



TYNTESFIELD
MEDICAL GROUP

Website: www.tyntesfield.nhs.uk

Email: bnssg.tyntesfieldmedicalgroup@nhs.net

Out of Hours: 111

Welcome to Tyntesfield Medical Group

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| <p>Backwell Medical Centre 15 West Town Road Backwell Bristol BS48 3HA</p> <p>Appointments: 01275 465100</p> | <p>Brockway Medical Centre 8 Brockway Nailsea Bristol BS48 1BZ</p> <p>Appointments: 01275 850600</p> |
| <p>Long Ashton Surgery 55-57 Rayens Cross Road Long Ashton Bristol BS41 9DY</p> <p>Appointments: 01275 392134</p> | <p>Tower House Medical Centre Stockway South Nailsea Bristol BS48 2XX</p> <p>Appointments: 01275 866700</p> |

PARTNERS

Backwell Medical Centre

Dr Rachael McGivern (Female) BMBS (Nottingham), BMedSci, MRCGP, DFSRH. Registered as a doctor in 2009

Dr Tanya Beer (Female) BA (Oxford), MBBS (London), DCH, DFSRH, MRCGP. Registered as a Doctor in 2008.

Dr Vasileios Stamelos (Male) MD (Ptychio Iatrikes, Athens), MRCGP, PhD. Registered as a doctor in 2006.

Brockway Medical Centre

Dr Namalee Wimalasundera (Female) MBBS (London), BSc, DFFP. Registered as a doctor in 1995

Dr Jon Rees (Male) MBChB (Bristol), MD, MRCS, MRCGP, DRCOG. Registered as a doctor in 1995

Long Ashton Surgery

Dr Sarah Pepper (Female) MBChB (Bristol), MRCP. Registered as a doctor in 1993

Dr Matthew Cresswell (Male) MBChB (Leeds), MRCGP (Bath 2014). Registered as a doctor in 2009

Tower House Medical Centre

Dr Penny Gilbert (Female) BSc, MBBS (London), MRCGP, DFFP, DRCOG, DFSRH. Registered as a doctor in 1991

Dr Laura Paterson (Female) MBChB (Bristol), MRCGP. Registered as a doctor in 1994

Dr Edward Mann (Male) MBChB (Sheffield), MRCGP, DFFP, DRCOG, DCH. Registered as a doctor in 2000

Dr Freya Scott (Female) MBBS (Newcastle-upon-Tyne), DFFP, DRCOG, DCH, MRCGP. Registered as a doctor in 1997

Dr Edward Griffiths (Male) MBBS (London), MRCGP. Registered as a doctor in 2013

Dr Katherine Parker (Female) MBBCh (Cardiff), MRCGP. Registered as a doctor in 2008

ASSOCIATE GPs

Backwell Medical Centre

Dr Kate Merrett (Female) MBChB (Bristol), MRCGP, MRCP, DRCOG. Registered as a doctor in 1994

Dr Monica Villafana (Female) MBChB (Spain). Registered as a doctor with a licence to practice in the UK 2016

Dr Francesca Witcomb (Female) MBBCh (Cardiff), MRCGP, DFSRH, DRCOG. Registered as a doctor in 2004

Brockway Medical Centre

Dr Jo Burt (Female) MBChB (Bristol), MRCGP, DFFP, BSc. Registered as a doctor in 2005

Dr Celina Goes (Female) MBChB (Sheffield), MRCGP, DRCOG. Registered as a doctor in 2006

Dr Cara Harris (Female) BMBS (Peninsula Medical School), MRCGP. Registered as a doctor in 2009

Dr Samuel Partridge (Male) MBChB (Bristol), MRCGP, MRCP, DRCOG, Practical Dermatology (PgDip), DOccMed. Registered as a Doctor in 1996

Dr Shamilah Clement-Rahman (Female) MBChB (Leicester) BSc, MRCGP. Registered as a doctor in 2016

Long Ashton Surgery

Dr Pippa Burns (Female) MBChB (Bristol), BSc (Manchester 1997), MRCGP 2007, DRCOG, DFFP. Registered as a doctor in 2003

Dr Simon Grant (Male) MBChB (Manchester), MRCGP (2017) Severn. Registered as a doctor in 2012

Dr Adam Whitehead (Male) MBChB (Manchester) BSc (intercal), MCEM, MRCGP. Registered as a doctor in 2009

Dr Owain Jones (Male) BMBS (Brighton and Sussex Medical School), MRCGP (2016), DCH, MPhil. Registered as a doctor in 2011

Dr Philip Sajik (Male) MBChB (Liverpool), BSc, MRCGP. Registered as a doctor in 2014

Dr Ann Elkins (Female) MBChB (Bristol), BSc (Bioethics), RCGP, DRCOG, DFSRH, DCH. Registered as a doctor in 2006

Tower House Medical Centre

Dr Rupert Payne (Male) MBChB (Edinburgh), PhD, MRCGP, FRCPE. Registered as a doctor in 1997

Dr Lydia Hayden (Female) MBBCh (Cardiff), MRCGP. Registered as a doctor in 2012

Dr David Dolan (Male) MBChB (Manchester), MRCGP. Registered as a doctor in 2015.

