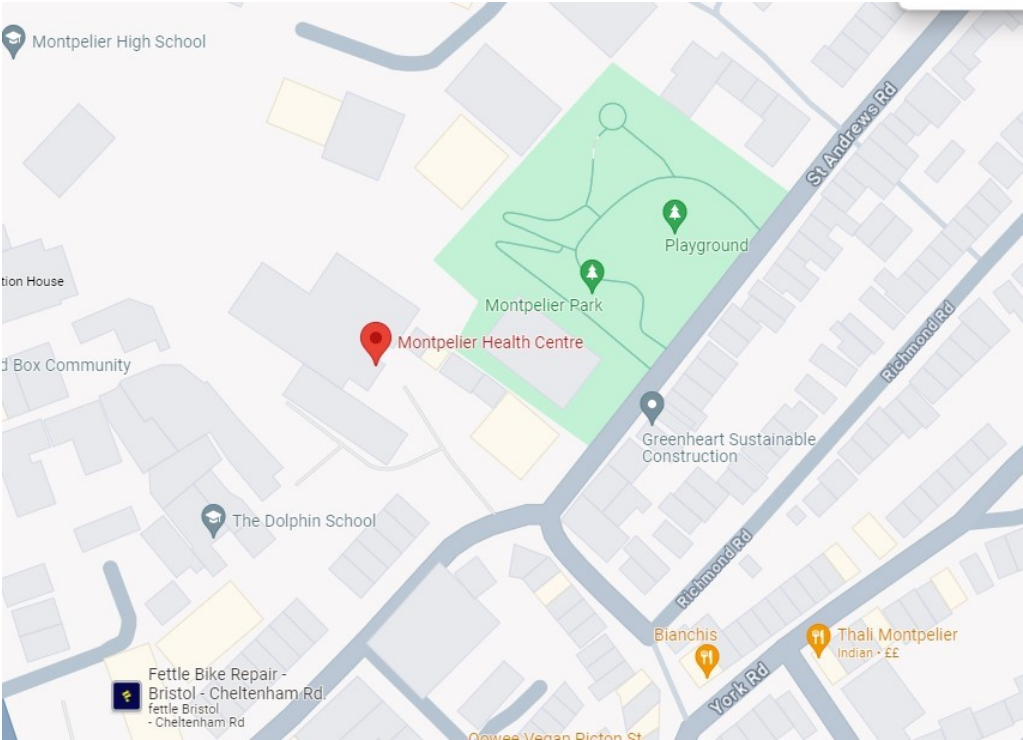


Our Location

Montpelier Health Centre
Bath Buildings, Montpelier
Bristol BS6 5PT



Car Park

To use the car park, you need to enter your car registration on one of the two touch screens in the health centre. This will give you up to 90 minutes use. The car park is managed by ParkingEye Ltd and any correspondence entered into would need to be directed to them.

Information for Patients



MONTPELIER HEALTH CENTRE

Bath Buildings, Montpelier, Bristol BS6 5PT
Tel: 0117 942 6811

<https://www.montpelierhealthcentre.co.uk>
Practice Manager: Shannon Coone-Spears

Managing GP Partner

Dr Rachel Brown (f)

GP Partners

Dr Rachel Brown (f)

Dr Ben Spargo (m)

Dr Imran Hamid (m)

Dr Ann Edmondson (f)

GP Associates

Dr Amanda Blake (f)

Dr Cashel Norcliffe (m)

Dr Michelle Guest (f)

Dr Miriam Khan (f)

Dr Sarwat Fatima (f)

Dr Stephen Katebe (m)

Dr Rhiannon Jones (f)

Dr Dominique O'Sullivan (f)

Dr Khalda Baleila (f)

Dr Farnaz Khawaja (f)

Dr Emma Gardiner (f)

Clinical Pharmacists

Mohammed Tariq (m)

Nathalie Roberts (f)

Kate Lawson (f)

Advanced Care Practitioners

Lily Sheppard (f) *Paramedic Practitioner*

Rachel Taylor (f) *Paramedic Practitioner*

Saffron Hambly (f) *Paramedic Practitioner*

Harriet Carter (f) *Advanced Nurse Practitioner*

Lead Nurse Manager

Una McKay (f)

For GP qualification information. Please see the 'Meet The Team' section on our website.

Registration

If you wish to register as a patient at our practice, please complete the forms available to download on our website:
<https://www.montpelierhealthcentre.co.uk/new-patients/>

We have a dedicated registration clerk who is here to ensure that your registration forms are completed correctly and to answer any questions you may have. Please enquire at the desk if you need support.
The registration clerk is available upon request:

Monday	8.00am - 3.00pm
Tuesday	8.00am - 3.00pm
Wednesday	8.00am - 12.00 (<i>closed 12.30pm—2pm</i>) 2.00pm - 3.00pm
Thursday	8.00am - 3.00pm
Friday	8.00am - 3.00pm

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 registration clerk who will be able to discuss this with you.

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.

The registrations clerk also deals with:

Temporary Registrations | First UK Registrations | Prison Registrations | Address Changes | Name, Title & Gender Changes | Proof of Registration.

Your local Commisioner

Montpelier Health Centre 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:

**Floor 2, North Wing,
100 Temple Street
Bristol BS1 6AG
Tel: 0117 9766600
Email: bnssg.customerservice@nhs.net**



Teaching & Research

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

Montpelier Health Centre is a Training Practice and a number of our GPs are regularly involved in the teaching of medical students from first to fourth years.

We also have qualified doctors working at the practice as part of their post graduate training. They have daily appointments and work closely with our GPs and members of our clinical team.

