

WELCOME TO



Regent Road

Bedminster

Bristol BS3 4AT

Tel No: (0117) 966 3149

Fax No: (0117) 953 0699

Website: www.bedminsterfamilypractice.co.uk

INTRODUCTION

Just south of the River Avon in central Bristol, there was a doctor's house and surgery on our original site in Dean Lane since the early 1900s. As much as we loved our building in Dean Lane, we suffered from a serious shortage of space. In November 2005 we moved into our newly-built surgery adjacent to ASDA in Bedminster as part of a multi-use development on the Old Police Station site. The surgery is on the corner of New Charlotte Street and Regent Road. It provides a fantastic building for all our patients and staff which is up to modern standards of design with suitable access and toilet facilities for disabled patients.

Everyone at Bedminster Family Practice does their very best to help our patients feel better by working together to give a warm welcome and a compassionate, personal and fair service.

HOW TO REGISTER WITH THE PRACTICE.

We are currently accepting new patients. The map on page 11 shows the area that the practice covers. GPs have discretion to accept any person, including overseas visitors, to be either fully registered as a NHS patient, or as a temporary resident if they are to be in an area between 24 hours and three months.

To register with the practice we require proof of identity and address, see table below for examples of proof. We will also require your NHS number, which you can obtain from your previous surgery.

<u>Group 1 – Proof of ID – Photo</u> Must be valid	<u>Group 2 - Proof of Address</u> Must show address within practice area, be within last 3 months and name must match ID shown in Group 1/3	<u>Group 3 - Proof of ID – Alternate</u> All emergency housing / shelters can provide a letter / tenancy agreement
Passport	Utility Bill	Birth Certificate
Photo Driving Licence	Tenancy Agreement or offer	Adoption Certificate
Biometric Residence Permit (can be issued by Home Office or Country of Residence)	Allowance/ Benefits Book or Letter from UK Government Office (DWP/ BCC/ HMRC)	Certificate of Registration or Naturalisation
	Solicitor's Letter	Home Office Letter – Asylum Seeker / Refugee

Practice preferred option: one item from Group 1 **and** Group 2

Other options are: one item from Group 2 **and** Group 3 or;

3 Items from Group 2 (one of which should be from a UK Government Office)

Please call into the surgery with the above documentation to register with our practice.

Change of Details

Please tell us if you change any of your details so that we can update your records. You can do this online, by completing a form in the surgery or write to us.

We would like to have your up to date telephone or mobile number so that we can contact you if we need to. We would also like to have your e-mail address; we can inform you of updates to our services and the practice newsletter.

THE PARTNERS

- Dr Ian Garbutt BMBS DRCOG MRCGP FP Cert Currently on Sabbatical
- Dr David Peel MBBS BSc FP Cert DRCOG MRCGP
- Dr Jane Collyer MBBS DRCOG DFFP MRCGP
- Dr Nick Wilson MBBS MRCGP DA DCH
- Dr Patrick Nearney MBBS MRCGP MRCPCH

DOCTORS EMPLOYED BY THE PRACTICE

- Dr Katy Juttner MBChB, MRCGP
- Dr Andrew Davies BSc, PhD, MBChB, MRCGP
- Dr Sharmin Shahid MBBS, DRCOG, MRCGP on Maternity Leave from the end of July 2016
- Dr Susie Davies MBChB, DFFP, MRCGP

Dr Ann-Marie Streeton will be with us from August 2015 until October 2016
 Dr Katherine Gane will be with us from August 2016 until July 2016
 Dr Hazel Walkin will be with us from August 2016 until July 2016
 Dr Evie Cole will be with us from August 2016 until September 2016

NURSING TEAM

- Louise White (Lead Practice Nurse)
 - Shelly Joseph (Practice Nurse)
 - Jane Dwivedi (Practice Nurse)
 - Jayne Simpson (Healthcare Assistant)
 - Sarah Ellis (Healthcare Assistant)
 - Helen Hook (Phlebotomist)
- The Practice nurses and HCA's work with our doctors in the surgery.
 The nurses are able to help with many problems, e.g. dressings, first aid, cervical smears and blood pressure.
 Our HCA's and phlebotomists deal with a variety of procedures including taking blood samples, blood pressures, ear syringing and health checks.

