

# Beechwood Medical Practice

[www.beechwoodmedicalpractice.co.uk](http://www.beechwoodmedicalpractice.co.uk)



## Surgery Times

The practice is now able to offer a limited number of pre-bookable appointments outside of our usual working hours. These are from 7.30am - 8.00am and 6.30pm - 7.30pm on various week days.

Fishponds Primary

Care Centre Monday to Friday 8.00am - 6.30pm

GP Surgery Times AM SURGERY: 8.30am to 11.00am

PM SURGERY: 3.30pm to 6.00pm

## When the Surgery is closed

If you require urgent medical assistance which cannot wait until the surgery reopens, please call 111 and you will automatically be transferred to the free NHS 111 Service. You may then be given advice over the phone, asked to attend a local Primary Care Centre or offered a home visit.

Call 111 for free NHS advice or visit [www.nhs.uk/111](http://www.nhs.uk/111)

**If it is a medical emergency, or you think someone is having a heart attack or stroke dial 999.**

Only dial 999 in a critical or life threatening situation, for example if someone has:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that can't be stopped

## Disabled Access

Car spaces for disabled are marked near the front entrance of the Primary Care Centre. Wheelchair access to the building is via the front entrance. Patient services are provided at ground floor level. A disabled patient WC is provided. If access proves difficult for any of our disabled patients, we would be happy to consider any suggestions for improvement.

**Beechwood  
Medical Practice**  
Fishponds Primary  
Care Centre  
Beechwood Road  
Fishponds  
Bristol  
BS16 3TD

Telephone:  
**0117 908 2360**

Fax:  
**0117 908 2354**

**Partnership**  
Dr Philip Harris  
Dr Nicholas Gwilliam  
Dr Iyabo Ojo  
Dr David Cheang  
Dr Rachael Dodoo  
Dr Justine de Mink  
Dr Hannah MacIntosh



## The Practice

The practice is based at the Fishponds Primary Care Centre which is centrally placed, modern, purpose built primary care centre with a range of facilities and excellent access for disabled patients. Patient car parking is available and there is a regular local bus service.

## Practice Area

The practice area covers a large part of Inner & East Bristol and includes the districts of Fishponds, Staple Hill, Downend, Frenchay, Stapleton, Eastville, Lower Easton, Whitehall, Speedwell and Soundwell. Detailed maps showing the exact boundaries of the practice are available for inspection in the reception area of the Primary Care Centre. Please inform us if you move outside this area.

## Quick Reference To Telephone Numbers

<u>Reception / Appointments</u>	<u>0117 9082360</u>
<u>Out of Hours</u>	<u>111</u>
<u>Home Visit Requests</u>	<u>0117 9082362</u>
<u>Secretary</u>	<u>0117 9082355</u>
<u>Community Clerk</u>	<u>0117 9082378</u>
<u>Fax</u>	<u>0117 9082354</u>

## The Partners

**Dr PHILIP HARRIS**, BM. BS. DCH. DRCOG. MRCGP.

Graduated from Nottingham in 1985. Has been a partner since 1996. His interests include minor surgery.

**Dr NICHOLAS GWILLIAM**, B.Med.Sci. BM.BS. DRCOG. MRCGP.DPD.

Graduated from Nottingham in 1995. Joined the practice in 2001. He leads the practice in our provision of placements and mentoring for GP Trainees, Medical Students and Nurse students. His interests are minor ops, joint injections and dermatology.

**Dr IYABO OJO**, MBBS.DRCOG. MRCGP.

Graduated from Liverpool University in July 2001 and was previously working at a practice in Oxford. She has an interest in family planning, teaching medical students and public health medicine.

**Dr DAVID CHEANG**, MBBS. DRCOG. MRCGP

Graduated from University of Wales, College of Medicine in Cardiff in August 2000. Has worked in Bristol since qualifying as a GP in Feb 2006 before joining this practice in April 2007. His interests include minor ops, acupuncture and joint injections.