Patient Participation Group (PPG)

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

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



If you have a question for the PPG, or would be interested in joining the PPG, you can email us on: Bnssg.montpelierhealthcentre@nhs.net or leave your contact details at the front desk. 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 Receptionist for a Change of Details form.

Car Park

To use the car park, you need to enter your car registration on one of the two touch screens in the health centre. This will give you up to 90 minutes use. The car park is managed by ParkingEye Ltd and any correspondence entered into would need to be directed to them.

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.

Care co-ordinators:

We also have dedicated Care Coordinators on site who help to co-ordinate and navigate care across the health and care system, helping people make the right connections, with the right teams at the right time. They can support people to become more active in their own health and care and are skilled in assessing people's changing needs. Care co-ordinators are effective in bringing together multidisciplinary teams to support people's complex health and care needs. **Please note they are only available by appointment & are unavailable on Wednesdays.**

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, we may exercise our right to have them removed 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 15 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, you can call and leave a cancellation message from 7:00am each **working** day, using option 1 when prompted.

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:
<https://www.montpelierhealthcentre.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 Lucy Hunt, you can request to contact her via our main email bnssg.montpelierhealthcentre@nhs.net.

Emails from patients

To meet with the rulings of the [Data Protection Act 2018](#), once uploaded to the clinical record there no longer remains any need to retain the email. It is the responsibility of any recipient of the email to delete the message once the action is complete.

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

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:

montpelierOOH@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**
- The most local walk-in centre is located at 'South Bristol Community Hospital' which is a nurse-led walk-in centre for minor illness and injuries. Provided by Sirona, you can drop in seven days a week with no appointment necessary. The address is: Hengrove Promenade, Bristol BS14 0DE .
- Out of hours urgent services are provided by **111**. For non urgent services, you can submit an online triage form via our practice website from 8:00am Mon-Fri (excluding bank holidays) up until all appointments available in advance are filled for that day.

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 Caroline Hawkins, Patient Services Manager. She will also 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 Health-watch Bristol:

Email: info@healthwatchbristol.co.uk
Tel: 0117 269 0400



Seeing a Clinician during surgery hours

The surgery is open 08:00-18:30 Mon—Fri (excluding bank holidays), but please note the front door opening hours are as follows:

Monday	8.00am— 6.00pm
Tuesday	8:00am — 6.00pm
Wednesday	8:00am — 12:30 * closed 12.30pm—2pm* 2.00pm—6.00pm
Thursday	8:00am — 6.00pm
Friday	8:00am — 5:00pm
Saturday	9.00am—12.00pm (for patients with pre-booked appointments only)

The phones are answered 08:00am until 6.30pm Monday—Friday (excluding bank holidays) & there is a doorbell you can use if our doors are closed during opening hours.

Urgent Needs 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 clinician will usually phone you back to discuss the problem before visiting. We **do not** offer home visits outside our boundary area, you would need to register with a surgery closer to you.

Seeing a Nurse

We have a highly skilled team of nurses, who are fully trained in procedures such as cervical cytology (smears), immunisations and phlebotomy (blood taking). They also run chronic disease management clinics for patients with conditions such as Asthma and Diabetes and offer advice and immunisations to patients travelling abroad.

Nurses and other Treatment Room staff are on site every weekday (excluding bank holidays). Bloods may be taken by a Phlebotomist, a Health care Assistant or a GP Assistant, freeing up Nurses for more complex procedures.

There are also Advanced Nurse Practitioners & Paramedic Practitioners on site who can deal with minor illnesses and more complex health care issues.

Contact us online & requesting routine appointments

To book an appointment, request a GP letter/sick note or submit a query, please complete an online form via the practice website's online triage system if you have internet access:
<https://florey accurx.com/p/L81012>

Using these forms means you do not need to call us at 08:00am.

You can submit all other admin requests (such as letter requests) at any time.
If you have a medical concern, once you have submitted your online triage form, a GP will review your needs & you will be contacted with details of the appropriate next steps, such as an appointment , a prescription or signposting to another more suitable service.

For urgent matters, you can still call the surgery on 0117 942 6811 from 08.00am Mon-Fri (excluding bank holidays) or visit us in person.

For up to date information on closures, bank holidays or late openings, please visit our website: www.montpelierhealthcentre.co.uk

Services

The Health Centre is the base for teams of Health Visitors, Midwives, The Haven (Refugee Services), Bristol Drugs Project/Horizons and the Avon & Wiltshire Mental Health Partnership.

We will also invite you to seasonal vaccinations if you are eligible

Other services include Urology, Leg Ulcer Clinics, Well woman appointments (contraception options, menopause and hormone replacement therapy, and general gynaecological advice), Baby Immunisations, Social Prescribing, NHS Health Checks, Dieticians, Care Co-ordinators & Podiatrists (feet/toenail problems).

We can also refer to services outside of the Health Centre, such as Physio Direct.

Our Health Navigators can advise you how best to access these services, and any other local organisations who can support your needs.

Accessible care for everyone

All our consulting rooms are accessible to patients using a wheelchair. We also have two parking spaces outside the practice reserved for patients displaying a disabled sticker.

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

We have a Somali interpreter available for some sessions and 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, further support to access care, or **reasonable** adjustments made, please let our health navigation team know.

For more detailed information about our services please visit www.montpelierhealthcentre.co.uk

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

We offer a 2 **working-day** service for **repeat** prescriptions. You can request one in person (by filling out a form at the surgery), or through our practice website and/or an online triage form:

www.montpelierhealthcentre.co.uk (website)
<https://florey accurx.com/p/L81012> (online triage form)

You can also send your prescription requests directly to the practice by email: **bnssg.mhcprescriptionrequest@nhs.net**