ADMINISTRATION TEAM:

Practice Manager	Brent Stephen
Assistant Practice Manager	Sue Ashford
Practice Secretaries	Deb and Jenny
Administrators	Teresa, Denise, Rose and Liz
Reception Manager	Caroline Holloway
Receptionists	Ann, Pat, Gill, Helen, Jackie, Sally, Kat (on maternity leave), Jodie, Chris, Sam & Lena

All of our Receptionists are available to assist you. One of their most difficult tasks is to judge the urgency of requests. Please help them to help you. Anything you tell them will be treated confidentially. If you require more privacy when visiting the surgery, ask the Receptionist who can arrange to speak to you away from the main waiting room.

TRAINING: Teaching young doctors and medical students is an important part of our work. They may sometimes sit in on consultations with your agreement. Should you feel uncomfortable about this, please do not hesitate to say so before your consultation with us.

SURGERIES: Our surgeries run during our normal opening times which are as follows:

- Monday – Friday, 8.30am – 6.30pm

We have a doctor available during opening hours to deal with medical emergencies.

We also offer some evening appointments each week and are open on 2 Saturday mornings each month for routine, pre booked appointments only, as follows:

Tuesday Evening (GP only) 18.30 – 19.15 Thursday Evening (Nurse Only) 18.30 – 19.00
 Friday Morning (GP and Nurse) 07.30 - 08.00 I've added that HH was a community phlebotomist but actually that has no bearing on what BFPs H&S responsibilities are.

Saturday Morning Twice Monthly (usually 1st and 3rd Saturdays of the month)

Saturday Dates for 2016

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16 th	6 th	5 th	23 rd	7 th	11 th	2 nd	20 th	3 rd	8 th	5 th	tbc
	20 th	19 th	30 th		18 th	16 th		17 th	tbc	tbc	

We are closed on all Sundays and Bank holidays.

APPOINTMENTS

To access the surgery, you should telephone 0117 966 3149 from 8.30am. If you have a medical emergency, you can call us from 8.00 a.m.

We have appointments on the day for urgent and necessary problems, with all other appointments being for routine or non-urgent issues.

Urgent and necessary problems (medical emergencies) - these appointments are dealt with on the same day by the Duty Doctor, who may call the patient down to the surgery if they feel it is necessary. See below for further information on these appointments.

Routine or non-urgent, issues. From May 2016 we introduced a new system for appointments which should increase access to our GPs by reducing the number of missed appointments, which in turn should prevent overloading the duty doctor surgeries. The majority of routine GP appointments are now opened 48 hours in advance each morning. A limited number of appointments are available up to one month in advance which can be booked online, you may find this useful where a GP or Nurse has asked you to arrange a follow-up appointment. See section below on online appointments for further information.

We realise that you may only wish to disclose the nature of your illness to the doctor, however it is helpful if you can provide brief details to the receptionist so they can ascertain which appointment type to offer you and so that you are not delayed in receiving urgent treatment, should you need it.

If you wish to speak to or see a specific doctor, please inform the Receptionist when booking the appointment so that this may be arranged for you. You may have a longer wait for an appointment in this case.

Please cancel any appointment that you are unable to attend an appointment, **please phone or notify us via the website (we need 24 hours notice when cancelling via the website) and let us know in advance** so that we can offer the appointment to another patient.

Online appointments – You can book appointments with the surgery online. This can be done by going onto the Practice website: www.bedminsterfamilypractice.co.uk and follow the links that say 'Appointments online' to register yourself in the system. This will then allow you to book online appointments.

E-Consultations – From April 2016 we have introduced e-consultations. Follow the link on our website: www.bedminsterfamilypractice.co.uk select the appropriate condition and submit an e-consult form. Having assessed the form, the GP will either (by the end of next working day), arrange for a prescription, telephone you to discuss your condition or invite you in for an appointment. This service is not for medical emergencies or any urgent enquiries.

Medical emergencies. The duty doctor will normally telephone patients first as some conditions can be treated over the telephone, whereas for others, it may be necessary, after the telephone consultation, for patients to visit the surgery. A receptionist may call you on behalf of the duty doctor to ask you to come straight down to the surgery rather than receiving a telephone call from the duty doctor first; this will be because the duty doctor, having seen the condition that you provided to the receptionist on the medical emergency list, will have assessed that they will need to see you in the surgery. This will save you time in not needing to wait for a telephone call from the duty doctor.

