

## Website

Our website ([www.grmc.nhs.uk](http://www.grmc.nhs.uk)) which contains lots more information, links to useful medical information and further details about our practice.

## Car Parking

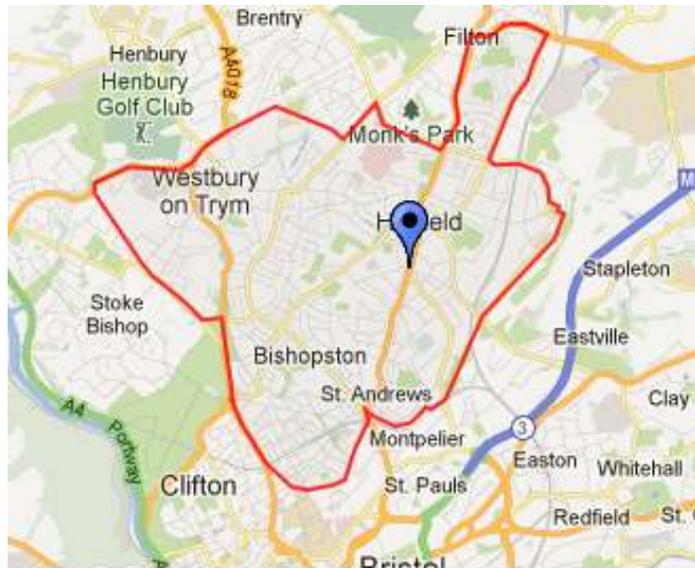
We have a car park for patients calling at the surgery. There is considerable pressure on parking space at busy times, so please avoid leaving your car for longer than is strictly necessary and do not use the space for general shopping purposes.

## Zero Tolerance

This surgery participates in the Violent Patient Scheme run by NHS Bristol. Any patient who gives just cause will be referred to this scheme and will immediately be removed from our practice list.

## Practice Boundary

The map below illustrates our practice area, or see our website on [www.grmc.nhs.uk](http://www.grmc.nhs.uk) for a more detailed map.



If you require this document in a different format, please speak to a receptionist or alternatively contact the Deputy Practice Manager, Hayley Dicatorato, on 0117 949 7774.

# GLOUCESTER ROAD MEDICAL CENTRE 1A Church Road, Horfield, Bristol, BS7 8SA



## Welcome to our Surgery

We are a large, friendly GP Practice just off the Gloucester Road (A38) in North Bristol. The Surgery is purpose-built and we offer a full range of services. We have over 14,000 registered patients of all ages, including a large number of students. Our list is open and we welcome new patients living in our area.

This booklet provides information about the practice and more detail can be found on our website.

### Telephone Numbers

<b>General</b>	<b>0117 949 7774</b>
<b>24 Hour Emergency</b>	<b>0117 949 7710</b>
<b>Fax</b>	<b>0117 949 7730</b>
<b>Website</b>	<b><a href="http://www.grmc.nhs.uk">www.grmc.nhs.uk</a></b>

## The Surgery

Our reception is open 08.15 to 19.00 Monday to Thursday, 08.15 to 18.30 on Friday and 08.15 to 11.00 on Saturday.

## Appointments

We offer appointments from 8.30 in the morning, late evening appointments and a Saturday morning surgery. Please be aware that all patients will need to book an appointment.

A proportion of our appointments are available to book up to 4 weeks in advance, the remainder may be booked on the day. We hope that this way of working provides the most choice for our patients. We will always endeavour to offer patients an appointment with the clinician of their choice, wherever possible.

All GP appointments are for 10 minutes, however, if you require more time with the doctor please ask the receptionist to arrange this for you.

Please note that, if we have your current mobile telephone number, we can offer a text-message appointment reminder service.

## You can make an appointment by:

### Telephone

We are able to take your call from 8.30am every weekday morning for urgent same-day appointments and to pre-book in advance. Lines may be busy first thing, so you may like to use our on-line booking service.

### Internet

In order to use the practice internet appointment booking and prescription request service you need to register for this at the reception desk. We need to see some proof of identification and documentation showing the address at which we have you registered. This is to ensure that your medical information is kept confidential. You cannot register on behalf of someone else, except for a child under 14.

Once your identity has been confirmed, you will be given a Registration Document which contains a Personal Identification Number, Personal Access Number and instructions on how to register on the website. For the security of both yourself and the practice, you must not disclose this information to anyone else.

