



Locality Health Centre

Information Booklet



The Locality Health Centre
68 Lonsdale Ave
Weston-super-Mare
Bs23 3SJ
Tel: 0345 350 3973
www.forallhlc.org



INDEX

Welcome	3
The team	4
Opening Hours and appointments etc.	5
Prescriptions	9
Registering with the practice	10
Statement of Fitness to work	10
Our services	11-15
Other service available	15-16
Confidentiality	16
Compliments, complaints and feedback	17
Responsibility of the practice	18
Responsibility of the patient	19
Treatment of common illness & accidents	21
Infection control	21
Our Contract with NHS	22
Map	24



Welcome....

To the Locality Health Centre.

We hope this booklet will be a useful guide to how the practice works, the services on offer and how patients can help us to run a good practice. We want to provide the best healthcare we can and support patients in taking responsibility for their own healthcare.

The Locality Health Centre is part of and based in the For All Healthy Living Centre and serves the South Ward of Weston-super-Mare. The centre has good disabled access and plenty of parking. The Healthy Living Centre also provides access to a wider range of services including a library and a café.

The Locality Health Centre is unusual in being a Social Enterprise and Community Interest Company (CIC). This means like any GP practice we are a small business but we re-invest any surplus in the organisation and have a clear commitment to improving the lives of local people.



Meet the team....

Doctors:

Dr Elizabeth Stallworthy *MRCGP*

Dr Maria Myint *MBBS MSC DFFP*

Dr Raluca Capatana *MD*

Nurses:

Maura Bowen *RGN Nurse Prescriber/Lead Nurse*

Lynnette Paton *RGN Nurse Prescriber*

Vivienne Boyd *RGN Practice Nurse/Specialist
respiratory*

Helen Ford *RGN Practice Nurse/Specialist
diabetes, stroke*

Charlotte Brockley *RGN Practice Nurse*

Kerry McColgan *RGN Practice Nurse/specialist
sexual health*

Felicity Ounsley *Health Care Assistant*

Administration:

Shirley Smith *Practice Manager*



There are a range of other health professionals working with us through the centre such as midwives, health visitors, community nursing team, Addaction, hospice team, mental health services dietician, health trainers and smoking cessation.

Opening Hours

Our reception is open Monday to Friday 8.00am to 6.30pm when you can speak to a receptionist and pick up pre-ordered prescriptions.

Clinics and surgeries are by appointment only and are generally from 8.30 -12.00 in the morning and 2.00 – 5.30pm in the afternoon. Extended opening hours for pre booked appointments are 9.00 -11.00 am on the second Saturday of each month.

When the surgery is closed please call:

111 non-medical emergencies
999 medical emergencies only

Appointments

Appointments can be booked by phone **0345 350 3973** (local rate) or in person. The surgery is open for bookings from 8.00am to 6.30pm.

Busy times



For general enquiries please avoid phoning between 8 – 9 am or 2-3pm. When booking, receptionists will ask you questions so they can direct you to the right appointment with the right clinician. All information is treated confidentially. If you need to talk privately at the reception desk this can be arranged

Same Day Appointments – we offer appointments on the same day if that is what you need. This will be with one of the available doctors or nurses. It is best to **call early in the day** as there are a limited number of appointments.

Pre-booked Appointments – if your request is not urgent it is possible to book up to 2 weeks ahead if there are available appointments.

Call backs – sometimes receptionists will put you on a call back list. You will be contacted by a clinician who will discuss your condition with you and decide the best course of action. (Routine or immediate appointment, self-treatment, home visit, etc.)



- ✓ Please help us with our time keeping
- ✓ GP appointments are 10 minutes in line with national guidance
- ✓ Urgent Nurse appointments are 15 minutes
- ✓ Arrive before your appointment starts
- ✓ Check in (using the self-check in screen)
- ✓ Be in the waiting area when you are called
- ✓ If you have more than one health issue the GP may ask you to book another appointment
- ✓ By keeping to time we can see the next patient who will be waiting – and tomorrow that could be you!

It is important you keep your appointment or tell us if you cannot come in. We sometimes *lose up to 100 appointments* a week through people not turning up. We will send you a **text message** reminder – so please keep us up to date with your mobile number.

Choice of Doctor

We encourage patients to have continuity of care with a doctor wherever possible. Pre booking gives patients a better chance of seeing their regular



doctor. This is more difficult to achieve on a same day appointment.

Duty Doctor

Each morning the surgery has a duty doctor who is available to support the urgent nurses, reception staff, manage call backs, home visits, look at results and letters and manage prescription requests.

Home visits (Ideally requested before 10 am)

Requests for home visits are discussed with the duty doctor and are only for people too unwell to attend surgery.

Urgent Nurse Clinics

We have specialist nurses who run urgent nurse clinics daily for urgent minor illnesses such as: colds, sore throats, upper respiratory tract infections, urgent children's complaints. We have leaflets available from reception to support self-management of these conditions.