Please note the Duty Doctor handling medical emergencies **will not** deal with the following:

- Test results - as they will not know a patient's history. Your usual doctor will call you urgently if test results need to be discussed.
- Requests for sick notes/urgent forms - If there is a requirement to complete a sick note or forms more urgently than our normal 7 day turn around, you should bring the form into the surgery and show it to a receptionist.
- Queries about medication - these should be dealt with by your usual doctor. Patients should leave a message with the receptionist who will then notify the patient's usual doctor.

Continuity of Care – Whilst you can see any of the doctors within the Practice, we encourage patients to see the same Doctor wherever possible and particularly when you have an ongoing condition. The Receptionists can advise which doctor you have seen recently.

Chaperone - You may wish to have another appropriate person (or chaperone) present if an intimate examination is necessary to investigate your medical condition. Equally, the doctor or nurse may select to have another person present at their own discretion.

Patients are encouraged to seek advice and/or treatment from pharmacies and the walk in centre / urgent care centre if same day treatment is required.

HOME VISITS

We ask all patients to come to the surgery to see a doctor unless it is physically impossible for the patient to leave the house at the time of the home visit request. Four patients can be seen in surgery in the time it takes to visit one patient at home. If you request a home visit the GP may ask you to attend the surgery where investigations can be undertaken quickly. You are more likely to be able to see your usual GP if you attend the surgery rather than request a home visit.

If you are unable to come to the surgery and may need a home visit, please contact us before 10.00am on 0117 966 3149. Please always try to get to the surgery as we can offer more comprehensive care here.

OUTSIDE NORMAL SURGERY HOURS

NHS 111 - You should use the NHS 111 service if you urgently need medical help or advice (but it's not a life-threatening situation) which cannot wait until the surgery re-opens. The NHS 111 service is free from both landline and mobile phones. Telephone **1 1 1**.

When to call 999 It is sometimes difficult to know whether or not you need an ambulance. We would urge you to dial 999 if the patient:

- Is unconscious or not breathing
- Has had a severe allergic reaction
- Is fitting (if this is unusual for the patient)
- Has a penetrating injury to the neck, chest, abdomen or thigh
- Has fallen more than 10 feet
- Is having an asthma attack and is unresponsive to medication
- Has uncontrolled bleeding
- Has severe chest pain (heart attack)
- Has taken an overdose
- Has been submerged in water for more than one minute
- Traumatic back/spinal/neck pain

If you have an emergency at home it is important that we can easily find your house. Therefore, always check that your house number or name is clearly visible from the roadside.

(Extract from South Western Ambulance Service Website 23/03/2016)

REPEAT PRESCRIPTIONS

We **do not** take requests for repeat prescriptions over the telephone.

If you require a repeat prescription, please submit your request **in writing**. You can use the following methods to re-order your prescription:

- use the computer printout attached to your previous prescription;
- deliver your request to the surgery by hand;
- order online via our website www.bedminsterfamilypractice.co.uk, or;
- send it by fax or;
- send it by post. If you post your repeat prescription request to us enclosing a stamped, self-addressed envelope, we will post the prescription back to you in the timeframe detailed below.

Your repeat prescription will be available for collection **after 4.00pm two working days after we receive it.** ***Please order your repeat prescriptions well before you run short of your regular medicines.***

FREE PRESCRIPTIONS FROM YOUR PHARMACY

Some pharmacists in Bristol can now offer NHS treatment for the following conditions: Athlete's Foot, Cold sores, Diarrhoea, Haemorrhoids (piles), Hay Fever, Head lice, Insect bites and stings,

Threadworm, Thrush, Warts and Verrucae. A variety of treatments are offered free of charge to those who normally qualify for free prescriptions. Text 'pharmacy' to 64746 and receive three free texts with details of your nearest three pharmacies.

The opening hours of our local Pharmacies are as follows (may be subject to change during seasonal/bank holiday periods – please check):

