

Our Patient Participation Group

We have a Patient Participation Group (PPG) and are continually seeking a range of volunteers, from as wide a spectrum of patients, who wish to take part in this project.

The PPG will be run by patients but with Kingswood Health Centre input, so if you're interested in belonging to a group that is focused on taking positive action to help the practice work with the local patient population, please let us know.

PPG's operate in different ways and may involve attendance at regular meetings, producing a PPG newsletter, assisting in defining patient surveys, setting up and running health education or fund-raising events. PPG's can also contribute to discussions to help shape the delivery of services.

If you would like to get involved please contact Nicole Canty-Davis, the Operations Manager at the Health Centre for details of the next meeting and what plans we have to progress the Kingswood Health Centre Patient Participation Group.

If you would like this in a large print or a different language, please let us know.

"Kingswood Health Centre strives to be a quality primary care provider that puts patients care at the heart of its activity, treating patients with dignity and respect at all times"

KINGSWOOD HEALTH CENTRE

Alma Road
Kingswood
Bristol
BS15 4EJ

May 2020

Version 25



Dr N E Kerfoot
Dr R Pegden
Dr A Hickson
Dr N Hempton
Dr E March
Dr E Williams
Dr R Floyd

Managing Partner—Mr A Smith

Telephone No. : (0117) 3012080

(Out of Hours Service: 111)

Website : www.kingswoodhealthcentre.co.uk

Core Opening Hours: Mondays to Fridays – 8am to 6.30pm

We are currently providing extended hours appointments from
Monday to Friday: 6.30 to 7pm and
2 Saturdays each month: 8.30am to 11am

We also host an Improved Access clinic on a Wednesday evening.

The Practice Team

The GP Partners at Kingswood Health Centre

Dr Neil Kerfoot MB ChB MRCGP DRCOG
Qualified 1991 (University of Manchester)

Dr Rebecca Pegden MB ChB MRCGP MRCPCH DRCOG DFRSH
Qualified 2001 (University of Bristol)

Dr Alex Hickson Mb ChB BSc MRCGP DRCOG
Qualified 2006 (University of Leeds)

Dr Nicola Hempton MBChB Hons DFRSH DRCOG NMRCGP
Qualified 2006 (University of Bristol)

Dr Ellie March BSc MB ChB MRCP DRCOG DFFP MRCGP
Qualified 1995 (University of Leeds)

Dr Emma Williams MB ChB 2001 BSC DFRSH MRCGP
Qualified 2001 (University of Glasgow)

Dr Rosalind Floyd MB ChB BSc MRCP
Qualified 2010 (University of Leeds)

Other Doctors currently working at Kingswood Health Centre

Dr Rosie Campbell

Dr Katie Hosie

Dr Natalie Ray

Paramedic / Nurse Practitioners at Kingswood Health Centre

Alyesha Proctor - Paramedic Practitioner

Vanessa Smeardon - Paramedic Practitioner

Jon Moore - Paramedic Practitioner

Joanne Robb - Nurse Practitioner

Our Practice Area



Teaching Practice

The practice has been approved for GP and medical student training. Each year one or more fully qualified doctor with experience in hospital medicine may spend time with the practice. They share all aspects of patient care and the partners welcome their contribution to the team.

Medical students from the University of Bristol also spend time with the practice. This is an important part of their training to be doctors. However, if you do not want a medical student to be present at your appointment, let us know.

How to Register as a Patient

If you live in the area covered by the Practice, and would like to register, please complete one of the forms available at reception. You will need to bring with you two forms of identification when you return your form - one personal e.g. driving licence or passport and one which confirms your address e.g. utility bill. You will also be asked to complete a new patient questionnaire with details of your past medical history, including any repeat medication. This information is useful whilst we are waiting for your medical record to be forwarded from your previous practice.

You will be registered as a patient of Kingswood Health Centre, but allocated a named GP. This does not stop you seeing any doctor at the surgery. Sometimes it is helpful for you and the doctor to maintain continuity of care, especially for ongoing problems, but this might mean you will need to wait longer to see the GP of your choice.

Please see the practice area boundary for where our surgery covers.

