



The Orchard Medical Centre
MacDonald Walk
Kingswood
Bristol, BS15 8NJ

Phone: 0117 980 5100
Fax: 0117 980 5104

Information Booklet

THE ORCHARD MEDICAL CENTRE

*The Orchard Medical Centre is a Partnership
between:*

*Dr Richard Berkley, Dr Patricia Flanagan,
Dr Sarah Grant, Dr Juliane Matthies,
Dr Mark Norman and Dr Richard Pettit-Mills*



OPENING TIMES:

8am to 6.30pm
Monday to Friday
8am to 1pm Saturdays

Contact Details:

*The Orchard Medical Centre
MacDonald Walk,
Kingswood
Bristol, BS15 8NJ*

Tel: 0117 980 5100

Web: www.orchardmedicalcentre.co.uk



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And Finally

Compliments

In the same vein we would welcome any positive feedback that you have for us too. By highlighting to us what we do well we can ensure that we can continue to offer you the highest possible service.

If you have any ideas or suggestions for improvement to our services etc, please speak to a member of our management team in person or alternatively, you can address any written items to our Practice Manager, giving as much detail as possible.

Our address: is

The Orchard Medical Centre
MacDonald Walk
Kingswood
Bristol
BS15 8 NJ

Fax: 0117 980 5104
Tel: 0117 980 5100

Alternatively, there is also a "feedback " section on our website should you wish to email your feedback. Go to:

www.orchardmedicalcentre.co.uk

Finally, we also have patient suggestion box in reception that you may wish to complete the next time you visit us.

Thank You.



And Finally

Complaints

We always aim to offer the best service that we can and are eager to hear your views on the service that you receive. Our Practice complaints procedure aims to investigate any concerns that you may have and to provide you with an explanation.

If you wish to raise any issues you may speak to a member of our management team in person or alternatively, you can address any written concerns to our Complaints Manager, giving as much detail as possible.

Our address: is

The Orchard Medical Centre
MacDonald Walk
Kingswood
Bristol
BS15 8 NJ

Fax: 0117 980 5104
Tel: 0117 980 5100

(Note: We would like to make you aware that should you make a complaint, the Practice may need to provide information about the patient, and treatment they have received, to insurers or legal advisers.)

Alternatively, there is also a "feedback " section on our website should you wish to email your feedback. Go to:

www.orchardmedicalcentre.co.uk



Welcome To The Practice

Our Vision

We at The Orchard Medical Centre welcome you. Each of us will listen to you and work with you to improve your health and wellbeing. We are proud to deliver high quality care with respect and courtesy.

Delivering Our Vision

Originally founded by Dr Henry Grace, brother of W G Grace, the cricketer, The Orchard Medical Centre still flourishes today as a modern, forward-thinking Practice, serving patients within Kingswood and the surrounding areas.

We offer a comprehensive range of services both via the NHS and privately. Full details of our services can be found throughout this booklet and you can access our services from 8am to 6.30pm, Monday to Friday and Saturday 8am-1pm.

The level and quality of services we offer is recognized by the fact that we hold Training Practice status which means that as well as offering services to our patients we are able to train students and newly qualified GPs.

We hope you find the information contained in this booklet helpful. Please read it carefully and keep safe for future reference to enable you to obtain the maximum benefit from the services we offer. If, however, you have any ideas for improvement of our services, we have provided a suggestion box in our reception area for your use. Alternatively, please write to us with any ideas that you have that would make your dealings with the Practice even better for you.

If you need this information in a different format please ask a member of staff who will be happy to help you.

Registration Process

Who Can Register With Us

Generally, if you live within the area indicated on the map opposite you may register as a patient with The Orchard Medical Centre. Still not sure if you can register with us or if you are entitled to NHS treatment, please contact on 0117 980 5100 to discuss or call in and see us.

How To Register With Us

To register as an NHS patient with us you will need to complete a registration form and supply proof of identity. Please let us know if you wish to register a child under 5 with us when making enquiries as there is a separate form for them. Please either pop in to see us or we are happy to post a registration form to you.

Patients' Rights

All of our GP's are fully qualified to practice and can help you accordingly. However, if you have a preference to see a particular GP, please let the receptionist know either at the point of registration or later in your relationship with us and every endeavour will be made to meet your request.

Patient's Involvement – we will discuss your treatment and examinations with you and your implied consent will be assumed for many routine physical contacts e.g. examination of a sore throat. However, in some cases, expressed consent is sought (written or verbal) where the risk is deemed higher e.g. coil fitting or minor surgery

We would also respectfully highlight that it is the patient's responsibility to keep your appointment with us or please let us know if you wish to cancel/rearrange. During the financial year 2013/14 we had 4,467 appointments that were not used appropriately as we were not advised that the patient could no longer attend. Please help us to help other patients like you needing to see a doctor/nurse.

