

Portishead Medical Group



Victoria Square
Portishead
North Somerset
BS20 6AQ

Tel: 01275 841630
Fax: 01275 817516

www.pmg.org.uk

THE PRACTICE AREA

The Practice covers Portishead, Portbury, Clapton in Gordano, Weston in Gordano and Walton in Gordano.

PRACTICE HISTORY

In 1947 the Pardoe Practice was established in Church Road North, one year prior to the inception of the National Health Service. As the population in Portishead increased in the 1950s, surgeries were held in a prefab in Channel View and in the partners' houses. In 1959, the Down Road Surgery was built. Six years later the doctors formed a Group Practice in the old funeral directors premises in Combe Road and from there moved in 1977 to the Health Centre. Throughout its short history the Practice has kept abreast of advances in medical knowledge to give the people of Portishead the best possible health care available.

SURGERY TIMES

The Medical Centre is open Monday to Friday from:

8:00am—6:30pm

There are two evening surgeries per week on Tuesdays & Wednesdays until 8.30 p.m. for pre-booked appointments only.

THE DOCTORS

Dr Gerwyn Owen	MBChB, BSc, DRCOG, MRCGP, Dip Occ Med 1984 Bristol
Dr Kate Riley	BM, DRCOG, 1981 Southampton
Dr Carolyn Donald	MBBS, DRCOG, MRCGP, 1983 London
Dr Anthony Ryan	MBChB, DGM, MRCGP, 1988 Bristol
Dr Richard Thomson	MBChB, MRCGP, 1996 Edinburgh
Dr Robin Pullen	MBChB, BSc, MRCGP, DRCOG, 1999 Bristol
Dr Alexandra Tsang	MBChB, DRCOG, MRCGP, DFRSH
Dr Andrew Lyon	MBChb, MRCGP, BSc Pharm
Dr Matthew Ridd	BMedSc(Hons), MBChB, DRCOG, MRCGP, DE PHD
Dr Lucy Prewett	BM, MRCP, DRCOG, MRCGP
Dr Elizabeth Speedy	MBChB, MRCGP, BSc (Hons), DCH, DRCOG
Dr Emily Lake	BMBS, BMED Sci, MRCP (UK), MRCGP, DFRSH, DRCOG
Dr Nina Fransham	MBChB, MRCGP
Dr Anju Chowdhary	MBBS

SERVICES PROVIDED BY THE PRACTICE

Under the PMS Contract, the Practice will provide the following 'core services':-

- ⇒ Treatment for patients who are ill from conditions from which recovery is generally expected.
- ⇒ Management of long term conditions eg high blood pressure, diabetes, heart disease, asthma, chronic bronchitis, strokes, depression etc
- ⇒ Treatment of temporary patients who require immediately necessary treatment.

The Practice also provides the following 'additional services':-

- ⇒ Cervical Screening
- ⇒ Contraceptive Services (including IUCD and contraceptive implants)
- ⇒ Vaccinations and Immunisations (including influenza for those in the 'at risk groups' and over 65s)
- ⇒ Childhood Vaccinations and Immunisations
- ⇒ Minor Surgery Clinic
- ⇒ Drug Misuse
- ⇒ Near Patient Testing
- ⇒ 24 hour ECG and ambulatory blood pressure monitoring
- ⇒ NHS Health Checks for eligible patients

WHEN REGISTERING

You will be registered with the Practice but may request an appointment with the GP of your choice.

When registering, you can book a health check with the Practice Nurse. You will be given a medical questionnaire, please complete this and return it to the Practice.

APPOINTMENTS

Face to face appointments or telephone consultations can be pre-booked up to 4 weeks in advance, either by telephone or online at our website www.pmg.org.uk. It is possible to register for online appointment booking on the appointment booking website, or you may ask at reception for a registration form.

We also offer on-the-day appointments with our Advanced Nurse Practitioners. They are able to deal with all new or recent problems and are able to prescribe medication.

Please note that routine GP and ANP appointments are 10 minutes in duration. However if you require longer than this you may book a double appointment.

Any urgent illnesses that need to be seen on the day will be dealt with by the Urgent Surgery.

