines** are open from 08.00am -12.30pm and 1.30pm – 6.30pm (Monday to Friday).

Contacting the practice and On-Line Services. Patients can contact the surgery by phone or in person. On-line 'Patient Access' services are available to: book appointments; manage repeat medication requests and view summary medical records. (You will need to complete a separate application form and verify your identity to use this service). You are also able to send an 'electronic consultation' via the WebGP link on our webpage. We can make additional arrangements for patients where appropriate. Please do register for these services.

Email addresses: For routine non-urgent queries, or to pass information to the surgery, you may wish to email one of the following teams:

Patient Services - For requests about letters, access to medical records, questions about the services offered or to give feedback please click on Patientservices@gp-l81118.nhs.uk.

Reception - To leave an email message for reception, please click on receptionservices@gp-l81118.nhs.uk (Please note that appointment requests cannot be managed via these email addresses. For on-line appointment



booking, please register for Patient Access. GP queries must be directed via WebGP).

Prescribing and Reviews - For the prescribing team, please click on prescribing@gp-l81118.nhs.uk (To improve patient safety, please note that repeat medication requests and medication comments/questions must come via the on-line Repeat Prescription section of Patient Access. Use this email for contacting the team about administrative queries regarding your medications).

Referrals - The secretaries can answer any queries about a referrals that have been made for you. You can contact them by clicking on Secretaries@gp-l81118.nhs.uk

Nursing Services - If you have specific questions or want to pass on updates, you can contact our specialist nurses on using the emails below:

Diabetes:	Diabetes@gp-l81118.nhs.uk
Hypertension / Blood Pressure:	Hypertension@gp-l81118.nhs.uk
Childhood Immunisations:	Immunisations@gp-l81118.nhs.uk
Women's' Health and Sexual Health:	Womenshealth@gp-l81118.nhs.uk

These mailboxes are looked at regularly and we will try to respond within 48 hours - the emails should not be used to pass urgent messages. For appointment requests, please phone 0117 949 9730 or use our on-line booking service.

Accessibility. All clinical rooms at Stoke Gifford are on the ground floor and are fully accessible to wheelchair users. Conygre Road has 3 fully accessible clinical rooms on the ground floor. Both sites have reserved car parking spaces for blue badge holders. Both reception areas have a hearing loop.

Registering with the practice. Registration packs can be collected from reception or downloaded from our website. The forms need to be completed and presented to reception. When registering, you will need to produce 2 pieces of identification; one with photo identification (for example a driving licence or passport) and one confirming your address (for example a utility bill or official letter).

We ask all new patients to complete health and ethnicity questionnaires. To help us plan your care and manage your health, you may be asked to attend a health check with the nurse.

Accessing GP appointments. We offer same day, advance appointments and e-consultations. For urgent same day requests, you should contact the surgery preferably as soon as you can after 8.00am. Where available and appropriate,



you will be offered an appointment with our Minor Illness Nurse or our Nurse Practitioner. For patients requesting a same day GP appointment, Reception will take your details and a GP will call you back as soon as possible to discuss your needs. In order to help the GPs prioritise their calls, Reception will ask for a description of your condition. With you, the GP will decide on the best course of action and arrange a follow up appointment as required.

You can pre-book an appointment up to 1 week in advance either by telephone or via the on-line booking system. Please note at times we may need to reduce the number of available appointments that are pre-bookable in order to manage peaks in demand. E.g. on Monday, post bank holiday, during school holidays or when we have unexpected absences. An appointment is limited to 10 mins and is designed for one patient presenting with one medical condition.

The doctor's surgery times are as follows:

Morning – 8.30am – 11am

Early Afternoon – 2pm – 4pm

Late Afternoon – 3pm – 5.30pm

Urgent Out Of Hours Service (from 6.30pm until 8.00am and all weekend until 8.00am on Monday). The Out of Hours service for this practice is provided by **Brisdoc** and there is an **Emergency Primary Care Centre** at Southmead Hospital (next to the Antenatal dept). The Emergency Primary Care Centre Appointments are for consultations by appointment only - please don't attend without one. Home Visits are also carried out by Brisdoc where clinically appropriate. You will be informed which centre to attend if the doctor thinks you need to be seen.

Dial 111 to contact the Out of Hours service. Please only ring this number if you cannot wait till the next surgery. The 111 number will only work outside the surgery opening hours and is also listed on our out of hours telephone message. We count on you to regard this service as an **emergency only service** and should be contacted only if your medical problem cannot wait until the next surgery.

Medical Education. To support the ongoing development of clinicians, the practice is involved with medical education for GPs, Nurses and HCAs. On occasions a student doctor may be with the consulting doctor. When the student doctor is present, you will be told beforehand and offered the opportunity to be seen alone.

Minor Injuries Service. We offer a walk in Minor Injury Service that treats minor cuts, bruises, burns, sprains and other similar conditions. This is primarily delivered from the Stoke Gifford Surgery. Patients accessing this service should present to Reception.



