

Patient Information Leaflet

Core Opening times: 08:00 – 18:30 Monday to Friday

Also open until 8pm on Tuesdays, from 7:30am Wednesdays and some Saturday mornings

Medical Emergencies

In the event of collapse, suspected heart attack or suspected stroke, severe breathing difficulties, fractures, burns, or haemorrhaging, please call 999 immediately or if you can safely get to A&E, attend there – do not call the practice first as this may waste valuable time in getting you the necessary treatment.

Need an appointment?

If you need a GP appointment, please visit our surgery website www.168medical.co.uk and click on the AskMyGP button to create an account or sign in. Once signed in, you will be able to submit an appointment request online. AskMyGP sends your request directly to a GP meaning you no longer have to spend time trying to get through to us on the phone. We deal with all appointment requests on the day they are received so please make sure that you only contact us on a day when you are available to come into the surgery for a face to face appointment if the GP thinks that is necessary. The GP will respond to you via email or telephone either to speak to you or to ask you to come in for an appointment on the day.

If you need help setting up an email address or an AskMyGP account, please phone the surgery on 01934 628118 or 624242 so one of our team can help you.

If you need an appointment with one of our Nurses or Healthcare Assistants, please phone the surgery on 01934 628118 or 624242 so one of our team can help you.

Need to cancel an appointment?

Please call us on 01934 628118 or 624242 if you cannot attend an appointment as soon as possible – there is a large demand for both GP and Nurse appointments and we can offer the cancelled appointment to someone else if you let us know.

Push Doctor Remote Consultation Service

We use the Push Doctor service to provide same day **evening and weekend appointments** for our patients. Push Doctor work with the NHS and provide locally based GPs. They are able to view your record, prescribe and make referrals as our GPs can.

All consultations via this service are carried out using video so you will need a smart phone or computer with internet access to use this service.

Push Doctor GPs can treat many conditions remotely for example, skin conditions, mental health, aches and pains, sexual health and many many more.

To access this service & book, go to: <https://www.pushdoctor.co.uk> and create your account.

Test Results and Repeat Prescriptions

If you need to find out your test results, or you want to order a repeat prescription, please sign up for the NHS app or Patient Access. Patient Access is an online service which allows you to securely view your medical record, test results, and order repeat prescriptions online.

Most pharmacies offer a repeat prescription service

The pharmacy will request the medication on your behalf. Please talk to your local pharmacy if you are interested in this.

Please try to avoid sending in repeat prescriptions by post or with a stamped addressed envelope because sometimes the post will take longer than you expect and we will not be able to deal with your request in a timely manner.

Other information about repeat prescriptions

Please make sure you allow three full working days for your prescription to be prepared. For example, if you submit your prescription request on a Monday morning, it may not be ready until Thursday evening. We need this time to be able to process, check, and issue your next prescription safely and accurately. We can arrange for your prescription to be sent to a pharmacy of your choice (please let us know your preference). Please note that if your pharmacy delivers your medication to your home, this is likely to add some time to the overall turnaround. **You cannot order repeat prescriptions over the phone for safety reasons.**

Electronic Prescription Service (EPS)

If you nominate a pharmacy through EPS, it means that your prescriptions will go directly there from the surgery and you will be able to collect it from there, saving you lots of time. We can also track the prescription's progress through the system. Please sign up to EPS with your preferred pharmacy. Please note that we can now send controlled drugs through the EPS service.

Disabled Access

If you use a wheelchair or struggle to walk you will be able to use the lift to get to all floors. Please let us know if we can do anything to make your visit to the surgery any easier.

