

Our Patient Participation Group

We now have a formal Patient Participation Group (PPG) and are continually seeking a range of volunteers, from as wide a spectrum of patients, who wish to take part in this project.

It is intended that the PPG will be run by patients but with Kingswood Health Centre input, so if you're interested in belonging to a group that is focused on taking positive action to help the practice work with the local patient population, please let us know.

PPG's operate in different ways and may involve attendance at regular meetings, producing a PPG newsletter, assisting in defining patient surveys, setting up and running health education or fund-raising events. PPG's can also contribute to discussions to help shape the delivery of services.

If you would like to get involved please contact Nicole Canty-Davis, the Operations Manager at the Health Centre for details of the next meeting and what plans we have to progress the Kingswood Health Centre Patient Participation Group.

Our Mission Statement

“Kingswood Health Centre strives to be a quality primary care provider that puts patients care at the heart of its activity, treating patients with dignity and respect at all times”

KINGSWOOD

HEALTH CENTRE

August 2017



Alma Road
Kingswood
Bristol
BS15 4EJ

Version 15

Dr A M Wheatley
Dr N E Kerfoot
Dr H Stoddart
Dr R Pegden
Dr L Puddicombe
Dr A Hickson
Dr N Hempton
Dr E March
Dr E Williams
Dr R Floyd

Telephone No. : (0117) 3012080

(Out of Hours Service: 111)

Website : www.kingswoodhealthcentre.co.uk

Core Opening Hours: Mondays to Fridays – 8am to 6.30pm

We are currently providing extended hours appointments from

Monday to Friday: 6.30 to 7pm and

2 Saturdays each month: 8.30am to 11am

(Please see our website for dates)

The Practice Team

The Partners at Kingswood Health Centre

Dr Anna Wheatley MB ChB

Qualified 1984 (Bristol)

Dr Neil Kerfoot MB ChB MRCGP DRCOG

Qualified 1991 (Manchester)

Dr Helen Stoddart MD MRCGP MFPHM MBBS

Qualified 1984 (London)

Dr Rebecca Pegden MB ChB MRCGP MRCPCH DRCOG DFSRH Qualified 2001 (Bristol)

Dr Lucy Puddicombe Mb ChB MRCGP DFSRH DRCOG

Qualified 2003 (Birmingham)

Dr Alex Hickson Mb ChB BSc MRCGP DRCOG

Qualified 2006 (Leeds)

Dr Nicola Hempton MBChB Hons DFRSH DRCOG NMRCGP 2006(University of Bristol)

Dr Ellie March BSc MB ChB MRCP DRCOG DFFP MRCGP1995 (University of Leeds)