PHARMACY	Mon – Fri	Sat	Sun
Lloyds Pharmacy , Regent Road, Bedminster (next to surgery) 0117 9639468	8.00am–10.30 pm	8.00am–10.30 pm	9.00am–10.00 pm
ASDA Pharmacy , East St, Bedminster, 0117 9231563	7.00am–11.00pm	7.00am–10.00pm	10.00am–4.00pm
Boots , East Street, Bedminster 0117 9663433	9.00am – 5.30pm	9.00am – 5.30pm	CLOSED
Redcliffe Pharmacy , 8 Waring House, Redcliffe, 0117 923 0165	9.00am – 5.00pm	CLOSED	CLOSED
*WELL Pharmacy (was Co-op) , 90 North Street, Bedminster. 0117 9664802	9.00am – 6.30pm Closed 1pm-2pm	CLOSED	CLOSED
Lloyds Pharmacy , 172 St Johns Lane, Bedminster. 0117 966 1230	8.30am – 6.30pm	9.00am – 1.00pm	CLOSED
Lloyds Pharmacy , North Street, Bedminster. 0117 966 1170	9.00am – 6.00pm	9.00am – 5.30pm	CLOSED
Bedminster Pharmacy , 4-6 Cannon St, Bedminster 0117 985 3388	9.00am – 6.00pm	9.00am – 1.00pm	CLOSED
Kathleen James Pharmacy , St Peters Rise, Bishopsworth 0117 964 3496	9.00am – 6.30pm Closed 1pm-2pm	9.00am 1.00 p.m.	CLOSED
Sainsbury's Chemist , Winterstoke Rd 0117 9537273	8.00am– 10.00pm	8.00am – 10.00pm	10.00am - 4.00pm
Boots , St Augustines Parade, City Centre 0117 9276311	7.30am – 7.00pm	8.30am – 5.30pm	CLOSED

NB: REMEMBER that your local pharmacy can give you advice about medicines.

FREE NHS HEALTH CHECKS

You will be offered a free NHS health check at the practice, if eligible, to help prevent heart disease, strokes, diabetes and kidney disease.

Are you eligible?

If you are between the ages of 40 and 74 and are not already being treated at the Practice for heart or kidney disease, stroke, diabetes, hypertension, atrial fibrillation, transient ischaemic attack (TIA), high cholesterol or peripheral arterial disease you will be eligible for a 30 minute health check with our Healthcare Assistant who has been specifically recruited to do this.

Your health check will:

- find out if you are at risk from some health problems
- tell you how to look after your health
- help you change things in your life to make your health better in the future.

To find out more either:

- visit www.nhs.uk/nhshealthcheck
- call the NHS Health check helpline on 0845 850 9850 (calls cost no more than 5p a minute from a BT landline however may cost more if you use a mobile phone or company phone that is not BT)
- pick up a leaflet from the Practice.

How will we contact you if eligible?

We are permitted by NHS England to offer healthcare checks to up to 20% of the eligible patients each year so invitations will be sent out on a phased basis.

REFERRING HOSPITALS

When necessary and appropriate, we refer patients to hospital; the main hospitals we refer to are:

- Bristol Royal Infirmary
- South Bristol Community Hospital

- Bristol Children's Hospital
- St Michael's Hospital
- Bristol Eye Hospital

- Bristol Dental Hospital
- Southmead Hospital

SPECIALIST CLINICS AND SERVICES

Family Planning	Services are available. Please make an appointment to speak to the GP.
Antenatal Care	See Midwives – Antenatal section below for further details.
Asthma/COPD	By appointment with one of our nurses
Blood Clinic	Every morning Monday to Friday, by booked appointment, with one of our Phlebotomists. The first 2 appointments of the clinic are reserved for fasting blood tests. Please contact a receptionist to arrange an appointment.
Coronary Heart Disease (CHD)	By appointment with one of our nurses
Cervical Smears	Smear tests are available by appointment with the Practice Nurses. We strongly recommend that women have a routine smear test: <ul style="list-style-type: none"> • every 3 years between the ages of 24½ -49; • every 5 years between the ages of 50-64. More frequent smear testing is available privately at the BUPA Hospital.
Diabetes	By appointment with one of our nurses
Homeopathy	This treatment is available on request from Dr Wilson.
Influenza Clinics	These are held in October/November every year for all 65 year olds and over and anybody with increased health risk of complications from influenza.
Minor Surgery	We conduct minor surgery sessions (treatment/ removal of medically necessary lesions e.g. recurrently infected cysts/ in-growing toenails). These are performed by Dr Peel; appointments can be arranged through the doctor. We do not offer a service for skin lesions needing removal for cosmetic reasons these are referred to GP Care who offer a private service.
Stop Smoking Clinic	Stop Smoking Advice is available from the GP. We also provide one to one appointments with a stop smoking advisor. There are local Stop Smoking Groups available within the community. Please ask for details.
Travel Clinic	Full travel advice and vaccinations are available from the nurses who will contact you within 2 working days upon receipt of a completed travel form. We are proud to run a Gold Standard Travel Clinic within a framework of being a Yellow Fever Centre. Our travel clinic service is free and open to the general public (you will be required to complete a temporary registration form). There are some immunisations which are charged for, but most are free. Please see the Patient Leaflet for the cost of the immunisations: List Of Private Fees – Non NHS Services / Insurance Medicals.
	4YP - For C Card (Pick Up Only). 4YP appointments
Non-NHS Services	Certain services such as private sick notes, insurance claim forms and some medical examinations are not covered by the NHS and charges are made in line with The British Medical Association recommendations. Please see leaflet for details of our List Of Private Fees – Non NHS Services / Insurance Medicals.

