OUT OF HOURS

If you have an urgent problem when the surgery is closed, please **telephone 111** your call will be answered by the NHS Direct Service.

IN A LIFE-THREATENING SITUATION PLEASE RING 999

PHARMACY FIRST

We advise patients where possible to visit your local pharmacy first. Pharmacists can give advice and treatment on a range of conditions such as: Impetigo, UTI, Sore throats, and sinusitis.

They can also give advice and answer questions on medication, take blood pressure readings and offer contraception services. If you call to request an appointment which a Pharmacy may be able to deal with, we may refer you to receive a call or appointment with a local pharmacy.

ONLINE ACCESS

To access our online services such as access to medical records please download the NHS App or sign up for patient access. For patient access you need to apply in person at reception with photo ID and proof of address.

CHAPERONES

Patients are entitled to have a chaperone present for any consultation. Please request at the time of booking or at the appointment.

DISABLED ACCESS

Our front door operates an auto opening system and we have disabled toilets on site.

The practice has an induction loop and text service for patients, please ask if you require this service. If you have any other support needs, please let us know how we can assist.

COMPLAINTS AND SUGGESTIONS

As a practice we make every effort possible to ensure we deliver quality care to our patients however we know that sometimes things can go wrong.

If you have cause for complaint, please talk to us. We aim to resolve most issues at point of contact and our front-line team will do their best to assist you.

If you wish to make a formal complaint in writing, please contact Vickie Phillips, Operations and Complaints Manager, or see our complaints leaflet.

We value patient feedback, and you may be asked to complete a Feedback Form to help us improve our services.

BRISTOL, NORTH SOMERSET & SOUTH GLOS INTERGRATED CARE BOARD

www.bnssg.icb.nhs.uk

This practice is actively involved in clinical commissioning for more information please visit the BNSSG ICB website for services available in the area.

OTHER LEAFLETS

You will find a variety of Practice Leaflets in the waiting room which will inform you of all the services that we provide for our patients. These include a Patient Charter Leaflet and a Comments and Complaints Leaflet.

Cadbury Heath Healthcare

A helping hand to a healthier life

Parkwall Road, BS30 8HS
Tel: 0117 980 5700
www.cadburyheathhealthcare.co.uk

PRACTICE LEAFLET
Information for Patients

Partners

Dr Victoria Gallagher Registered 2003, Bristol BM nMRCGP DFSRH DCH LOC UT LOC SDI

Dr Aisha Davies Registered 2009, Bristol MBChB MRCS MRCGP

Dr Bryn Bird Registered 2010, Birmingham MBChb MRCGP MBA

Dr Huw Taylor Registered University of Bristol 2011 MRCGP 2016

Mrs K Horne Managing Partner MA Business Management UWE (2005)

OPENING TIMES

Monday 8am-6.30pm
Tuesday 8am-8pm (Phone lines close at 6.30pm)
Wednesday to Friday 8am-6.30pm

Tel: 0117 9805700

APPOINTMENTS

All surgeries are by appointment. We offer urgent on the day appointments and routine appointments with our clinical team, along with nursing appointments.

ECONSULT

You can go online and fill out an EConsult form to ask about any common problems, general symptoms or to request a sick note. We will respond to your query within one working day. This can be accessed through our website.

URGENT APPOINTMENTS

We operate an urgent triage system. You will be asked by the Front-Line team to give details of your problem. They will then where appropriate offer you an appointment for a telephone consultation, or a face-to-face appointment to see the doctor. An on-call Doctor is available to take emergency calls if required.
Our staff are highly trained and adhere to strict codes of conduct and protocols regarding confidentiality. Their role is to ensure the most appropriate clinician sees you in a timely manner.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room, we can make alternative arrangements.

REPEAT PRESCRIPTIONS

There are many ways to order your repeat prescriptions.
Via Online Patient Access or through the NHS App.
Requesting at the surgery by putting your prescription slip in the black box outside the surgery doors.
Online through our website.
You can email your prescription request to the prescription team at:
BNSSG.Cadbury.Prescriptions@nhs.net

Prescriptions are sent electronically to your nominated pharmacy. If you are collecting a prescription from the surgery, please bring proof of ID.
Please allow 72 hours before collecting your medication from the pharmacy.

NEW PATIENTS

If you are new to the area and wish to register with us, please register online at https://gp-registration.nhs.uk/L81130. You can check our website to see if you are in our catchment area.

TEACHING AND RESEARCH

As a teaching Practice, we often have medical students training with us. They may be observing, be supervised by a GP or consulting on their own depending on the point they have reached in their training. We would value your co-operation with this, but if you would prefer not to have trainees present, please let us know.

Improving and developing medicine and social care requires research. We are actively working on numerous research projects. We are truly grateful to our patients who support us by participating in these exciting research projects and helping us improve care for the future.

PATIENT PARTICIPATION GROUP

This is an organisation of patients that meet four times a year. The group is set up to support the practice by offering help, advice, feedback and guidance to both current and future developments in the Practice.
If you wish to join, please give your details to our reception team.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 2018. This Act protects data held on the computer system.

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact Mrs K Horne our Managing Partner. There may be a charge for this information.

Armed Forces veteran friendly accredited GP practice