

USEFUL CONTACTS CONT...

Bristol Referral Service

For advice if you have not heard about a referral a GP has made for you.

0117 900 2566

Patient Transport

Hospital transport for eligible patients with certain health conditions.

Advice & Booking Line

0300 777 6688

TO ALL OF OUR PATIENTS:

All of the staff at the Practice, would like to thank you for your ongoing understanding and consideration of the challenges we face in the current NHS due to COVID 19.

We are grateful for any efforts that you make to find a more appropriate provider of care in circumstances where other services are available.

As our patients, you can help us. Here's how

- Please check our website and NHS choices which both have lots of information about how to help yourself if you have a minor illness. Our website also has details of local helplines and groups you can contact for wellbeing.
- You can use the expertise of your local pharmacist
- Please stay on top of your medications and don't let them run out
- Be kind to our patient Coordinators - they often have limited appointments to offer.
- Please do get in touch with us if you have potentially serious problems, such as potential signs of cancer.
- Self-isolate for 10 days if you have COVID symptoms - call 111 if you start to feel worse

Thank you



Practice Leaflet

Seymour Road, Easton, Bristol, BS5 0UA

Tel: 0117 9027145

www.charlottekeelmedical.co.uk

Building Opening Hours

Monday to Friday 08.30-12.30 and 13.30-18.30

We offer some Saturday, early morning and week day evening appointments

For non urgent health care matters you could try our E-Consult via a link from our website.

Our telephone lines open at 08.00 Mon– Fri

If non urgent query, our lines are less busy after 11.00.
For Test Results—Please call after 14.00

If you have an urgent medical problem when the surgery is closed you need to telephone **NHS 111 service**. They will direct you to the most appropriate service for your needs.
Dial **111** on your telephone.

Updated November 2022

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WELCOME TO CHARLOTTE KEEL MEDICAL PRACTICE

Charlotte Keel Medical Practice is an NHS GP practice, at the vibrant & colourful heart of Bristol's inner city, serving a population from all corners of the world and from all walks of life.

We are part of the Bristol Inner City Primary Care Net (BIC PCN) which is a formation of seven local surgeries working together to improve the local health of our patients.

For alternative formats of this leaflet, please contact the Practice.

A&E SHOULD ONLY BE USED IN AN EMERGENCY.

NHS 111 First

For all advice relating to urgent symptoms when the surgery is closed. This is a free to call number.

Dental care

Please contact your own dentist, or if you do not have a dentist call 111. The GP cannot provide any antibiotics for dental issues,

South Bristol Urgent Care Centre (has Xray facility)

Hengrove Park, Whitchurch Lane, Hengrove, Bristol

0117 342 9692

Walk in service for minor illness and injuries (nurse led)

8am—8pm 7 days per week

Buses 20, 36, 75, 76, 90

Minor Injuries Unit Southmead (has Xray facility)

24/7 seven days per week inc bank holidays

Gate 35, Level 0, Brunel building, Southmead Hospital, Southmead Road, Westbury-on-Trym, Bristol, BS10 5NB

0117 4145100 or 0117 4145101

Buses 18, 76

BRI Emergency Dept (24 hours)

Marlborough St, Bristol, BS2 8HW

0117 923 0000

Bristol Children's Hospital (A&E 24 hours)