MIDWIVES – ANTENATAL CLINICS - If you are pregnant you will need to register with the Midwifery Team, who will provide your antenatal care during the pregnancy. The Midwives covering our practice area, are based at several locations, please contact Granby Clinic who will be able to provide further assistance. Telephone 0117 966 6160, Address Granby Clinic, West St. Bristol, BS3 3NU.

HEALTH VISITORS - All children aged 0 - 5 years will have a named Health Visitor. If you are new to the practice you will need to register with the Health Visiting Team. The Health Visitors covering our practice area, are based at several locations, please contact the team at Compass Point who will be able to provide further assistance. Telephone 0117 378 1112, Address: South Street, Bristol, BS3 3AU.

BABY / CHILDHOOD IMMUNISATION CLINICS (CHILD HEALTH SURVEILLANCE) - These are held by appointment only. From Summer 2015 the schedule of immunisations was updated and is shown below:

AGE	WHAT IS GIVEN?	HOW IS IT GIVEN?
2 months	Diphtheria + Tetanus + Pertussis + Polio + Hib (1 st dose)	Injection
	Pneumococcal (1 st dose)	Injection
	Rotavirus	By Mouth
	Meningitis B (1st Dose) from Summer 2015	Injection
3 months	Diphtheria + Tetanus + Pertussis + Polio + Hib (2 nd dose)	Injection
	Meningitis C (1 st Dose)	Injection
	Rotavirus (from July 2013)	By mouth
4 months	Diphtheria + Tetanus + Pertussis + Polio + Hib (3rd dose)	Injection
	Pneumococcal (2nd dose)	Injection
	Meningitis B (2nd Dose)	Injection
Between 12 & 13 mths old – within a month of first birthday	Hib + Meningitis C (Booster)	Injection
	MMR (1 st Dose)	Injection
	Pneumococcal (3 rd dose)	Injection
	Meningitis B (Booster)	Injection
2 years to 6 years (including children in school years 1 and 2)	Influenza (each year from September)	Both Nostrils
3 years 4 months old or soon after	Diphtheria + Tetanus + Pertussis + Polio (Booster)	Injection
	MMR (Booster)	Injection
Girls aged 12 – 13 yrs old	HPV (2 doses 6 – 12 months apart)	Injection
Around 14 yrs old (school year 9)	Diphtheria + Tetanus + Polio (Booster)	Injection
	Meningitis A, C, W, Y	Injection

NB: Pertussis = whooping cough, MMR = Measles Mumps and Rubella, Rubella = German measles, Hib = Haemophilus influenzae Type B, HPV = Human papillomavirus

DISTRICT NURSES The District Nurses are based at Granby Clinic, 77 West Street, Bedminster, Bristol (Tel: 0117 966 6160). They will visit housebound patients only to assess them for a variety of medical conditions and, where necessary, to carry out services such as blood tests and leg dressings, etc.

EMERGENCY DEPARTMENTS / MINOR INJURIES UNIT / WALK-IN CENTRE / URGENT CARE CENTRE – See the Choose Well Flyer at the end of the leaflet for further details

BRISTOL EYE HOSPITAL Lower Maudlin Street, Bristol, BS1 2LX. Telephone: 0117 342 4613

Open: 8.30am until 4.30pm, Monday to Friday 8.30am until 3.30pm Saturday and Sunday If you have an emergency eye problem outside of these opening hours you should contact your nearest A&E department.	Emergency advice line open: 9am until 4pm, Monday to Friday, and 9am until 2pm Saturday and Sunday. They may be able to offer you advice over the telephone.
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DENTAL SERVICES - To find your nearest NHS Dentist: NHS Choices www.nhs.uk

SOCIAL SERVICES - If you have a problem relating to home care, mobile meals, day centres, occupational therapy, benefits advice, etc, then call Social Services (now known as Bristol Care Direct) on Freephone 0800 444000.

