



GLOUCESTER ROAD MEDICAL CENTRE

TRAMWAY HOUSE, 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 20,000 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 information below gives an overview of the practice and more detail can be found on our website.

The Surgery

Our reception doors open 08.00 to 18.30 Monday to Friday and 08.00 to 11.00 on Saturday. Appointments are from 8.30am and we offer late evening and Saturday morning routine appointments.

Appointments

If you need a same-day appointment, the receptionist will ask you for brief details about the problem to be able to direct you to the best care. You will then receive a telephone consultation from the Doctor, Nurse or Pharmacist. If you need to be seen, you will be given an appointment during your call. A proportion of our appointments are available to book up to 4 weeks in advance. These can be booked by telephone, on-line booking or in person. 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 ensure that you inform us of any changes to your contact details so that clinicians are able to contact you on the correct telephone number and any written communication is sent to the appropriate address.

Internet

Patients are able to register for 'Patient Access' which is an online system that can be used to book appointments, request prescriptions, view test results and access medical records. Proof of identification and documentation will need to be seen by the reception team, either in person or via email. This is to ensure that your medical information is kept confidential. You will then be sent a Registration Document which contains a Personal Identification Number, Personal Access Number and instructions on how to register on the website.

Proxy user access can also be set up on Patient Access for children, relatives and dependants that you care for. This enables a parent, family member or carer to act on behalf of the patient with their online access tailored accordingly. Visit our website for details of how to apply for proxy access.

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, Cervical Cytology Screening, Diabetes, Exercise Referral, Sexual Health Advice, Contraception advice, Minor Operations and some Travel Vaccinations. 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.

Young People Services

Gloucester Road Medical Centre is pleased to offer young people free help and advice on sex, relationships and contraception. Please see our website for more information.

Repeat Prescriptions

We are pleased to take prescriptions by hand, by post or online. We will endeavour to supply your repeat prescription within 48 hours. For more information about prescriptions please see our website.

Telephone: 0117 949 7774

Email: grmc.reception@nhs.net



GLOUCESTER ROAD MEDICAL CENTRE

TRAMWAY HOUSE, 1A CHURCH ROAD, HORFIELD, BRISTOL BS7 8SA

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.

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 GDPR and Data Protection guidelines 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. Please see our website for more 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

We endeavour to meet the needs of patients with disability. If you experience any problems accessing our services, please inform Harriet Longman, Practice Manager.

Care Quality Commission (CQC)

The Practice was registered with the CQC on 1st April 2012. Our registered managers are Dr Jonathan Holdsworth Clinical Lead and Mrs Harriet Longman, Managerial Lead. The Practice was reaccredited as 'Good' in May 2018.

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, including an information pack, containing details of some of the many organisations which may help you.

Feedback

We encourage patients to give us feedback on their experiences at the practice. This can be done by emailing feedback.grmc@nhs.net