

Available Services

- **Treatment Room** - blood tests, blood pressure, dressings, vaccinations
- **Contraception & Cervical Screening** - including emergency contraception
- **Long Term Condition reviews** - Diabetes, Heart disease, Asthma etc
- **Child Development Checks and Immunisations**
- **Antenatal and Postnatal Services**
- **Support to Stop Smoking**
- **NHS Health Checks**
- **Mental Health Wellbeing Support** – for first symptoms of low mood, anxiety etc
- **Professional Driver Medicals** – for HGV and taxi drivers (fee payable)

Services available from other providers:

- **Drug Counsellor**
- **On site pharmacy**

Useful Contacts

Health Visitors (telephone St George 0117 961 0881; Lodgeside 0117 961 1532)
Health Visitors offer advice on child care & development and support to families with pre-school children.

Community Nurses (telephone 0117 377 3356)
Community Nurses provide nursing care to housebound patients.

Midwifery team (telephone 0117 414 5160)
The midwife team is based at Cossham Hospital, providing antenatal and postnatal care. For new pregnancies, call the booking number on 0117 414 6743

Chiropodist (telephone 0117 919 0275)
The Chiropodist can help with all foot problems in patients of any age. The booking office, based at Knowle, is available 8.30am-12.30pm.

Well Pharmacy (telephone St George 0117 967 3416; Lodgeside 0117 960 0969)

Other local services and self-care:

Use the “Services near you” menu on www.nhs.uk or telephone 111
for information on Urgent Care services including Minor Injuries Units (MIUs), Walk-n-Centres (WiCs), Pharmacies, Dentists etc

Sexual Health services are provided by Unity, tel. 0117 342 6900 (Central Booking Line)

Self care information can be found at www.patient.info as well as www.nhs.uk

**St George Health Centre - Bellevue Road,
Bristol BS5 7PH
Telephone 0117 961 2161**

**Lodgeside Surgery – 22 Lodgeside Avenue,
Kingswood, Bristol BS15 1WW
Telephone 0117 961 5666**

Usual Opening Hours: Monday to Friday 8.00am – 6.30pm
*Early morning, late evening and Saturday morning
appointments available – must be booked in advance*

Principal GPs

Dr Julia Barry-Braunthal (f)
Dr Philippa Stables (f)
Dr Mags O'Donovan (f)
Dr Alex Newman (m)
Dr Kerrie Wainwright (f)
Dr Senthiru Sivaloganathan (f)
Dr Christopher Tasker (m)
Dr Andrew Lyon (m)

Associate GPs

Dr Vicky Hibbert (f)
Dr Carly Lawrence (f)
Dr Hilary Parry (f)
Dr Alyna Pereira (f)
Dr Hannah Pope (f)
Dr Megan Rowland (f)
Dr Becky Sykes (f)

Practice Managers

Mrs Susan Fowler (St George) Mrs Kathryn Thompson (Lodgeside)

www.fireclayhealth.nhs.uk

Practice Area

We welcome new patients living in St. George, Speedwell, Kingswood, Soundwell, Hanham, Crew's Hole and parts of Fishponds, Mangotsfield, Redfield and Whitehall. Please see the New Patient Registration page on our website for more information.

Allocation of Named GP

All patients are allocated a named, accountable GP who is responsible for their overall care at the practice. This is referred to as your 'Usual GP' - you can check who this is with any member of staff at any time. You can however see any GP at either of our surgery premises - all GPs have access to your medical records. We will make reasonable efforts to accommodate requests to change Usual GP.

Appointments

Appointments can be arranged by telephone, by visiting the surgery or online (*registration required, see our website for further information*). You will be asked to provide a brief reason for needing to see/speak to a Doctor. GP appointments are 10 minutes in duration with routine appointments bookable up to 2 weeks in advance. We encourage you to see the same doctor for on-going problems. We offer telephone triage for urgent problems – once triaged, urgent cases will be seen by a health care professional within 24 hours. Telephone appointments can be booked if appropriate. See the Appointment pages of our website for more details.

Home Visits

We encourage patients to attend the surgery where possible however home visits are available if you are housebound or too ill to come to the surgery - please telephone **before 10am**. Reception will ask for details to allow the doctors to assess the urgency. A doctor may telephone to obtain more information and establish whether a home visit is required.

Test Results

Should you have any tests undertaken please telephone the practice **after 1pm one week later** to receive the results, or 2 weeks later for X-ray results.

Out of Hours (6.30pm-8am weekdays, all day weekends & bank holidays)

If you need medical help or advice when the Health Centre is closed but it's not life-threatening, telephone 111 (free from landlines and mobiles) and/or visit www.nhs.uk for health information online. The NHS 111 service may refer you to BrisDoc (our out of hours healthcare provider) in which case a Doctor will phone you back. You may be asked to attend one of their Primary Care Centres or they will visit you.

We run a **Patient Reference Group** to seek patient views on a range of issues relating to the practice. We are keen to make sure that the group is fully representative of our patients. Join up online at www.fireclayhealth.nhs.uk/ppg.aspx

Repeat Prescription requests

Repeat prescriptions may be requested in person (leaving prescription slip in the box in reception), via a pharmacy or online (*registration required, see our website*). All repeat prescriptions are reviewed regularly by the Doctor. You may be asked to see your Doctor or have tests done before your next prescription can be issued.

Please ensure you order your medication in plenty of time – you should allow **at least two working days** for your prescription request to be processed **plus** additional time if it is to be dispensed by a pharmacy

Confidentiality

The practice is registered under the Data Protection Act. The Doctors and staff at the health centre have a legal duty to maintain the highest level of confidentiality about patient information. In some instances, we may need to share information about you with other agencies involved in your care, who will also be under a legal duty of confidence. Unless there are exceptional circumstances, for example, when the health or safety of others is at risk, we will not disclose your information to third parties without your permission. More details on how we handle your information are available on our website.

Some data is shared within the NHS, both nationally and locally. To opt-out of any or all data-sharing initiatives, please see our website for further information and opt-out forms, or ask at Reception.

From time to time, the practice takes part in various research studies. You will always be asked for your permission to take part first and be able to refuse and/or withdraw part way through.

Students from Bristol University Medical School occasionally complete placements here. You will always be asked if you are happy for a student to attend your appointment. We are also a training practice for GP Registrars.

Comments, Suggestions and Complaints

We are always keen to hear your view. If you have any comments or suggestions, or there is anything you are unhappy with, please speak to a member of staff or use the form on the Contact Details section of our website. If an issue is not resolved to your satisfaction, please contact one of the Practice Managers with your concerns.

Disabled Access: Both surgery sites allow level access from the car park; lifts to the first floor and disabled toilet facilities

Accessible Information Standard: Please let us know if you would like this leaflet or any of our information in an alternative format (e.g. large print or easy read) or if you need any help communicating with us, e.g. a hearing difficulty