SEXUAL HEALTH SERVICES

Address	Telephone No	Opening hours
Central Health Clinic Tower Hill, Bristol, BS2 0JD	0117 342 6900	9am – 7pm Monday to Thursday 9am – 5pm Friday (Sat 9.30am – 12pm for under 25s only)
Bristol Sexual Health Centre provides a confidential service which anyone can self-refer to (or your GP may wish to refer you here if needed), for advice, tests and treatment if needed.		
Brook Bristol 1 Unity Street, College Green, Bristol, BS1 5HH	0117 929 0090	10am – 6pm Monday to Thursday 10am – 2pm Friday to Saturday
Brook provides free and confidential sexual health services and advice for young people under 25. Ask Brook 0808 802 1234		

CURRENT PRIVATE PRACTICE THERAPISTS AVAILABLE AT THE SURGERY

(Please contact the therapist directly – see individual websites for further information)

Acupuncture - Sarah May (Lic Ac MBACc) - Flowing with life - Tel: 07929 252756.
www.flowingwithlife.co.uk Clinics are held on a Wednesday afternoon at Bedminster Family Practice

Physiotherapy - Sue White - Prospect Physiotherapy - Tel: 01275 790 509
www.prospectphysiotherapy.co.uk Clinics are held regularly at Bedminster Family Practice

Clinical Hypnotherapy - Duncan Leckie – Tel: 0117 929 1536 or mobile 07879 353 886
www.duncanleckie.co.uk email: contact@duncanleckie.co.uk

Chiropractor - Willow Chiropractor - Tel: 0117 325 7075 www.chiro.org.uk
email: bedminster@chiro.org.uk – Clinics are held regularly at Bedminster Family Practice.

CARERS - Do you look after someone who is ill, frail, disabled or mentally ill?

If you do, that means you are a carer and by registering that you are a carer with the practice, it could mean that we are able to offer you more support or link you up with organisations that could be helpful to you. Please complete the Carers form available at Reception or on our website and return it to the Receptionist or post it to us.

We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often "hidden" looking after a family member or helping a friend or neighbour with day-to-day tasks and may not see themselves as a carer.

Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

As a carer, you are also entitled to have your needs assessed by Adult Care Services. A carer's assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. There is no charge for an assessment.

HEALTH AND SAFETY WITHIN THE PRACTICE

The Practice has a responsibility for the health and safety of its patients, staff and visitors whilst they are on its premises. The Practice has a number of policies, protocols and risk assessments in place

and displays safety notices which conform to current legislation. You are requested to comply with these and any safety instruction that may be given by a member of staff.

Smoke alarms are fitted in public areas and toilets (to discourage illegal smoking). The Practice regularly tests the alarm systems and patients will be advised before a test takes place.

Smoking isn't allowed in any enclosed workplace, public building or on public transport in the UK, this law came into effect on 1 January 2007. Since June 2014, the Practice also prohibited the use of e-cigarettes including replacing or recharging of their batteries on its premises, as they are considered to be a fire hazard. These cigarette substitutes are not regulated and still emit a nicotine vapour by the user.

Smoking is a serious health risk, fire hazard and as previously advised is against the law on Practice premises. Patients found smoking will be requested to leave. Where difficulties arise the Police will be called without delay and without challenging the offender further.

Please note that the Practice reserves the right to remove you from our list for any breach of the smoking ban or where your actions or behaviour causes a significant health and safety risk to others within the Practice.

DATA PROTECTION ACT – PATIENT INFORMATION

We need to hold personal information about you on our Computer system and in paper records to help us to look after your health needs – the GPs are responsible for their accuracy and safe-keeping. *Please help to keep your record up-to-date by informing us of any changes to your circumstances.*

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private. All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends or spouses unless we have prior written consent, and we do not leave messages with others.

You have a right to see or receive copies of your records if you wish. An appointment will be required to view your records. All such requests must be made in writing (we have a form available for this purpose), and it is likely that a fee will be payable. Please ask at reception if you would like further details.

