

“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”

May 2024



**KINGSWOOD
HEALTH CENTRE**

Dr R Pegden
Dr A Hickson
Dr N Hempton
Dr E March
Dr E Williams
Dr R Floyd
Dr K Hosie

Managing Partner – Robyn Clark

Telephone No. : (0117) 3012080

(Out of Hours Service: 111)

Website : www.kingswoodhealthcentre.co.uk

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

If you would like this leaflet in a large print or a different language, please let us know.

The Practice Team

The GP Partners at Kingswood Health Centre

Dr Rebecca Pegden MB ChB MRCP MRCGP MRCPCH DRCOG DFRSH
Qualified 2001 (University of Bristol)

Dr Alex Hickson Mb ChB BSc MRCP MRCGP DRCOG
Qualified 2006 (University of Leeds)

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

Dr Ellie March BSc MB ChB MRCP DRCOG DFFP MRCP
Qualified 1995 (University of Leeds)

Dr Emma Williams MB ChB 2001 BSc DFRSH MRCP
Qualified 2001 (University of Glasgow)

Dr Rosalind Floyd MB ChB BSc MRCP
Qualified 2010 (University of Leeds)

Dr Katy Hosie MBBS BSc MSc
Qualified 2011 (Kings College London)

Other Doctors currently working at Kingswood Health Centre

Dr Natalie Ray
Dr Abigail Teague
Dr Bethany Foster

Paramedic / Nurse Practitioners at Kingswood Health Centre

Alysha Proctor - Paramedic Practitioner
Vanessa Smeardon - Paramedic Practitioner
Joanne Robb - Advanced Nurse Practitioner
Maria Muir—Advanced Nurse Practitioner

Our Patient Participation Group

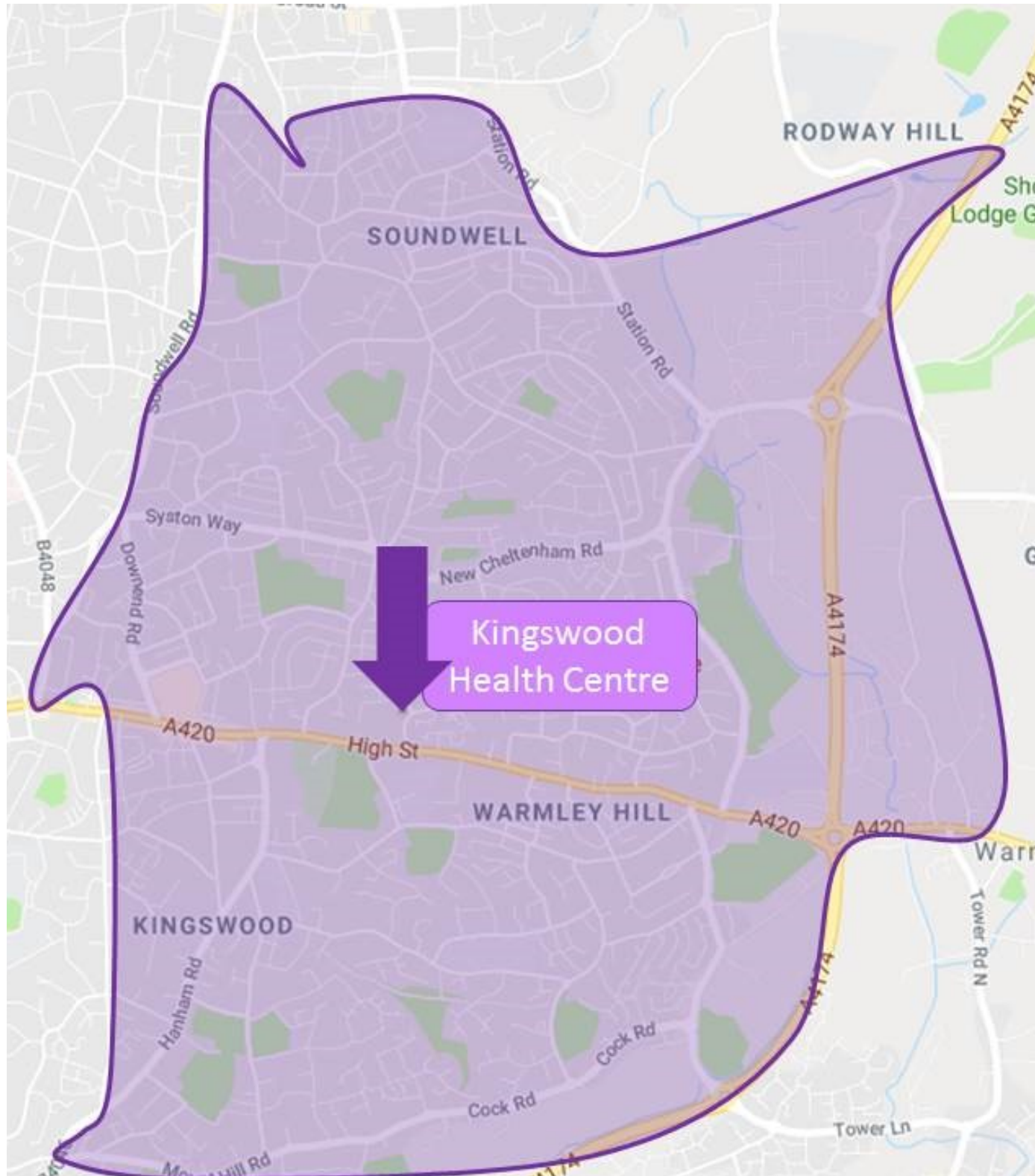
We have a Patient Participation Group (PPG) and are continually seeking a range of volunteers, from as wide a spectrum of patients as possible, who wish to take part.