Dr Rachael McKeown (Female) MBChB (Edinburgh), BMedSci (Hons), LLM, MRCGP. Registered as a doctor in 2017.

Dr Helen Grice (Female) BM BS, BMEDSci (Southampton), MRCGP. Registered as a Doctor in 2014.

We have produced this leaflet to help you get the best from the services we offer.

Tyntesfield Medical Group comprises of Backwell Medical Centre, Brockway Medical Centre, Long Ashton Surgery and Tower House Medical Centre (please see website for more information).

To enable your registered GP to gain a better understanding of your medical history, we offer patients a new patient check. At this appointment your GP will go through your medical history, medication and ensure we arrange appropriate follow-up of any long term needs.

We try to give enough time to our patients and are keen to deal not only with physical but also with preventive, psychological and social issues.

How to Register

Online service makes registration easier for patients

We are using a new online service that makes it easy to register with this GP surgery.

New patients just need to fill in an online form via our website to get started. They do not need proof of address or immigration status, ID or an NHS number.

Paper forms are available for people who need them.

The service is designed and run by the NHS. It aims to cut practices' workloads and make GP registration easier for the public.

We regret that we may not be able to take patients living outside our practice area but if we are unable to accept a patient for this or any other reason, we will inform you in writing within 14 days of application. You may request to receive services from a particular doctor but there may be occasions when this is not possible, e.g. if a doctor's list is full, or he/she does not provide the services required by the patient.

Although you are registered with a named accountable GP for your overall care and support, this does not prevent you from seeing any other GP in your registered practice. At the point of registration, you will be advised who your accountable GP is. If you do not know who your accountable GP is please ask a member of the team.

Protection and Use of Your 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. It may also be needed if we see you again.

There are times when we have to pass on information about you to other people such as hospitals, Social Services or the Community Partnership. This is always done confidentially or by removing your identifying details when they are not essential. 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 our Executive Manager (based at Brockway Medical Centre).

Appointments

We operate an appointment system for all surgeries which run throughout the day. If you have an urgent medical problem we will endeavour to deal with your request. Please telephone or come into the surgery. Appointments can also be booked in advanced. If you have more than one problem the doctor will try and deal with as much as they can in your 10 minute appointment but may ask you to make another appointment. Please prioritise the problem causing you most concern. Please let us know if you wish to cancel the appointment so that we can offer it to another patient. When your chosen doctor is unavailable you will be offered an appointment with another doctor.

Telephone appointments are also available for the doctor to ring you on a pre-arranged phone number as part of their routine surgery. Please contact reception for further details.

Some sites have an Advanced Nurse Practitioner and a Minor Illness nurse who are able to offer same day appointment requests. They are also able to offer advice on the phone.

Text Messages Reminder Service

We are now able to send a text reminder for your pre booked appointments. This will help reduce the number of 'Did not attend' (DNA) appointments to the GP and Nurse. We will also be able to send you invites and reminders by mobile. Please ensure we have an up to date mobile number. If you do want to opt out, please inform our reception team.

Preferred method of contact

Our primary means of communication is through text messages or emails. Please ensure you provide us with this information so you receive up-to-date communication from us. Should your details change in the future, please contact the surgery to let us know.

Home Visits

We will make home visits to patients who are too unwell to come to the surgery. However, before requesting a home visit please remember that we can see as many as six patients in the surgery in the time that it takes to make one house call. It would be appreciated if requests for home visits could be made by 10:30am if possible. This will enable us to plan our work. Please note that it may not always be possible to make non-urgent visits the same day.

Urgent medical problems outside Practice opening hours

If you need urgent or emergency medical services outside surgery hours please ring 111 or visit <https://111.nhs.uk/> or <https://www.nhs.uk/>. Alternatively, there is a Minor Injuries Unit at Clevedon <https://www.sirona-cic.org.uk/nhsservices/services/clevedon-minor-injury-unit/>. The Out of Hours GP Service is provided by Brisdoc.

