

# 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 8.20am - 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 recently redeveloped 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

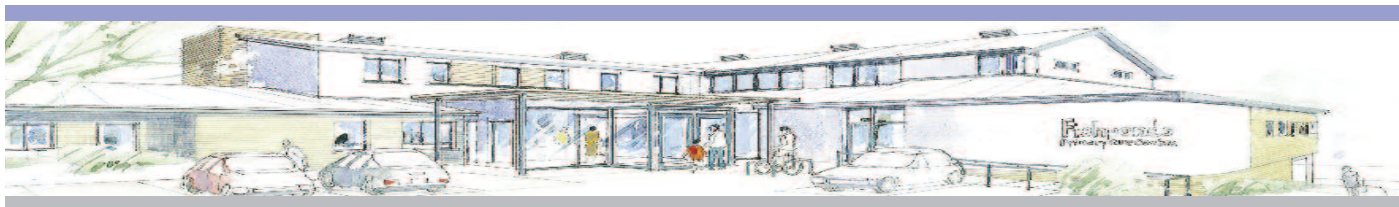
The practice covers a large part of Inner & East Bristol and includes the districts of Fishponds, Staple Hill, Downend, Frenchay, Stapleton, Eastville, Lower Easton, Whitehall, Speedwell and Soundwell. Detailed maps showing the exact boundaries of the practice are available for inspection in the reception 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 Colin Wallace  
Dr Philip Harris  
Dr Nicholas Gwilliam  
Dr Iyabo Ojo  
Dr Kate Rush  
Dr David Cheang



## Quick Reference To Telephone Numbers

### Fishponds Primary Care Centre

Reception/Appointments	0117 9082360
Out of Hours	0117 9082360
Home Visit Requests	0117 9082362
Prescription Requests	0117 9082361 (9am - 1pm)
Secretary	0117 9082355
Community Clerk	0117 9082378
Fax	0117 9082354

## The Partners

**Dr COLIN WALLACE**, MBChB. (1975, Glasgow)

Graduated from Glasgow University in 1975 and joined the practice in 1980. Has an interest in medical politics and was chairman of Avon Local Medical Committee for 5 years.

**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 have recently relocated to Bristol

and has an interest in family planning and public health medicine.

**DR KATE RUSH**, MBChB, DRCOG, MRCGP  
Graduated from Bristol University in June 2001 and, since qualifying as a GP, has worked as a locum at many practices in Bristol. Her special interests include minor surgery, palliative care and family planning.

**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.

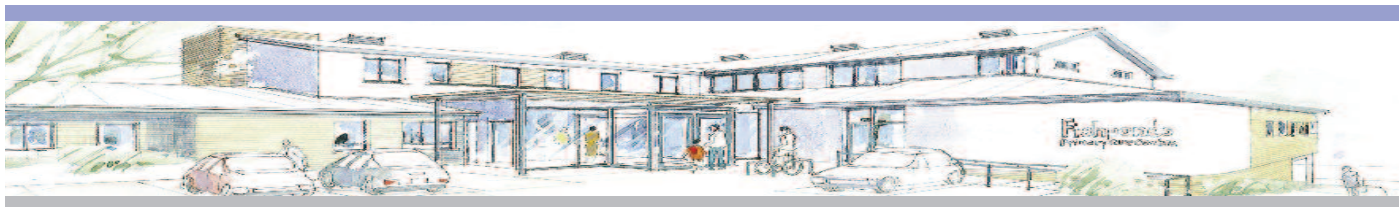
## The Nursing Staff

### Practice Nurses:

The Practice Nurses run regular clinics to detect and monitor chronic diseases such as Asthma, Diabetes and Coronary Heart Disease in conjunction with the doctors. They also provide other services such as child immunisation, smoking cessation clinics and smear tests. Appointments can be made via reception.

**Sister 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.

**Sister 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.



### **Sister Karen Dyer, Practice Nurse**

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

### **Kerena O'Brien, Practice Nurse**

Offers clinics in CHD Management, hypertension management, cervical smears and smoking cessation.

## **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.

### **Treatment Room**

Experienced nurses who can give advice on minor ailments and injuries and foreign travel precautions staff the well-equipped treatment room. They can also perform electrocardiograms, dressing changes, blood and urine tests, immunisations and other injections and treatments as requested by the doctor. These services are by appointment only. Please ring the Community Clerk on 0117 9082378 for the opening times.

### **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 8.20am-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.

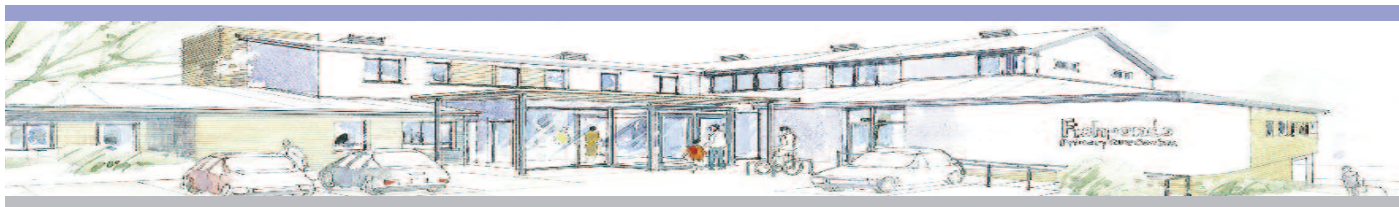
## **Home Visits & Emergencies**

### **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.



## 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.



**Patients Notes:**