The group is coordinated by the Management Assistant and run by a nominated Patient Chair, 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 by emailing kingswoodhealthcentre@nhs.net.

Patient Participation Groups operate in different ways. At Kingswood Health Centre the group has recently relaunched and aims to formally meet quarterly, with informal meetings in between to work on particular projects or topics. Things that are covered in the meetings include:

- Updates on the surgery's services, premises and staff
- Seeking patients views and thoughts on our current services, and any future services we may look to bring in
- Seeking volunteers for practice activities and initiatives
- Obtaining feedback on any changes we've made
- Discussing fundraising opportunities to support the surgery's equipment and premises

Our Practice Area



GP Availability

Dr Pegden	Tuesday, Thursday & Friday
Dr Hickson	Monday, Tuesday, Thursday & Friday
Dr Hempton	Monday, Tuesday & Thursday
Dr March	Monday, Tuesday & Thursday
Dr Williams	Monday, Wednesday, Thursday & Friday
Dr Floyd	Monday, Wednesday & Friday
Dr Hosie	Monday, Wednesday & Thursday
Dr Ray	Monday & Wednesday
Dr Teague	Wednesday, Thursday & Friday
Dr Foster	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. Some GPs alternate their working days on certain weeks of the month to support safe staffing levels.

Each day one GP will be "on-call" - this means they will not have any pre-bookable appointments available, but will be dealing with any emergencies that come through from patients, other healthcare colleagues or the many nursing homes that the practice supports.

Other Practitioners at Kingswood Health Centre

Kingswood Health Centre has a multidisciplinary team that can assist patients for a variety of health issues. This means that you may not always need to see or speak to a GP for your problem. Our Reception Staff will take a brief reason for your appointment when you call and signpost you to the right clinician, to ensure you can access the right care at the right time.

Paramedic / Advanced Nurse Practitioner

Joanne Robb	Monday & Tuesday
Vanessa Smeardon	Tuesday & Thursday
Alyesha Proctor	Variable
Maria Muir	Wednesday, Thursday & Friday

Our Advanced Practitioners are advanced qualified paramedics/nurse practitioners who are also able to prescribe and are able to treat a variety of minor injuries/ailments as well as providing emergency home visits to our patients. They see mostly same-day/more acute problems and are able to diagnose, prescribe and refer on where necessary.