The Doctors

Dr John Heather	(GP Partner)
Dr Christopher Clarke	(GP Partner)
Dr Nicky Friend	(GP Partner)
Dr Kate Fretwell	(GP Partner)
Dr Mohammad Alam	(GP Partner)
Dr Kevin Haggerty	(GP Partner)
Dr Juan Wadey	(GP Partner)
Dr Posy Potts	(GP Partner)
Dr Peter Wrigglesworth	(GP Partner)
Dr Ann Byrne	(Salaried GP)
Dr Emily Boulton	(Salaried GP)
Dr Claudia Lim	(Salaried GP)

Dr Cheryl Cottrell	(Salaried GP)
Dr Holly Paris	(Salaried GP)
Dr Jessica Haley	(Salaried GP)
Dr Samantha Smith	(Salaried GP)

Other Clinical Staff

Daryl Hodgson	(Advanced Paramedic)
Pauline Dean	(Mental Health Nurse)

The Nurses

Marion Snelling	(Director of Nursing)
Bev Hemmens	(Registered Nurse)
Allison Nutt	(Registered Nurse)
Caroline Shawyer	(Specialist Nurse- Frailty)
Jackie Walters	(Registered Nurse)
Fiona Hooper	(Registered Nurse)
Helen Robbins	(Registered Nurse)

The Healthcare Assistants

Suzanne Thorne	Healthcare Assistant
Tina Snelling	Healthcare Assistant
Julie Snelgrove	Healthcare Assistant
Chelsea Snelgrove	Healthcare Assistant
Claire Turner	Healthcare Assistant
Amie Pulsford	Healthcare Assistant

The Management Team

Eloise Poynter	(Executive Manager)
Becky Alford	(Operations and Performance Manager)
Laura Baker	(Finance Manager)
Sophie Webber	(Admin Manager)
Chloe Chalmers	(Patient Services Manager (including complaints))

We also have a range of other non-clinical staff

Clinical Service provided by the Practice

Respiratory Clinics (Asthma, COPD, Spirometry)

Baby immunisations

Cervical smears

Contraceptive implant fitting

Contraceptive coil (IUCD) service

Emergency contraception

Family planning
Diabetic, COPD and Asthma care services
Flu and pneumococcal vaccinations
Wound management
Leg ulcer care
Hypertension care
Maternity services
Phlebotomy service
Anticoagulation service
HRT/Menopause service
Minor Surgery

Additional services for our patients (provided by other health services on the premises)

Diabetic Digital Retinopathy Clinics

Patient Participation Group (PPG)

We have an active PPG at 168 Medical Group. They meet quarterly at the surgery. We are always looking for new members. Get in touch with us for more information.

Comments and Complaints

We welcome all feedback on the services we provide, whether good or bad. We can always learn and improve from feedback so there is a range of ways to contribute your views:

- Send an email to: bnssg.168enquiries.nhs.uk
- Fill in a compliment or complaint form on our website: www.168medical.co.uk
- Complete a Friends & Family Test comment card either in the waiting areas.
- Telephone and ask to speak to the Patient Services Manager

If you wish to make a complaint, you can request a copy of our complaints policy or ask to speak to the Patients Services Manager and they will help you to complete a complaints form.

Registering as a new patient and the Practice Area

To register at Tudor Lodge you need to:

- Collect the registration form from reception or download from our website www.168medical.co.uk
- Bring this form and the 'New Patient Questionnaire' back fully completed
- You will need to present two forms of ID to register – one with a photo and one with an address

Please check our catchment area with the Team.

Online Services

There are several options to contact the surgery and to get helpful advice and information online. The practice uses AskMyGP for all GP appointment requests. We also use Patient Access for patients who would like to view their medical record online or to order repeat prescriptions; you can also do this on the

NHS App. If you are looking for some advice or information, please check our website: www.168medical.co.uk

Patient Responsibility

We aim to provide a professional, caring, and friendly service. To help us to help you and other patients we ask that you adhere to the following:

- Please arrive on time for your appointments
 - It is important that you keep us informed of your up to date home phone number, mobile phone number, address, and email address details at all times.
 - Please cancel any appointments you cannot make as soon as possible, including nurse appointments.
 - Home visits are only for those who are unable to leave the house for any reason. If you think you need a home visit, please call or request on Askmygp as early as possible, ideally **before 10am** to make your request. Remember that if there is any way you can get to the surgery, or ask someone to bring you, please do this. **Please be aware that if you request a home visit and you are not at home when we visit you – you will not be able to request home visits in the future.** It is better for you to be seen in the surgery where the clinician has all the equipment and your medical records available to them. A GP can see 6 patients in the time it takes to do 1 home visit.
 - Like most surgeries, we can run late on occasions so please bear with us in these circumstances. We do try to give patients the time they need but sometimes this makes us run late.
 - Be courteous to all members of staff and we expect them to be courteous to you at all times.
 - Pay for any non-NHS work that you ask us to complete.
 - Ensure you give us enough time to manage your repeat prescriptions safely.
-
- Keep abreast of what is going on in the surgery by keeping an eye on the information in the waiting area and on the website.
 - Try not to 'save up' your concerns as this doesn't help us to manage our time, despite your intentions being not to waste an appointment. If you are concerned about something it is never a waste of an appointment.
 - To ensure the safety of your children, please keep an eye on them at all times in the waiting room. If you can safely organise for child-minding whilst you have your consultation this helps the clinician to give you their full attention.
 - When booking an appointment, be prepared to be asked the reason for your request. This helps us to ensure you get the care you need in the most appropriate timescale. You do have the right not to give a reason.

Seeing your usual GP

Where at all possible, we strongly encourage you to see your usual GP, this provides continuity of care and enable the GP to get to know you and your history, it saves you having to repeat your story every time and helps us provide you with the best care possible. This is even more important if you have a long term condition.

Patient Calling System

The practice uses a patient calling system that is part of the media screen in the waiting area. Your name, the clinician calling you and the room number will be shown and this information will also be announced. If you are concerned that you may not see or hear the information, please let reception know and the clinician will come to the waiting area when you are called.

Interpreting Service

The clinicians and staff at the practice have access to a telephone interpreting service. It generally only takes a moment to get an interpreter on the line. You should ask for an interpreter if you need one. You should not need to bring a family member with you to translate if you do not wish to. If you require a British Sign Language Interpreter, we can arrange this for you.

Friends and Family Test

The Friends and Family Test is an initiative across all practices in England. There are comment slips in the waiting rooms. You are invited to give us your feedback on any of your interactions with the practice and as often as you like. The results will be seen on NHS Choices website.

Abuse, Violence and Aggression

The practice operates a zero tolerance policy in accordance with NHS Guidelines. Staff have the right to work in safe environment without fear of physical or verbal abuse. Abuse to our staff may result in your removal from our list and/or police involvement.

Minor injuries provision in North Somerset

The practice does not currently offer minor injuries services. You can attend the Clevedon Hospital Minor Injuries Unit which is open from 08:00 until 21:00, 365 days a year. Clevedon Community Hospital, Old Street, Clevedon, North Somerset, BS21 6BS, telephone 01275 546852. You will usually be seen in less than 1 hour and they can deal with minor injuries, cuts, scrapes, sprains. For more information visit: www.nscphealth.co.uk/services/minor-injuries-unit. Please keep the Accident and Emergency Department at Weston Hospital free for more serious accidents and emergencies. Please be aware that A&E Department at Weston Hospital currently closes at 22:00.

Medical Students and Research Studies

168 Medical Group is a training practice. This means that some of our GPs support, train and supervise students. These students will usually be qualified doctors who are undertaking post graduate study. We also train nursing students, primary care paramedics and physicians associates. We will advise you at the time of your appointment if this is the case and if you are uncomfortable with this for any reason please do not hesitate to advise our reception team.

The practice also occasionally participates in research studies designed to improve future health care. All research studies are closely governed to ensure that patient confidentiality is protected and maintained and that the studies have passed the proper ethical requirements. If a study involves specific patients, those patients will be asked whether they would like to participate and given information. They have the right to decline involvement. It is entirely voluntary.