Prescriptions

If your GP has authorised **repeat prescriptions** for you they can be ordered by putting your request in the white box in between the double entrance doors. Requests made on Monday to Friday will be



ready for collection from the surgery in **two working days**, after 4pm. (please see notices)

Patients have a responsibility for ordering their repeat medication in good time and you should send or bring in your request slip at least three full days (not including bank holidays or weekends) before you need your repeat medication. Late requests take doctors away from treating patients.

Requests for repeat prescriptions CANNOT be taken over the telephone or by fax for accuracy and security reasons. Patients requiring specialist assistance are advised to discuss their requirements with the Practice Manager.

Periodically, your doctor will invite you to come into the surgery to review your medication. We do monitor medication usage and encourage all our patients to use medication responsibly and not over-order drugs.

Patients can use Pharmacy collection services as their agents for ordering and collecting prescriptions. The pharmacy will require some time to fill the prescription and once their agent collects from us, we have no control over your prescriptions.

We issue over 10,000 prescription items a month so we work hard to keep track of people's scripts.



Registering With the Practice

If you live within the catchment area of the practice (South Ward) you may register at the surgery as a patient. Please call at reception (with a photo ID and proof of address which will help the registration process) and the receptionist will help you.

Test results

Results are available after 4pm each day.

Statement of Fitness to Work (sick notes)

Self-certificates are available from reception for the first 7 days of any illness. If you are ill for 7 days or more (including Saturday and Sunday). You will need to see a doctor for a fitness to work certificate. For more information please ask reception for a leaflet.

The Support Team

Shirley Smith is the practice manager. She is responsible for the smooth and efficient administration of the practice. If you have any suggestions, problems or complaints please do not hesitate to contact her through the surgery.



All our Medical Administration team, receptionists, secretaries and administrators are fully trained. The reception team will try to help you as quickly as possible and make the best appointment for you. Sometimes we get very busy so please be patient when there is a queue or phones aren't answered straight away.

We have over 40,000 clinical consultations a year and we try to ensure that you have the balance is right between urgency of care and the right care at the right time.

Our Services

Nursing

In addition to providing general nursing, our Nurses also perform blood pressure checks and take samples for laboratory testing, perform smear tests, ear syringing and childhood immunisations etc.

They run a variety of health management clinics including: heart disease, diabetes, cardiovascular, asthma and other respiratory conditions. Please ask reception if you would like to attend one of these clinics. If the nurse/HCA detects a problem at a clinic they will liaise with a doctor and arrange an appropriate appointment.



Our Nurses can also give advice on foreign travel as well as administering the necessary vaccinations with the exception of yellow fever and malaria. A charge is made for some travel vaccinations.

The practice nurses are supported by a health care assistant who holds certain clinics, for blood pressure checks and blood tests and a phlebotomist for blood tests.

In addition to normal, essential GP services, we offer the following:

Vaccinations

Every autumn we recommend an influenza vaccination for all our patients over 65 years of age and for those patients under 65 who are at risk. Other vaccinations may be offered in line with national guidance.

Childhood Immunizations

Children's immunisations are performed by the nursing team. Patients will be invited by Child Health when your child's vaccinations are due. Please remember to bring your Red Book with you. Please contact the surgery and talk to a nurse if you have any queries regarding your child's vaccinations.



It is recommended that you immunise your child fully to protect both your child and those they meet in the community. This Surgery supports the MMR catch up programme. Please note that children who are behind with their vaccinations should catch up as soon as possible. It is important that all children are vaccinated against serious illnesses.

Sexual Health

Confidential advice on contraception is available and testing for Sexually Transmitted Infections (STI)

No Worries Clinic –Young People’s Drop-in (up to 21 yrs old)

Wednesdays 3.30-5.30pm

A free and confidential service offering a wide range of services and support including:

- Free testing for Chlamydia and Gonorrhoea
- Free condoms
- Free pregnancy testing
- Information and advice regarding emotional health and wellbeing, abortion counselling and referral, drugs, eating disorders,



emergency contraception, healthy eating, self-harm, family and relationship issues etc.

Support to stop smoking advisors

We can support you to give up smoking, please ask at reception for more details.

Health Checks

We carry out free of charge NHS health checks for patients aged 40-74. Please ask at reception for more details.

Carers Checks

Are you a carer for someone? – Please let reception know so we can offer you helpful support and advice.

Other services:

Chiropody

We have clinics for registered patients, which are held on on Tuesdays and Wednesdays. An appointment costs £15, payable in advance.



Community Nurses

A team of community nurses, (including Community Ward leads, District Nurses, Rapid Response and Recovery nurses all supported by HCA's), provide general nursing care such as injections, dressings, bathing and advice on all medical matters for those Housebound patients unable to attend the surgery. They can be contacted through Care Connect on 01934 888 801 between 8am and 6 pm.

Health Visitors

A team of health visitors, deal with a variety of health problems with particular emphasis on health promotion and preventative medicine. They provide postnatal care. Their telephone number is 01934 881066 between 9am and 5pm

Midwife

The midwife runs our antenatal clinics and looks after the mother before and just after the baby is born. Appointments for the midwife are made at reception from 8 weeks of pregnancy.