First Contact Physiotherapist

Our in-house physiotherapist, Rob Gulson, is available Tuesdays and Wednesdays to see patients with new musculoskeletal problems. This can be anything from sore knees to bad backs, achey joints or muscle strains. Pete's appointments are pre-bookable up to 4-6 weeks in advance.

Practice Pharmacy Team

Laura Hunt - Clinical Pharmacist	Monday, Tuesday & Thursday
Mejebi Eyewuoma—Clinical Pharmacist	Tuesday, Wednesday & Friday
Clare Fear - Pharmacy Technician	Wednesday & Thursday
Megan Pearce—Prescription Clerk	Monday to Friday

Mejebi, Clare, Megan and Laura are available throughout the week to help with patient medication queries. The Pharmacists can also see you to review your medications and conduct chronic disease reviews. They can discuss side-effects of medication and the best way to take your medication.

Teaching Practice

The practice has been approved for GP and medical student training. Each year one or more fully qualified doctor 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 or via our website. 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.

To register for online access to your medical information and repeat prescription requests we recommend signing up for the NHS App. You may need to request access via the surgery, in which case we require a form of photo ID and proof of address to set this up.

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

Useful Information



Useful Telephone Numbers

Surgery	0117 301 2080
Other Health Centre Services	
Health Visitors	0300 124 5498
District Nurse	0300 125 6789
Midwife	0300 124 5498
NHS 111	111
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
Social Services	01454 868007

Bristol, North Somerset & South Gloucestershire Integrated Care Board:

The Bristol, North Somerset & South Gloucestershire Integrated Care Board (ICB) is responsible for the provision of Primary Care Services for residents in the area.

The ICB can be contacted at:

Customer Services Team

NHS Bristol, North Somerset and South Gloucestershire CCG

South Plaza

Marlborough Street

Bristol, BS1 3NX

The Practice Team (continued)

Practice Nurses working at Kingswood Health Centre

Rachel Lee (Nurse Manager)
Rachel Simpson (Nurse Manager)
Angie Burgess
Liz Morgan
Cat Saunders
Hannah Richards

The nurses are supported by:

Angela Marshfield (Health Care Assistant)
Kirstie McLaughlan (Health Care Assistant)
Jee Marks (Health Care Assistant)

Our team of six nurses and three healthcare assistants 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.

Partnership with Community Pharmacy

Kingswood Health Centre partners with a number of community pharmacies in our area who can support patients with common health conditions. Our Reception Staff can refer you to a participating pharmacy for these ailments who will contact you within 24 hours, assess your problem and discuss treatment. For certain conditions, such as urinary tract infections, eczema and sore throats, they can also prescribe you a medication on prescription.

Practice Management at Kingswood Health Centre

Robyn Clark - Managing Partner

Kate Radzimska - Deputy Practice Manager

Julie Jones - Admin Manager

Julia Swanborough - Workflow Optimisation Manager

Rachael Bird - Reception Manager

Practice Administration at Kingswood Health Centre

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

The Practice works closely with many other people including District Nurses, Midwives, Health Visitors, Dieticians, Counsellors, Emergency Care Practitioners and Community Matrons. To contact the Health Visitors call 0300 124 5498. For the District Nurses and Community Matrons please call 0300 125 6789.

Parking at Kingswood Heath Centre

Since August 2020 the health centre has engaged the services of Parking Eye, to help ensure our patients are able to appropriately park when attending appointments. Please bring with you a note of your car registration number when arriving at the surgery.

Appointments

All requests for appointments are processed through our electronic system. Patients are encouraged to go online to www.kingswoodhealthcentre.co.uk to request appointments, and provide as much information as possible about their health need. Patients who call to make appointments will be taken through the same system by our Reception team who will then pass on the request for assessment.

All requests are dealt with in the same way to ensure we can prioritise urgent healthcare needs.

We do not take bookings for appointments - other than for routine treatment with our nursing team - at the front desk. Patients are welcome to use the device in our waiting room to submit a request, or the free practice WiFi on their own devices. Our Reception team are on hand to provide support for anyone who needs help using the system.

Appointments are released either 1 week, 2 days or 1 day in advance. Where appropriate patients can be texted a link to book an appointment, or our Reception team will contact you to arrange this once your request has been assessed.

