

Available Services

- **Treatment Room** - dressings, travel vaccinations, blood tests, blood pressures
- **Family Planning** including the pill, implants, coils, depo injections, cervical smears and emergency contraception
- **Nurse-led clinics** for patients with long-term conditions such as Diabetes, Heart disease, Asthma and Hypertension
- **Child development checks and immunisations**
- **Ante-natal and post natal services**
- **Support to "Stop Smoking"**
- **NHS Health Checks**
- **Professional Driver medicals** – for HGV and taxi drivers (fee payable)

Services available at the Health Centre from other providers:

- **Drug Counsellor**
- **On site pharmacy**

Child & adult safeguarding (telephone 0117 961 2161)

All staff at St George Health Centre are fully committed to protecting and safeguarding children and we work closely with our health visitor colleagues who are based in the building. Whilst all GPs are trained and able to deal with such issues, Dr Tasker holds overall responsibility, as the lead for child protection and adult safeguarding.

Health Visitors (telephone 0117 961 0881)

Health Visitors offer advice on child care & development and support to families with pre-school children – you may telephone them or attend baby clinic (drop-in Tues 10-11.45am. Appointments only 10am-noon Thur). They may arrange to visit you at home.

Community Nurses (telephone 0117 908 6634)

Community Nurses provide nursing care to patients at home. They undertake a range of nursing services including administering medication by injection, blood tests, dressings, and assessing patients and referring to other agencies such as Social Services. Usually patients are referred to the Community Nursing Team by the Doctor, Practice Nurse or Treatment Room.

Midwifery team (telephone 0117 340 8470)

St George Health Centre patients are now cared for by the midwife team based at Cossham Hospital, providing antenatal and postnatal care and a home birth service across a cluster of GP practices. Please contact them directly with any queries, using the phone number above, rather than contacting the practice.

Chiropodist (telephone 0117 919 0275)

The Chiropodist can help with all foot problems in patients of any age. The booking office, based at Knowle, is available 8.30am-12.30pm.

St George Health Centre

Bellevue Road, Bristol BS5 7PH

Telephone 0117 9612161 (3 lines)

Usual Opening Hours: Monday to Friday 8.00am – 6.30pm

Early morning, late evening and Saturday morning appointments available – must be booked in advance

www.stgeorgehealthcentre.nhs.uk

Welcome to St George Health Centre. We aim to provide a friendly and professional service whilst maintaining high standards of medical and preventative care



Dr Mark Eddison	Male	MB BS (London 1990) MRCGP DRCOG DFSRH DTMH
Dr Kerrie Wainwright	Female	MA (Oxon) BMBCh (Oxford 2004) MRCGP
Dr Christopher Tasker	Male	BM BS (Nottingham 2005) BM BS BMedSci DCH
Dr Andrew Lyon	Male	MB ChB (Bristol 2005) MRCGP
Dr Hilary Parry	Female	MB BS (London 1990) MRCGP DRCOG
Dr Alyna Pereira	Female	MB BS (London 1999) DRCOG
Dr Becky Sykes	Female	MB ChB (Sheffield 2003) MRCGP DRCOG DFSRH
Dr Hannah Pope	Female	BM BS (London 2008) MRCGP
Mrs Susan Fowler	Female	Practice Manager

Practice Area

We welcome new patients living in St. George, Speedwell, Kingswood, Hanham, Crew's Hole and part of Fishponds (south of Fishponds Rd). There is a map tool on our website which checks if postcodes are in our practice area.

Access for Disabled People

The health centre site allows level access from the car park. There is a lift to the first floor and a disabled toilet on the first floor.

Allocation of Named GP

All patients are allocated a named, accountable GP who is responsible for their overall care at the practice. This is referred to as your Usual GP. You should be informed of your Usual GP when you register but you can also check who this is with any member of staff at any time. We strongly encourage you to see your Usual GP for ongoing problems so we can provide you with better continuity of care. If he/she is fully booked, you can ask for an appointment with another Doctor or a Minor Illness Practitioner. We will make reasonable efforts to accommodate requests to change Usual GP.

