

BLOOD TEST RESULTS

Test results can be obtained by phoning the surgery after 2pm. Most results are available about five days after they are sent to the laboratory but X-ray results may take ten to fourteen days.

SICK NOTES

You do not need a certificate from a doctor for the first six days of your illness. You can self-certificate using forms SC1 and SC2 available from the DSS or your employer. There will be a fee if you need a private sick note. If you simply need a sick note please say so at the start of the consultation.

NON NHS SERVICES

The following services carry a fee:-

Insurance medicals, re-employment forms, holiday cancellation forms, sports examinations, private health insurance forms, driving medicals and fitness to travel certificates. Some travel vaccinations e.g. Yellow Fever and information from medical records may also incur a charge.

COMPLAINTS AND COMMENTS

We aim to provide the best possible care for our patients, however if you have a complaint or concern about the standard of service or care you receive at the practice please ask for our leaflet which explains the complaint procedure we have in place. We also have an active patient participation group (see our website or ask reception for details). We always welcome comments about our service and any suggestions you may have for improvement.

PROTECTING YOUR INFORMATION

The health professionals caring for you keep records about your health and the care you receive. We need this information to ensure the staff caring for you have accurate, up-to-date information to help them decide the best possible care and treatment for you. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality. Generally your records will only be seen by those involved in providing or administering your care. To make sure you receive all the care and treatment you need, we might share relevant information about you with other organisations. We will talk to you before any information is shared to ensure we act with your consent. 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. When information is shared it is passed securely and kept confidential. If at any time you would like to know more about how we use your information you can speak to our Business Manager, Linda Buczek or for further information please refer to the leaflets held in reception "Your Health Records, Protecting Your Information".

Bishopston Medical Practice



Practice Leaflet

43 Nevil Road
Bishopston,
Bristol
BS7 9EG
Tel. 0117 944 0700
Fax. 0117 944 0707

www.bishopstonmedicalpractice.nhs.uk
Email: bishopston.medicalpractice@nhs.net

Opening Hours

8.30am to 6.30pm Monday, Wednesday & Friday
8.30am to 7.00pm Tuesday & Thursday



If you have an emergency when the surgery is closed call 111.
Calls to NHS 111 are free from both landline and mobile phones.
If you have a life threatening medical emergency please dial 999

PRACTICE AREA

The practice area includes the whole of Bishopston, St Andrews and parts of Horfield, Redland and Montpelier. The exact boundary can be seen on a map held at the practice.

THE GP PARTNERS

Dr Gemma Gibbon and Dr Geeta Iyer.

ASSOCIATES

Dr Elizabeth Tabor, Dr Nadine Burrows, Dr Lucy Gray, Dr Alice Hunt, Dr Ufaq Qazi & Dr Joanna Williams

PRACTICE NURSES

Nurse Lead: Val Picton

Nurses: Fran & Charlotte

HCA: Sue

Phlebotomist: Nigel

The Practice Nursing Team is lead by Val Picton who is a Nurse Independent Prescriber. Clinics are run for the following long term conditions: CKD (Chronic Kidney Disease), Diabetes, Chronic Heart Disease, Asthma, COPD (Chronic Obstructive Pulmonary Disease) and hypertension. Treatment room work including dressings, blood pressure, smears, swabs, travel and childhood immunisations are also run daily. Our Health Care Assistant and Phlebotomist can be booked for routine blood tests, blood pressure checks, ECGs, NHS Checks and support to stop smoking advice by appointment. We are also a 4YP Practice registered for C-Card Administration.

RECEPTION AND ADMINISTRATION TEAM

Business Partner: Linda Buczek

Operations Manager: Samantha Hacker

Reception Manager: Caroline Hawkins

Secretaries: Georgina & Michèle

Receptionists: Angelique, David, Helen, Jane, Jenny, Meg, Sureen, Tina & Tom.

OTHER CLINICAL TEAM MEMBERS AND ATTACHED STAFF

There are a team of Midwives in the Horfield and Bishopston area and they can be contacted on 0117 3737117. Our Health Visiting Team can be contacted on 0117 9507000. The community nursing team can be reached on 0117 9895900.

CONTRACEPTIVE SERVICES

Appointments can be made with the Practice Nurses for oral pill checks and contraceptive injections. Our Nurse Lead is trained in fitting contraceptive implants and several GP's are trained to fit uterine coils. A prior consultation is necessary for this procedure.

APPOINTMENTS

All surgeries are by appointment. We operate a triage system for those who think they need a same day appointment and a limited number of appointments can be booked a few days in advance. Clinic and Nurse appointments can be booked up to two weeks ahead. Please try to be punctual. If you are more than ten minutes late you will usually be asked to re-book your appointment. Please advise if you are unable to keep an appointment as it can be offered to someone else. If you have several problems you wish to discuss or one complicated one **please make a double appointment.**

TELEPHONE ADVICE

General medical advice can be obtained 24 hours a day by calling 111. We do offer routine telephone appointments with the clinical team; please speak to a member of the reception team to book one of these.

HOME VISITS

Always come to the surgery if you possibly can as we have better facilities for examining you and extra help is immediately at hand from the Doctors, Nurses and other staff. We don't mind seeing you at home if you are ill and in bed but if you are up and dressed please ask friends or relatives to bring you to the surgery if at all possible. We can see three or four patients in surgery in the time taken to do one home visit. Furthermore laboratory tests are quicker and easier to take in the surgery than at home.

REPEAT PRESCRIPTIONS

Please use the white counterfoil on your prescription and tick which items you need. This should be handed to the receptionist. Alternatively you can order on-line at our website, put the request in writing or use one of the repeat prescriptions forms. Prescriptions will normally be available within 48 hours (excluding weekends and bank holidays).