

## Surgery Opening Times

Mon/Thurs/Fri	8:15am - 6:30pm	PRE-BOOKED APPOINTMENTS ONLY
Tues/Weds	8:15am - 7.00pm	PRE-BOOKED APPOINTMENTS ONLY
Saturdays	8:30am - 10:30am	PRE-BOOKED APPOINTMENTS ONLY

We are able to offer a variety of early, lunchtime and late appointments. Actual session times vary between the Doctors. Please contact Reception for details.

Website - [www.pembrokeroadsurgery.co.uk](http://www.pembrokeroadsurgery.co.uk)

Services and information available 24 hours a day:

- Book, cancel, and amend Doctor and Nurse appointments
- Order repeat prescriptions
- Print travel forms
- Find a wealth of information about the Practice, the staff, local chemists, contact numbers and links to other useful sites.



**If you haven't already done so you may register at the Practice by coming into Reception with:**

## Registering with the Practice

- Photographic ID
- Proof of your current address (eg bank/mortgage statement)
- Previous address
- NHS number (obtainable from your current GP)

The GPs at this Practice do not hold personal lists. This means you are free to see any Doctor. If you wish to be seen by a particular doctor you may have to wait a little longer.

## Practice Area

The Practice is part of NHS Bristol which is based at South Plaza in central Bristol. They may be contacted by telephone on 0117 9766600. Our Practice area includes BS8, BS9 that part of BS7 west of Ashley Down Road and Muller Road, and parts of BS1 and BS6 .

## Text Message Service

It is important that we have an up-to-date phone number for you in order that we can get hold of you should we need to. If you are able to provide us with a mobile number, we would like to use this number to send you appointment reminders by text. These will be sent out 24hrs ahead of your appointment time. We are also able to use text messages to advise you of our in-house services which may be of interest to you.

# Practice Staff

Practice Manager - Heather Carrigan

Operations Manager - Melanie Templer

Reception Team - Our Reception Team make appointments, deal with requests for home visits and repeat prescriptions and carry out many other clerical duties. They will be your first point of contact at the Practice and are a useful source of information. They will help you with any queries you may have.

Please note: The telephones on Reception are often very busy in the morning, particularly Mondays. It would help the Receptionists if all routine enquiries are made after 11:00am.

Admin Team - We have a small and dedicated team working behind the scenes providing invaluable administrative support to the Practice.

Practice Nurses

Sister Sarah Tucker (RN)

Treatment Room Nurse

Sister Helen Corke

Sister Samantha Veater

Health Care Assistant

Genevieve Emery

Ali Aitchison

Sarah Hughes

Specialist Diabetes Nurse

Sister Lynn Wrathall

Mental Health Nurse

Teresa March

Practice Pharmacist

Uzma Iqbal

The Nurses also run clinics for patients with long-term conditions:

- ◆ Asthma/COPD clinic
- ◆ Diabetes clinic

Please contact Reception for an appointment. We will ask the reason for your appointment in order that we can slot you in with the appropriate nurse.

Urgent appointments The On-Call Doctor OR Nurse Practitioner run a surgery each morning for patients with urgent medical problems. This is a short appointment to deal with urgent problems only. We allocate 8 minutes for these appointments - you may be asked to re-book a routine appointment if there are other non-urgent issues you wish to discuss.

To access this service, please telephone Reception as soon as possible after 08:30 requesting an urgent appointment.

## Blood Test Clinics

Monday	Tuesday	Wednesday	Thursday
08:20 - 16:30	08:45 - 16:30	08:20 - 16:30	08:20 - 16:30
Pre-booked appointments only	Pre-booked appointments only	Pre-booked appointments only	Pre-booked appointments only

Health Visitors - Our HV team are based at Hampton House and can be contacted on ☎ 0117 330 2626.

District Nurses - The DNs provide Community Nursing services for those patients that are housebound and therefore cannot come to the Surgery. They can be contacted on ☎ 0117 377 3356.