Marlborough St, Bristol, BS2 8HW

0117 927 6998

Dental Helpline—For problems finding an NHS dentist

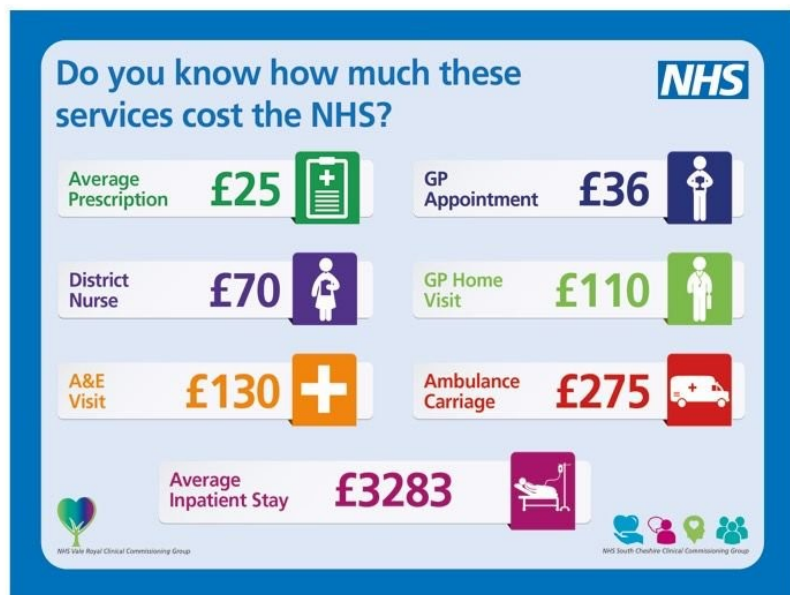
0300 311 2233.

NHS Information Authority

NHS Choices

www.nhs.uk

SELF CARE FOR LIFE - TAKE CONTROL



CHILDRENS ILLNESSES– HANDIAPP

NHS recommend downloading the HandiApp - This gives 1st line advice on what action to take with common child illnesses.

Download from Itunes or the google play store

THE PRACTICE TEAM

For details of our clinicians qualifications, please go to our website.

Salaried Doctors (GP's)

Dr Lauren Cooper Jones, Dr Sophie Dickinson, Dr Mary Izett, Dr Kat McGregor, Dr Shaba Nabi, Dr Andrea Priestley, Dr Vishal Ram, Dr Emma Ramsay, Dr Charlotte Rudd, Dr Raiyan Talha, Dr Tahira Waraich, Dr Elizabeth Winn, Dr Jess Wynter-Bee

Practice Pharmacist—Tauheed Ahmed .

Our Practice Pharmacy team are available to support with any queries relating to your medications if our Health Navigators are unable to assist.

BIC PCN Pharmacists and Pharmacy Technician—Safeeya Mohamed, Ruvarashe Zuavya Adam Gursztyn

Supporting the current pharmacy team in our Practice and other local Practices.

The pharmacy team are supported by administrators Priya Purmanan and Joel Simmons

Nurse Practitioner Jaci Monk

BIC PCN Physicians Associate - Rosa Moran & Guy Davies

Our Nurse Practitioner is a prescriber. Both of these roles work alongside the GP's to provide urgent on the day care. The Nurse Practitioner also conducts reviews for Dementia, Learning Difficulties and Rheumatoid Arthritis.

Practice Nurse & Health care assistants

Liz Turner (Lead Nurse), Emily Cooke, Suzanne Fletcher. John Moore, Heather Murphy, Angela Pym, Danielle Townsend, Connie Steele, Bethany Thompson are the experts in:

- Blood testing / Urine Testing
- Coronary heart disease / strokes (and prevention of)
- Diabetes
- ECG
- Asthma / respiratory disorders (COPD)
- Alcohol
- Stop Smoking and Initial weight management advice/refer
- Sexual Health/Family planning / contraception
- Health screening including NHS Health checks

Treatment Room Nurses & Health Care Assistants

Jodie Godfrey, Rachel Hiscox, Caroline Talbot, Emily Bennett, Ella Venn, Nadine Everson, Jessica Rowland, Parvin Begum, Rose Robinson, are experts in:

- Leg Ulcers & Dressings
- Post Operative Stitch Removal
- Ear Washouts—Must see or speak to a GP first
- Cervical Screening
- Travel Vaccinations (advice and NHS vaccinations)
- Child Health and immunizations
- Walk in bloods service
- Paediatric bloods service

Podiatry & Dietetics

Jessica Ackroyd—PCN Podiatrist
Ghislaine Swinburn—PCN Dietician

Patient Services & Support Services

We have a large Patient Services & Support team to assist navigating patients appropriately and providing administrative support to our clinical team.

Practice management

Ms Jane Isaac Practice Manager
Ms Hayley Fisher Operations Manager

TRAINING

We support the training of GP registrars and other persons intending to become healthcare professionals.

This will mean that on occasions the practice will be supported by experienced doctors wishing to specialize in general practice or medical students who may accompany the doctor to enhance their medical training.