GP Availability

Dr Kerfoot	Monday, Wednesday, Friday
Dr Pegden	Tuesday, Thursday & Friday
Dr Hickson	Tuesday—Friday
Dr Hempton	Monday, Tuesday & Thursday
Dr March	Monday, Tuesday & Thursday
Dr Williams	Monday, Tuesday, Friday
Dr Floyd	Monday, Wednesday & Friday
Dr Campbell	Tuesday, Thursday & Friday
Dr Hosie	Monday, Wednesday & Friday—Currently on Maternity Leave
Dr Ray	Tuesday, Thursday & Friday

GP's availability shows the days when our GP's may be working, and does not mean they will always be available on these days.

Paramedic / Nurse Practitioner Availability

Alysha Proctor	Monday - Wednesday
Joanne Robb	Monday, Tuesday & Friday
Vanessa Smeardon	Tuesday, Wednesday & Friday
Jon Moore	Thursdays

Our Paramedic Practitioners are advanced qualified paramedics who are also able to prescribe and are able to treat a variety of minor injuries/ailments as well as providing emergency home visits to our patients.

Our Nurse Practitioner is an advanced practice registered nurse who is able to prescribe that is trained to assess patient needs, order and interpret diagnostic and laboratory tests, diagnose illness and disease, as well as, prescribe and formulate treatment plans.

The Practice Team (continued)

Practice Nurses working at Kingswood Health Centre

Kim Cooke (Nurse Manager)
Rachel Lee
Sue Maggs
Angie Burgess
Rachel Simpson
Liz Morgan

The nurses are supported by:

Angela Marshfield (Health Care Assistant)
Kirstie McLaughlin (Health Care Assistant)
Rachael Bird (Health Care Assistant)
Deborah Gunton (Phlebotomist)
Jee Marks (Phlebotomist)

Our team of six nurses, two healthcare assistants and phlebotomists staff the treatment room.

The team can provide a variety of services including blood tests, dressings, injections, BP checks, ECGs (at a doctor's request), ear syringing etc. The nurses also run clinics for regular monitoring of heart disease, asthma, diabetes, hypertension, lung problems and chronic kidney disease.

Clinical Pharmacist at Kingswood Health Centre

Kate Moloney

Kate is available throughout the week to help with patient medication queries. She may also see you to review your medications and conduct chronic disease reviews.

Practice Management at Kingswood Health Centre

Andrew Smith - Managing Partner

Nicole Canty-Davis - Operations Manager

Julia Swanborough - Workflow Optimisation Manager

Kate Radzimska - Business Support Manager

Useful Information



Useful Telephone Numbers

Surgery	0117 301 2080
Other Health Centre Services	
Health Visitors	01454 864700
District Nurse	0117 301 2090
Midwife	01454 864962
NHS 111	111
Pharmacists	
Boots Kingswood	0117 967 3834
Well Pharmacy Kingswood	0117 967 3384
Ideal Warmley	0117 967 3679
Well Pharmacy Staple Hill	0117 956 9450
Well Pharmacy Lodge Causeway	0117 967 3384
Billings Kingswood	0117 967 0061
Boots Staple Hill	0117 967 3327
Hospitals	
Southmead	0117 950 5050
BRI	0117 923 0000
Citizens Advice Bureau	0117 929 3891
Social Services	01454 868007

Bristol, North Somerset & South Gloucestershire Commissioning Group:

The Bristol, North Somerset & South Gloucestershire Clinical Commissioning Group (CCG) is responsible for the provision of Primary Care Services for residents in the area.

The CCG can be contacted at:

Bristol, North Somerset & South Gloucestershire Commissioning Group (CCG)
Corum 2, Corum Office Park
Crown Way, Warmley, Bristol, BS30 8FJ

Patient Confidentiality & The Use of Your Information 'GDPR'



Everyone working within the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

We ask for information about you 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.

Your medical history will be recorded in your medical records which may be a combination of manual and computerised information and which will only be accessed by authorised members of our team.

We only use or pass information about you to people who have a genuine need for it. This is always done confidentially or by removing your identifying details when they are not essential.

You are entitled to see your medical records and should contact the administration team should you wish to do so.

If you do not wish to share your information with other healthcare providers please let a member of the Patient Care Navigator team know who can process an 'Opt out' for you.