## Childhood Immunisations

We run a clinic on Friday afternoons between 14:00 and 15:30 for all childhood immunisations to be administered. This clinic provides a lovely way to meet up with other mums. An appointment will be sent to you. If you are unable to attend the clinic, please speak to a Receptionist who will be able to give you an appointment with an appropriately trained nurse.

## Booking Appointments

Our GP appointments are released three days ahead, with some availability up to five weeks ahead. Please do not pressure the Receptionists to break this rule. GP appointments can be made by phone using our automated service or over the Internet using the online tool. To be able to book appointments online you must pick up a registration form from Reception as this will give you a unique PIN number. Please note all appointments are for 10 minutes only.

Nurse appointments can be booked by phone or online approximately one month ahead.

When attending the Surgery for your appointment please arrive in plenty of time. The Doctor or Nurse will usually be unable to see you if you are more than 10 minutes late. To avoid queuing at the desk please use our self check-in system, which is opposite the Reception desk.

Cancellations: You can cancel your appointment by phone, online, or by TEXT, just send a message with your full name and date of appointment to 07934 181640. If you cannot make your appointment please let us know as soon as possible - we usually manage to fill cancellations.



## Home Visits

Requests for house calls should be made between 08.30 - 11.00 am. Home visits are reserved for the elderly and housebound. Please remember that home visits are time consuming and we ask patients to attend the Surgery wherever possible.

## Repeat Prescriptions

The Practice can only accept repeat prescriptions requests in writing. To ensure accuracy the Receptionists are not able to take requests over the telephone. Please respect this rule. You may use the right hand side of your previous prescription or merely send your request in writing to Reception. Forms are also available in the porch for re-ordering. Online ordering is available via our website [www.pembrokeroadsurgery.co.uk](http://www.pembrokeroadsurgery.co.uk)

Please allow 48 hours before collecting your prescription from the Practice. If a pharmacy collects your prescriptions for you, please allow 72 hours before collecting your medication from them. It is **the patient's responsibility to ensure that all prescriptions are ordered in plenty of time and** we appreciate your support in this. Due to changes in Data Protection Laws, as of 1<sup>st</sup> of August 2018 you will be unable to ask anyone to collect prescriptions and documents on your behalf unless a password has been set up to do so. Forms available at Reception.

## Volunteers Group

We run a Volunteers Group here at the Practice, which helps with transport to and from the Practice and also hospital appointments. The members also offer a befriending service for lonely or isolated patients who would benefit from someone visiting them regularly, at home or in hospital. All of the volunteers are checked against the Criminal Records Bureau (CRB) We then meet with them to discuss how the Group is run and what support the Practice can offer, before they become active members.

To access the transport service, please phone the Practice on 0117 973 3790 and speak with a member of the Reception team, giving as much notice as possible for your request. A minimum of 48 hours is required to arrange transport. Please note that in some circumstances it may not be possible to fulfil requests. A voluntary contribution is usually made to the driver, depending on what is appropriate to the length and time of the journey. Most of the drivers will have a discretionary box on their dashboards for this. We suggest that a minimum donation of £2 for a local journey is sufficient.

If you are interested in becoming a volunteer and would like more information, please ask at Reception.

## Test Results

It is your responsibility to obtain any test results. We kindly ask patients to ring for test results after 14:00. Please note that some results take longer than others to arrive. Please remember that Reception staff are not medically trained, so if you have a query regarding a result please make an appointment to see a Doctor or ask for a Doctor or Nurse to telephone you.

## Access

### Parking

On-street parking outside Pembroke Road Surgery falls within the Residents' Parking Zone scheme. The scheme operates between 9am and 5pm, MONDAY TO FRIDAY. You will need a permit, or Pay & Display ticket to park. You can park without a permit or ticket outside these times. You can park for up to 30 minutes free of charge using a Pay & Display ticket, or you can pay £1.00 an hour for longer stays.

### Disabled Access

At the rear of the building you will find a wheelchair and pushchair access ramp. To gain access, please press the buzzer at the back door. For ease of access this door is power-assisted.