Video recordings are sometimes made of consultations to help with the training and educational process. These will be done with your consent and full knowledge.

All aspects of training are governed under strict rules of confidentiality. No examinations will be filmed. Your co-operation is highly valued and much appreciated.

SELF CARE FOR LIFE - TAKE CONTROL

Every year, millions of us visit our GP with minor health problems that our local pharmacist could resolve.

It's estimated 50 million visits to the GP are made every year for minor ailments such as coughs and colds, mild eczema and athlete's foot.

But by visiting your pharmacy instead, you could save yourself time and trouble. Instead of booking and waiting for a GP appointment, you can visit your local pharmacist any time – just walk in.

All pharmacists are trained to recognise many common health complaints. They can give advice or, where appropriate, medicines that will help clear up the problem.

If your problem is more serious and needs the attention of a GP, your pharmacist will recognise this and advise you to see your GP instead. What's more, many pharmacies are open in the evenings and on the weekends.

Our Health Navigator Team can direct patients to local pharmacists which will depend upon clinical need. This is designed to save GP appointments for those who need them.

YOUR PHARMACIST MAY BE ABLE TO HELP WITH:

skin conditions, such as mild acne and mild eczema
coughs and colds, including nasal congestion and sore throat
minor cuts and bruises
constipation and haemorrhoids (piles)
hay fever and allergies
aches and pains, such as headaches, earache and back pain
indigestion, diarrhoea and threadworms
period pain and thrush
warts and verrucas, mouth ulcers and cold sores
athlete's foot
nappy rash and teething

USEFUL CONTACTS

Before going to the Accident and Emergency department please consider phoning 111 First .

PATIENT PARTICIPATION GROUP AND FEEDBACK

We have an active patient participation group. We meet 6 monthly to discuss various issues relating to the practice and to listen to patient feedback on our service provision. We also have a virtual patient group who we involve in campaigns and questions relating to the practice to get feedback from a variety of patient perspectives.

If you are interested in joining our patient participation group, please e-mail Bnssg.ckmpadmin@nhs.net
Or advise a receptionist who will send a message to our Practice Manager.

We are keen to learn from feedback received from patients. Please always complete a feedback card when you visit or use our services.

We could also send you a text to invite feedback.

SERVICE PROVISION

The GP practice is commissioned by Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group now known as the BNSSG ICB (Integrated Care Board) and provided by BrisDoc Healthcare Services Limited.

BrisDoc is Social Enterprise Employee Owned Trust.

All staff have a say in how the service is run.

Our registered address is: Bishop Fleming LLP -10 Temple Back, Bristol, BS1 6FL
Company no: 5526203

Directors:

Nigel Gazzard	Chief Executive
Dr Ray Montague	Chair
Dr Kathy Ryan	Medical Director
Dr Caroline Stovell	Deputy Medical Director, responsible for Primary care

Bristol, North Somerset and South Gloucestershire ICB (BNSSG ICB).

Tel: 0117 900 2655 or 0800 073 0907 (freephone)

Email: Bnssg.customerservice@nhs.net

Write to: Bristol, North Somerset and South Gloucestershire ICB, 360 Bristol—Three Six Zero, Marlborough Street, Bristol, BS1 3NX

WHERE ARE WE?

We are located on Seymour Road, BS5 0UA, just across from the J3 Library. There is also an entrance via Claremont Street. During COVID 19 the only entrance to the building is via Seymour Road.

Parking

Parking is available in our car park accessed via Claremont Street. There is a smaller car park accessed via Seymour Road.

Access

There are designated parking areas for disabled drivers in both car parks. We respectfully ask patients without a blue badge not to use these spaces.

PATIENT REGISTRATION

If you are within our boundary (Please check with reception), please visit our website and complete our online form -Hard copies of this form are available at the Reception Desk.

There are practical reasons why we might need to be assured that people are who they say they are, or to check where they live. Seeing some form of ID will help to ensure the correct matching of a patient to the NHS central patient registry, thereby ensuring any previous medical notes are passed onto us. However if you don't have identification this will not stop you from registering at any GP surgery.