Third Parties such as solicitors or insurance company may seek access to your health record. We only give this information to third parties with your explicit consent. Please be assured that without the proper consent form signed by you, information will not be released and you do have the right to see this information before it is sent off to a third party but you must indicate you wish to do this on the consent form.

FEEDBACK, SUGGESTIONS AND COMPLAINTS

If you have any feedback or a suggestion for improving our service, then please use the suggestion box in the downstairs lobby; a patient information leaflet 'Your Experience Counts' is available at reception for your use.

If you have a complaint about any aspect of our services, please contact the Practice Manager in writing, and it will be given immediate attention. We will acknowledge the complaint in writing within

three working days and give an indication of how and when we hope to resolve it. A patient information leaflet 'Complaints' which gives further details of the process is available from reception. We hope that most problems can be addressed satisfactorily in this way however, if you remain dissatisfied, you can take your complaint to the Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP (Tel:0345 015 4033).

NHS England has responsibility for primary care in Bristol; GP practices, dental practices, opticians and pharmacies. People with complaints or concerns about a GP practice, dental practice, optometry practice (optician) or pharmacy will need to contact either the individual practice or the NHS England Customer Contact Centre: Tel: 0300 311 22 33 By email to: england.contactus@nhs.net Please state: '**For the attention of the complaints team**' in the subject line. Write to: NHS England, PO Box 16738, Redditch, B97 9PT.

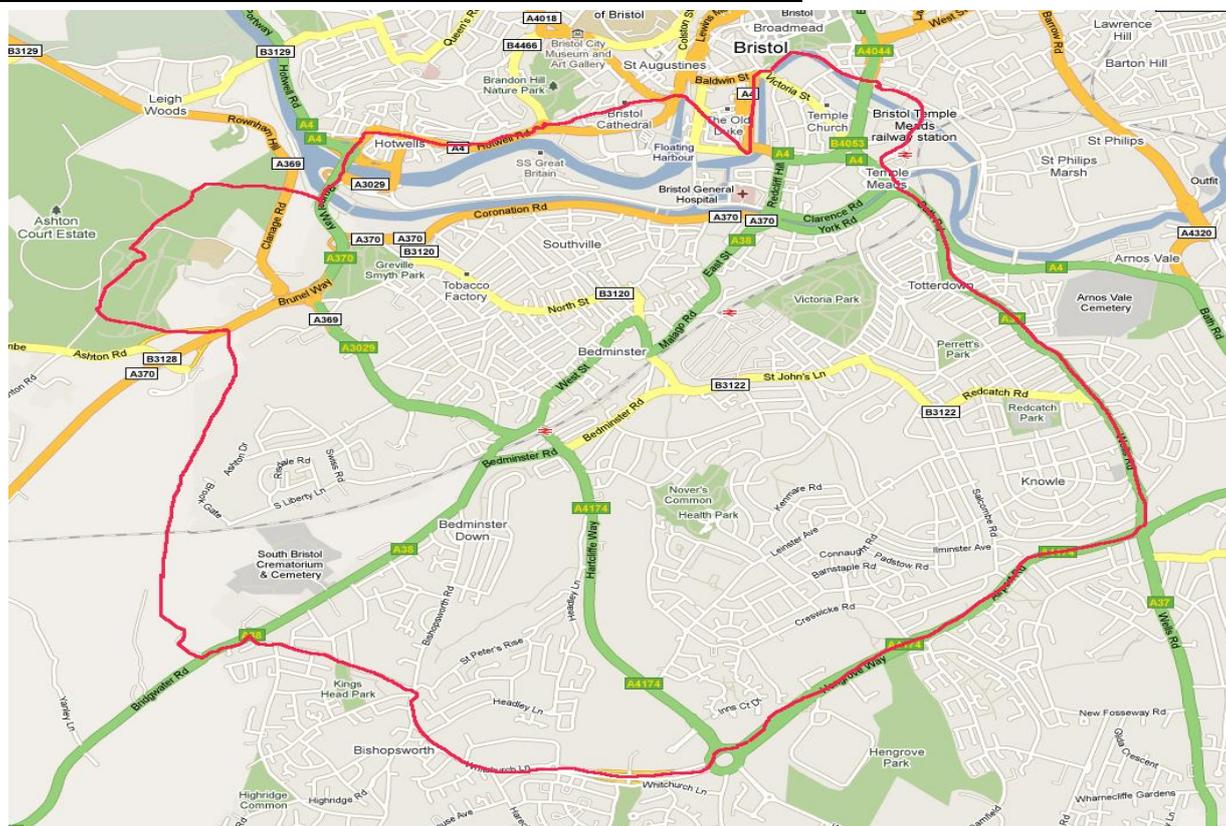
Patient Advice And Liaison Service (PALS) - If you have concerns about hospital care can contact either the individual hospital or the CCG via PALS. Email: sarah.jenkins@swcsu.nhs.uk Tel: 0117 330 2436 or 0800 073 0907 Write to: PALS, Suite 15, Corum 2, Corum Office Park, Crown Way, Warmley, South Gloucestershire, BS30 8FJ.