**Dr RACHAEL DODOO**, MBBS.DRCOG.

DFSRH. MRCGP

Graduated from Imperial College London in 2004 and joined the practice in July 2011 having worked in and around Bristol as a locum since completing her GP training in 2009. Special interests include child health and family planning.

**Dr JUSTINE DE MINK**, MBChB. DRCOG.

DFSRH. MRCGP

Graduated from University of Cape Town in 1998 and came to live in the UK in 2001. Previously worked in London, Swindon and Bristol and worked as a salaried GP in Kingswood before joining the practice in July 2011. Special interests include women's health and medical politics.

**Dr HANNAH MACINTOSH**, B.Med.Sci. BMBS. DRCOG

Graduated from Nottingham University in 2007. Has worked in Derby, Australia and Exeter, before joining the practice initially as a salaried GP in Sept 2013. Her interests include women's health and family planning.



## The Nursing Staff

### Practice Nurses:

We have a multi-skilled, practice employed nursing team covering various services such as chronic disease management, health promotion and treatment room services. Clinics are available Monday to Friday 8.00am - 6.30pm and we also offer a small selection of early and late appointments outside of these times to accommodate patients who cannot attend during normal opening hours.

Julie Davidson, Nurse Practitioner

Julie is a highly experienced member of the care team who is able to assess, diagnose and treat patients. When necessary and appropriate, she will prescribe medication. She assists the GPs with triage and treatment of acute ailments, and is the practice lead for our complex, more elderly patients.

Karen Dyer, Practice Nurse

Offers clinics for review and management of CHD, hypertension, diabetes, asthma, Chronic Obstructive Pulmonary Disease (COPD), childhood & adult immunisations and vaccinations, epilepsy reviews, emergency contraception, pill checks, cervical smears, teen health checks, weight management and smoking cessation.

Lucy Shearer, Practice Nurse

Offer clinics for review and management of hypertension, childhood & adult immunisations and vaccinations, spirometry, Teen & general NHS health checks, cervical smears, teledermatology, treatment room services and smoking cessation.

Nannette Gibbs, Practice Nurse

Provides services including: phlebotomy (taking blood), wound dressing and suture removals, health checks, teledermatology, child immunisations, adult vaccinations, ECGs and ear syringing.

Rebecca Jarvis, Practice Nurse

Currently on Maternity Leave due to return October 2017.

Claire Richmond, Practice Nurse

Offer clinics for review and management of cardiovascular conditions, asthma, COPD, childhood & adult immunisations and vaccinations, spirometry, Teen & general NHS health checks, cervical smears, teledermatology, treatment room services and smoking cessation.

Tracey Hansford, Health Care Assistant

Provides services including: phlebotomy, wound dressing and suture removal, NHS health checks, flu vaccinations, ECGs and ear syringing.

Caroline Donne, Phlebotomist

Caroline works with us as a phlebotomist. Phlebotomy involves taking blood from the patient to be sent for testing at our local pathology lab at Southmead Hospital.

## Practice Staff

### Practice Managers

The Practice Manager, Sarah Monteith and the Deputy Practice Manager, Sarah McKay, are responsible for the smooth running of the practice and will be pleased to discuss any problems you may have or your suggestions for improving services offered.

### Reception Team

The reception staff at the practice do a very difficult job. Please be patient when they are busy, they are there to help you and work to specific protocols laid out by the practice management. All our staff are bound by the same rules of confidentiality as the doctors. If you wish to speak in private please mention this to the receptionist.

### Secretaries

The practice secretary provides secretarial support for all the doctors. They can be contacted on 0117 9082355 for any enquiries regarding referral to specialist care, hospital transport and the patient choose & book service.



## **Associated Staff**

### **District Nurses**

Our District Nurses visit patients in their own home to provide skilled nursing care and to give advice and support to relatives and carers. They may be contacted by ringing the community clerk on 0117 9082378.