The For All Healthy Living Centre

Other services are available at the centre including:



As part of FAHLC's Wellbeing programme, **Healthy Connections** is a new project to support people aged 18+ and living in South Ward who are feeling anxious, stressed, low or isolated. Healthy Connections offers a safe and confidential setting in which to support you with your mental and physical wellbeing. **Healthy Activities** are a range of physical and craft activities aimed at encouraging people to join together to adopt a healthier lifestyle.

North Somerset Council provide a **Health Trainer** based at the centre who can offer advice and support on healthy eating, exercise, weight management, sensible drinking and smoking.

Confidentiality

All patient personal information is treated with the strictest confidence. It will not be disclosed to anyone without your permission (except in exceptional circumstances where someone is at risk of serious harm and disclosure might prevent this).

Data Protection

We will maintain and review the registration under the Data Protection Act on a regular basis, and are committed to protecting Data in accordance with



the Data Protection Act 1998 and in accordance with our confidentiality policy.

Medical Records

Patients have a right to view their medical records and will need to complete a form. There is a charge for this.

Feedback to the Practice

Suggestions, complaints or comments are welcome as it helps us improve our service.

If you have a complaint then please ask about our ***complaints procedure*** or if you have a compliment then please let us know as it helps us improve the service.

We also have a ***patients group*** who meet with us regularly to share information and improve patient experience. Please let us know if you would like to come along to a meeting.

Practice Responsibility

- You will be treated as an individual with courtesy and respect at all times.
- You have the right to confidentiality.
- Your religious and cultural beliefs will be honoured where they are known.
- You have a right to information about your own health (illness, treatment, possible side effects, prevention or recurring illness etc).
- We will offer medical advice and information for promotion of good health.
- You have the right to see your own medical records subject to the limitations of the law. A charge will be made.
- Home visits will be made to patients who are too unwell to attend the surgery. The final decision rests with a doctor.
- We may be able to tell you your test results when you telephone the surgery after 4pm, or you may be asked to make an appointment to discuss them with a doctor.
- If your doctor believes that you need a second opinion, then this will be arranged.



- Routine referral letters for hospital appointments will normally be sent within three working days of the referral being agreed with the doctor. Urgent referrals may be faxed, telephoned or provided as a handwritten note for the patient to take to hospital.
- The telephone will be answered as promptly as possible.

Patient Responsibility

- You are responsible for your own health and that of your children. Please act on the advice given by the surgery.
- Please treat all of our staff with courtesy and respect.
- Advise us of changes in names and addresses and telephone numbers.
- Do not be late for your appointment and inform us as soon as possible if you are unable to keep your appointment.
- Remember to allow 2 working days for a repeat prescription and to send us your request with ticks against only the items you require



- Home visits are only undertaken if a patient is too ill to attend surgery.
- GP appointments are for 1 issue for one 10 minute appointment. If you think you might NEED a longer appointment please let reception know when you book the appointment.
- Keep your telephone calls short, and make non-urgent calls in the afternoon. Calls to find out the results of tests should be made after 4.00pm.
- Where an appointment or acknowledgement of a routine referral for a hospital appointment is not received within six weeks please contact the surgery and ask to speak to the secretaries.
- Patients with chronic disease i.e. Asthma, diabetes etc are expected to keep their regular appointments with the nurse to ensure that patients receive the support they need to achieve better health outcomes

Appropriate Behaviour

The practice and centre staff will treat patients with respect and expect patients to treat staff with equal respect. Patients who are verbally abusive or



violent to any member of staff or to other people in the centre will be asked to leave. In extreme or persistent situations they may be de-registered from the practice.

Treatment of Common Illnesses and Accidents

Many common illnesses, aches and pains can be simply treated at home without the need to consult your doctor. Please see range of available leaflets in reception and consult your pharmacist.

Infection Control

We strive to provide a clean and safe environment for patients. Studies show that the most effective way of minimising the risk of cross infection is for staff and patients to use the antiseptic hand gels provided and follow hand washing guidance (notices in toilets). This along with our cleaning and waste management procedures should ensure that we meet the high standards expected by us and patients.

Medical Services Contract

The practice has an Alternative provider of Medical Services contract with NHS England. Details of Primary medical services in the area can be obtained from them at Primary Care Commissioning, NHS England, Bristol, North



Somerset, Somerset and South Gloucestershire
Area Team

Address: Commissioning - 4th Floor, South Plaza,
Marlborough Street, Bristol, BS1 3NX.

NHS England also commission us for some
services additional to our APMS contract.

We also provide other services in the surgery
which are commissioned by NHS North Somerset
Clinical Commissioning Group or North Somerset
County Council. Details of the services they
commission can be obtained from them by writing
to them at:

PO Box 247, Castlewood, Tickenham Road,
Clevedon, BS21 9BH.

We also have arrangements for certain NHS
services contracted by these three commissioners
to operate from surgery premises during core
hours. If you have any doubts about who
commissions any particular service, please contact
the reception team who will try their best to answer
your queries

This leaflet can be made available in other
languages or large print on request.

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NOTES



How to find us



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