

## Making it all work

To help us provide a good service for you we would ask that you please observe the following:

- Report to the Reception a few minutes before your appointment
- Inform us straight away if you have to cancel your appointment
- To be a patient patient. Sometimes urgent medical matters will cause the doctors to fall behind the appointment schedule.
- The Practice has a Zero Tolerance Policy towards anyone who is violent or abusive to anyone on these premises and will not hesitate to remove such people from our list.

We always try to give you the best services possible, but there may be times when you feel this has not happened. We hope you will allow us to be the first to look into and, if necessary, put right any problems you have identified or mistakes that may have been made. An explanatory leaflet outlining our complaints procedure is available at the reception. If you do have any comments or suggestions please do not hesitate to write to the Practice Manager, Mr Bill Edwards, or call during surgery hours on his direct line **01934 428164** or [Practice.Manager@gp-L81044.nhs.uk](mailto:Practice.Manager@gp-L81044.nhs.uk) at anytime. Calls to the Practice Manager (only) can be recorded by mutual consent.

## The Practice Area

The Practice area is South of a line drawn along Regent St, Meadow St, Baker St, Milton Rd, up Manor Road, along Upper Bristol Road, down Farm Road and Ewart Rd to Uphill, Hutton and Bleadon Village.

Worle, Locking Castle, St Georges, Wick St Lawrence, and Locking are no longer within our new boundary.

To register please ask at reception to check if you are living within our practice boundary.

## Protection and Use of Your Information

We ask for information about yourself so that you can receive proper care and treatment. We keep this information to ensure that your doctor or nurse has accurate and up to date information. We only use or pass information about you to those who are authorised and have a genuine need for it. We all have a legal duty to maintain the highest level of confidentiality about patient information. Please ask for information or if you would like to speak to someone in more detail about this.

**June 2006**

# Tudor Lodge

3, Nithsdale Road, Worle, Bristol

Tel 01934 622000

[Tudor.Lodge@gp-L81044.nhs.uk](mailto:Tudor.Lodge@gp-L81044.nhs.uk)

**The Surgery** is a family practice providing a range of services under a General Medical Services (PMS) contract with the NHS.

**Seeing a Doctor.** We provide general practice services weekdays from 8 am to 6.30 pm **prior to 8.30am.** In addition only emergency services 8.30 am, 1 - 2pm, and 6 – 6.30pm. Consultations for all patients to be assessed or seen or referred to be seen by any Doctor in the Practice. For out of hours we will do our best to maintain continuity of care.

Please note the Practice now closes for

**Home Visits.** Please call before making an appointment. Visits will normally be put down for the following day. Home visits to patients who are unable to attend the surgery due to illness or disability. Please note that we do not guarantee safety to the surgery and will be seen in the surgery.

**Test Results & Advice.** If possible, test results will be sent to your phones are less busy. Please say if you do not want a result is normal because you have not had a test. Please call any time for general medical advice on 01934 622000.

**Repeat Prescriptions.** Repeat prescriptions will be sent to your Site, emailed direct to [TLS.Scripts@nhs.uk](mailto:TLS.Scripts@nhs.uk) placed in the prescription boxes; **but** you require on the list attached to your prescription. Please script back to you please include a S. and allow **2 working days** before collecting your medication and therefore will need to be collected in order to safeguard all those involved. Please call over the phone and may not be collected.

**When the Surgery is closed.** For out of hours we are open again please call **0845 1234567**

# The Practice Team

## General Practitioners:

The Partners:

Dr Andrew Mathison MB ChB. FRCS

Dr John Birkett MB BS. MRCP. MA

Dr Jeremy Maynard MB BS. BSc.(Hons)

Dr Tim Smith MB BS. BSc. DA. DRCOG. D Occ Med. FFARCS MRCP

Dr Diane Mathison MB ChB. DRCOG. FP (part time)

Dr Ben Banwait

## Nursing Staff:

Julie Birkett – Specialist Practitioner

Sister Sue Garrett - Practice Nurse

Sister Julia Carr - Practice Nurse

Sue Wells -Treatment Room Nurse

Tracey Weston - Health Care Assistant

## Attached Medical Staff:

There are District Nurses, Health Visitors and Midwives attached to the surgery

## Management Team:

Practice Manager - Mr Bill Edwards

Reception Manager - Ms Valerie James

Office Manager - Mrs Rosie Jellie

**Surgery Chaplain** - Mrs Julie Birkett (Lay Minister in the Church of England) is available on Wednesday afternoons to provide ‘a listening ear and non directional spiritual support’.

# The

## General Medical Services:

- Ante Natal, Post Natal
- Cervical Cytology - S have a smear test every 5 years.
- Family Planning & C
- Immunisations. Inclu
- Minor Surgery
- Asthma Clinic
- Diabetic Clinic
- Flu Vaccination Clinic and availability.
- Support to Stop Smo

**Non NHS Medical Services.** So not covered by the NHS and you current charges is displayed in the the time of the examination.

**Overseas Visitors.** All persons, i emergency or immediate treatment Entitlement to hospital treatment rules and the hospital will determ referrals, is chargeable.