Seeing the Nurse. You may make an appointment to see the nurse for a variety of things. These include:

- Blood tests
- Dressings and stitch removal
- Immunisations for children
- Ear syringing
- ECG
- Coronary Heart Disease
- Diabetes
- Chronic Obstructive Pulmonary Disease
- Blood pressure and 24hr blood pressure
- Cervical smears
- Travel Immunisations subject to availability
- Contraception follow up
- Support to stop smoking
- Asthma

The length of Nurse appointments vary depending on the procedure needed.

Contacting You. Please make sure we have a current contact number for you. – A mobile number is ideal. We may need to phone or to text you reminders, important messages or results.



Further Information

Home Visits.

Home Visits are reserved for the following groups of patients:

- Terminally ill;
- Entirely Housebound;
- Patients who are severely ill and cannot be mobilised.

Home visits are very time consuming as several patients can be seen in the practice in the time that it takes to make one home visit. Additionally, in many cases a home visit is not the best way to provide your care as, at the surgery, the GP will have access to all of your medical records and have better facilities for examining and treating you.

Babies and small children should be brought to the surgery where we will do our best to see them promptly. If the Reception staff are made aware that your child is particularly unwell, they will do everything they can to ensure that you are seen at the earliest opportunity.

We cannot undertake home visits for reasons of convenience or lack of transport. We will be happy to provide you with details of local taxi firms and we are aware that relatives, neighbours or friends are often willing to help out. Our responsibility to you is to resolve the medical problem you have; your responsibility is to take all the reasonable steps you are able to, to enable us to do that.

If you do need to request a home visit, a doctor/nurse will call you back on most occasions to assess your problem. This is to enable the doctor to prioritise visits. It may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance. It also prepares the doctor to collect some information required as necessary for the visit. Following this call, you may be asked to come to the surgery, where you will be seen as soon as possible.

The doctors would like to stress that NO patient in definite need of a home visit will be refused.

Please help us to help you and our other patients by visiting the surgery whenever possible.

Electronic Prescription Service. We are now able to offer Electronic Prescribing. When you order your repeat medications (either via on-line Patient Access or by dropping the request into the surgery on a repeat medication form) we can process the request electronically so it gets sent directly to a pharmacy of your choice with no need for you to come back in to collect it. With Patient Access, this will make ordering and collecting repeat prescriptions far easier. Please allow 48 hours to process.

Repeat Prescriptions. Long term medication requirements may be managed through repeat prescriptions where there is no need to see the doctor each time that more



medication is required. However, we may ask to see you periodically for review. Please allow at least 48 hours (over working days) for these requests to be processed. Scripts received after 3pm will not be processed until the next working day when the 48 hours will begin. For repeat prescriptions we request that you bring in a list of the items needed, preferably on the computerised list issued to you. We are encouraging patients to use the on-line Patient Access service to manage repeat requests as this is quicker and more accurate to process. Where possible, we will also be moving stable patients onto **repeat dispensing** – your GP will discuss this with you.

Please note that we do not take repeat prescription requests over the telephone. Also note that only certain medications will be treated as medically urgent for same day processing.

Lab Results. If you have been asked by the doctor to attend the surgery for results, please check with the receptionist that the results are available before making the appointment to see the doctor. Please contact us after 10AM for results. Please do not ask the receptionists the meaning of the results as this is not part of their training and they can only read to you what the doctor has noted. Confidentiality is important, so we only give results to the patient or their guardian unless prior permission for disclosure of the results has been given.

Referrals. We are able to refer to hospital specialists or arrange hospital admissions via the 'Choose and Book' system. This allows you to choose an appointment from a range of hospitals and at a time that suits you. If you need a referral, the Doctor will give more information on this system and how to book your appointment. If you prefer your referral to be in the private sector please tell the doctor.

A wide range of other agencies can also be involved as appropriate. These may include:

- Social Workers
- Home Care Assistants
- Occupational Therapist
- Physiotherapy
- Speech Therapist
- Community Psychiatric Nurse
- Health Visitor
- Psychologist

Copies of Referral Letters. Patients are entitled to a copy of the referral letter sent from this practice. Please allow 10 days for processing and ask for a copy at reception.

Medical Certificates. You will not require a doctor's certificate for absences from work for less than one week. If you need a self-certificate, this must be obtained from your employer or is available from Reception if you are self-employed. For absences over one week you will need to be seen by the doctor who will issue a return to work certificate. These need to be issued at the time of the illness. There is a charge if you need a private medical certificate.