## Help us to give you the best possible service

- Telephone the surgery as early as possible if you no longer require, or you cannot keep your appointment.
- Tell us if you change your name, address or telephone number.
- Although doctors try not to keep you waiting, emergencies do arise and have to be given priority. We hope that in such an event you will be understanding, and we are always happy to make you a further appointment if this is more convenient.
- Provide us with a mobile number so that we can text you an appointment reminder

## Complaints

The doctors and all the practice staff try their utmost to give a sensitive, expert and personal service. If, however, you have any suggestions as to how the service may be improved you may wish to use the suggestion box that is located in the waiting room. Alternatively, if there are any complaints or problems, please contact the Business Partner, Judy Holbrook, at the surgery. You may also wish to contact the national Customer Contact Centre on 03003112233 or by email: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk).

## Carers

Do you look after a relative or friend who needs support because of their age, physical or learning disability or illness? If so, please let a receptionist or your GP know so that we can offer you any support you may need. We will provide you with an information pack, containing details of some of the many organisations which can help you.

## Walk-In Centre

Remember that you don't always need to see your GP. Your local pharmacist (chemist) can offer advice on common complaints such as coughs, colds, aches and pains and other health issues. You could also attend your local walk-in centre (Broadmead Medical Centre, 59 Broadmead, Bristol, BS1 3EA, Tel: 0117 9549828). They treat minor illnesses and injuries, including infection and rashes, fractures and lacerations, emergency contraception and advice, stomach upsets, cuts and bruises, or burns and strains.

## Care Quality Commission (CQC)

The Practice was registered with the CQC on 1st April 2013. Our registered managers are Dr Anne Mitchell, Clinical Lead and Mrs Judy Holbrook, Managerial Lead.

## Non NHS Services

We are able to provide other, non-NHS, services such as medical examinations for special purposes (i.e. certain driving medicals, pre-employment medicals, etc.). You may also require reports and legal documentation that require a doctor's completion. These examinations and reports will attract a fee. Please confirm this with your GP

## Certificates for Employment Purposes

It is not necessary to secure a medical certificate from your doctor for an illness which lasts for less than 7 days. If you require one, your doctor can issue a private certificate, but this will attract a fee. If you are ill for 7 days or more (including Saturday and Sunday) and you intend to claim sickness benefit, you need to see your doctor to obtain a medical certificate.

## Protection and Use of Your Information

It is important for us to retain 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. We are governed by the Data Protection Act and will ensure that this information is used responsibly and only given to those who have a genuine need for it. Whenever we can we shall remove details that identify you as an individual.

If at any time you would like to know more about how we use your information, or how to gain access to any of your medical records, please contact Mrs Judy Holbrook in writing. For further information please refer to the leaflets held at Reception entitled "How we handle your information".

## Confidentiality – Hear to listen, not to tell

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about your visit, but we won't. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

## Disabled Patients

At GRMC, we endeavour to meet the needs of patients with disability. If you experience any problems accessing our services, please inform Judy Holbrook, Business Partner.

## Telephone Advice

All doctors and nurses are happy to discuss any problems on the telephone. They may not be able to take your call at the time of phoning, so we may ask you to phone back or to leave your telephone number for them to call you.

## Contacting a GP in an Emergency

Our enquiry lines are open from 8.30am to 6.30pm, Monday to Friday. If you need help outside these hours, please phone the usual surgery number on **0117 949 7774** and you will be automatically redirected to the new NHS 111 service. This facility replaces NHS Direct and will either offer you advice or, if necessary, arrange for you to see a doctor provided by the Brisdoc Deputising Doctor Service. Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

If you require any medical advice at any other time, you can contact the new NHS 111 service directly by dialling 111.

Our 24 hour emergency line (0117 949 7710) is always available, whether we are open or not. A call to this number will always be answered immediately. Please use this number for genuine emergencies which will ensure the line is open for those who need it.

However, in case chest pains and/or shortness of breath you should call 999.

## The Team

The Principals listed below, together with the Business Partner, are members of the Partnership known as Gloucester Road Medical Centre. Dr A Mitchell and Partners are contracted to NHS England and affiliated to Bristol Clinical Commissioning Group to provide general medical services within the National Health Service.