CANCELLATIONS

If you no longer require a booked appointment then please cancel it so that it can be offered to another patient. This can be done online or by leaving a message on our cancellation line (01275 841630 then choose option 2).

CHAPERONES

Should you require chaperoning, please make your request at Reception prior to your appointment.

HOME VISITS

Home visits are available for those patients who are unable to come in to the surgery. If you think you require a home visit please ring no later than 10:30am. We would ask you to try and come to the surgery if at all possible.

Home visits are arranged in order of priority.

OUT OF HOURS

If you have an urgent medical problem when the surgery is closed please phone **NHS 111** by simply dialling "111". This number is free to call from both landlines and mobile phones.

If you deem the situation to be an emergency, please call **999**.

HEALTH CHECKS FOR OVER 75'S

If you are aged over 75 you are entitled to an annual health check with a Practice Nurse on request.

TEST RESULTS

Test results are available via option '1' when you phone the surgery. This line is available all day but we would ask you to avoid phoning first thing in the morning as this is a very busy time on the phones.

Alternatively you can call in to the surgery and speak to a receptionist.

PRIVATE REFERRALS

If you have private healthcare or wish to see a consultant privately your GP will be able to give you names of Consultants available to you. However you will need to check with your private insurance scheme and contact them direct.

RECEPTIONISTS

Our Receptionists have been specially trained and are here to help patients in any way possible. We have background music in the waiting room to enhance confidentiality at our reception desk. Please ask if you need additional privacy to speak to a member of staff, as we can arrange for you to discuss this in private.

PRESCRIPTIONS

Prescription requests can be made by the following methods:

- ⇒ In writing (please put requests in the box in the foyer)
- ⇒ Online via our website www.pmg.org.uk. You may register online or ask at reception for a registration form.

Repeat prescriptions can be requested from the pharmacies:

- ⇒ Lloyds (High Street) - 01275 843269
- ⇒ Lloyds (Victoria Square) - 01275 844697
- ⇒ Lloyds (Waitrose) - 01275 818346
- ⇒ West Hill Pharmacy—01275 840066
- ⇒ Boots (High Street) - 01275 818475

* Repeat prescriptions that are being picked up from the pharmacy require **3 working days notice**.

* Prescriptions being requested to be collected from the health centre require **2 working days notice**.

When requesting your repeat prescriptions, please write clearly with the following:

- ⇒ Name
- ⇒ Address
- ⇒ Date of birth
- ⇒ Items requested
- ⇒ Specify your nominated pharmacy

PRESCRIPTION REQUESTS CANNOT BE TAKEN OVER THE PHONE

TRANSPORT TO HOSPITAL APPOINTMENTS

Portishead Porters are available to pre-book for travel to hospital appointments. There is a nominal charge payable to "Portishead Porters". Full details of this service, including charges, can be obtained from Reception.

TREATMENT ROOM

The Treatment Room is available for bookable appointments from 8.30am - 6:00pm for a variety of services:

- ⇒ Dressings
- ⇒ Blood tests / Blood Pressure monitoring
- ⇒ Urine Samples
- ⇒ Immunisations
- ⇒ Minor Injuries

PRACTICE NURSE CLINICS

Our Practice Nurses provide the following clinics:

- ⇒ Diabetic clinics
- ⇒ Asthma / COPD
- ⇒ Heart disease
- ⇒ Annual health checks
- ⇒ New Patient Health checks
- ⇒ Cervical screening
- ⇒ Travel
- ⇒ NHS Health Checks

NHS HEALTH CHECKS

We support the NHS Health Checks programme. Designed for adults aged between 40 and 74, individuals are assessed for their risk of developing heart disease, stroke, kidney disease and type 2 diabetes. People not already diagnosed with these conditions and who have no reason to suspect they have a problem will be invited on a rolling basis every 5 years to attend a 15-20 minute consultation with a nurse or nursing assistant.

