

GP Training Practice

We are an accredited training practice with 4 registered GP trainers. We support GP, Nurse and Pharmacist training.

Available Services

- **Treatment Room** - blood tests, blood pressure, dressings, vaccinations
- **Contraception & Cervical Screening** - including emergency contraception
- **Long Term Condition reviews** – including Diabetes, Heart disease, Asthma
- **Child Development Checks and Immunisations**
- **Antenatal and Postnatal Services**
- **Mental Health Wellbeing Support** – for first symptoms of low mood, anxiety

All services commissioned by NHS England/BNSSG - www.england.nhs.uk/commissioning

Useful Contacts

Health Visitors (telephone St George 0117 961 0881; Lodgeside 0300 125 6110)
For advice on child care/development and support to families with pre-school children

Community Nurses (telephone 0300 125 6789)
Community Nurses provide nursing care to housebound patients

Midwifery team (telephone 0117 414 5160)
The midwife team is based at Cossham Hospital, providing antenatal and postnatal care.
For new pregnancies, call the booking number on 0117 414 6743.

Well Pharmacy (telephone St George 0117 967 3416; Lodgeside 0117 960 0969)
Well run independent businesses on both our practice sites. Please contact them directly.

Other local services and self-care:

Use the “Services near you” menu on www.nhs.uk or telephone 111 for information on Urgent Care services including Minor Injuries Units (MIUs), Walk-in Centres (WiCs), Pharmacies, Dentists etc

Sexual Health services are provided by Unity Sexual Health tel: 0117 342 6900

Self-care information can be found at www.patient.info as well as www.nhs.uk



St George Health Centre

Bellevue Road, St George, Bristol BS5 7PH

Lodgeside Surgery

22 Lodgeside Avenue, Kingswood, Bristol BS15 1WW

Tel: 0117 961 2161 or 0117 961 5666

Usual Opening Hours: Monday to Friday 8.00am – 6.30pm
Early morning, late evening and Saturday morning appointments available

GP Partners

Dr Philippa Stables (f) MB ChB (Bristol 1988) DCH MRCGP
Dr Mags O'Donovan (f) MB BCh BAO (Cork 1987) DCH DRCOG MRCGP
Dr Kerrie Wainwright (f) MA (Oxon) BMBCCh (Oxford 2004) MRGCP
Dr Senthiru Sivaloganathan (f) MD (Tver 1996) DCH DRCOG DFSRH MRCGP
Dr Christopher Tasker (m) BM BS (Nottingham 2005) BMedSci DCH
Dr Andrew Lyon (m) MB ChB (Bristol 2005)
Dr Ellie Carslake (f) MB BS (London 2003) MRCGP DRCOG DFSRH
Dr Carly Lawrence (f) MB ChB (Birmingham 2005) MRCGP

Associate GPs

Dr Vicky Hibbert (f) MB ChB (Bristol 1991) DRCOG (1997)
Dr Alyna Pereira (f) MB BS (London 1999) DRCOG
Dr Hannah Pope (f) BA (Hons) MB BS (London, 2008) MRCGP
Dr Becky Sykes (f) MB ChB (Sheffield 2003) MRCGP DRCOG DFSRH
Dr Carys Bromy (f) MB BCh (Cardiff 2013) MRCGP
Dr Peter Torrance (m) MB ChB (Bristol 2009) MRCGP
Dr Charles Warburton (m) MB BS (London 2013) MRCGP DFSRH
Dr Seonaid Stirling (f) BM BS (2009) BMedSci
Dr Clare Oliver (f) MB BCh (Cardiff 2015) DRCOG DFSRH MRCGP

Practice Managers

Mrs Kathryn Thompson & Mrs Melinda Hartman

www.fireclayhealth.nhs.uk

Practice Area We welcome new patients living in living in our East Bristol catchment area. Please see the New Patient section of our website for a Practice Boundary map.

How to Register as a Patient You can register online by visiting <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/> and you will be able to access our services after 1 week. If you are unable to do this, you can attend the practice in person at either site and complete a registration form and questionnaire.

Online Services We encourage all patients to register for online services as this enables you to book appointments, order repeat prescriptions and view your medical record (including test results) online. We recommend that you self-register for online services with the NHS App. If you are unable to do this, you can attend the practice in person with some photographic ID and after completing an application form you will be given a document you can use to register with an online service provider.

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 can check who this is with any member of staff at any time. You can however see any GP at either of our surgery premises - all GPs have access to your medical records. We will make reasonable efforts to accommodate requests to change Usual GP.

GP Appointments GP appointments can be arranged by telephone, by visiting the surgery or online. You will be asked to provide a brief reason for the appointment to ensure the most appropriate appointment is offered. GP appointments are 10 minutes in duration with routine telephone appointments bookable up to 2 weeks in advance. We encourage you to see the same doctor for on-going problems.

Home Visits We encourage patients to attend the surgery where possible however home visits are available if you are housebound or too ill to come to the surgery. Reception staff will ask for details to allow the doctors to assess the urgency. A doctor will usually telephone to obtain more information and establish whether a home visit is required.

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) 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. You may be asked to attend one of their Primary Care Centres or they will visit you.

Test Results Should you have any tests undertaken please telephone the practice **after 10am at least one week later** to receive the results, or 2 weeks later for X-ray results. You can also check results via Online Services if registered.

Patient Responsibilities To attend appointments as booked and to cancel unwanted appointments in advance.

Prescriptions In almost all cases, prescriptions are now sent electronically for you to collect from a pharmacy of your choice. Repeat prescriptions can be requested online (*registration required*) or emailed (see our website). All repeat prescriptions are reviewed regularly by the Doctor. Please ensure you order your medication in plenty of time – you should allow at least 2 working days for your prescription request to be processed plus additional time if it is to be dispensed by a pharmacy.

Confidentiality The practice is registered with the ICO - please see our privacy statement available on the website or at reception. From time to time, the practice takes part in various research studies - you will always be asked for your permission to take part first and be able to refuse and/or withdraw part way through. Students occasionally complete placements here - you will always be asked if you are happy for a student to be present during your appointment. We may record, store, monitor and use any email, telephone or other communication with you for our training purposes, audit, and to improve the quality of our services.

Comments, Suggestions and Complaints We are always keen to hear your view. If you have any comments or suggestions, or there is anything you are unhappy with, please speak to a member of staff or see the Feedback section of our website. If an issue is not resolved to your satisfaction, please contact one of the Practice Managers with your concerns.

Zero Tolerance The practice has the right to remove violent patients from the list with immediate effect in order to safeguard staff and patients. Violence includes actual or threatened physical violence or verbal abuse.

Disabled Access Both surgery sites allow level access from the car park, lifts to the first floor and disabled toilet facilities

Communication Needs The Practice aims to ensure that all patients can effectively communicate with us. This includes patients who may have some form of sensory impairment or disability and would benefit from alternative methods of communication than those offered as standard. If you feel this applies to you, please complete our communication questionnaire (ask at reception), to ensure that we can provide you with the best service and care.

We run a **Patient Participation Group (PPG)** to seek patient views on a range of issues relating to the practice. We are keen to make sure that the group is fully representative of our patients. Join up online at www.fireclayhealth.nhs.uk (search for PPG)