Miscellaneous

How Your Local Pharmacy Can Help

Your local pharmacist (chemist) can offer expert advice on medicines and the way they work. They can make up prescriptions issued by your doctor and can give advice on self-help, and treatments that can be bought over-the-counter. They can offer advice on many topics including:

- Allergies and Hay fever
- Asthma
- Baby & Child Care
- Complementary Medicines
- Contraception
- Diet Advice
- General 1st Aid
- Holiday Healthcare
- Pregnancy
- Skincare
- Smoking
- Vitamins, Minerals and Supplements
- Women's Health

Some pharmacies may offer other services and advice. Please ask your local pharmacist for more information.

Miscellaneous

Data Protection Act

The Practice is registered under the Data Protection Act 1998. You should understand that all staff use computers and computer generated information for the care of our patients. Examples of such use include generating prescriptions, making appointments and recalling patients for certain health checks.

Please be assured that all patient information is treated in the strictest confidence and all staff are fully trained to abide by the rules of patient confidentiality. Please see our Privacy notice on our website for further information.

<https://www.orchardmedicalcentre.co.uk/practice-information/privacy-notice-gdpr-2/>

As part of the Data Protection Act we are unable to discuss matters relating to your family members or give out test results without their prior written consent. Patients wishing to give consent for a family member to have access to their data should contact The Assistant Practice Manager, The Orchard Medical Centre, Mac-Donald Walk, Kingswood, Bristol, BS15 8NJ. Tel: 0117 980 5100.

Zero Tolerance Towards Intimidation and Violence

The Orchard Medical Centre is a NHS Zero Tolerance Zone. The Government is determined to ensure that the staff who spend their lives caring for others are not rewarded with intimidation and violence. 'Violence' means an incident where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health.

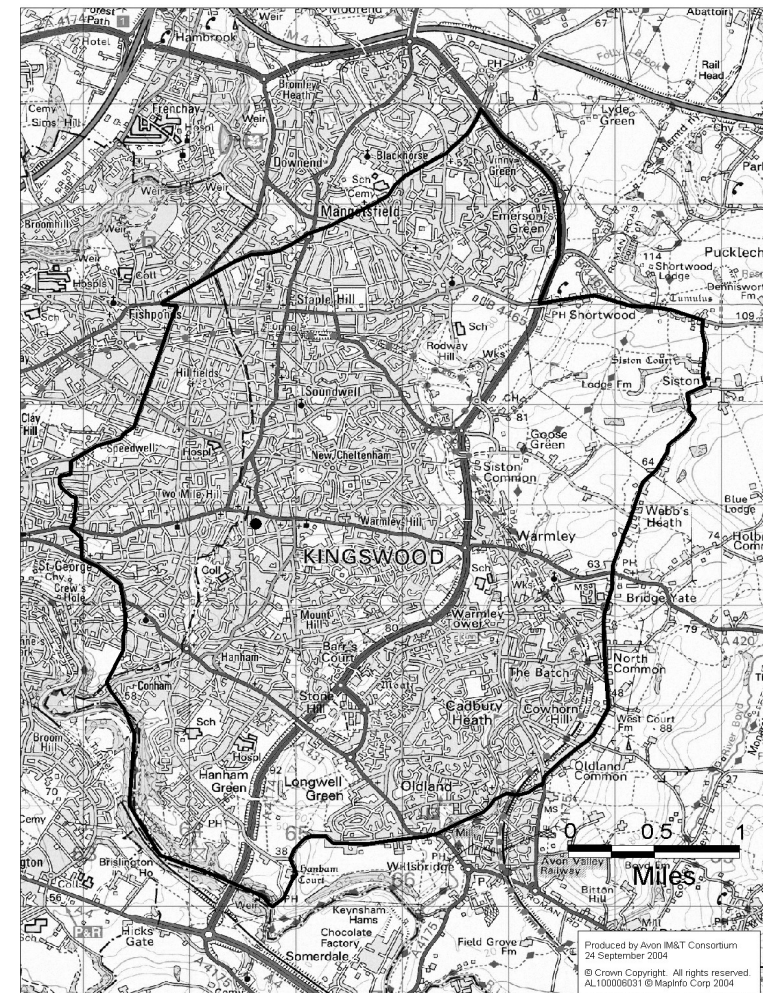
Individuals behaving violently towards staff will be reported to the police and removed immediately from our patient list.