NURSING ASSISTANTS

We have a very capable team of Health Care Assistants who offer a variety of appointments for the following:

- ⇒ 24 hour Blood Pressure monitoring
- ⇒ 24 hour ECG monitoring
- ⇒ Blood tests
- ⇒ Blood pressure checks
- ⇒ Warfarin monitoring
- ⇒ Impaired Glucose Tolerance tests
- ⇒ Spirometry
- ⇒ Support to Stop Smoking clinics

MEDICAL CENTRE STAFF

Mrs. Kath Payne

General Manager

Mr Mark Henalla

Assistant Manager

We also have a team of administrators and receptionists:

- ⇒ Medical Secretaries
- ⇒ Medical Admin
- ⇒ Receptionists
- ⇒ Medical record summarizers

The non-clinical staff work alongside the GP and nursing teams.

MIDWIVES

We have a team of midwives on site. They can be reached on 01275 841639 or by phoning the surgery and choosing option 3. If not available, please leave a message and they will contact you.

HEALTH VISITORS

Health Visitors are based at the Marina Health Care Centre and they can be contacted on **01275 547541**.

LIST OF CHARGES FOR NON-NHS SERVICES

A fee may be charged for non-NHS services. A list of charges is available in the waiting room. These can include:

- ⇒ Private Certificates
- ⇒ Travel immunisations
- ⇒ Medical reports
- ⇒ Letters required to be written by the GP

COMPLAINTS PROCEDURE

Our aim is to give you the highest possible standard of service and deal swiftly with any problems that may occur. If you have a complaint and wish to speak to a member of the management team or complete a complaint form please ask at reception.

We operate a Practice Complaints Procedure. Details are available in the Complaints Patient Information Leaflet which is available on our website or from the reception desk.

If you have a complaint about a provider then please contact them direct. If this is not possible you can call PALS on 0800 073 0907. You also have the right to have your complaint investigated by the Parliamentary and Health Service Ombudsman.

POLICY STATEMENT ON THE MANAGEMENT OF VIOLENCE AND AGGRESSION

This Practice recognises its moral and legal duty to ensure, as far as is reasonably practicable, the health, safety and welfare of employees and others who could be at risk from work they undertake on behalf of the Practice.

Where a patient or his/her companions are violent or aggressive towards staff and this behaviour is not related to the patient's clinical condition, his/her GP reserves the right to remove them from their list. The individual will be informed in writing by their GP of the reasons for this decision.

CONFIDENTIALITY

All health professionals must follow their professional codes of practice and the law. This means that they must make every effort to protect confidentiality. It also means that no identifiable information about a patient is passed to anyone or any agency without the express permission of that patient, except when this is essential for providing care or necessary to protect somebody's health, safety or wellbeing.

Confidentiality is the basis of health care and central to the work of everyone working in General Practice. All information about patients is confidential, from the most sensitive diagnosis to the fact of having visited the surgery or being registered at the Practice.

All patients can expect that their personal information will not be disclosed without their permission except in the most exceptional circumstances, such as when somebody is at grave risk of serious harm.

YOUR MEDICAL RECORDS

Under the Data Protection Act 1998 we have a duty to protect personal health information. This information is securely held, closely monitored and managed according to strict guidelines.

It is your right to see your medical records (subject to the limitations of the law). If you wish to see your records you may put your request in writing to the General Manager with the reason why you require them. There will be an administration charge.

From time to time your medical details may need to be shared with other health care professionals, eg other Doctors, Health Visitors, Midwives etc. If have any objections to this then please let our General Manager know.

FACILITIES FOR DISABLED PATIENTS

We have available 2 designated parking spaces. The building is accessed via a gradual slope and through automatic double doors. All consulting rooms and the treatment room are on the ground floor. There is also a disabled lavatory and a hearing loop is available.