Other Doctors currently working at Kingswood Health Centre

Dr Emma Williams MBChb 2001 BSC(Hons) (Glasgow) MRCGP

DFSRH

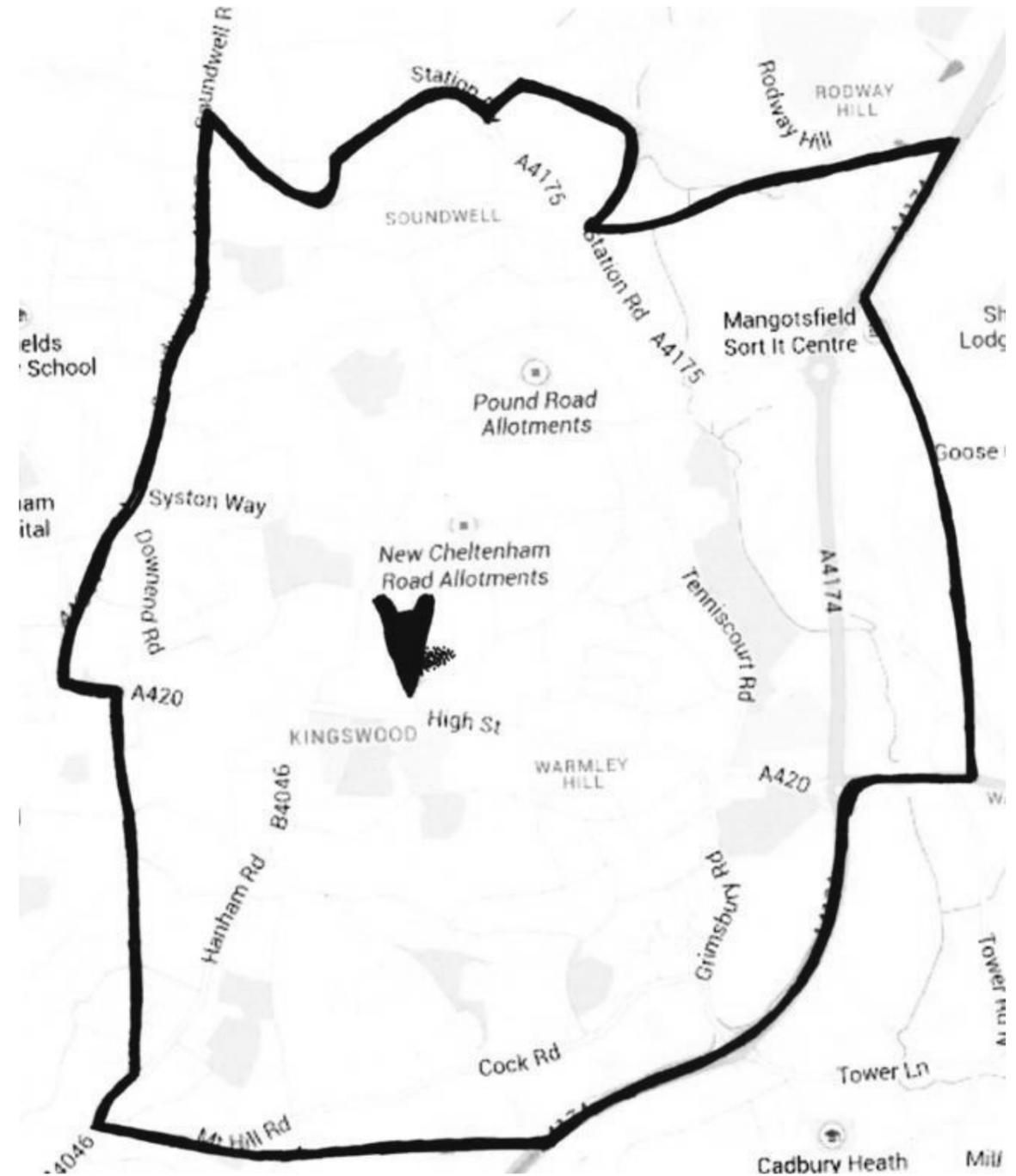
Dr Rosalind Floyd MBChb Hons MRCP BSc CSA (University of Leeds)

Paramedic Practitioners at Kingswood Health Centre

Alyesha Phillips - Paramedic Practitioner

Nicola Counsell - Paramedic Practitioner

Our Practice Area



Teaching Practice

The practice has been approved for GP and medical student training. Each year one or more fully qualified doctors with experience in hospital medicine may spend time with the practice. They share all aspects of patient care and the partners welcome their contribution to the team.

Medical students from the University of Bristol also spend time with the practice. This is an important part of their training to be doctors. However, if you do not want a medical student to be present at your appointment, let us know.

How to Register as a Patient

If you live in the area covered by the Practice, and would like to register, please complete one of the forms available at reception. You will need to bring with you two forms of identification when you return your form – one personal e.g. driving licence or passport and one which confirms your address e.g. utility bill. You will also be asked to complete a new patient questionnaire with details of your past medical history, including any repeat medication. This information is useful whilst we are waiting for your medical record to be forwarded from your previous practice.

You will be registered as a patient of Kingswood Health Centre, but allocated a named GP. This does not stop you seeing any doctor at the surgery. Sometimes it is helpful for you and the doctor to maintain continuity of care, especially for ongoing problems, but this might mean you will need to wait longer to see the GP of your choice.