### Facilities

We have a designated wheelchair access toilet facility opposite Reception. There are also baby-changing facilities available. We have a lift which enables patients to get to the lower and upper floors of the building.

## Out of Hours Care

If you need urgent medical advice when the Practice is closed, please call the NHS 111 service on  111. Calls from landlines and mobiles are free.

The 111 Team will advise you of the most appropriate service for you. You may be asked to attend one of the local Out-of-Hours clinics located at Bristol Royal Infirmary, Southmead Hospital or South Bristol Community Hospital. Alternatively, you may be advised to go to A&E or contact your own GP the next day. Details of your call to 111, including any advice given, will be forwarded to the Surgery the next working day for inclusion in your medical record and to inform us if any follow-up is needed.

## Copying Letters to Patients

The initiative to copy clinicians' letters to patients is part of the Government's policy to increase patient involvement in their care and treatment. If you would like copies of any letters we have written about you please speak with Heather Carrigan, Practice Manager.

## Your Medical Records

We keep information about your care and treatment in the form of electronic medical records. This ensures that your Doctor, Nurse or other healthcare professional has accurate and up-to-date information to assess your health needs and to plan your future care. Information from your records will be used if you are referred to a Specialist or another part of the NHS. Other healthcare providers such as Midwives, District Nurses and Health Visitors also have access to the records of patients they are caring for.

Information from your medical records may also be used for research and clinical audit, and we remove any details that might identify you. The sharing of some types of sensitive information is strictly controlled by law and anyone who is receiving it is also under a legal duty to keep it confidential. You have a legal right to see your health records. For information on how to do this, please see our website or enquire at Reception.



## Zero Tolerance Policy

Everyone who works at the Practice has the right to care for patients without being abused. We ask that you treat your GP and his/her staff properly without violence or abuse.

Patients who are violent or threaten violence towards GPs or staff may be removed from the Practice list without warning. Local patients who have been removed from Practice lists because of violence will be registered with a GP who will only see them at a pre-arranged time at a secure location.

## Comments and Complaints

We endeavour to provide the best service possible to our patients, however we are aware that it is impossible to please everyone all of the time. We hope that most problems can be sorted out quickly and easily, preferably at the time they arise and with the person concerned.

Where we are not able to resolve the problem in this way and you wish to make a formal complaint please do so, preferably in writing as soon as possible after the event, as this helps us to establish what happened more easily.

Please see our complaints procedure which is available from Reception or can be downloaded from our website: [www.pembrokeroadsurgery.co.uk](http://www.pembrokeroadsurgery.co.uk)

For an informal chat, please contact our Complaints Manager, Heather Carrigan via Reception on 0117 973 3790

## Choose and Book - Choice and flexibility for the patient

When you and your GP agree that you need an appointment with a specialist, the Choose and Book system offers you a choice of hospital/clinic, date and time for your appointment.

Choose and Book will also give you the ability to:

- manage your existing appointments, if you are currently undergoing treatment
- fit your treatment in with your other commitments, at home and at work
- choose appointments that fit with your carer's schedule
- check the status of your referral and to change or cancel your appointments easily over the phone or on the internet.

For further information please visit [www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk)

## Services which attract a fee

The National Health Service provides most healthcare to most people free of charge, but there are exceptions. The NHS does not employ GPs, but has a contract with them to provide NHS general medical services for their patients. Sometimes GPs are asked to provide additional services, which fall outside of their NHS contract, and in these circumstances they are entitled to make a reasonable charge for providing them. The Practice has a list of charges compiled using **British Medical Association (BMA) guidelines: 'Private Fees'**

**When a Doctor signs a certificate or completes a report, they need to check the patient's** entire medical record to ensure they are providing accurate information. Therefore we do ask for reasonable notice to complete such reports.

Below are a few examples where payment from the patient is required:

- Private sick note
- Private prescription for malaria tablets
- Simple statement of fact letter
- Medical examinations for sports activities, HGV licence etc
- Completion of holiday cancellation form

If you need a form completed, please contact Reception who will be able to advise you about charges.