Fees. A full list of services that incur fees can be found on our website or in reception



Practice Health Activities

Additional health activities include:

- **HEALTH PROMOTION.** We are keen to promote health and to prevent illness where possible. You may therefore be asked to answer a health promotion sheet or be invited to attend a health promotion activity such as a blood pressure check, advice about diet or exercise etc.
- **CONTRACEPTION/FAMILY PLANNING.** All of the doctors and some of the practice nurses are able to offer a range of contraception advice and care. Simply make an appointment in the usual way to discuss these matters
- **WELL WOMAN PROGRAMME.** We encourage women to see the practice nurse about: cervical smears; how to examine the breasts; pre-pregnancy advice; how to manage the menopause etc. It is particularly important that you attend for routine smears. You will be informed when these are due.
- **HAVING A BABY.** The practice offers a programme of care for expectant mothers, in conjunction with community midwives and Southmead Hospital Obstetric Unit. If you think you are pregnant then you can refer yourself to the midwives or arrange to see the doctor in the during normal surgery.
- **CHILD HEALTH.** There is a full program of child health care in the practice involving doctors, nurses, and health visitors. Routine examinations, development assessments and immunisations are offered at appropriate intervals at our child health clinic. We will inform you when these are due. The health visitors also run a well baby clinic locally for routine weighing, feeding advice etc. Ask for details.
- **MINOR SURGERY.** Simple minor surgical procedures can be carried out in our well-equipped treatment room by arrangement with one of our doctors.
- **IMMUNISATION.** See the practice nurse if you need immunisations against tetanus, polio, rubella etc.
- **MANAGEMENT OF LONG TERM CONDITION.** It is important that those with diabetes or asthma and other long term conditions receive regular care and you will be offered a clinic or review appointment as necessary.
- **HEALTH EDUCATION** we are keen to promote health through education and keep a range of free literature. Please see display in the waiting area.
- The **PATIENT PARTICIPATION GROUP** aims to meet 3 or 4 times per year to discuss changes and gives feedback to the practice. Should you wish to be involved, please contact debbie.grant@gp-181118.nhs.uk
- **HEALTHSPACE** We try to promote health awareness and practice changes through our healthspace newsletter. Please do sign up for this



The Practice Complaints Procedure

We do our best to provide a high standard of care. However, occasionally things do go wrong and misunderstandings may arise. If this happens, we would like to be able to find out what the problem is and, if possible to resolve it and improve the way we work in the future. To support this we manage complaints in compliance with the NHS national criteria.

Our aim is:

- To give you a chance to put across your views of what has gone wrong
- To give an explanation of what has happened and, where necessary give an apology
- To use information gained to improve our standard of care.

Our practice complaints manager is Gavin Richards. The practice complaints leaflet gives details of the procedure and is available from reception or from our website.

We also value your feedback so please do talk to us.

Removal of Patients from List

Patients will be asked to register with a new doctor if they move to a new area. Should there be a breakdown of trust between doctor and patient, the practice reserves the right to inform the Primary Care Support Agency and have a patient removed with 30 days notice given to the patient. **The Practice will write to patients informing them of the reason for their removal.** In case of serious misconduct, (e.g. abusive or violent behaviour) patients will be removed from the list without notice and within 7 days.

Your Records are Safe with Us

Protection and use of information. Everyone who works for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. For further information please see leaflets held in reception entitled 'your records are safe with us'.

Data sharing. There are currently 3 data sharing initiatives aimed at improving the NHS' responsiveness to changing medical care demand while enhancing the care that you receive by sharing medical information between certain NHS provider organisations. These are known as: the Summary Care Record; Care Data, and Connecting Care. They are all slightly different in their aims and scope. Please visit our website or ask at reception for more information.



Freedom of Information Act 2000. The Freedom of Information Act requires every public authority to have a publication scheme, approved by the Information Commissioner's Office (ICO), and to publish information covered by the scheme. The Practice use the ICOs Model Scheme as at <https://ico.org.uk/for-organisations/guide-to-freedom-of-information/publication-scheme/>

Your Rights to Information

- In addition to accessing the information identified in the publication scheme, you are entitled to request information about Stoke Gifford and Conygre Medical Centres under NHS Openness Code of 1995
- The freedom of information Act 2000 recognises that members of the public have a right to know how public services are organised and run, how much they cost and how the decisions are made.
- From January 1st 2005, General Practice is to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions, which have to be taken into consideration before deciding what information it can release

All information held at Stoke Gifford and Conygre Medical Centres is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information which can be legitimately withheld under exemptions set out by the NHS Openness Code or Freedom of Information Act 2000. The main reasons for exemption are the protection of commercial interests and personal information under the Data Protection Act 1998. These exemptions apply to all classes within the publication scheme.

How is Information Made Available? The information within each class is available in hard copy on written request to **Gavin Richards**, Business Manager, Stoke Gifford and Conygre Medical Centres. For more information visit www.foi.nhs.uk

Practice Improvements. We strive to make improvements in our service, in areas such as diabetes, asthma and coronary heart disease. We are constantly working to improve access to all our health care professionals. We hope you co-operate with patient surveys and questionnaires when necessary, to allow us to determine what is best for our patients.