

## Our Values

- Care** *Care is our business and that of our organisation. The care we deliver helps the individual person and improves the health of the whole community. Caring defines us and our work. People receiving care expect it to be right for them consistently throughout every stage of their lives.*
- Compassion** *Compassion is about how care is given, through relationships based on empathy, respect and dignity. It can also be described as intelligent kindness and is central to how people perceive their care.*
- Competence** *Competence means all those in caring roles must have the ability to understand the individuals' health needs, and the expertise, clinical and technical knowledge to deliver effective care based on research and evidence*
- Communication** *Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say and do, and is essential for “no decision about me, without me”. Communication is the key to a good workplace with benefits for staff and patients alike.*
- Courage** *Courage enables us to do the right thing for the people we care for, to speak up when we have concerns, and to have the personal strength and vision to innovate and to embrace new ways of working.*
- Commitment** *Commitment to our patients and population is the cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients, to take action to make this vision and strategy a reality for all and meet the health and social care challenges ahead.*



## Christchurch and Willow Surgeries

### A guide to our services

Opening hours:	Christchurch	Willow
Monday	08:00 – 18:45	08.00 – 19.30
Tuesday	07:30 – 18:45	08.00 – 19.30
Wednesday	07:30 – 18:45	08.00 – 19.30
Thursday	07:30 – 18:45	08.00 – 19.30
Friday	07:30 – 18:45	08.00 – 18.30
Saturday	08:30 – 11:45*	Closed
Sunday	08:30 – 11:45*	Closed

*\*Saturday/ Sunday morning surgery is between 8.30am-10am. Pre-bookable and urgent/immediately necessary appointments are available*

***(Phones are not available on Saturday and Sundays)***

**Telephone number: 0117 9709500**

Addresses:	Christchurch Surgery	Willow Surgery
	North Street	Hill House Road
	Downend	Downend
	Bristol	Bristol
	BS16 5SG	BS16 5FJ

### **Your responsibility to our Staff**

We aim to treat our patients with dignity and respect at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

### **Patient Feedback**

Our Practice Surgeries aim to give a friendly, caring and professional service to all our patients. We value feedback, both positive and constructive. In particular, if you do have any concerns about any aspect of our service, please let us know. We hope that most problems can be sorted out quickly and efficiently, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint, in the first instance we ask for the complaint in writing, however we can arrange a call from our Patient Experience Lead. For further details of our complaints procedure, please ask a member of our Patient Assistant Team.

*Last Updated August 2019*

## **Welcome to Downend Health Group**

Our Surgeries serve Downend and the surrounding area.

Our team includes: 19 Doctors, 4 Paramedic's, two Clinical Pharmacists, a Nurse Prescriber, 8 Practice Nurses, 5 Healthcare Assistants and 3 Phlebotomists. Together we aim to provide our patients with high quality, yet personalised healthcare.

### **Our GP Partners**

**Dr Lydia Benazon** – MBBS, DCH, RC, DRCOG  
**Dr Timothy Coulson** - MB BCh DRCOG  
**Dr Diana Foster** - MB ChB DRCOG  
**Dr Roger Green MBE** - MB, ChB, MRCP, DRCOG, DCCH  
**Dr Emily Howse** – MB,ChB, MRCP  
**Dr Chris Lear** – MBBS, MRCP  
**Dr Javier Montero** – LMS Granada  
**Dr Hannah Richmond** - MBBS, MRCP, DRCOG, DFFP  
**Dr Tharsha Sivayokan** - MB ChB MRCP MRCP  
**Dr Sheng Tan** - Mb ChB MRCP

### **Our Clinical**

**Pharmacist Partner** **Mr Priyesh Shah**

### **Our Salaried GP's**

**Dr Caroline Chebsey**  
**Dr Lucy Coombs**  
**Dr Felix Gutierrez** - MB ChB MRCP  
**Dr John Lamb**  
**Dr Kate Pearce** – BM, MRCP  
**Dr Victoria Photiou**  
**Dr Lina Salari**  
**Dr Anna Sykes**  
**Dr Emily Willson**

### **Our Clinical Pharmacist**

**Mr Siamak Rezazadeh**

Some of our GPs are able to offer appointments for private medical examinations. For details of charges and appointment times, please contact a member of our Patient Assistant Team.

