

# Beechwood Medical Practice

[www.beechwoodmedicalpractice.co.uk](http://www.beechwoodmedicalpractice.co.uk)



## Surgery Times

The practice is now able to offer a limited number of pre-bookable appointments outside of our usual working hours. These are from 7.30 - 8.00 am and 6.30 - 7.30 pm on various week days.

Fishponds Primary Care Centre	Monday to Friday 8.00am - 6.30pm
GP Surgery Times	AM SURGERY: 8.30am to 11.00am PM SURGERY: 3.30pm to 6.00pm

## Disabled Access

Car spaces for the disabled are marked near the front entrance of the Primary Care Centre. Wheelchair access to the building is via the front entrance. Patient services are provided at ground floor level. A disabled patients WC is provided. If access proves difficult for any of our disabled patients, we would be happy to consider any suggestions for improvement.

## The Practice

The practice is based at the Fishponds Primary Care Centre which is a centrally placed, modern, purpose built primary care centre with a range of facilities and excellent access for disabled patients. Good car parking is available and there is a regular local bus service.

## Practice Area

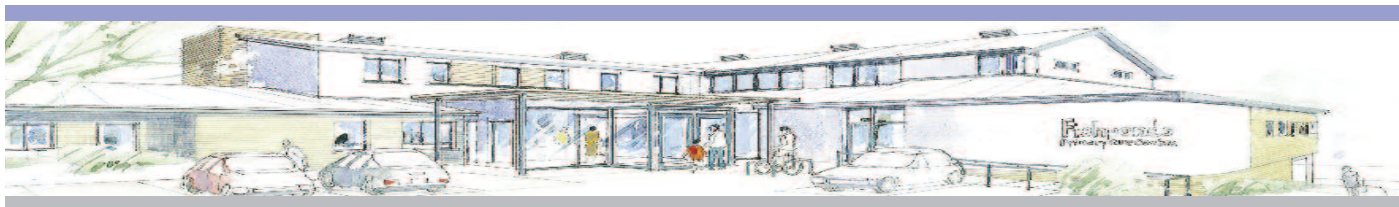
The practice covers a large part of Inner & East Bristol and includes the districts of Fishponds, Staple Hill, Downend, Frenchay, Stapleton, Eastville, Lower Easton, Whitehall, Speedwell and Soundwell. Detailed maps showing the exact boundaries of the practice are available for inspection in the reception area of the Primary Care Centre. Please inform us if you move outside this area.

**Beechwood  
Medical Practice**  
Fishponds Primary  
Care Centre  
Beechwood Road  
Fishponds  
Bristol  
BS16 3TD

Telephone:  
**0117 9082360**

Fax:  
**0117 9082354**

**Partnership**  
Dr Philip Harris  
Dr Nicholas Gwilliam  
Dr Iyabo Ojo  
Dr Kate Rush  
Dr David Cheang  
Dr Rachael Dodoo  
Dr Justine de Mink



## Quick Reference To Telephone Numbers

### Fishponds Primary Care Centre

Reception/Appointments	0117 9082360
Out of Hours	0117 9082360
Home Visit Requests	0117 9082362
Secretary	0117 9082355
Community Clerk	0117 9082378
Fax	0117 9082354

## The Partners

**Dr PHILIP HARRIS**, BM. BS. DCH. DRCOG. MRCGP. (1985 Nottingham) Graduated from Nottingham in 1985. Has been a partner since 1996. His interests include minor surgery and the use of computers in medical practice.

**Dr NICHOLAS GWILLIAM**, B.Med.Sci. BM. BS. (1995 Nottingham) DRCOG.MRCGP. DPD. Joined the practice in 2001 after locuming for 2 years following completion of the Lincoln VTS. Since joining the practice he has helped with the introduction of Advanced Access and has taken on Medical Student Training. His interests are minor ops, joint injections & dermatology.

**DR IYABO OJO**, MBBS, DRCOG, MRCGP. Graduated from Liverpool University in July 2001 and was previously working at a practice in Oxford. She has an interest in family planning and public health medicine.

**DR KATE RUSH**, MBChB, DRCOG, DFFP, MRCGP, LoC IUD/SDI

I graduated from Bristol University in June 2001 and joined the practice in April 2006. I have an interest in gynaecology, palliative care and family planning. I fit coils and implants for the practice. Outside work I enjoy road cycling and have ambitions to do triathlon.