WALK-IN CENTRES

South Bristol Walk-in Centre

South Bristol NHS Community Hospital

Urgent Care Centre

Hengrove Promenade

Hengrove Park

Whitchurch Lane

Bristol

BS14 0DE

Telephone: 0117 342 9692

Open 8am-8pm every day

Bristol City Walk-in Centre

Broadmead Medical Centre

59 Broadmead

Bristol

BS1 3EA

Telephone: 0117 954 9828

Open Monday - Saturday 8am - 8pm

Weston GP Healthcare Centre

Weston General Hospital

Grange Road

Weston-super-Mare

BS23 4TQ

Tel: 01934 724010

Fax: 01934 620607

Opening Hours—365 days a year: 8am to 8pm

DOCTORS AVAILABILITY

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Gerwyn Owen	PM ONLY	AM or PM	ALL DAY	ALL DAY	ALL DAY
Dr Kate Riley	ALL DAY	OFF	ALL DAY	AM ONLY	ALL DAY
Dr Carly Donald	OFF	ALL DAY	OFF	ALL DAY	AM or PM
Dr Anthony Ryan	ALL DAY	ALL DAY	ALL DAY	OFF	ALL DAY
Dr Richard Thomson	ALL DAY	OFF	ALL DAY	ALL DAY	ALL DAY
Dr Robin Pullen	ALL DAY	ALL DAY	OFF	ALL DAY	ALL DAY
Dr Alex Tsang	OFF	ALL DAY	OFF	OFF	ALL DAY
Dr Andrew Lyon	ALL DAY	OFF	ALL DAY	ALL DAY	ALL DAY
Dr Lucy Prewett	ALL DAY	ALL DAY	AM ONLY	OFF	OFF
Dr Matthew Ridd	OFF	OFF	ALL DAY	OFF	OFF
Dr Elizabeth Speedy	ALL DAY	ALL DAY	ALL DAY	OFF	ALL DAY
Dr Emily Lake	ALL DAY	ALL DAY	ALL DAY	ALL DAY	OFF
Dr Nina Fransham	ALL DAY	OFF	ALL DAY	OFF	OFF
Dr Anju Chowdhary GP Registrar	ALL DAY	ALL DAY	OFF	ALL DAY	ALL DAY

Holiday and sickness will be covered by various locum GPs.

***PLEASE NOTE — THE SURGERY IS CLOSED ON
SATURDAYS, SUNDAYS & BANK HOLIDAYS***

BOOKING APPOINTMENTS AND REQUESTING REPEAT PRESCRIPTIONS VIA THE INTERNET

The patient.co.uk website can be accessed from the home page of our practice website (www.pmg.org.uk) and is available 24 hours a day, 7 days a week.

If you have not used this system before you may register on the website.

If you prefer you could ask our receptionists for a registration form.

Once you have registered, on the 'Welcome' page you will be able to:

- ⇒ Book GP appointments.
- ⇒ Cancel appointments
- ⇒ Request repeat prescriptions
- ⇒ See details of previous repeat prescription requests.

PATIENTS' RIGHTS

- ⇒ To be treated with respect and courtesy. To have privacy, confidentiality and dignity respected.
- ⇒ Receive clear and understandable information about your treatment and care. Ask questions if you are unsure.
- ⇒ Know the name of the person treating you and their professional capacity.
- ⇒ If you wish you can be accompanied by a friend or relative during consultation or examination.
- ⇒ You have the right to refuse treatment—the consequences of refusing treatment will be made clear to you.
- ⇒ Provide feedback which will help us improve the quality of care we offer in the future.
- ⇒ To know what is being written about you at the time it is being written.

PATIENTS' RESPONSIBILITIES

- ⇒ We appreciate reasonable behaviour from patients, relatives and friends.
- ⇒ To provide full information about past or present illness and other health matters which will aid treatment.
- ⇒ To confirm that you understand the treatment being provided and course of action.
- ⇒ To follow treatment plans recommended. The patient is responsible for the consequences of refusing treatment or not following professional advice.
- ⇒ Be considerate to other patients.
- ⇒ Notify the Practice if you cannot keep an appointment so that it can be offered to someone else.

USEFUL TELEPHONE NUMBERS

Local Numbers

Portishead Medical Group	01275 841630
Lloyds, Victoria Square	01275 844697
Lloyds, High Street	01275 843269
Lloyds, Waitrose	01275 818346
Boots Pharmacy	01275 818475
West Hill Pharmacy	01275 840066

Hospitals

Clevedon Hospital	01275 872212
Southmead Hospital	0117 9505050
Childrens Hospital	0117 9276998
Bristol Eye Hospital	0117 9230060
Bristol Maternity Hospital	0117 9215411
Bristol Royal Infirmary	0117 9230000
Weston General Hospital	01934 636363
Glen BUPA Hospital	0117 9732562
Chesterfield Hospital	0117 9872727
St Mary's Hospital	0117 9872727
Litfield House	0117 9731323

GP OUT OF HOURS 111