Please see the practice area boundary for where our surgery covers.

GP Availability

Dr Wheatley	Wednesday and Thursday
Dr Kerfoot	Monday, Wednesday & Fri
Dr Stoddart	Monday, Wednesday & Thursday
Dr Pegden	Tuesday, Wednesday & Friday
Dr Puddicombe	Monday, Wednesday & Thursday
Dr Hickson	Monday—Friday
Dr Hempton	Monday, Tuesday & Friday
Dr March	Monday, Tuesday & Thursday
Dr Williams	Monday, Tuesday, Wednesday
Dr Floyd	Monday, Tuesday, Wednesday & Friday

GP's availability shows the days when our GP's may be working, and does not mean they will always be available on these days.

Paramedic Practitioner Availability

Alysha Philips	All day Monday, Tuesday and Wednesday
Nicola Counsell	Monday & Tuesday AM and all day Thursday & Friday

Our Paramedic Practitioners are qualified paramedics able to treat a variety of minor injuries/ ailments as well as providing emergency home visits to our patients.

The Practice Team (continued)

Practice Nurses working at Kingswood Health Centre

Kim Cooke NM (Nurse Manager & Nurse Team Leader)
Rachel Lee
Sue Maggs
Angie Burgess
Rachel Simpson

The nurses are supported by:

Donna O'Hare (Health Care Assistant)
Angela Marshfield (Health Care Assistant)
Kirstie McLaughlin (Health Care Assistant)
Deborah Gunton (Phlebotomist)

Our team of five nurses, two healthcare assistants and phlebotomist staff the treatment room.

The team can provide a variety of services including blood tests, dressings, injections, BP checks, ECGs (at a doctor's request), ear syringing etc. The nurses also run clinics for regular monitoring of heart disease, asthma, diabetes, hypertension, lung problems and chronic kidney disease.

Clinical Pharmacist at Kingswood Health Centre

Susie Weir

Susie is available every day of the week to help with patient medication queries. She may also see you to review your medications and conduct chronic disease reviews.

Practice Management at Kingswood Health Centre

Andrew Smith - Business Manager

Nicole Canty-Davis - Operations Manager

Denise Rowe - Administration Manager

Julia Swanborough - Reception Manager

Useful Information



Useful Telephone Numbers

Surgery	0117 301 2080
Other Health Centre Services	
Health Visitors	01454 864700
District Nurse	0117 301 2090
Midwife	01454 864962

NHS 111	111
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Pharmacists

Boots Kingswood	0117 967 3834
Well Pharmacy Kingswood	0117 967 3384
Ideal Warmley	0117 967 3679
Well Pharmacy Staple Hill	0117 956 9450
Well Pharmacy Lodge Causeway	0117 967 3384
Billings Kingswood	0117 967 0061
Boots Staple Hill	0117 967 3327

Hospitals

Southmead	0117 950 5050
BRI	0117 923 0000

Citizens Advice Bureau	0117 929 3891
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Social Services	01454 868007
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South Gloucestershire Clinical Commissioning Group:

The South Gloucestershire Clinical Commissioning Group (CCG) is responsible for the provision of Primary Care Services for residents in the area.

The CCG can be contacted at:

South Gloucestershire Clinical Commissioning Group (CCG)
Corum 2, Corum Office Park
Crown Way, Warmley, Bristol, BS30 8FJ

Patient Confidentiality & The Use of Your Information



Everyone working within the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

We ask for information about you 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.

Your personal health information will be held in confidence and will not be disclosed to third parties without your prior consent unless in exceptional circumstances this is felt to be in the public interest. Your medical history will be recorded in your medical records which may be a combination of manual and computerised and which may only be accessed by authorised members of our team.

We only use or pass information about you to people who have a genuine need for it. There are times when we have to pass on information about you to other people such as hospitals, Social Services or the CCG. This is always done confidentially or by removing your identifying details when they are not essential.

You are entitled to see your medical records and should contact the Practice Manager should you wish to do so.