### **Health Visitors**

Our Health Visitors are particularly interested in preventative care and offer advice on the health of mothers, babies and children. They can be contacted by ringing the community clerk on 0117 9082378.

### **Midwives**

Our Midwives work with the doctors to provide antenatal and postnatal care for our patients. It is very important that you contact the practice as soon as you think you are pregnant to register with the midwife, they will then offer you a maternity booking appointment. Weekly antenatal clinics are held at the Primary Care Centre by appointment with the midwife. Pre-pregnancy information and advice can also be discussed with the midwife. The midwives can be contacted by ringing 0117 3408470.

### **Community Matron**

The Community Matron and her team specialise in caring for older people, whether they live in their own home or a care home. They aim to help patients manage their health problems and so prevent unnecessary admissions to hospital. If patients are admitted they liaise with the hospital team to ensure faster, effective discharge.

### **Pharmacist**

We are fortunate to have a practice pharmacist who works with us on a regular basis. The pharmacist helps with medication reviews, gives advice on best practice for prescribing within the practice.

## **Surgery Times & Information**

### **Reception**

Our reception desk and phone lines are open between 8.00am - 6.30pm. It would be greatly appreciated if you could ring after 10.00am for general enquiries.

### **Appointment System**

All consultations are by appointment only. Please telephone 0117 9082360. Phone lines for appointments are open from 8.00am. The practice will endeavour to offer you an appointment with the doctor of your choice and we offer a selection of same day and pre-bookable appointments. We also have a facility to book appointments via the internet. Our routine appointments are for 10 minutes, please book separate appointments for each member of the family. If you mention that you require longer than 10 minutes we will be happy to book you a double appointment. If you require an interpreter for your consultation please mention this at the time of booking.

We offer a number of booked telephone consultations daily. If these are fully booked and you ring with a query for a GP, it may be passed to the duty doctor, or the receptionist may liaise with your GP to obtain a response to your query.

### **Failure to Attend An Appointment (DNA)**

If you no longer require your appointment, please phone to cancel it so another patient may use it. There is also an option to cancel an appointment if you phone the usual surgery number outside of working hours.

### **Chaperones**

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend, but on occasions a formal chaperone of a trained member of the practice team may be preferred. Please ask the nurse or doctor if you require a chaperone during your consultation and they will be happy to arrange for a member of staff to attend.



## Results of Tests

If you have had any tests (blood, urine, smears or x-rays) please contact the practice between 10.00am –6.30pm on weekdays allowing a few days for the results to come back.

## How do I Register?

It's easy! Simply call into the Surgery and complete a registration form for each patient. On completion of the form, and with proof of your current address, you and your family will be registered onto our computer system within a couple of days. Your medical records will be automatically transferred to us in hard copy and electronically from your previous practice.

## Out of Area Patients

If you live outside of our practice boundary we can register you as a regular patient, but we may be unable to provide home visits. Arrangements will be made for home visits and any community services you require to be provided by a service closer to your home address.

## Temporary Residents

We provide a Temporary Patient service for anyone staying within our Practice area. This could be whilst on holiday, staying with relatives etc. Just call into the Surgery, fill in one of our Temporary Residents Forms and we will assist you.

## Named GP for all patients.

All of our patients have a named or "usual" GP who is responsible for that patient's overall care at the practice. If you wish to know who this is please ask the next time you contact the practice. If you have a preference as to which GP that is, the practice will make reasonable efforts to accommodate this request.

## Home Visits & Emergencies

### Home Visits

If you are too ill to come to the surgery and require a visit on that day, please telephone 0117 9082362 before 10.30am if possible. Please be prepared to give brief details of the nature of the illness so that the doctor can assess its urgency.

## Out of Hours

If you require urgent medical assistance which cannot wait until the surgery reopens, please call the free NHS 111 Service.