Specific Doctors also provide minor surgery, family planning and sexual health services.

## Our Urgent Care Team

Our Urgent Care team are qualified Paramedics and deal with urgent on the day symptoms.

**Urgent Care Manager** Martin Davis

**Paramedics** Laura Benham, Aimee Durn, Anthony Stacey

## Our Nursing Team

All of our Practice Nurses are qualified registered nurses and have also gained a diploma in specialist areas in which they manage long-term conditions such as diabetes and respiratory disease.

**Schedule Care Nurse Manager** Diane Newcombe

**Practice Nurses** Nicola Beament, Eleanor Davis, Olivia Fox, Emily Whitbread, Lisa Whitton, Rhiannon Williams, Sarah Williams, Lucy Withers

**Health Care Assistants** Paula Allen, Sarah Morgan, Phil Whiteman, Sharon Wilkins, Lynne Williams

**Phlebotomists** Diane Bawn, Barbara Jenkins, Julie McCrae

## Our Management Team

There are many individuals you do not see, who work very hard behind the scenes to ensure you get the very best care and treatment.

**Management Team**

Lynn Garraway -	Executive Manager
Karen Hayward -	Executive Manager
Caroline Haselhan -	Finance Manager
Jane Pring -	Clinical Rota Manager
Gill Saunders -	NHS Contracts Manager

## DVT Treatment

The practice is a deep-vein thrombosis (DVT) treatment centre. Following a scan and confirmation of a DVT, patients can attend a convenient service for their treatment, with support from a GP and trained nurse, where you can expect continuity of care from staff.

## Specialist and Hospital care

If a GP or another member of the clinical team believes you need hospital treatment or specialist care elsewhere, they will offer you the choice of where you would like to go so that you can be referred appropriately. If you are referred through the "Choose and Book" (C&B) system, you will be able to book your own appointment at a time that suits you.

## Carers Group

We have an active Carers Group that aims to meet every 6 weeks. If you are registered with this practice and are an unpaid carer, you are welcome to join our group. Please provide your details to a member of our Patient Assistant Team, our Carer Champion, Diane Bawn, will call you with further information.

## Patient Participation

Our PPG Group meets regularly to discuss the services we offer, and how improvements can be made for the benefit of our patients and our practice. We are always looking for new members, if you are interested in joining the Group please speak to a member of our Patient Assistant Team.

## Other aspects of the practice

### Patient Confidentiality

We respect your right to privacy and keep all your information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

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 Data Protection Officer. For further information, ask at Reception for a variety of leaflets we have produced to help you.

errors are not made during the ordering process. The online service also enables you to book and cancel appointments. To register for our online facilities, please speak with a member of our Patient Assistant Team.

#### ***Other ways to Order your repeat prescriptions:***

***Via your nominated Pharmacy*** The surgery works closely with several local pharmacies who can take your prescription order. These pharmacies collect from us daily and offer a delivery service for housebound and elderly patients.

***Via repeat Prescription request Slips*** Please use the right-hand side of your normal prescription to request your medication, or fill in a form in the surgery and drop it into the prescription box at front desk

***Via post*** Please indicate whether you use a nominated pharmacy to collect your prescription or whether you collect from the surgery. If you wish for us to send it to your home, please enclose a stamped-address envelope.

**NB: please allow three full working days for collecting prescriptions from either Surgery (may not be your usual Surgery), or four full workings days for collecting from a nominated pharmacy – Thank you**

#### **Other Services**

**Travel Clinic** Christchurch Practice is a specialist travel centre working in Partnership with MASTA (Medical Advisory Service for Travellers Abroad). We offer yellow fever vaccinations as well as a full range of chargeable immunisations for travellers. Willow Surgery offers a standard NHS travel service.

**Health Checks** We offer health checks which are designed to identify and manage the risk of a heart-related incident for patients aged 40-75 yrs old. We also offer a variety of health promotion clinics including weight management, BP checks, support-to-stop smoking advice, sexual health screening, minor surgery and other general health and wellbeing advice.

#### **Our Administration Team**

<b>Practice Leads</b>	Jacqui Amos - Nicola Davis - Elaine Hinton - Dianne Holbrook - Nicki Jakeways - Jamie Tucker - Sarah Withey -	HR Lead Patient Experience Lead Service Quality Lead/DPO Facilities Lead Service Quality Lead IT Lead QOF Lead
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**Medical Records Team Manager** Karen Scott

**Medical Records Administrators** Linda Jefferies, Sandra Jillard, Sandra O'Sullivan

**Medical Records Secretaries** Tina Goss, Zena Hayward, Asha Hobbs, Beverley Reeves

#### **Our Medicines Management Team**

Our Medicines Management Team are specialised in issuing your repeat requests and dealing with your prescription enquiries. They are available to take your calls for prescription related enquiries 10.00-11.30 and 15.00-16.30 Monday-Friday. Please be reminded, they do not take prescription requests over the telephone.

**Medicine Management Team Manager** Karma Hughes

**Medicine Management Team Assistants** Kate Davis, Nicola Griffin, Lisa Hayman, Debra Parker, Georgia Reeves,

#### **Our Patient Assistant Team**

Our Patient Assistants are available to answer your calls and welcome you at front desk. They are trained to ask a few simple questions which will enable them to navigate you to the correct Clinician or member of our administration team quickly and efficiently.

**Patient Assistant  
Team Manager**

Andrea Mountain

**Patient Assistants**

Anna Ambler, Helen Cleverly, Madison Escot, Monica Gage, Hayley Gilbert, Kerry Goddard, Lisa Jones, Amy Perrett, Lynn Plummer, Lisa Scott, Elizabeth Silcocks, Sarah Simmonds, Resha Waghorn, Jill White

**Appointments**

Telephone us on **0117 970 9500** to book an appointment. Once registered, you may also use our online appointment booking facility. Please ask a member of our Patient Assistant Team for more information.

Urgent cases will be dealt with on the same day. If we have no available appointments a Clinician is available to speak with you over the telephone to assess your needs. They may ask you to come up to the surgery for an examination.

If your condition is non-urgent, we open routine appointments daily.

Let us know if you would like someone to accompany you during an examination. Various members of our staff are trained chaperones. Please ask a member of our Patient Assistant Team, who can arrange this for you.

If you do not feel comfortable discussing sensitive or personal matters at front desk, a member of our Patient Assistant Team can arrange for somewhere more private to discuss these with you.

For patients who are deaf or hard of hearing we can arrange for an interpreter. Please ask a member of our Patient Assistant Team, who can arrange this for you.

We can arrange language support for our foreign patients through Language Line. Please notify a member of our Patient Assistant Team if you are representing a patient who may find this service helpful.

***You can help us by:***

- Being on time for your appointment
- Inform us straight away if you need to cancel your appointment so that it can be offered to someone else
- Be patient – our phones are very busy, please be assured we are answering them as quickly and efficiently as possible. At times urgent medical matters will cause the doctors to fall behind the appointment schedule
- Value our team – we value our team tremendously and we are highly trained and committed to providing you with the best possible care and treatment. We are here to help and it is not acceptable to verbally or physically abuse members of our team

***Help us, help you***

**Home Visits**

You should only request a home visit if you are registered with us as housebound, or are too ill to travel to the surgery. A Clinician may contact you to assess the urgency of your needs.

**Test Results**

If a doctor or nurse has arranged a blood test, x-ray or other investigation then please telephone us 7-10 working days later for your results. Our results line is open 11.30–13.30 and 17.00–18.00 Monday–Friday. Please also remember that for reasons of patient confidentiality, test results can only be given to the patient or recorded patient representative.

**Out of Hours**

If you need a GP outside of our normal opening hours, please contact NHS 111 by dialling **111**, and a local GP will provide you with advice or may visit you at home if your condition is urgent.

**Repeat  
Prescriptions**

You can order your **repeat** prescriptions online by going to [www.patient.co.uk](http://www.patient.co.uk) to log into the prescription ordering service. You can only use this service for ordering **repeat** medications. We do not accept prescription requests over the telephone, this is to ensure