Non NHS Work

Some of the work you may ask us to do falls outside of NHS contractual work. Items such as medicals for HGV, PSV, or other medicals may be outside of the NHS and you may be asked to pay a fee in

advance. Please ask reception for the list of fees. Please note that non NHS work cannot take priority over our responsibilities to care for our registered patients and therefore there may be delays in non NHS work. Please be patient.

Protecting your Information, Confidentiality and Information Sharing

The information we hold about you is solely for the purpose of caring for your health and will only be seen by those who need to. There is a possibility of patient information being used by other organisations for the purpose of managing your care or the management of health care services.

In addition, recent changes to IT and NHS policy have made it possible to share information with other healthcare professionals e.g. hospitals. Please ask at reception for more information on the Summary Care Record (national scheme), and Connecting Care (local scheme across Bristol, South Gloucestershire, North Somerset). You have the right to opt out of information sharing.

We have a legal duty to keep confidential all the information held about you. The obligations the NHS has, together with the rights that every individual enjoys, are set out in the General Data Protection Regulations (GDPR) which came into force in May 2018. If you have any questions about patient confidentiality please contact the Executive Manager. Protecting your personal information is of paramount importance. If you would like a copy of our Privacy Notice, please either download it from our website or ask for a copy at reception.

Consent Policy

It is important that during the course of any treatment or advice you receive at the practice you understand the nature, purpose and risks associated with any proposed care plan or advice. The practice staff will inform you of these during your consultation. If you are ever unsure about the nature, purpose or risks associated with what is being discussed then please do not hesitate to ask for further clarification. If you require additional assistance, for example an interpreter, additional advice or illustrations, then please do not hesitate to ask your clinician or another member of the practice team.

Prescribing Policy – Changes of Medication

We continually monitor our prescribing to ensure patients are receiving the most effective and medically appropriate treatment. We work closely with our colleagues at NHS North Somerset Clinical Commissioning Group and their Medicines Management Team to make changes to either improve safety and quality or to reduce costs without affecting your treatment. Your medication will be reviewed on a regular basis and where appropriate alternative medication may be prescribed.

Patient supplied samples

Please remember that in order for us to process patient supplied samples (such as urine and stool), they must be supplied to us with all the paperwork completed and the sample itself clearly identified as instructed by your clinician. Failure to do so will mean that we are unable to send your sample to the laboratory for testing.

Blood Pressure Machine

There is a blood pressure machine in the waiting area of the surgery. Please feel free to use this at any time but do please let us have the results as the machine is not linked to our clinical system.

Carers

Are you helping someone with their day to day living? Without your help and care would they be able to manage? If so, you are a carer. Please make sure you tell your clinician so that we can make a note of

this in your records. We can put you in touch with local organisations that can offer you help and support, for example Crossroads North Somerset. There is help out there for you so please let us put you in touch. You will also be entitled to additional services such as flu vaccination or NHS Health Checks.

Veterans

If you are a veteran, please make sure you let us know. This means we can offer you additional support and can ensure this is noted on any referrals we do for you to hospital trusts, this sometimes means you can be seen a little more quickly. You are considered a veteran after just one day of military service.

Chaperones

A chaperone is a trained member of staff, who you can request to be in the consultation with you, for example if you have having an intimate examination. Please don't be afraid to ask for one.

Feeling vulnerable or at risk?

Whether you are an adult, a child or a teenager, if you are feeling that you are at risk of harm or neglect, worried about your or somebody else's wellbeing then please speak to a GP. We can put you in touch with the right people.

Out of hours GP service – dial 111

To contact the out-of-hours doctor, just dial 111. The 111 service is available 24 hours a day, 7 days a week, 365 days a year. The NHS 111 service has been introduced to make it easier to access medical help, especially when the practice is closed. They will take some information from you and can direct you to the most appropriate service, whether that is a pharmacy, the GP out of hours service (in Weston), the minor injuries service in Clevedon or A&E. Calls are free from landlines and mobile phones.