- If possible we also need your NHS number if you have it.
- your exact date of arrival if you are new in this country

You will be asked to use our self care area to record your height, weight and blood pressure before you are registered on the system. Patient Registrations could take up to 14 working days.

ROUTINE APPOINTMENTS & TELEPHONE CALLS

GP Appointments -

All GP appointments are telephone first. The GP will book you a face to face appointment if needed.

Use our e-consult service at <https://www.charlottekeelmedical.co.uk>

If an appointment is deemed necessary, we will be in touch within 2 working days to book an initial telephone appointment.

If an urgent issue that cannot wait, please telephone us on 0117 902 7145.

You will be asked some questions by our Health Navigator to ensure your health need is met by the correct person first time. This Health Navigation system has been set up by our Doctors to ensure you are dealt with effectively. This will ensure if you need to speak to a Doctor the same day there is space on the Doctors phone list to allow this to happen.

If you do not have access to phone or e-mail, please come to the Practice.

Practice nurse and Healthcare Assistant Appointments

Practice Nurse appointments and routine telephone consultations may be booked through our health navigator. Routine appointments may have up to a 4 week wait, but the Practice Nurses have urgent appointments and telephone consultations available that can be accessed via the GP telephone triage service.

Treatment Room Appointments

Appointments and phone calls with the Treatment Room for dressings and wound care can be booked with our Health Navigator at reception or via the phone.

OTHER SERVICES

We work hard to make as many appointments available as we can. However, demand for appointments often outstrips supply. Please try to assist us by considering other sources of advice and support, so that appointments are available for those who need them. Please see the Self Care Section of this leaflet.

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COMPLIMENTS, SUGGESTIONS AND COMPLAINTS

The practice manager is responsible for handling comments, suggestions & complaints about services provided by the practice.

If you want to give us feedback please ask reception for one of our **friends and family feedback forms**, or go to www.tinyurl.com/CKMP-Feedback

All constructive comments and suggestions will be welcomed and given consideration by the practice. We are proud of our practice and the service that we provide, however we recognize that problems do sometimes arise. If you wish to make a complaint the following process applies:

- All complaints will be recorded and written complaints will be acknowledged within two working days.
- We will respond with an evaluation of the situation within fourteen working days however some investigations may take longer or within a period of time agreed with you.
- If you remain unhappy we will invite you to a meeting to see if we can come to a conclusion through discussion.
- We will advise you how to take further action if you feel you wish to take the matter further.

Please ask for a copy of our complaints leaflet available at reception, which has more information. You can also e-mail us with any feedback, positive or negative at Bnssg.ckmpadmin@nhs.net

ZERO TOLERANCE POLICY

We ask you to treat our staff courteously, respectfully and without violence or abuse. The practice reserves the right to remove any patient from the premises or from its registered list if unacceptable behaviour is shown towards any of our staff or other patients. Unacceptable behaviour includes physical violence, physical/verbal abuse, threats or gestures, sexual or racial harassment or any type of discriminatory abuse, stalking or inappropriate emotional attachment.

ACCESSING MEDICAL RECORDS AND CONFIDENTIALITY

The Document Administrator will assist any patient wishing to see their own medical record. Viewing of records is subject to the relevant Acts of Parliament. You are able to obtain one copy of your medical records without charge after that the surgery will make a charge for duplicate information. You can use the NHS App to obtain your medical information for free.

You may also request to have full access to your medical records via the NHS App the surgery will need to review your medical records beforehand.

A doctor/nurse will help to explain medical terminology if necessary.

All information held by the practice is subject to the Data Protection Act and will be held strictly in accordance with this act.

All staff are trained in confidentiality and have signed confidentiality agreements. No information will be released to a third party without your consent.

The only reason we would consider passing information on without your permission would be to protect you or someone else from harm. We would always try to discuss this with you first.

EQUAL OPPORTUNITIES

It is our aim to:

- to treat each patient equally
- to ensure that we establish your health needs and enable you to make informed decisions
- to be proactive with regards to disease prevention
- to ensure all visitors are treated with dignity and respect
- to promote equality of opportunity
- To not tolerate any form of discrimination
-

FREEDOM OF INFORMATION

Freedom of information requests should be made to our commissioning body NHS England. Our publication scheme is available on request.

