**TO REGISTER:-**

Simply call in to either surgery and pick up a registration form and New Patient Questionnaire, you can also download these forms from our website. Please ensure you know your NHS number.

**ACCESS TO YOUR RECORDS**

If you wish to see your full medical record you will need to complete the relevant form at Reception. Please be aware you will be asked to provide photographic ID alongside this request.

**COMPLAINTS/COMMENTS**

We hope you will never have cause to complain but if you do please either:

1. Telephone the practice and ask to speak with the Practice Manager or put your complaint in writing to here at the Winscombe Surgery address or
2. Contact the **PALS** (Patient Advisory Liaison Service) service. PALS provide a confidential service to help you get the most from the NHS.

 Tel: **0800 073 0907 or 0117 947 4477**

Address : Suite 15, Corum 2, Corum Office Park, Crown Way, Warmley, BS30 8FJ

Email sarah.jenkins@swcsu.nhs.uk

If after investigation by either the Practice or PALS you are still dissatisfied you have the right to go to the Ombudsman :

The Parliamentary & Health Service Ombudsman

Millbank Tower

Millbank, London SW1P 4QP

Tel: 0345 015 4033

**USEFUL TELEPHONE NUMBERS**

**Hospitals (NHS)**

Bath Rheumatic Diseases 01255 465941

Bristol Eye Hospital 01179 230060

Bristol Dental Hospital 01179 230050

Bristol Royal Infirmary 01179 230000

Southmead Hospital 01179 505050

St Michael’s & Maternity 01179 215411

Weston General Hospital 01934 636363

**Local Pharmacies**

Banwell Village Pharmacy 01934 820944

Boots Chemists (Winscombe) 01934 843168

**NHS Out of Hours** 111

**North Somerset Community Partnership**

**(district nurses, health visitors etc.)**

The Strawberry Line 01934 852829

**DISABLED ACCESS**

The practice has suitable access for disabled patients at both surgeries.

**JOIN OUR PATIENT PARTICIPATION GROUP**: Give your email address or other contact details to a member of the Reception team or contact us via our website.

**REGISTER FOR ONLINE APPOINTMENT BOOKING ORDERING MEDICATION AND MEDICAL RECORDS ACCESS (“Patient Access”):** ask at Reception



**Practice Website:** [**www.winscombebanwellsurgery.nhs.uk**](http://www.winscombebanwellsurgery.nhs.uk/)

**Welcome to our friendly family practice.**

**Winscombe Surgery**

Hillyfields Way

Winscombe BS25 1AF

**Tel: 01934 842211**

**Banwell Surgery**

Westfield Road

Banwell BS29 6AD

**OUT OF HOURS CALL 111**

**THE PATIENT’S CHARTER**

Compassion and Care are the most important aspects of our service and we hope always to respond compassionately to our patients’ needs. To help us to do this the practice is supported by a team of District Nurses, Health Visitors, Chiropodist, Physiotherapist and Midwife.

**The Practice will not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, or appearance, disability or medical condition when registering new patients, either temporarily or permanently.**

**Dr John Jackson**

M.B.,Ch.B.,M.R.C.P.,M.R.C.G.P.,D.C.H.,

D.R.C.O.G., Dip. Occ. Med.

**Dr Matthew Paul**

B.Sc., M.B.B.S.

**Dr Ruth Colson**

M.B.Ch.B., M.R.C.G.P., D.R.C.O.G.

**Dr Trudy Withey**

M.B. Ch.B

**Dr Darren Cox**

**Advanced Nurse Practitioners: Ms Alex Richards & Mrs Ann Bailey**

**Practice Manager: Becky Coyle**

**Routine Opening Hours:- Monday – Friday**

**Winscombe**: 8.00 am – 6.30 pm

**(Early morning & evening routine appointments are available at Winscombe Surgery)**

 **Banwell**: 8.30 am – 1.00 and

 3.30 pm – 5.30 pm

(Closed Thursday pm) – Phone calls go through to Winscombe Surgery

 **EMERGENCIES**

During normal working hours the Duty Doctor can be contacted by the receptionist (**01934 842211)**

 **OUT OF HOURS SERVICE**

 **111**

 **Weekdays 6.30pm – 8.00 am**

**Weekends and Bank Holidays**

**TRAINING PRACTICE**

Prior to starting as a General Practitioner every doctor has to spend a year in a registered practice. We therefore have qualified doctors attached to us for periods of 6 or 12 months. They are already highly experienced as doctors in hospitals but are gaining experience in general practice.

**HOME VISITS AND TELEPHONE CONSULTATIONS**

If you think a **home visit** is necessary please telephone before **11.00 am**

**Telephone consultations** - arranged on request. A time is set aside at the end of morning surgery.

If you wish to see a particular doctor please ask at the time you make your appointment.

**If you find you do not need an appointment please contact the relevant surgery as soon as possible.**

**REPEAT PRESCRIPTIONS**

Please order you repeat prescription either online via our website, post or deliver your request and **allow 48 hours before collection**. You prescription can be sent directly to your choice of pharmacy or Banwell pharmacy, collected at the Surgery or posted on receipt of a stamped addressed envelope.

**ZERO TOLERANCE POLICY**

This practice supports the Government’s NHS zero tolerance zone campaign. Violent patients will be reported to the police and struck-off the GP’s list. We ask that you treat your GP and practice staff properly – without violence or abuse.

**CHAPERONES**

All patients are entitled to have a chaperone present for any consultation. Please request at time of booking, or ask your GP.

**PRACTICE NURSES**

Our nursing team consists of 4 nurses and 3 Healthcare Assistants who are qualified to provide a range of services for our patients.

**CLINICS AVAILABLE**

* Audiogram (hearing test)
* Baby and Child Health (including immunisations)
* Contraception
* Chronic Disease Management inc. Asthma, COPD, Coronary Heart Disease, Diabetes
* Cryosurgery
* Joint injections
* Minor Surgery
* Support to Stop Smoking
* Travel Clinic: advice about relevant vaccinations & other travel related issues

**Visiting services include :**

* Physiotherapist
* Diabetic Retinopathy screening
* Aortic Aneurism Screening

A private chiropodist holds a clinic on Thursdays

**North Somerset Community Partnership**

We work closely with The Strawberry Line community team who provide a wide range of services for housebound patients including specialist disease nursing, district nurses, physiotherapists, occupational therapists.