## Seeing the Doctor

Please note that **we do not see patients on a 'walk-in' basis**. Please contact the surgery by telephone first, rather than coming straight in. We cannot always guarantee that a Doctor will be on the premises.

All surgeries are by appointment for both urgent and routine matters. This enables us to manage your care appropriately, offering urgent advice and consultation slots when clinically indicated and dealing with more routine matters through our normal appointment system.

If your need is urgent, in the mornings you will be offered an appointment with the Duty Doctor or Emergency Care Practitioner. This is a short appointment to deal with urgent problems only – you may be asked to re-book a routine appointment if there are other non-urgent issues you wish to discuss.

After lunchtime, one of the doctors will ring you back to arrange the most appropriate time for you to be seen. This enables us to plan our urgent work more efficiently and will also reduce the time you may spend waiting once you have arrived.

Thank you for your co-operation and understanding.

## Need to cancel your appointment?

Text your full name and date of your appointment to 07934 181 640 (please note that this service only accepts incoming texts for cancellations)

**Routine Doctor's appointments can also be booked, checked, amended and cancelled via our automated telephone system.**

Call 0117 973 3790 and press Option 1 when you hear the surgery welcome message.

**Routine Doctor's appointments can also be booked via the Internet. Please ask at Reception for an access pin and password.**

# Data Protection and Patient Confidentiality

## Privacy Notice

A copy of our Privacy Notice is available to download at [www.pembrokeroadsurgery.co.uk](http://www.pembrokeroadsurgery.co.uk)

This Privacy Notice contains important information about how we use the personal and healthcare information we collect on your behalf – please read it carefully.

## Privacy Notice - Screening Programme

Further information about the Screen Programme is available to download from:-

<http://www.pembrokeroadsurgery.co.uk/docs/Privacy-notice%20-%20Screening.pdf>

## Summary Care Records

Your Summary Care Record is a short summary of your GP medical records. It tells other health and care staff who care for you about the medicines you take and your allergies. This means they can give you better care if you need health care away from your usual doctor's surgery:

- in an emergency
- when you're on holiday
- when your surgery is closed
- at out-patient clinics
- when you visit a pharmacy

More information is available to download from <https://digital.nhs.uk/services/summary-care-records-scr/summary-care-records-scr-information-for-patients>

An opt out form is available to download from [http://www.pembrokeroadsurgery.co.uk/docs/opt\\_out\\_scr\\_form.pdf](http://www.pembrokeroadsurgery.co.uk/docs/opt_out_scr_form.pdf)

## Confidentiality

Anything that you discuss with any member of the Practice Team will remain confidential. The only circumstances, under which we might consider passing on confidential information without your permission, would be to protect you or someone else from serious harm and in these cases we would always try to discuss this with you first.

To release information to a third party, insurance company, solicitor or other organisations we require that you sign and date a consent form for disclosure. In most instances a template will be provided by the organisation however we are happy to accept a handwritten, signed and dated letter from the patient. In some cases patients might want another individual or family member to have access to medical records; again in this case, explicit instructions are required from the patient in order to carry out their wishes.

## One Care Improving Access to Practice Appointments

Further information can be downloaded from [http://www.pembrokeroadsurgery.co.uk/docs/007%20Leaflet%20OCC\\_\\_4pp\\_Access.v3.pdf](http://www.pembrokeroadsurgery.co.uk/docs/007%20Leaflet%20OCC__4pp_Access.v3.pdf)

## Connecting Care

Connecting Care is a digital care record system for sharing information in Bristol, North Somerset and South Gloucestershire. It allows instant, secure access to your health and Social care records for the professionals involved in your care.

Relevant information from your digital records is shared with people who look after you. This gives them up-to-date information, making your care safer and more efficient.

For more detailed information can be downloaded from <https://www.connectingcarebnssg.co.uk/>

### Your Health and Care Records

#### What is patient information?

When you visit an NHS or social care service, information about you and the care you receive is recorded and stored in a health and care record. This is so that people caring for you can make the best decisions about your care.