URGENT APPOINTMENTS & TELEPHONE CALLS

We offer an urgent triage service. Our Health Navigator team are trained to ask you some questions to ascertain the nature of the query and if appropriate, you will be offered a phone call from a GP.

We will try and offer you a telephone call from the most appropriate GP or a GP you know best, however this will not always be possible. All our GP's are trained to deal with your query and will have access to your records.

These calls are for clinically urgent matters and not for prescription requests or admin requests. You can go onto our website to order repeat medication or use E-Consult via our website for non urgent health care.

HOME VISITS

Home visits are an important part of the service we offer. However, because of the ever increasing pressure on time we are only able to offer this service if attendance at the surgery is not possible.

Please remember that several patients can be seen at the surgery in the time it takes to do one home visit, so we normally expect patients to come to the surgery unless they are medically unfit to attend.

The doctor may request that you attend the surgery, as it is the best place to make a thorough examination of patients and to arrange any tests and treatments that are needed.

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ALLOCATED , RESPONSIBLE GP

All registered patients have a named GP. This is the GP who will have overall responsibility for your care whilst you are registered with the Practice. If you wish to know the GP who has been allocated to you, please ask at reception. If you would prefer to be allocated another named GP, please advise us and we endeavour to accommodate your request.

The provision of a named GP does not, in any way, restrict or prevent you from booking appointments with another GP or with our Nurses or Healthcare Assistants. All our clinician staff have access to your computerised medical records. If you have an on going health condition please try and see the same person every time as this will allow us to give you the best care as we try to encourage continuity of care.

CANCELLATION OF APPOINTMENTS

Please cancel any appointment as soon as possible so we can offer it to someone else:

- Click the link to cancel on text reminder.
- Call 0117 902 7145, select option 1 followed by option 1 and leave a voicemail with your name, D.O.B, telephone number and details of your appointment.

Appointments must be cancelled by the patient or registered carer unless there is written consent on the record.

CHANGES TO PERSONAL DETAILS

Please let us know immediately if you change your: Name, address or telephone number (inc your mobile number). You can do this on our website.

To change your name we will need to see a copy of your passport, marriage certificate or driver's license.

You can now ask to have on line access to your medical records, please request this using econsult where possible. Otherwise, come to the Practice to complete a form.

TEST RESULTS

Test results can only be obtained by the patient or registered carer, unless there is written consent on the record.

Please allow approximately 7-10 days to process the test.

The doctor will inform you of the expected time scale for your result to come through.

Please ring for test results after 2pm, or apply for on line access

SICKNESS CERTIFICATES (FIT NOTES') (registered patients only)

For absences of up to seven days, inclusive of weekends— you need to complete a self-certification form which can be obtained from your employer.

For absences of seven days or longer—you will need to obtain a 'Fit Note' from your doctor. New fit note requests will be dealt with on the same day with a GP telephone call.

Repeat Fit Notes /Extensions will not be considered as urgent as can be back dated by the GP and you will be offered the next available routine call. A repeat fit notes can be back dated.

REPEAT PRESCRIPTIONS

If you need a repeat of your medication:

- Request through our website or through NHS App.
- Ask your pharmacy to order for you
- Complete a prescription request form and post in the red box near the reception desk.

Please request medication up to one week before you run out, particularly if your pharmacy is ordering for you.

It can take approximately 5 working days to process repeat requests so please keep track of when medication is running low.

All patients on repeat medication will be booked an appointment at least once a year for a medicines review.

We also have a restricted prescribing policy so certain things will not be prescribed as they can be bought over the counter.

CHARGEABLE SERVICES

There are some services you may be charged for; we will let you know in advance. For example completion of insurance paperwork, forms, private prescriptions, medicals, and any other work or service that is not included in the GP contract of services. This private work can take longer if we are short of clinical staff.

We do not verify patient ID for DVLA or Passports. Please see our Reception Team for details of the services we provide and the charges.

Please DO NOT book GP appointments to ask a GP to complete a report or for other admin reasons. If unsure, please ask our Patient Services team and they will advise who deals with your particular query.