**DR DAVID CHEANG**, MBBS, DRCOG, MRCGP (2000, Cardiff)

Graduated from University of Wales, College of Medicine in Cardiff in August 2000. Has worked in Bristol since qualifying as a GP in Feb 2006 before joining this practice in April 2007. His interests include minor ops, acupuncture and joint injections.

**DR RACHAEL DODOO**, MBBS, DRCOG, DFRSH, MRCGP

Graduated from Imperial College London in 2004 and joined the Practice in July 2011 having worked in and around Bristol as a locum since completing her GP training in 2009. Special interests include Child Health and Family Planning.

**DR JUSTINE DE MINK**, MBChB, DRCOG, DFRSH, MRCGP

Graduated from University of Cape Town in 1998 and came to live in the UK in 2001. Previously worked in London, Swindon and Bristol and worked as a salaried GP in Kingswood before joining the practice as a Partner in July 2011. Special Interests include women's health and medical politics.

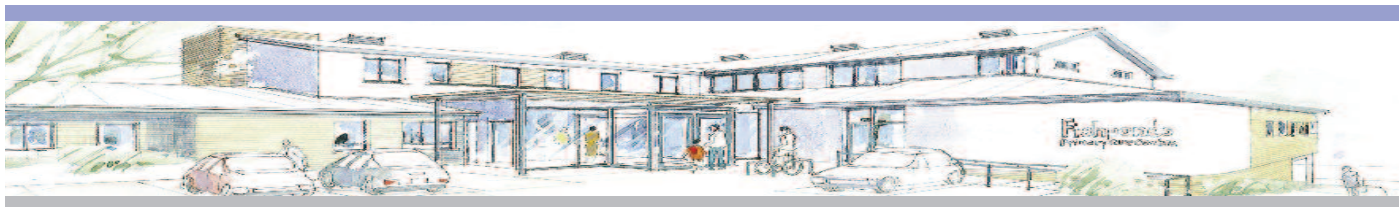
## The Nursing Staff

### Practice Nurses:

We have a multi-skilled, practice employed nursing team covering various services such as chronic disease management, health promotion and treatment room services. Clinics are available Monday to Friday 8.00am – 6.30pm and we also offer a small selection of early and late appointments outside of these times to accommodate patients who cannot attend during normal opening hours.

**Mary Collett**, Lead Practice Nurse

Offers clinics in diabetes management, CHD management, asthma/COPD management, childhood immunisations, smears, weight loss, support to stop smoking and flu and pneumonia vaccination.



**Sue Lewis, Practice Nurse**

Offers clinics in diabetes, CHD, smears, travel vaccines, childhood immunisations, weight loss, support to stop smoking and flu and pneumonia vaccination.

**Karen Dyer, Practice Nurse**

Offers clinics in asthma, CHD, COPD management, childhood immunisations, emergency contraception, pill checks, teen health checks, smears, weight loss, support to stop smoking and flu and pneumonia vaccination.

**Kerena O'Brien, Practice Nurse**

Offers clinics in CHD Management, hypertension management, emergency contraception, pill checks, cervical smears, teen health checks and smoking cessation.

**Shelly Joseph, Practice Nurse**

Ear syringing, wound care management, ECGs vascular dopplers, phlebotomy, childhood & teenage imms, Travel vaccinations, influenza and pneumonia vaccines and other prescribed injections.

**Kath McGregor, Practice Nurse**

Ear syringing, wound care management, ECGs vascular dopplers, phlebotomy, teenage imms, Travel vaccinations, influenza and pneumonia vaccines and other prescribed injections.

**Nicky Derrick, Assistant Practitioner**

Teledermatology, wound care, spirometry, influenza and pneumonia vaccines, BP reviews, ECGs, phlebotomy.

**Sheila House, Phlebotomist**

Sheila has a dual practice role as a receptionist and phlebotomist. Phlebotomy involves taking blood from the patient to be sent for testing at our local pathology lab at Southmead Hospital.

## The Practice Staff

### Practice Managers

The Practice Manager, Mrs Sarah Monteith and the Business Manager, Mrs Rosemary Wyatt, are responsible for the smooth running of the practice and will be pleased to discuss any problems you may have or your suggestions for improving services offered.

### Reception Team

The reception staff at the practice do a very difficult job. Please be patient when they are busy, they are there to help you and work to specific protocols laid out by the practice management. All our staff are bound by the same rules of confidentiality as the doctors. If you wish to speak in private please mention this to the receptionist.

The practice operates a zero violence tolerance policy. If you, as a patient, are violent or abusive to any member of the practice team, we have the right to remove you from the practice list immediately.