You can find more information about how we comply with the GDPR regulations on our privacy noticed displayed in the reception area or by speaking with a member of our team.

Practice Administration at Kingswood Health Centre

The team here includes Patient Care Navigators, Secretaries and Admin staff, all of whom have responsibilities for the smooth running of the Practice.

Other Health Care Professionals:

The Practice works closely with many other people including District Nurses, Midwives, Health Visitors, Dietician, Counsellors, Emergency Care Practitioners and Community Matrons. To contact the Health Visitors, District Nurses or Midwife please ring on: 01454 862433.

Appointments

We have over 1,400 appointments available each so please make sure you let us know as soon as you can that you wish to be seen, or spoken to.

Doctors are likely to speak to you first to find the best way to deal with an urgent problem.

Patients needing urgent medical care will be seen or spoken to on the day. We offer online routine appointments, which can be booked via our website, following the link to 'Book an Appointment'. You will need to register an account with 'Patient Access' to do this, which can also be used to request your repeat prescriptions. You can either set up your account online, or by enquiring at the reception desk. Either way, photographic ID will need to be seen before full functionality of the account is available. During periods of pandemics it may not be possible to offer all the usual online functionality to patients.

You can now complete an E-Consultation on our website to let a GP know you need medical advise or treatment. We will endeavour to get back to you within 2 working days of receipt of your form. You may be asked to download the '**Whereby App**' to allow GP's and Nurses to conduct video consultations without the need for attending the surgery.

Patients Rights and Responsibilities

We provide access to doctors and nurses and will endeavour to make sure you can be seen or spoken to as soon as possible and this usually means that either a doctor or nurse will see or speak to you on the day you need them if the need is urgent.

If you are asked to attend the surgery, please be as prompt as you can as if you are late the doctor or nurse may be unable to see you and you will need to re-book.

We treat all our patients as individuals and will respect your privacy and dignity. In return we ask you to be polite to all our staff. Staff working in the NHS go to work to care for others. They do not go to work to be victims of violence. Aggression, violence and threatening behaviour are unacceptable and will not be tolerated. Individuals behaving towards our staff in this way will be reported to the police and banned from our premises.

We are a teaching practice and you may be asked if your consultation can be video recorded or if a student can observe. You may choose not to participate in the training and your consultation and care will not be affected.



Suggestions or Complaints

We aim to provide a high quality service and are very interested in hearing how our systems could be improved. If you have a compliment or a complaint about any aspect of our service or your treatment please contact Nicole Canty-Davis, the Operations Manager who will be happy to listen to your suggestions or criticisms and initiate any appropriate follow-up action.

Fit Notes

If you're off work sick for seven days or fewer, your employer should not ask for medical evidence that you've been ill, as you can complete a 'Self-certification' form.

If you're off work for more than seven days, your employer will usually ask you to provide proof that you've been ill. They will normally ask for a 'Fit Note' from your GP. The seven days include days that you don't normally work. So when you work out how long you have been off sick, you should include weekends and bank holidays.

Research

Occasionally we ask for your help with research organised by the Primary Care Research Network. All the research we undertake has been approved by a NHS Local Research Ethics Committee. This research helps us all understand health and disease. We would like to thank all our patients for helping with these research projects but remind you that if you do not want to participate in any research please let us know. We will always ask for your permission. Just tell us what you want, we will not be offended.

Did you know?



- ...that we fill more than 1,400 appointment slots on average each week
- ...that we complete more than 600 repeat prescription requests each week
- ...that we have more than 12,600 patients registered at the surgery

“Out of Hours” Arrangements

If you need a doctor and the surgery is closed you will need to call 111

If the matter is a **life threatening emergency**, please ring 999

NHS “Walk In” Centres

These offer fast and convenient access to a range of NHS services including health information, advice and treatment for suitable conditions.

Experienced NHS nurses run the centres, and you don’t need an appointment to be seen.

Our nearest centres are at:

Bristol City Walk-In Centre (BOOTS), (Mon-Sat 8am-8pm)

Broadmead Medical Centre

59 Broadmead

Bristol

BS1 3EA

Or

South Bristol Walk-In Centre (Every day 8am – 8pm)

Community Hospital, Urgent Care Centre

Hengrove Promenade

Hengrove Park

Whitchurch Lane

Bristol

BS14 0DE

The nearest Minor Injury unit is at Southmead Hospital, which treats *minor injuries*.