Access for Disabled People

Where applicable ramp access is available. There are disabled parking spaces outside the front door at Tower House Medical Centre, one at Long Ashton Surgery and Backwell Medical Centre and two at Brockway Medical Centre. Doctors' and nurses' surgeries are on the ground and first floor, and if access is required to the first floor, access can be made by stairs or lift. A toilet suitable for use by disabled people is available on each floor at all sites.

Research and Development

We have a long tradition of involvement with The Medical Research Council, the University of Bristol and the Royal College of General Practitioners. We are committed to involvement in important projects with other leading researchers, both nationally and locally, to ensure that the practice contributes to new knowledge about better ways of improving patients' health. We always request your consent when inviting you to participate in any project. Please visit our website for current studies Tyntesfield Medical Group are participating in. Our Research Team comprises of:

Dr Jon Rees

Dr Ed Mann

Elizabeth Ambler, Clinical Lead Research Nurse

Prescriptions

There are several ways that medication can be ordered from the Surgery:

NHS App

This is the preferred route. This ensures there is a clear audit trail and we can turn around your prescription request in a more timely manner. By signing up to the NHS App, it is quick and easy to get your medication. Please see below for information on how you can set this up.

NHS App/Website

Owned and run by the NHS, the NHS app or website is a simple and secure way to access a range of NHS services online.

You can use your NHS account to:

- Order your repeat prescriptions
- Manage which pharmacy your prescriptions are sent to
- Get health advice - search trusted NHS information and advice on hundreds of conditions and treatments.
- View your health record - securely access your GP health record, to see information like your allergies and your current and past medicines and test results.
- Register your organ donation decision - choose to donate some or all of your organs and check your registered decision.

How to set up the NHS app/website

There are two main ways to access your NHS account:

1. Via the NHS App on your smartphone – accessible via your App store on your phone
2. Via the NHS website on a computer/tablet <https://www.nhsapp.service.nhs.uk/login>

Download the NHS App on your smartphone or open the NHS website in a web browser to set up and log in to your NHS account. When you first register for an account, a 6-digit security code will be sent to your email. You will be asked to enter this code to verify your email address and continue. Next, you will be asked to give your mobile phone number. Another 6-digit security code will be sent by text message to your mobile phone.

The first time you set up your NHS login, you'll need to prove who you are. This is so you can be connected to your NHS record. It also protects your health information. There are two ways you can do this:

1. With photographic ID via the NHS app
2. By coming into the surgery in person to obtain your online registration details – you will need to bring photographic ID with you in order to obtain your registration details.

Other routes for ordering prescriptions

In person at the Surgery – you can either drop in your completed prescription counterfoil (the right-hand side of your prescription) or pick up a prescription ordering slip from the reception desk.

Via email directly to the Prescribing Hub at tynesfield.prescribing@nhs.net – please provide your name and date of birth and specify which medication you are requesting and where you would like your prescription to be sent for you to collect. Please do not use this method for urgent requests. If you have run out of medication, please call the Prescription Hub on 01275 465119.

Test Results

The quickest and easiest way to get your test result is to sign up to the NHS App or website. You may be asked to make an appointment with your doctor to discuss a result. When booking an appointment, please do not be offended if the receptionist does not discuss your result on the telephone - they will be following our Practice policy designed to comply with the GDPR (General Data Protection Regulation).

Services Offered across Tynesfield Medical Group (not available at all sites - please check with reception)

Treatment Room Services

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|------------------------------|-------------------|
| ECG | Smear |
| Blood tests | Blood pressure |
| Removal of sutures / staples | INR monitoring |
| Travel vaccinations | Wound management |
| 4 layer bandaging | Injections |
| Immunisations | Weight management |

Minor Injuries
Smoking Cessation
Child Immunisations

NHS Health Checks
Contraception checks
Foreign Travel vaccinations

Chronic Disease Clinics

Asthma clinics
Vascular clinics
Macmillan Cancer Care clinics

COPD clinics
Diabetic clinics

External services operating from Tyntesfield Medical Group (not available at all sites—please check with reception)

Midwife clinic (01275 866757)
Contenance Services (Children Service)

We Are With You

Visiting Consultants

Abigail Oliver, Obstetrician (Tower House Medical Centre)

Ante-Natal Care

The team of midwives are based at Tower House Medical Centre. They are involved in caring for women during their pregnancy and mothers and babies in the postnatal period. The midwives have weekly antenatal clinics at Long Ashton and Brockway surgeries and have daily weekday clinics at Tower House. Midwives also offer antenatal classes and an early pregnancy session at the Children Centre in Nailsea.

For all newly pregnant patients, to book an appointment please visit the website <http://bit.ly/UHBWbooking> or contact them on 0117 342 0850.