When you call the NHS 111 service you will be directed to the best service to deal with your level of need at that time. You can call 111 at any time for telephone advice. If you are directed to a GP service out of hours this will now be provided by Brisdoc. Brisdoc GPs may give advice over the phone, invite you to attend one of their local medical centres, or if you are very unwell or housebound, may visit you at home. We are informed of any out of hours medical attention that you may receive and this will form part of your complete medical record.

**If you have a life threatening emergency you should dial 999.**

## Urgent Care Centre

The Urgent Care Centre provides all the services of a Walk-in Centre with the addition of being able to refer for on-site x-rays and other diagnostic tests. No appointment is necessary, patients can just turn up during opening hours (as listed below). They can treat both adults and children for conditions such as sprains and strains, cuts and grazes and minor burns and scalds. They will also be able to assess suspected broken bones. No referral is necessary and no appointment is necessary. Opening times are everyday from 8.00am - 8.00pm.

## How to reach and contact the service

Urgent Care Centre South Bristol  
NHS Community Hospital  
Hengrove Promenade  
Hengrove  
Whitchurch Lane  
Bristol.  
BS14 0DE

Sat nav postcode: BS14 0DB

**0117 342 9692**—Patients are welcome to call with any queries.



## Services Available

In addition to general medical care, the partners offer a range of services to their patients:

### Cervical Smears

All women aged 25-64 are advised to have regular smear tests. (Every 3 –5 years depending on age.) These can be booked with the practice nurse during routine surgeries. The National Screening Programme have a computerised recall system and all patients eligible will receive regular invitations to attend for cervical smears.

### Child Health

The practice provides immunisation programmes for children against infectious diseases, for example, mumps, rubella, measles and whooping cough.

The doctors work with the health visitors to carry out child health checks, with parental consent, for children under five. If you have any worries or queries, our doctors or health visitors will be pleased to help you.

### Private Medicals and Reports

The NHS does not cover certain medicals, reports or forms. These will be charged at the BMA recommended rate. The reception staff can give you details.

### Health Promotion

We encourage all our patients to share responsibility for their health, both in preventing disease and in treating existing diseases. Many of the most serious diseases can be prevented by a healthy lifestyle and without the need for drugs. Please help yourself to the leaflets available in the waiting room, or ask at reception to speak to one of the practice team who have specialist training in health promotion and disease prevention.

### Sexual Health

We are 4YP accredited and provide a service for young people to find free confidential help and advice on relationships, sex and contraception.

### Family Planning

A comprehensive family planning service is available within normal surgery hours. Confidential advice is offered to all age groups. Coils are fitted at the surgery by special appointment. Emergency contraception is also available for which you need to consult within 72 hours.

### Minor Surgery

Minor surgical procedures can usually be arranged. Your doctor can provide further information.

### Repeat Prescriptions

You can order your repeat prescriptions in the following ways:

- \* In person at the practice reception desk
- \* In writing via the Royal Mail post, or by putting your prescription request in our prescription request boxes (they are sited in the waiting room and on the wall outside the main entrance to the building)
- \* Via email - ask at the practice for more Information
- \* Online via our website
- \* If you find it difficult to remember to arrange for a repeat prescription –ask your local chemist to do it for you. If you give them permission they will take over the arrangements for ordering your prescription when it is due and dispense it ready for you to collect. (Or they may even offer a home delivery service if you are housebound).

Whichever method of ordering you choose **please allow 2 working days** for us to get your prescription ready.

If you use a regular local chemist and let us know we can arrange for the prescription to go straight to your preferred chemist so that you can pick up your medicine without needing to collect your paper prescription.

If you would like your prescription mailed to your home address please leave us a stamped addressed envelope.



## Other Important Information

### Protecting Your Information

We ask for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information. It also may be needed if we see you again. We only use or pass information about you to people who have a genuine need for it. Whenever we can we shall remove details that identify you as an individual.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. If at any time you would like to know more about how we use your information you can speak to the Practice Manager or for further information please refer to the leaflets held at reception entitled "Your Medical Records, Protecting Your Information".