Using the online system helps keep the phone lines free for patients who struggle to get online. We therefore ask all patients to try and use the online system where possible.

Patient Confidentiality & The Use of Your Information 'GDPR'



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 medical history will be recorded in your medical records which may be a combination of manual and computerised information and which will 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. 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 administration team should you wish to do so.

If you do not wish to share your information with other healthcare providers please let a member of the Reception team know who can discuss 'Opt out' options with you.

You can find more information about how we comply with the GDPR regulations on our privacy noticed displayed in the reception area or by speaking with a member of our team.

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.

You do not need a GP to sign you back to work if you feel able to go back before your sick note runs out. If your employer is concerned you may not be well enough, they should refer you to their Occupational Health Service. GP's can provide fit notes should you require amended duties or hours to help facilitate a return to work.

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.

Did you know?



- ...that we fill more than 1,400 appointment slots on average each week
- ...that we complete more than 600 repeat prescription requests each week
- ...that we have more than 13,000 patients registered at the surgery

Patients Rights and Responsibilities

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

If you are asked to attend the surgery, please be as prompt as you can 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 under our Zero Tolerance Policy. 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.

A black speech bubble with a white background and a black border, containing the text 'Patient Feedback'.

**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 Robyn Clark, Managing Partner, who will be happy to listen to your suggestions or criticisms and initiate any appropriate follow-up action. Details of our Complaints Policy and Procedure can be found on the Contact Us section of our website.

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.

Long-Term Condition 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. For some conditions/in certain circumstances these may be conducted over the phone.



Disabled Access

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

Chaperone Service

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

Travel Vaccinations

The practice nurse will offer advice on vaccinations required for those travelling abroad. We are able to provide vaccines covered free of charge under our core contract of services - such as tetanus and Hepatitis. Not all vaccines are covered, and for those we can signpost you to a private provider who can assist, but will charge.

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 observations including blood pressure, cholesterol and BMI.

Sexual Health

You will need a doctor's appointment for:

- Implants
- Coil fits
- Commencing new methods of contraception

For repeat pills, book an appointment with a practice nurse.

For smears or repeat Depo-Provera, book an appointment in our treatment room.

“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:

Yate Minor Injury Unit (Every day 8am-8pm)

Yate Shopping Centre

21 West Walk

Yate

Bristol

BS37 4AX



Home Visits

Home visits are restricted to patients who are genuinely housebound who are terminally ill and receiving end-of-life care. If your condition is suitable, you may be visited by our Paramedic Practitioners or an Urgent Care Response Practitioner.

No visit requests are guaranteed without liaising with the doctor and all requests are triaged in advance.

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).

During periods of pandemic—the visiting clinician may need to wear suitable Personal Protective Equipment (PPE) in order to attend.

Repeat Prescriptions

We do not accept requests for repeat prescriptions over the telephone as this increases the chance for errors. We therefore ask patients to choose one of the following options:

- Request your repeat medications online using Patient Access or the NHS App
- Make a request through the online Klinik form on our website
- Hand in a written request to the prescriptions box in the foyer
- Email a request to kingswoodhealthcentre@nhs.net
- Ask your nominated pharmacy to arrange repeat ordering on your behalf

PLEASE NOTE that you must allow 72 hours for the prescription request to be processed by the surgery plus additional time for the chemist to prepare it.

We now send the majority of prescriptions electronically to the patient's nominated pharmacy. If you are expecting to collect your prescription please ensure you make us aware of this in your request. Patients are free to amend their pharmacy nomination at any time - you can do this by notifying us via email, over the telephone, or if requesting online adding a comment in the notes box.

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 (such as medical reports, private blood tests or DNA sampling) can be provided from the reception desk. 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.

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".

Telephone System

Our phone lines are very busy so we recommend submitting any requests through our online system, Klinik, wherever possible.

We operate a callback facility—if you are more than 4th in the queue you will be given the option to press 1 for a callback and the practice will call you back when you reach the front of the queue, saving you having to wait on the phone. Please ensure you keep your phone handy for our call!

All calls in and out of the practice are recorded for training and monitoring purposes.