Patient Participation Group - We have an active Patient Participation group which meets every three months with our Practice Manager and one of the GPs to discuss the services provided by the practice. We are looking for patients to join our quarterly evening meetings. If you would like to help shape the way the practice operates, contact one of the receptionists for more details including details of our next meeting.

If you are unable to attend our meetings quarterly, we have a "virtual" Patient Participation Group whereby your ideas and involvement are sought, by email. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. If you are happy for us to contact you occasionally by email please complete a sign up form or contact one of our receptionists for further details.

We aim to gather patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

AREA COVERED BY BEDMINSTER FAMILY PRACTICE



Choose well

for expert help and advice

Self-care

Self-care is the best choice to treat very minor illnesses, ailments and injuries. A range of common illnesses and complaints, such as coughs, colds, sore throats and upset stomachs and aches and pains can be treated with a well stocked medicine cabinet and plenty of rest.

Some self-care essentials

Stock your medicine cabinet with:

- Paracetamol, aspirin, ibuprofen
- Anti-diarrhoea medicine
- Re-hydration mixtures
- Indigestion remedies
- Plasters and a thermometer.

NHS Choices www.nhs.uk

NHS 111

NHS Choices is a dedicated website where you can find up-to-date and expert advice on a range of illnesses and complaints, as well as find your nearest NHS services, such as GPs, dentists, pharmacists, Walk-in Centres.

NHS 111 is a free to call service which will help you when you need to access medical help fast but it is not an emergency. It is available 24 hours a day, 7 days a week to help you access local urgent health care services. Call 111.

Your local pharmacy

Your local high street pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait for a GP appointment or go to your A&E.

More Information

To find your local pharmacy with longer opening hours, go to www.nhs.uk or call NHS 111.

Your GP

If you have an illness or injury that won't go away, make an appointment with your GP. They provide a range of services by appointment, including medical advice, examinations and prescriptions. For urgent GP care out of hours contact your GP surgery.

More Information

To find your local GP surgery and opening times go to www.bristolccg.nhs.uk or NHS Choices. For out of hours services call NHS 111.

Walk-in Centre

Minor Injuries Unit

Urgent Care Centre

The Walk-in Centre located in Boots Broadmead at the Galleries shopping centre, is able to cope with a range of conditions such as cuts and sprains, minor infections, skin complaints, rashes and burns. They are also able to provide emergency contraception. Open Monday-Friday: 8am-8pm. Saturday: 8am-6pm, Sunday: 11am-3.30pm Telephone: 0117 954 9828.

To find your nearest Walk-in Centre or similar service, go to NHS Choices website: www.nhs.uk or call NHS 111.

More Information

Minor Injuries Units (MIU) are able to offer the same services as Walk-in Centres and are also able to help with minor injuries and illnesses. The units are equipped with x-ray and other diagnostic equipment. They can treat injuries that are not critical or life threatening such as strains, sprains, broken bones, minor head injuries and eye infections. MIUs are located at:

- Southmead Hospital: 0117 323 5100, open everyday 9am-8pm
- South Bristol NHS Community Hospital: 0117 342 9692, open everyday: 8am-8pm.

A&E and 999

A&E departments and the 999 ambulance service should only be used in a serious or life-threatening situation. If in doubt ring NHS 111 for advice. Dialling 999 and stating an emergency situation will result in a response vehicle being sent to your location.

More Information

Emergency Departments: open all day every day: Bristol Royal Infirmary, Marlborough Street, BS2 8HW. Southmead Hospital, Southmead Road, Westbury-on-Trym, BS10 5NB. For children: Bristol Royal Hospital For Children, Upper Maudlin Street, BS1 3NU. For further information, go to: www.bristolccg.nhs.uk or NHS Choices website: www.nhs.uk or call NHS 111