Further information can be downloaded from <https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-access-your-health-records/>

The information in your records can include your:

- name, age and address
- health conditions
- treatments and medicines
- allergies and past reactions to medications
- tests, scans and x-ray results
- lifestyle information, such as whether you smoke or drink

hospital admission and discharge information Further information can be downloaded from:-

<https://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/overview.aspx>

### NHS Digital

You have the legal right to request a copy of the information that we (NHS Digital) hold about you, in line with the General Data Protection Regulation (GDPR).

We do not hold medical records in the same format as a GP or hospital. If you want to see copies of your medical records, you should ask your GP or the health setting that provided your care or treatment.

We collect some information from medical records, so that we can carry out our duties for the health and care service in England. Further information can be downloaded from <https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/how-we-look-after-your-health-and-care-information>

Where we process data about you, you can request to see it free of charge. (A reasonable fee may be charged in some cases, for example if repeated requests are made.) Information on how to make a subject access request can be found at

<https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/publication-scheme/how-to-make-a-subject-access-request>

### National Data Opt Out Programme

NHS Digital are introducing a new tool that people can use to opt out of their confidential patient information being used for reasons other than their individual care and treatment. It will be secure and accessible, and will be available from 25th May 2018.

### Find Out Why Your Data Matters

<https://www.nhs.uk/your-nhs-data-matters/>

[http://www.pembrokeroadsurgery.co.uk/docs/Patient+handout+Final+v1+web%20\(3\).pdf](http://www.pembrokeroadsurgery.co.uk/docs/Patient+handout+Final+v1+web%20(3).pdf)

This will be updated as more information becomes available to us in the Practice

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Thank you for your co-operation and understanding

## Private Blood Tests

Please note that we are unable to do private blood tests at Pembroke Road Surgery.

Private clinicians who have requested blood tests should be making their own arrangements, including interpretations and follow up of results, but if you could contact the following private clinics:

The Medical, Temple Quay - 03303 334 123

The Spire - 0117 321 1702

## Ready to Quit Smoking?

- Would you Like to give up smoking?
- Tired of standing out in the rain?
- Feeling the credit crunch?

Why not take this opportunity to start a smoking cessation programme to help you quit.

We offer one-to-one sessions with our Stop Smoking Advisors here at the surgery—please ask at Reception for details or ring us on 0117 973 3790.

## Others NHS Services Available to You

### Walk-in Centres

Walk-in Centres provide fast and convenient access to a range of NHS services including information, advice and treatment for minor illnesses and minor injuries. Centres are open from early morning to late evening.

Broadmead Medical Centre  
(within Boots)  
59 Broadmead  
Bristol  
BS1 3EA  
( 0117 954 9828

South Bristol Walk-in Centre  
South Bristol Community Hospital  
Urgent Care Centre  
Whitchurch Lane  
Bristol BS14 0DE  
( 0117 342 9692

### Pharmacy Advice

Pharmacists are experts on medicines and how they work. They are able to offer advice regarding common complaints such as coughs, colds, aches and pains. They can help you decide if you need to see a doctor. You can talk to your pharmacist in confidence without making an appointment.

### Patient Advice and Liason Service (PALS)

As a patient, relative or carer sometimes you may need to turn to someone for help, advice and **support. This is where the Patient Advice and Liaison Service comes in. PALS' aim is to help sort** out any problems or concerns you may have when using health services. They are based at NHS Bristol and can be contacted on 0117 900 3433

If you look after someone who is frail, disabled or mentally ill you are a *carer* and it is important that your GP knows so we can offer you the appropriate help. Carers are entitled to a Carers Assessment which provides a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person for whom you care. There is no charge for an assessment.

## Are you a Carer?

Please contact the Reception Team if you are a carer and we can update our records and provide you with some relevant information regarding national and local support services. You may also find the following websites useful:

- [www.carers.org](http://www.carers.org)
- [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)
- Attendance Allowance, blue Badges etc: <http://www.direct.gov.uk/en/index.htm>