### Secretaries

The practice secretaries provide secretarial support for all the doctors. They can be contacted on 0117 9082355 for any enquiries regarding referral to specialist care, hospital transport and the patient choose & book service.

## Associated Staff

### District Nurses

Our District Nurses visit patients in their own home to provide skilled nursing care and to give advice and support to relatives and carers. They may be contacted by ringing the community clerk on 0117 9082378.

### Health Visitors

Our Health Visitors are particularly interested in preventative care and offer advice on the health of mothers, babies and children. They can be contacted by ringing the community clerk on 0117 9082378.



## **Midwives**

Our Midwives work with the doctors to provide antenatal and postnatal care for our patients. It is very important that you contact the practice as soon as you think you are pregnant to make a booking appointment with the midwife. Weekly antenatal clinics are held at the Primary Care Centre by appointment with the midwife. Pre-pregnancy information and advice can also be discussed with the midwife.

The midwives can be contacted by ringing the community clerk on 0117 9082378.

## **Community Matron**

The Community matron and her team specialise in caring for older people, whether they live in their own home or a care home. They aim to help patients manage their health problems and so prevent unnecessary admissions to hospital. If patients are admitted they liaise with the hospital team to ensure a faster, effective discharge.

## **Surgery Times & Information**

### **Reception**

Reception is open between 8.00am-6.30pm (8.00am - 6.30pm for telephone access). It would be greatly appreciated if you could ring after 10.00am for general enquiries.

If you wish to speak to a Doctor or Practice Nurse the receptionist will take a few details and the Doctor or Nurse will ring you back as soon as possible.

### **Appointment System**

All consultations are by appointment only. Please telephone 0117 9082360. Phone lines for appointments are open from 8.00am. The practice will endeavour to offer you an appointment with the doctor of your choice and we offer a selection of same day and pre-bookable appointments. We also have a facility to book appointments via the

internet. Our routine appointments are for 10 minutes, please book a separate appointment for each member of the family. If you mention that you require longer than 10 minutes we will be happy to book you a double appointment.

### **Failure To Attend An Appointment (DNA)**

If you no longer require your appointment, please phone to cancel it so another patient may use it. There is also an option to cancel an appointment if you phone the usual surgery number outside of working hours.

### **Results of Tests**

If you have had any tests (blood, urine smears or x-rays) please contact the practice between 10.00am – 6.30pm on weekdays allowing a few days for results to come back.

### **How Do I Register?**

Providing you live within our practice area as shown on the map displayed in our reception, you can register with us. It's easy! Simply call into the Surgery and complete a registration form for each patient. On completion of the form, and with proof of your current address, you and your family will be registered onto our computer system and will be eligible for medical assistance straight away. Your medical records will be automatically transferred by the Primary Care Support Agency from your previous practice.

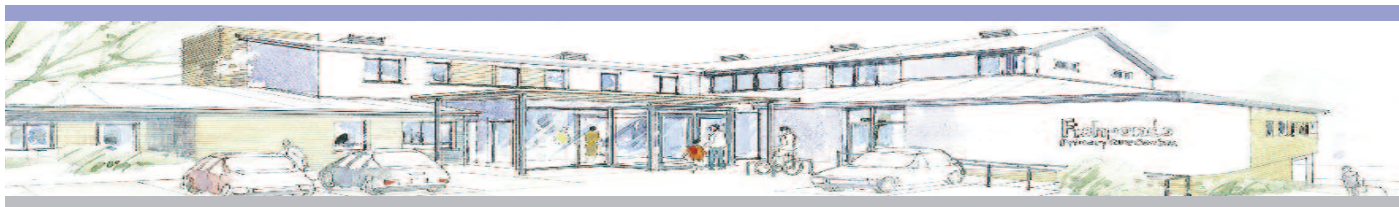
### **Temporary Residents**

We provide a Temporary Patient service for anyone staying within our Practice area. This could be whilst on holiday, staying with relatives etc. Just call into the Surgery, fill in one of our Temporary Resident Forms and we will assist you.

## **Home Visits & Emergencies**

### **Home Visits**

If you are too ill to come to the surgery and require a visit on that day, please telephone 0117



9082362 before 10.30am if possible. Please be prepared to give brief details of the nature of the illness so that the doctor can assess its urgency. Visits are normally dealt with at the end of morning surgery unless in the case of an emergency. You may be contacted first by a doctor to discuss your visit request.

