

GP Training Practice

We are an accredited training practice with 4 registered GP trainers. We support GP, Nurse and Pharmacist training.

Available Services

- **Treatment Room** - blood tests, blood pressure, dressings, vaccinations
- **Contraception & Cervical Screening** - including emergency contraception
- **Long Term Condition reviews** – including Diabetes, Heart disease, Asthma
- **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
- **Professional Driver Medicals** – for HGV and taxi drivers (fee payable)

All services commissioned by NHS England/BNSSG - www.england.nhs.uk/commissioning

Useful Contacts

Health Visitors (telephone St George 0117 961 0881; Lodgeside 0300 125 6110)

For advice on child care/development and support to families with pre-school children
St George Health Centre drop-in baby clinic every Tuesday 10-11.45am

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.

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-in Centres (WiCs), Pharmacies, Dentists etc

Sexual Health services are provided by Unity Sexual Health tel: 0117 342 6900

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



St George Health Centre

Bellevue Road, St George, Bristol BS5 7PH

Lodgeside Surgery

22 Lodgeside Avenue, Kingswood, Bristol BS15 1WW

Tel: 0117 961 2161 or 0117 961 5666

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

GP Partners

Dr Philippa Stables (f) MB ChB (Bristol 1988) DCH MRCGP

Dr Mags O'Donovan (f) MB ChB BAO (Cork 1987) DCH DRCOG MRCGP

Dr Kerrie Wainwright (f) MA (Oxon) BMBCCh (Oxford 2004) MRGCP

Dr Senthiru Sivaloganathan (f) MD (Tver 1996) DCH DRCOG DFSRH MRCGP

Dr Christopher Tasker (m) BM BS (Nottingham 2005) BMedSci DCH

Dr Andrew Lyon (m) MB ChB (Bristol 2005)

Dr Ellie Carslake (f) MB BS (London 2003) MRCGP DRCOG DFSRH

Associate GPs

Dr Vicky Hibbert (f) MB ChB (Bristol 1991) DRCOG (1997)

Dr Carly Lawrence (f) MB ChB (Birmingham 2005) MRCGP

Dr Hilary Parry (f) MB BS (London 1990) MRCGP DRCOG DFSRH

Dr Alyna Pereira (f) MB BS (London 1999) DRCOG

Dr Hannah Pope (f) BA (Hons) MB BS (London, 2008) MRCGP

Dr Becky Sykes (f) MB ChB (Sheffield 2003) MRCGP DRCOG DFSRH

Dr Kathryn Callaghan (f) MBChB (Bristol 2009) MRCGP DRCOG DFSRM

Dr Carys Bromby (f) MB ChB (Cardiff 2013) MRCGP

Dr Peter Torrance (m) MB ChB MRCGP

Practice Managers

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

www.fireclayhealth.nhs.uk

How to Register as a Patient You can register in person at either site by completing a registration form and questionnaire, or by completing the Pre-registration Form and New Patient Medical Questionnaire which can be found on the New Patient Registration page on our website. You will be able to access our services after 48 hours.

Online Services We encourage all patients to register for online services as this enables you to book appointments, order repeat prescriptions and view test results online. Please bring proof of ID to reception and we can provide you with your personal login details to register for online services.

Practice Area We welcome new patients living in living in our East Bristol catchment area. Please see the New Patient Registration page on our website for a Practice Boundary map.

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*). You will be asked to provide a brief reason for the appointment. 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 ongoing 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. Reception staff 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.

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) 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.

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.

Repeat Prescription Requests Repeat prescriptions may be requested in person at reception, via a pharmacy or online (*registration required*). All repeat prescriptions are reviewed regularly by the Doctor. Please ensure you order your medication in plenty of time – you should allow at least 2 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 2018. Please see our privacy statement available on the website or 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 occasionally complete placements here. You will always be asked if you are happy for a student to be present during your appointment.

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.

Patient Responsibilities To attend appointments as booked and to cancel unwanted appointments in advance.

Zero Tolerance The practice has the right to remove violent patients from the list with immediate effect in order to safeguard staff and patients. Violence includes actual or threatened physical violence or verbal abuse.

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

Communication Needs The Practice aims to ensure that all patients can effectively communicate with us. This includes patients who may have some form of sensory impairment or disability and would benefit from alternative methods of communication than those offered as standard. If you feel this applies to you, please complete our communication questionnaire (ask at reception), to ensure that we can provide you with the best service and care.

We run a **Patient Participation Group (PPG)** 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