Practice Administration at Kingswood Health Centre

The team here includes a Senior Receptionist, Secretaries and Reception/Admin staff, all of whom have responsibilities for the smooth running of the Practice.

Other Health Care Professionals:

The Practice works closely with many other people including district nurses, midwives, health visitors, dietician, counsellors, Emergency Care Practitioners and Community Matrons. Contact the Health Visitors, District Nurses and Midwife on: 01454 862433. Please do not call the surgery.

Booking Appointments and Online Appointments

We have over 1,200 appointments attended every week so please make sure you let us know as soon as you can that you wish to be seen.

Doctors may need to speak to you first to find the best way to deal with an urgent problem.

Routine appointments can be booked from 10.30am. Patients needing urgent medical care can be seen on the day.

We offer online routine appointments, which can be booked via our website, following the link to 'Book an Appointment'. You will need to register an account with 'Patient Access' to do this, which can also be used to request your repeat prescriptions. You can either set up your account online, or by enquiring at reception. Either way, photographic ID will need to be seen before full functionality of the account is available.

Patients Rights and Responsibilities

We provide access to doctors and nurses and will endeavour to make sure you can be seen as soon as possible and this usually means that either a doctor or nurse will see you on the day you need them if the need is urgent.

We ask you to be as prompt as you can for appointments as if you are late the doctor or nurse may be unable to see you and you will need to re-book.

We treat all our patients as individuals and will respect your privacy and dignity. In return we ask you to be polite to all our staff. Staff working in the NHS go to work to care for others. They do not go to work to be victims of violence. Aggression, violence and threatening behaviour are unacceptable and will not be tolerated. Individuals behaving towards our staff in this way will be reported to the police and banned from our premises.

We are a teaching practice and you may be asked if your consultation can be video-recorded or if a student can observe. You may choose not to participate in the training and your consultation and care will not be affected.



**Patient
Feedback**

Suggestions or Complaints

We aim to provide a high quality service and are very interested in hearing how our systems could be improved. If you have a compliment or a complaint about any aspect of our service or your treatment please contact Nicole Canty-Davis, the Operations Manager who will be happy to listen to your suggestions or criticisms and initiate any appropriate follow-up action.

Fit Notes

If you're off work sick for seven days or fewer, your employer should not ask for medical evidence that you've been ill, as you can complete a 'Self-certification' form.

If you're off work for more than seven days, your employer will usually ask you to provide proof that you've been ill. They will normally ask for a 'Fit Note' from your GP. The seven days include days that you don't normally work. So when you work out how long you have been off sick, you should include weekends and bank holidays.

Research

Occasionally we ask for your help with research organised by the Primary Care Research Network. All the research we undertake has been approved by a NHS Local Research Ethics Committee. This research helps us all understand health and disease. We would like to thank all our patients for helping with these research projects but remind you that if you do not want to participate in any research please let us know. We will always ask for your permission. Just tell us what you want, we will not be offended.

Kingswood Health Centre is part of the 4PCC Research Hub that participates in approved NHS research studies through the NIHR Clinical Research Network



Did you know?

- ...that we fill more than 1,200 appointment slots on average each week
- ...that we complete more than 600 repeat prescription requests each week
- ...that we have more than 12,200 patients registered at the surgery

“Out of Hours” Arrangements

If you need a doctor and the surgery is closed you will need to call 111

If the matter is a **life threatening emergency**, please ring 999

NHS “Walk In” Centres

These offer fast and convenient access to a range of NHS services including health information, advice and treatment for suitable conditions.

Experienced NHS nurses run the centres, and you don’t need an appointment to be seen.

Our nearest centres are at:

Bristol City Walk-In Centre (BOOTS), (Mon-Sat 8am-8pm)

Broadmead Medical Centre
59 Broadmead
Bristol
BS1 3EA

Or

South Bristol Walk-In Centre (Every day 8am – 8pm)

Community Hospital, Urgent Care Centre
Hengrove Promenade
Hengrove Park
Whitchurch Lane
Bristol
BS14 0DE

The nearest Minor Injury unit is at Southmead Hospital, which treats *minor injuries*.