Booking Appointments

Appointments can be arranged online (requires registration at the surgery for EMIS Patient Access), by telephone or by visiting the surgery. Urgent problems will be seen by a health care professional within 24 hrs. Telephone appointments can be booked if appropriate. GP appointments are 10 minutes in duration. Please do not book an appointment if you only need repeat medication or medical paperwork completing.

Patient responsibilities

Please arrive on time for your appointment and use our touch screen facility to check-in if possible, or report to the reception desk. Unwanted appointments must be cancelled at least 30 minutes in advance. Please speak with the Doctor about your most important concern first - if you have a number of concerns we may need to offer you a further appointment/s. Please be polite to staff to enable us to do our best to help you. We operate a policy to ensure attendance of appointments is maximised.

Home Visits (telephone before 10am)

We encourage patients to attend the surgery where possible, as there are more facilities available. If you are too ill to come to the surgery, Reception will ask for details to allow the doctors to assess the urgency. A doctor may telephone to obtain more information and establish whether a home visit is required.

Test Results (telephone after 2pm)

Should you have any tests undertaken please telephone the practice one week later to receive the results, or 2 weeks later for X-ray results.

Out of Hours (6.30pm-8am weekdays, all day weekends & bank holidays)

If you need medical help or advice when the Health Centre is closed but it's not life-threatening, telephone 111 (free from landlines and mobiles) and/or visit www.nhs.uk for health information online. The NHS 111 service may refer you to BrisDoc (our out of hours healthcare provider) in which case a Doctor will phone you back or visit you or you may be asked to attend one of their Primary Care Centres.

Emergency Contraception

We provide same day appointments with a Nurse or Doctor. When the surgery is closed please telephone 111 or attend an NHS Walk-in Centre.

Repeat Prescription requests (minimum 48 hours before required)

Repeat prescriptions may be requested online (if you are registered with EMIS Patient Access), in person (leaving prescription slip in the box in reception) or by letter (enclosing SAE). All repeat prescriptions are reviewed regularly by the Doctor: you may be asked to see your Doctor or have tests done before your next prescription can be issued.

It may be possible for you to arrange with your local pharmacy to receive and/or deliver your prescription. We also offer an electronic prescription service - to collect medication directly from a convenient pharmacy without first having to pick up the prescription. You must first nominate a pharmacy (at the practice or pharmacy). You can only nominate one pharmacy but this can be changed at any time.

Please ensure you order your medication in plenty of time. Requests should be actioned by the practice within two working days (for both paper and electronic prescriptions) however if you are collecting medication from a pharmacy or having it delivered, please check any additional processing time required with your pharmacy.

Confidentiality

The practice is registered under the Data Protection Act. The Doctors and staff at the health centre have a legal duty to maintain the highest level of confidentiality about patient information. In some instances, we may need to share information about you with other agencies involved in your care, who will also be under a legal duty of confidence. Unless there are exceptional circumstances, for example, when the health or safety of others is at risk, we will not disclose your information to third parties without your permission. More detail on how we handle your information is available on our website or on our patient notice board in reception.

Some data is shared within the NHS, both nationally and locally. To opt-out of any or all data-sharing initiatives, please see our website for further information and opt-out forms, or ask at Reception.

From time to time, the practice takes part in various research studies to assess new treatments/drugs. You will always be asked for your permission to take part first and be able to refuse and/or withdraw part way through.

Students from Bristol University Medical School occasionally complete placements here. You will always be asked if you are happy for a student to attend your appointment.

Comments, Suggestions and Complaints

We endeavour to provide a friendly and relaxed atmosphere with high standards of clinical care. Comments and complaints can be useful in helping us achieve this, as well as allowing grievances to be expressed in a constructive and effective way. We hope problems can be sorted out at the time they arise and with the person concerned. If an issue is not resolved to your satisfaction, please contact the Practice Manager with your concerns.