### Complaints

If you have any complaints, please speak to Mrs Sarah Monteith, the Practice Manager, or any one of the Doctors. We operate an in-house complaints system and will endeavour to deal with your complaint quickly and efficiently. If you require further information please ask at reception for our leaflet on our complaints procedure.

### If you need help making a complaint

We are happy to help you, as we see this as an important part of the service that we offer. However, if you feel you would like help from an outsider, there are two free services set up by the NHS to help you :-

### Independent Health Complaints

**Advocacy** who offer independent free confidential help and support to make a complaint. You can contact NHS Health Complaints on : tel: 0330 440 9002.

**NHS Commission Board** - deals with complaints concerning GP practices.

Complaints should be made in writing via: England. [contactus@nhs.net](mailto:contactus@nhs.net) or NHS England, PO Box 16738, Redditch. B97 9PT.

### Taking a complaint further

We hope that you will be satisfied once we have dealt with your complaint here. However that doesn't always happen. If you are still unhappy you should take your complaint to the:

Health Service & Parliamentary Ombudsman,  
complaints helpline: 0345 015 4033  
[Phso.enquiries@ombudsman.org.uk](mailto:Phso.enquiries@ombudsman.org.uk)

### Our review

We are also required by the NHS to review each year all the complaints we have received. We compile a report summarising the complaints and send the NHS a copy of the report. This report is available to patients on request.

### Patient Participation Group

The practice runs a patient participation group which meets every quarter, all patients are welcome to attend. This useful forum asks for patients to get involved in helping to develop practice services and review planned changes. Please contact our reception desk to leave your details if you would like to be added to our mailing list.

Notices of meetings are also posted on the Patient Participation notice board in reception - all welcome to attend.



## Carers Information & Support

### Do you look after someone who could not manage without your help?

If you provide help and support to a partner, relative, child, friend or neighbour who could not manage without your help due to physical or mental illness, disability, frailty or addiction then you are one of the thousands of unpaid carers in Bristol. If you are a carer, it is important that you look after your own health as well as the person you care for. Here at Beechwood Medical Practice we will do our best to help you carry on caring for as long as you want to. For example carers are a group of people to whom we offer 'flu' vaccinations each autumn.

We keep a 'register' of the carers who are our patients. This enables us to let carers know about support that is available to them, can help us to share information with you about the person you care for and to access appointments. To register as a carer with us ask for a carers identification form from reception or speak to your doctor / nurse.

#### Accessible Information Standards

If you have any special information or communication needs please let us know. Where at all possible we will provide you with information in the format that best meets your stated requirements.

## Foreign Travel Vaccinations & Advice

We are able to provide a limited number of travel clinic appointments for patients registered with the practice. Please contact the Surgery well in advance of your trip. This means ideally 6 - 8 weeks before your trip, and longer if your travel is long stay or adventurous.

You will need to complete a Travel Risk Assessment Form, for each traveller (including children) and bring the completed forms to reception before we are able to book an appointment.

It will take a week to process the forms and our receptionists will aim to provide an appointment as soon as possible after that week. At busy times this is not always possible and if you are travelling at short notice you should consider contacting a private travel clinic to ensure that you get your protection in time. (see over for details on private travel clinics).

Please check the NHS Choices or MASTA websites for health and vaccine advice regarding travel.

If you are unable to get an appointment in time for your trip, below are some **PRIVATE TRAVEL CLINICS in BRISTOL**

**MASTA Bristol Travel Clinic**  
Christchurch Family Medical Centre,  
North Street,  
Downend,  
Bristol. BS16 5TQ.  
Tel: 0330 100 4141

**NOMAD Travel Clinic**  
38 Park Street,  
Bristol. BS1 5JG.  
Tel: 0117 922 6567

## Beechwood Medical Practice Telephone Numbers

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Out of Hours	111
Home Visit Requests	0117 9082362
Secretary	0117 9082355
Community Clerk	0117 9082378
Fax	0117 9082354

**In the interests of patient safety and quality assurance, telephone calls may be recorded.**