## Principal GPs

Dr Anne Mitchell	MBBS (London 1984), DCH, MRCGP, DFRSH
Dr Jonathan Holdsworth	MB ChB (Sheffield 1990) DRCOG, MRCGP, DFFP
Dr Nicolette Dixon	MBBS (London 1983), BSc, MRCGP, DRCOG
Dr David Honeywill	MBBS (London 2000), MRCGP
Dr Michelle Jones	BMBS (Nottingham 2006), MRCGP, DPD, DRCOG, DFRSH
Dr James O'Connor	MBBCh (2008), MRCGP, DCH

## Associate GPs

Dr Jasmin Krischer

MBChB (Bristol 1988), MRCP (Paeds), MRCGP,  
Diploma Tropical Medicine and Hygiene

Dr Joanna Williams

BMBS, Nottingham 2000, MRCGP 2006

Dr Kirsten Smith

MBChB (Birmingham 2006), MRCGP, DRCOG, DFSRH

Dr Rhian Hiles

MBChB, DRCOG, DFSRH, MRCGP

## Business Partner

Judy Holbrook is responsible for all aspects of running the medical centre.

## Nursing Staff

Sister Alison Wilkinson is our Nurse Manager. She is a highly qualified practice nurse who deals primarily with diabetes and respiratory medicine.

We also have 5 practice nurses and 2 healthcare assistants at the surgery, offering a range of nursing services.

## Community Staff

Our community nursing staff may be contacted as follows:

Health Visitors 0117 950 7000

District Nurses 0117 989 5900

Midwives 0117 373 7117

## Medical Training

We take an active interest in medical training and are pleased to be an approved training practice. As part of the medical training scheme, we have a trainee GP working with us either on a yearly or on a four-monthly rotational basis. These are qualified doctors who are continuing their training. We also take student doctors and nurses on short secondments throughout the year. We hope that you will allow these medical students to be present during your visit, but your consent will be sought prior to your consultation.

## Clinics and Services

The Practice provides an extensive range of clinics and services throughout the year. These are available by appointment only and include:

Asthma, Care of the Elderly, Cervical Cytology Screening, Continence Clinic, Diabetes, Exercise Referral, Family Planning, Minor Operations, Smoking Cessation, Weight Reduction, Travel Vaccinations and advice.

We also offer sexual health services. These include contraception advice and the supply of emergency contraception, coil fitting, Chlamydia screening and the supply of condoms. We participate in the Breastfeeding Scheme.

## 4YP

Gloucester Road Medical Centre is pleased to be part of the Bristol 4YP project. 4YP is a way for young people between 13 and 24 years to find free help and advice on sex, relationships and contraception. Please see our website at [www.grmc.nhs.uk](http://www.grmc.nhs.uk) for more information.

## Test Results

We do ask that you contact us for the result of every test which you have. We would generally only contact you if there was a clinical emergency. Our receptionists are happy to look up a result for you, although for reasons of confidentiality they will not give your results to anyone else. Please help us by asking for your results after 11am, when the phones are quieter, and by allowing 7 days after your test before enquiring about the result to enable us to receive the details from the hospital.

## Repeat Prescriptions

We are pleased to take prescriptions by hand, by post (enclosing a stamped addressed envelope) or online via our website at [www.grmc.nhs.uk](http://www.grmc.nhs.uk). We will endeavour to supply your repeat prescription within 48 hours. If you prefer, your GP can send your prescription direct to your pharmacy electronically. If you'd like to take advantage of this, please let us know which pharmacy you'd like to use.

You can also order your repeat prescription at a pharmacy. If you choose to use this service, you need only collect the medication from the pharmacy. For this service, you should allow 72 hours.

## Local Pharmacies

Ashgrove Pharmacy	97 Ashley Down Road	0117 924 8510
Cooperative Pharmacy	36-38 Filton Road	0117 951 9514
	371 Filton Avenue	0117 969 3024
Sood Chemists,	1B Church Road	0117 924 6340
	23-25 Gloucester Road	0117 949 1143
Boots the Chemist	47 Gloucester Road	0117 924 6076
Kellaway Pharmacy	18 Kellaway Ave	0117 924 6579
Pharmacy Plus	442-450 Stapleton Rd	0845 1211001
Day Lewis Pharmacy	13 Gloucester Road North	0117 969 2317