### **Out of Hours**

When the practice is closed please ring the main practice appointment number 0117 9082360 where your call will be diverted to the local deputising service, Frendoc, who provide out of hours cover for the practice. When you speak to the 'on-call' doctor and explain your problem you may be asked to go to the 'out of hours' surgery at Frenchay Hospital.

**NHS Walk In Centre**, City Gate, 33 Broad Street, is open 8am-8pm Monday - Saturday and 10am-6pm Sundays and Bank holidays. No appointment necessary. An emergency Out of Hours Dental assessment/treatment service can be accessed by telephoning 0845 120 6680.

**NHS Direct** – 0845 4647 is available 24 hours for health advice and information.

Any further information required about primary medical services can be obtained by ringing NHS Bristol on 0117 9766600.

**IF YOU HAVE A MEDICAL EMERGENCY PLEASE DIAL 999**

### **Services Available**

In addition to general medical care, the partners offer a range of services to their patients:

#### **Cervical Smears**

All women aged 25-64 are advised to have regular smear tests. (Every 3 – 5 years depending on age.) These can be booked with the practice nurse or

with a doctor during routine surgeries. The National Screening Programme have a computerised recall system and all patients eligible will receive regular reminders/invitations to attend for cervical smears.

#### **Child Health**

The practice provides immunisation programmes for children against infectious diseases, for example, mumps, rubella, measles and whooping cough.

Dr Rush works with the health visitors to carry out child health checks, with parental consent, for children under five. If you have any worries or queries, our doctors or health visitors will be pleased to help you.

#### **Minor Surgery**

Minor surgical procedures can usually be arranged. Your doctor can provide further information.

#### **Private Medicals and Reports**

The NHS does not cover certain medicals, reports and forms. These will be charged at the BMA recommended rate. The reception staff can give you details.

#### **Health Promotion**

We encourage all our patients to share the responsibility for their health, both in preventing disease and in treating existing diseases. Many of the most serious diseases can be prevented by a healthy lifestyle and without the need for drugs. Please use the leaflets available or ask at reception to speak to one of the practice team who have specialist training in health promotion and disease prevention.

All patients over the age of 75, who are not otherwise being seen, are entitled to an annual check-up. Any patient between the age of 16-75 who has not been seen in the last three years is also entitled to a health check.



## Family Planning

A comprehensive family planning service is available within normal surgery hours. Confidential advice is offered to all age groups. Coils are fitted at the surgery by special appointment. Emergency contraception is also available for which you need to consult within 72 hours.

## Sexual Health

We are 4YP accredited and provide a service for young people to find free help and advice on relationships, sex and contraception.

## Repeat Prescriptions

You can order your repeat prescription in the following ways:

- in person at the practice reception desk
- in writing via the Royal Mail post, or by putting your prescription request in our prescription request boxes (They are sited in the waiting room and on the wall outside the main entrance to the building)
- via email – ask at the practice for more information
- Online via our website
- If you find it difficult to remember to arrange for a repeat prescription – ask your chemist to do it for you. If you give them permission they will take over the arrangements for ordering your prescription when it is due and dispense it ready for you to collect (Or they may even offer a home delivery service if you are housebound)

Whichever method of ordering you choose **please allow at least 48 hours** for us to get your prescription ready.

If you use a regular chemist and let us know we can arrange for the prescription to go straight to your preferred chemist so that you can pick up your medicine without needing to collect your paper prescription.

If you would like your prescription mailed to your home address please leave us a stamped addressed envelope.

## Other Important Information

### Protecting Your Information

We ask for information about yourself 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. It also may be needed if we see you again. 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.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. If at any time you would like to know more about how we use your information you can speak to the Practice Manager or for further information please refer to the leaflets held at reception entitled “Your Medical Records, Protecting Your Information”.

### Complaints

If you have any complaints, please speak to Mrs Sarah Monteith, the Practice Manager, or any one of the Doctors. We operate an in-house complaints system and will endeavour to deal with your complaint quickly and efficiently. If you require further information please ask at Reception for our leaflet on our complaints procedure. If you prefer you can contact the local Patient Advice & Liaison Service (PALS) on Tel: 0117 900 3433.

### Patient Participation Group

Patient participation – The practice runs a patient participation group which meets every quarter, all patients are welcome to attend. This useful forum asks for patients to get involved in helping to develop practice services and review planned changes. Please contact our reception desk to leave your details if you would like to be added to our mailing list. Notices of meetings are also posted in reception – all welcome to attend.



## Patients Notes:

