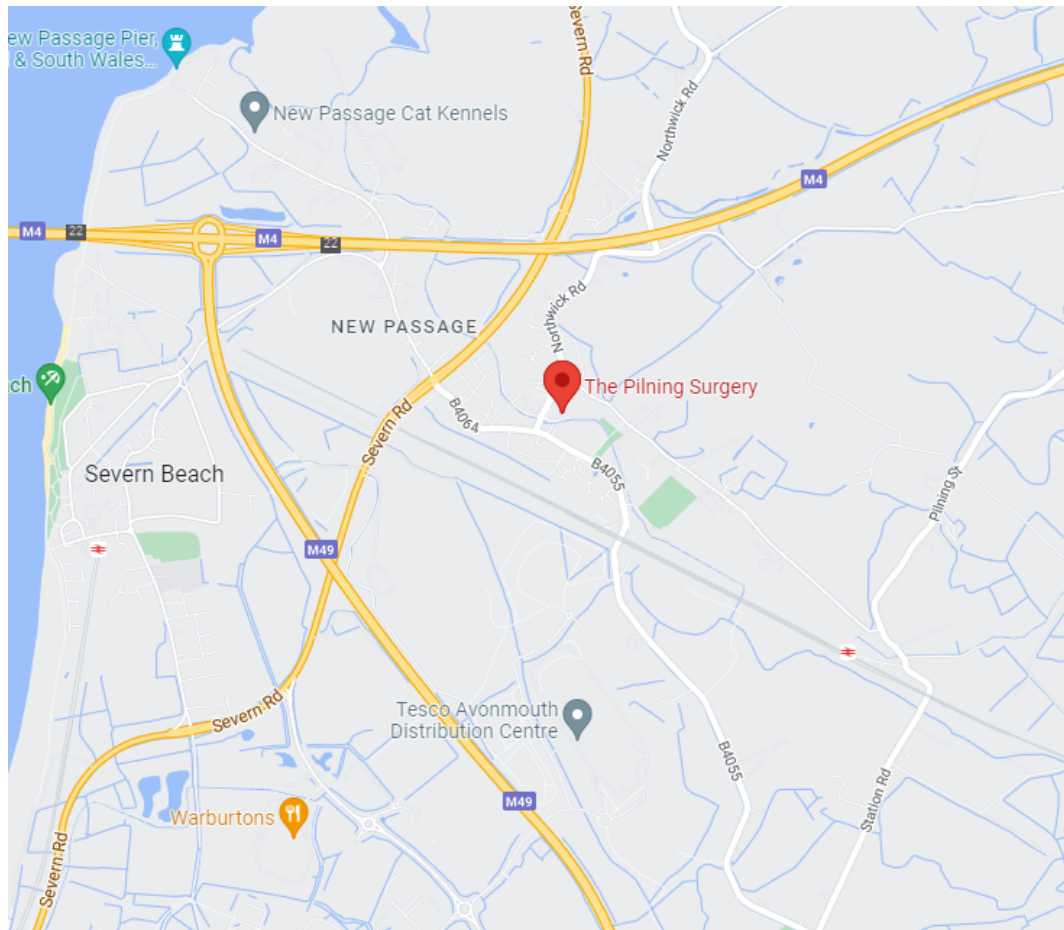


## Our Location

The Surgery  
Northwick Road  
Pilning  
Avon  
Bristol  
BS35 4JF



Montpelier Health

Wellbeing at the heart of the community



## PILNING SURGERY

**The Surgery, Northwick Road, Pilning, Avon  
Bristol, BS35 4JF  
Tel: 01454 632393**

**Practice Manager: Nicola Dunn**

### Partners

Dr Rachel Brown (f) - Managing Partner  
Dr Tim Mitchell (m)  
Dr Tom Bailward (m)  
Dr Ben Spargo (m)

### GP Associates

Dr Amanda Blake (f)

### Clinical Pharmacists

Mohammed Tariq (m)  
Lucy Williams (f)

### Advanced Care Practitioners

Katheryn Morris (f) —First Contact Physiotherapist  
Jess Dewsbury (f) - Mental Health Practitioner (PCN)

We also have locum clinicians, so you may be seen by someone else.

For qualification information please see the 'Team' section on the website.

Information for Patients

# Registration

If you wish to register as a patient at our practice, please complete the forms available to download on our website:

[www.pilningsurgery.co.uk/new-patients](http://www.pilningsurgery.co.uk/new-patients)

Or you can register direct on line.

When you come in to register with us you will be asked to show proof of identity (i.e. a driving license or passport) and something that shows your address (such as a utility bill). There are practical reasons why it is useful for us to see your ID and proof of address, such as confirming a correct match on the NHS central patient registry to ensure that your previous medical notes are passed on to us. However, you do not need proof of address or immigration status, ID or an NHS number to register, so if you are unable to provide these items please speak to our Health Navigators who will be able to discuss this with you.

Our Health Navigation team will ensure that your registration forms are completed correctly and to answer any questions you may have.

They can also help with:

Temporary Registrations | First UK Registrations | Prison Registrations | Address Changes | Name, Title & Gender Changes | Registrar Letters (For Banks, Passport Office, Home Office etc.)

## Named GP

When you register, you are assigned a 'named GP'. You can ask one of our Team who your named GP is.

You have the right to express a preference of the practitioner you would like to see, though it might not always be possible for us to fulfil your request. You can do so when booking your appointment, or contacting the surgery via our online consultation service.

## Your local Commisioner

Pilning Surgery is in the area covered by Bristol North Somerset and South Gloucestershire Integrated Care Board, which is responsible for ensuring you receive all the services you need. For details of all Primary Care services in the area, contact the Integrated Care Board:

### Customer Services Team

**NHS Bristol, North Somerset and South Gloucestershire ICB**

**360 Bristol – Three Six Zero**

**Marlborough St**

**Bristol BS1 3NX**

**Tel: 0117 9766600**

**Email: [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net)**



**Bristol, North Somerset  
and South Gloucestershire**  
Integrated Care Board

## Teaching & Research

We are committed to the future of General Practice and have a keen interest in teaching and research.

Pilning Surgery is a Training Practice, and a number of our GPs are involved in the teaching of Physician Associates, and also supervise pharmacists gaining prescribing qualifications.

## Patient Participation Group (PPG)

Our Patient Participation Group (PPG) is a group of people who are patients of Pilning Surgery, and want to support the practice to provide high quality care.

The PPG meet regularly with our Ops Manager, Practice Manager and one of the Partners to discuss a broad range of topics, and to make suggestions of how the practice could improve.

have

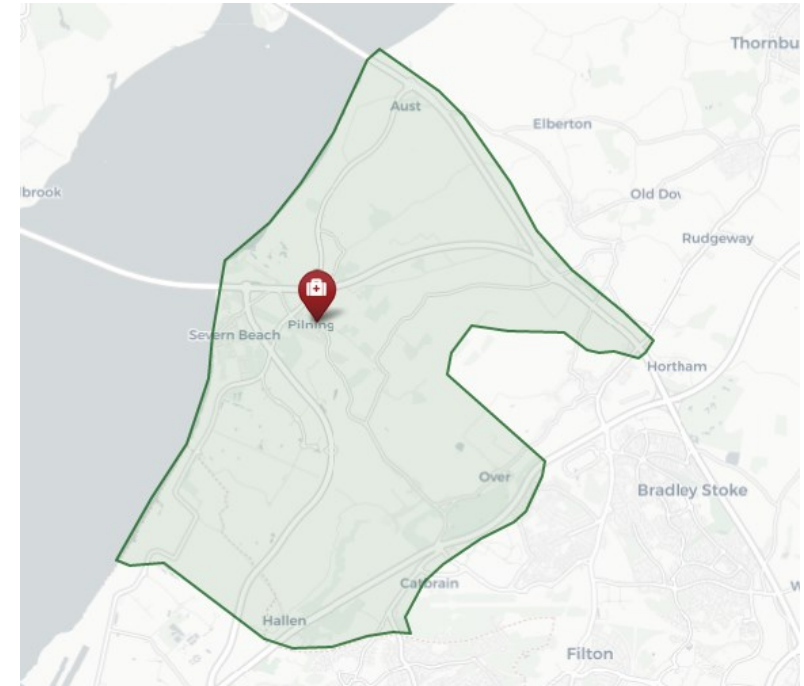
your

say

If you have a question for the PPG, or would be interested in joining the PPG, you can email us on: [bnssg.pilningsurgery@nhs.net](mailto:bnssg.pilningsurgery@nhs.net) or leave your contact details at Reception.

One of us will get back to you.

## Boundary Area



We encourage patients to register with a surgery near to where they live.

We do not offer home visits outside our boundary area.

## Updating your details

It is important that we have accurate contact details for all of our patients. If you change your address or your contact telephone number, please let us know as soon as possible and ask the Health Navigator for a Change of Details form, or complete the form on our website.

## Car Park

Our car park is free for our patients to use, Please note that you park at the surgery at your own risk.

## What we offer you

The team at Montpelier Health is dedicated to serving the wide-ranging health needs of the local community. Our doctors, together with other highly qualified health care professionals, and our skilled health navigation team and clerical staff aim to provide you with the highest standard of care at all times.

## What we ask from you

We treat every patient with respect and in a polite and friendly manner. In return we ask that you treat the staff and doctors here in a similar way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient persists in violent or abusive behaviour after being warned to stop, they will be excluded from our list of patients.

Please try to arrive on time for your appointment. If you are more than 15 minutes late, you may be asked to re-book for another day.

We make every effort to ensure that surgeries run on time. However, there will be occasions when an emergency arises, or patients need longer than the 10 minutes allotted to them, and this results in you having to wait beyond your appointment time. We ask for your patience and understanding when this happens.

Please let us know if you can't come to your appointment so that the slot can be given to someone else.

## Patient Confidentiality

We respect your right to privacy and keep all your health 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.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records please ask a member of our Health Navigation team.

Our privacy notices are available on the practice website:

[www.pilningsurgery.co.uk/privacy-statement](http://www.pilningsurgery.co.uk/privacy-statement)

The privacy notice also documents who we share patient information with, why we share the data, and whether the data is patient identifiable.

Our Data Protection Officer is Liberty Apted, her email is:

[liberty@almc.co.uk](mailto:liberty@almc.co.uk)

## Opt out of Data Sharing

**National Data Opt out**—You have the right to opt out from NHS digital using your data for research or planning purposes.

Patients can view or change their national data opt-out choice at any time by using the online service:

[www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters)

or by calling:

**0300 303 5678**

**Type 1 Opt Out**— If you don't want your patient data to be shared for purposes except for your own care, you can register a Type 1 Opt out.

Patients can register their Type 1 Opt out by completing [this form](#), which is available on the NHS digital website, and sending it to:

[bnssg.pilningsurgery@nhs.net](mailto:bnssg.pilningsurgery@nhs.net)

## Other Services

- For free health information or advice at any time of the day or night you can call NHS **111** on **111** or log on to [www.nhs.uk/111](http://www.nhs.uk/111)
- Out of hours urgent services are provided by **111**. (The out of hours service is commissioned by the ICB). For non urgent services, you can submit an eConsult via our practice website.
- Minor Injury Units:
  - Yate, West Gate Centre—01454 315355
  - South Bristol Urgent Treatment Centre is a nurse-led walk in centre for minor illness and injuries. You can drop in 7 days a week with no appointment necessary - 0117 964 3300
  - Southmead Hospital—0117 414 5101
- Health Visitors—01454 863261
- District Nurses—0300 125 6789
- Midwives—01454 415750

## Comments and suggestions

We are always keen to hear your views about the practice. If you have any comments or suggestions, or there is anything you are unhappy with, please speak to a Health Navigator who will direct your query to the relevant manager. Our Patient Services Manager will be able to help you with our complaints procedure if you are dissatisfied with any aspect of the service you have received.

If you feel we have not dealt with the issues you have raised or if you do not wish to discuss your concerns directly with us, you can contact Healthwatch South Gloucestershire:

Email: [contact@healthwatchsouthglos.co.uk](mailto:contact@healthwatchsouthglos.co.uk)

Tel: 01454 506176



## Seeing a Clinician during surgery hours

The surgery opening hours are as follows:

<b>Monday</b>	8.30am— 6.30pm *closed for lunch period 1.00pm—2.00pm
<b>Tuesday</b>	8.30am— 6.30pm *closed for lunch period 1.00pm—2.00pm
<b>Wednesday</b>	7.30am—6.30pm *closed for lunch period 1.00pm—2.00pm
<b>Thursday</b>	7.30am—6.30pm *closed for lunch period 1.00pm—2.30pm
<b>Friday</b>	8.00am—6.30pm *closed for lunch period 1.00pm—2.00pm

The phones are answered 8.00am—6.30pm Monday—Friday

Some appointments are available 7.30am-8.00am

## Urgent Need and Home Visits

If you contact us requesting an appointment for the same day, our health navigation team will use a health navigation system to direct your request to the most appropriate service.

If you require a home visit because you need urgent care and can't leave your home, please try to phone the surgery as early as you can. The health navigator will take your details, and a doctor will phone you. We do not offer home visits outside our boundary area.

## Seeing other Clinicians

We have a highly skilled team of nurses, who are fully trained in procedures such as cervical cytology, immunisations and venepuncture.

They also run chronic disease management clinics for patients with Asthma, Diabetes and Coronary Heart Disease, offer advice and immunisation to patients travelling abroad, give support to patients wishing to stop smoking and deliver a comprehensive wound management programme.

The Treatment Room is open every weekday.

## Community Pharmacy Consultation Service

All minor ailments are referred to the pharmacy through the NHS Community Pharmacy Consultation Service (CPCS).



**Contact us  
online**

To book an appointment, request a GP letter/sick note or submit a query, please complete an eConsult via the practice website:

[www.pilningsurgery.co.uk](http://www.pilningsurgery.co.uk)

Once you have submitted your eConsult, you will receive a text message from the health navigation team answering your query or letting you know when the GP/suitable clinician will be in touch. For urgent matters, please call the surgery on 01454 632393 from 8.00am in the morning when our limited daily telephone triage appointments are released.

## Services

Baby checks are done by appointment at around 6-8 weeks old with the doctor.

Baby immunisation appointments are available with the practice nurses from 8 weeks old once checked by the doctor.

We have a DHI (Developing Health & Independence) worker who supports patients with drug and alcohol dependencies.

Other services include Well woman Clinic (contraception options, menopause and hormone replacement therapy, and general gynaecological advice), Social Prescribing, NHS Health Checks, First Contact Physio, Mental Health Clinician, Care Coordinator and Health and Wellbeing Coach.

Our health navigators can advise you how best to access these services.

**For more detailed information about our  
services please visit [www.pilningsurgery.co.uk](http://www.pilningsurgery.co.uk)**

## Accessible care for everyone

All our consulting rooms are accessible to patients using a wheelchair. We also have a parking space outside the pharmacy which is reserved for patients with disabilities.

For patients with hearing problems, there is an induction loop in the reception area. We are also a Dementia friendly practice.

We can offer access to telephone interpreting for any language at all times. Please let us know if you need this service when booking an appointment.

If you have a need for accessible information or further support to access care, please let our health navigation team know.

## Accessing help when the surgery is closed

If you need a doctor urgently outside of surgery opening times, please call NHS 111 on **111**. And in extreme emergency call **999**.

## Repeat Prescriptions

Prescriptions are managed through the Severnvale PCN prescriptions team.

You can order repeat prescriptions via:

- Email: [bnssg.pilningprescriptions@nhs.net](mailto:bnssg.pilningprescriptions@nhs.net)
- Online patient access
- Post to Severnvale Prescription Hub c/o Almondsbury Surgery, Sundays Hill, Bristol, BS32 4DS
- In person by completing the form attached to your last prescription or pick up a form from Reception and post into red prescriptions box in the Reception area.

**Please give 4 working days notice**