Patient Services

Child Immunisations

These are held every Wednesday in the morning and appointments for these will be sent to you. If your child is overdue an immunisation the practice nurse will be happy to see you at another time.

Diabetic Clinics

The practice nurse runs these on a weekly basis and you will normally be invited to attend or will be referred by your doctor.

Contraception and Sexual Health Services

Sara Bailey is our specialist contraception and Sexual health nurse providing a confidential service for men and women at clinics held here three times a week. She advises and facilitates for methods of contraception including implants also providing screening for sexually transmitted disease. The doctors also provide this service and fit and remove IUCD’s (COILS). If you need the “morning after pill” we may be able to deal with this on the phone.

Chlamydia screening kits are freely available for all under 25 year olds in the toilet areas and at reception.



Disabled Access

The health centre is accessible for wheelchairs and there is also a hearing loop at reception.

Chaperone Service

If you would like a chaperone to be present during your consultation please ask at reception.

Travel Vaccinations

The practice nurse will offer advice (but not by telephone) on vaccinations required for those travelling abroad.

Over 75 health Check

If you are over 75 and you do not regularly visit the surgery for check ups, you may like to ask for a Health Check where our Nursing team will check some of your vital systems including blood pressure, cholesterol and BMI.

Repeat Prescriptions

Please complete the slip that was issued to you with your last repeat prescription. Make sure that you clearly tick only the items that you need and circle the name of the chemist from which you intend to pick up the prescription. You will either need to hand the slip in or post it to us. When this slip is received in the surgery we will print a new prescription and send it to the appropriate chemist, or you may call at the surgery for it. If you want it sent to you please ensure you provide a stamped addressed envelope.

Alternatively, you can send us your repeat prescription requests online.

Our website is www.kingswoodhealthcentre.co.uk.

You will then need to choose 'Prescriptions' from the left hand options, and then follow the instructions for a 'Repeat Prescription'. You will need to register for a 'Patient Access' account to use this facility, which also gives the ability to book online appointments.

PLEASE NOTE that you must allow 48 hours for the prescription request to be processed by the surgery plus additional time for the chemist to prepare it. Your prescription will normally be available within 2 working days of you handing us your slip.

Private Fees

There are some items that patients request of us, that are not deemed to be NHS work and are therefore classified as private work. Consequently we have to make a charge for these.

A list of the most common items requested can be requested from reception. Please note that the list may not be exhaustive and we try to set our rates in accordance with those recommended by the British Medical Association, where possible.

Some recommended travel vaccinations such as Hepatitis A and Typhoid are available on the NHS and do not incur a fee but those that we have to order on demand, will be charged accordingly. If in any doubt please seek advice from the nurse in charge of the Travel Clinic.

All fees are payable in advance and may be made, in person, by card at the reception desk, or by cheque made payable to "Kingswood Health Centre"



Home Visits

If you are too ill to attend surgery and need a doctor to visit you at home, please let us know as soon as you can. If your condition is suitable, you may be visited by one of our Paramedic Practitioners or an Emergency Care Practitioner.

No visit requests are guaranteed without liaising with the doctor.

Please see the guidelines below before requesting a home visit.

GP visit recommended for:

The terminally ill; or

The truly housebound patient for whom travel to the surgery would cause deterioration in their medical condition.

GP visit may be useful for:

Other patients whose illness has been discussed with the doctor and is considered serious enough to warrant a visit

GP visit is not usual for:

Heart attacks – severe crushing chest pain

Dial 999 and ask for an ambulance

Patients with common symptoms of childhood such as fever, cough, cold, earache, headache, diarrhoea, vomiting and most cases of abdominal pain. (These patients are usually well enough to travel to the surgery. It is not harmful to take a child with fever outside); or

Adults with common problems such as cough, sore throat, influenza, general malaise, back pain and abdominal pain as these are all problems that would not normally prevent someone from being transported to the surgery. (Transport arrangements are the responsibility of the patients or their carers)