Drop-In Baby Clinic

These are held every Thursday morning from 9.30am - 11.30am at Nailsea & Backwell Children's Centre, Pound Lane, Nailsea, BS48 2NP. Alternatively every 1st & 3rd Tuesday of the month from 1.15pm - 3.15pm at Long Ashton Children's Centre, c/o Early Birds Nursery, Hollis Close, Long Ashton, BS41 9AZ. In order for your baby to be weighed please arrive no later than 15 minutes before the end of the clinic. Please do not take your baby if they are unwell.

GP Registrar

The practices are a training practice and usually have a GP Registrar working with us. Occasionally there will be a medical student working with one of the doctors in the practice.

Nursing Team - Our nursing staff across all four sites are:

Liz Pemberton, Registered Nurse, Diploma in Adult Nursing
Nicola Boothman, Registered Nurse, Diploma in Adult Nursing
Sandra Green, Registered Nurse, (BA Hons) Adult Nursing, Dip COPD & Asthma
Lizzie Ambler, Registered Nurse, (BA Hons) Adult Nursing
Amanda Bamford Registered Nurse, Advanced Diploma in Adult Nursing
Amy Brown, Registered Nurse, (BSc Hons) Adult Nursing
Niki Higbey, Registered Nurse, (BSc Hons) Adult Nursing
Eleanor Holway Registered Nurse, (BSc Hons) Adult Nursing
Anna Stafford, Registered Nurse, Diploma in Adult Nursing
Rachel Tanner, Registered Nurse, (BA Hons) Adult Nursing
Jennifer Watts, Registered Nurse, (BSc Hons) Adult Nursing
Delyth Darbon, Registered Nurse, Diploma in Adult Nursing

Jessica Robinson, Registered Nurse, (BSc Hons) Adult Nursing
Helen Adkins, Advanced Nurse Practitioner (Registered Nurse, BSc Hons, Community Health Studies)
Nikki Hawkins, Senior Health Care Assistant
Hazel Saunders, Senior Health Care Assistant
Hayley Smith, Senior Health Care Assistant
Alexa Benneworth, Health Care Assistant
Jo Kellett, Health Care Assistant
Sue Martin, Health Care Assistant
Sally Mortimore, Health Care Assistant
Faye Richings, Health Care Assistant
Lucy Webb, Health Care Assistant
Elle Mogg, Phlebotomist

Care of the Elderly Nurse

Sarah Sturdy, Registered Nurse, Diploma in Adult Nursing

Clinical Pharmacist

Andrea Ball, Independent Pharmacist Prescriber BSc (Hons) (UWE 1995) MPharm (Bath 2005) MRPharmS, IPresc working across all four sites.

First Contact Physiotherapists

Simon Carley-Smith BSc (Hons) DipMSKMED MSOMM) working across all four sites.

Nefeli Tompra PT, MSc, MCSP, working across Tower House, Brockway and Backwell Medical Centres.

Andrea Floyd BSc(Hons), MSc, HCPC, working at Long Ashton Surgery.

Dietitian

Jamie Swistun BSc (Hons) in Human Nutrition and Dietetics, working across all four sites.

Patient Participation / Reference Group (PPG/PRG)

We are very fortunate to have a flourishing and proactive patient group and welcome new members. Details of how to become a member can be found on our website.

Suggestions and Complaints

We hope that, if you have a problem, you will use our Practice Complaints Procedure. We believe that this will give us the best chance of resolving your complaint and enables us to improve our practice. If you feel you cannot raise your complaint with us, you can contact NHS England. Some patients may find it difficult to make a complaint directly to the Practice or to the NHS. If this is the case you can seek advice or get support from independent advocacy services. These are outlined in our complaints leaflet along with the contact details for NHS England.

We aim to provide a good service to our patients, and we expect you to respect our aims and to keep us informed if you change your address or telephone number, or need to cancel an appointment.

We do not tolerate any violent or aggressive behaviour towards our staff, or other staff working here, or to other patients, and if you break this rule you may be asked to register elsewhere.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur. If you have any suggestions, compliments or complaints regarding the provision of services and care please do not hesitate to contact the Receptionist Team Leader in the first instance.

Core Opening Hours are

Monday – Friday 8.00am - 6.30pm
Weekends Saturdays - please see website for more details on which site is open each Saturday

Improved Access

During the week there are some early appointments available from 7.30am (please see website for more details on which site offers these appointments). These early morning appointments are for routine issues, but of course are most useful for those patients who work and need an appointment before they commute to their workplace.

Similarly, there are some late evening appointments available during the week (more details can be found on the website). Whilst they are open to all, they are most useful for those who find appointments during the day difficult. This may include mothers with young children who need to wait until their partners are home to take care of the children, those who work, or carers who find it difficult to find time for themselves.

Practice Boundary