Patient Services

Child Immunisations

These are held every Wednesday in the morning and appointments for these will be sent to you. If your child is overdue an immunisation the practice nurse will be happy to see you at another time.

Long-Term Condition Clinics

The practice nurse runs these on a weekly basis and you will normally be invited to attend or will be referred by your doctor. For some conditions those may be conducted over the phone.



Disabled Access

The health centre is accessible for wheelchairs and there is also a hearing loop at the reception desk.

Chaperone Service

If you would like a chaperone to be present during your consultation please ask at the reception desk.

Travel Vaccinations

The practice nurse will offer advice (but not by telephone) on vaccinations required for those travelling abroad.

Over 75 health Check

If you are over 75 and you do not regularly visit the surgery for check ups, you may like to ask for a Health Check where our Nursing team will check some of your vital systems including blood pressure, cholesterol and BMI.

Sexual Health

You will need a doctor’s appointment for:

- Implants
- Coil fits
- Commencing new methods of contraception

For repeat pills, book an appointment with a practice nurse.

For sexual health screening, see our paramedic practitioner, Alyesha.

For smears or repeat Depo-Provera, book an appointment in our treatment room.

Repeat Prescriptions

Please complete the slip that was issued to you with your last repeat prescription. Make sure that you clearly tick only the items that you need and circle the name of the chemist from which you intend to pick up the prescription. You will either need to hand the slip in or post it to us. When this slip is received in the surgery we will print a new prescription and send it to the appropriate chemist, or you may call at the surgery for it. If you want it sent to you please ensure you provide a stamped addressed envelope.

Alternatively, you can send us your repeat prescription requests online.

Our website is www.kingswoodhealthcentre.co.uk.

You will then need to choose 'Patient Access' from the bottom section of the screen, and then follow the instructions for a 'Repeat Prescription'. You will need to register for a 'Patient Access' account to use this facility, which also gives the ability to book online appointments.

PLEASE NOTE that you must allow 48 hours for the prescription request to be processed by the surgery plus additional time for the chemist to prepare it.

Private Fees

There are some items that patients request of us, that are not deemed to be NHS work and are therefore classified as private work. Consequently we have to make a charge for these.

A list of the most common items requested can be provided from reception desk. Please note that the list may not be exhaustive and we try to set our rates in accordance with those recommended by the British Medical Association, where possible.

Some recommended travel vaccinations such as Hepatitis A and Typhoid are available on the NHS and do not incur a fee, but others are not. We may suggest that you use a private clinic for more unusual vaccines that we do not stock. If in any doubt please seek advice from the nurse in charge of the Travel Clinic.

All fees are payable in advance and may be made, in person, by card at the reception desk, or by cheque made payable to "Kingswood Health Centre".



Home Visits

If you are too ill to attend surgery and need a doctor to visit you at home, please let us know as soon as you can. If your condition is suitable, you may be visited by our Paramedic Practitioner or an Emergency Care Practitioner.

No visit requests are guaranteed without liaising with the doctor.

Please see the guidelines below before requesting a home visit.

GP visit recommended for:

The terminally ill; or

The truly housebound patient for whom travel to the surgery would cause deterioration in their medical condition.

GP visit may be useful for:

Other patients whose illness has been discussed with the doctor and is considered serious enough to warrant a visit

GP visit is not usual for:

Heart attacks – severe crushing chest pain

Dial 999 and ask for an ambulance

Patients with common symptoms of childhood such as fever, cough, cold, earache, headache, diarrhoea, vomiting and most cases of abdominal pain. (These patients are usually well enough to travel to the surgery. It is not harmful to take a child with fever outside); or

Adults with common problems such as cough, sore throat, influenza, general malaise, back pain and abdominal pain as these are all problems that would not normally prevent someone from being transported to the surgery. (Transport arrangements are the responsibility of the patients or their carers).

During periods of pandemic—the visiting clinician may need to wear suitable Personal Protective Equipment (PPE) in order to attend.