The Surgery is protected by CCTV cameras both inside and outside the building for security and safety reasons.

Practice Boundary

Our Practice Boundary

The map below indicates the boundary within which patients who wish to register with us must live.





Accessing Our Services

Life Threatening Emergencies

In a serious life-threatening emergency, please ring 999 and ask for an ambulance.

Serious Calls When We Are Closed

When the Surgery is closed, there is always a doctor available for urgent visits or advice if you feel your problem cannot wait until we are open.

If you need to contact a doctor outside the Surgery opening hours telephone: **111** .

For more information about the service 111 provides go to <http://www.nhs.uk> and search on 111.

Booking an Appointment

We operate a system whereby our clinical team can be seen by appointment only.

All of our routine appointments can be booked up to six weeks in advance. We also offer **medically urgent** same day appointments.

We would advise that sometimes delays to appointments do occur when unforeseen medical emergencies arise. Please be patient if this happens we will do everything we can to rectify the situation.

NB: If you find that your appointment is no longer necessary, or you cannot make it, please cancel it.



Useful Telephone Numbers

Direct Dial Telephone Numbers within The Orchard Medical Centre:

Main Reception	0117 980 5100
Sirona District Nurses	0117 980 5120
NBT Health Visitors	0117 980 5121

General—Other Helpful Telephone Numbers

Age UK	0117 922 5353
Bristol Children's Hospital	0117 927 6998
Bristol Royal Infirmary	0117 923 0000
Childline	0800 11 11
Frenchay Hospital	0117 970 1212
NHS Direct	0845 46 47
Relate	0117 942 8444
Samaritans	0845 790 9090
Shelter	0808 800 4444
South Gloucestershire Council	01454 868 686
Walk in Centre (Broadmead Medical Centre)	0117 954 9828
111	111

Our Clinical Commissioning Group details are:
NHS South Gloucestershire, 1 Monarch Court, Emerald Park,
Emerson's Green, Bristol, BS16 7FH
Tel: 0117 330 2400
Website: www.sglos-pct.nhs.uk

Private Services

Private Services

We also offer a range of other private services including:

- Blue Badge
- Claim Form Completion e.g. holiday, accident, fitness to travel
- Court of Protection Form Completion
- Cremation
- Driving Medicals
- DWP Claims e.g. incapacity benefit
- Employment Medicals and Examinations
- Foster Medical
- Housing Reports
- Incapacity to Work
- Infectious Disease Notification
- Insurance Medicals
- Medical Reports
- Passport and Driving Licence
- PMA
- Power of Attorney Examination
- Private Consultations
- Private Prescriptions
- Private Cervical Smear
- Private Blood Tests

If you do not see the service you need above, please contact us and we will advise you if we can help. All the fees in respect of the above are available upon request.

Accessing Our Services

Telephone Appointments

We are pleased to be able to also offer help and advice over the telephone, as opposed to face-to-face consultation. Please ask the receptionist to book you a telephone consultation at a time convenient for you. The doctor/nurse will then return your call at the pre-arranged time.

Home Visits

Home visits are for patients who are too ill to attend the Practice. If you need a home visit, please ring the Surgery as early as possible and you will be given an appointment time for a doctor to telephone you. The doctor will assess whether you need to attend the Surgery, require a home visit or have a query that can be dealt with over the telephone.

Car Parking

We regret due to planning laws we are unable to provide parking for patients except the disabled bays. The nearest car park is the Co-op which has a time limit of 1.5 hours. There is also a nearby Council operated car park. Patients however can be dropped off/collected from outside the Surgery.

Patients with Disabilities

We always try our very best to ensure that people with disabilities can access our building and services. If you require any support during your visit to the Practice, please inform a receptionist.

Who Should I See

You may see any one of our team of doctors all of whom have access to your medical records. There are also options aside from seeing a doctor. You could, for example, see a specialist nurse who is trained to see patients with new problems or one of the practice nurses who can help with many other problems.

General Services

Repeat Prescriptions

Patients on regular medication do not always need to see a doctor for a repeat of their medication, if agreed by the GP.

You Can Request your Repeat Prescription:

- **Via your nominated pharmacy**
The surgery works closely with several local pharmacies who can take your prescription order. These pharmacies collect from us daily. If you wish to use this service please ask at reception.
- **Online via 'Patient Access' - www.patient.co.uk**
A link to this website will be available on www.orchardmedicalcentre.co.uk.
- **By placing your repeat prescription request in the box in reception.**
The surgery is open 8am-8pm seven days a week (including bank holidays)
- **By post**
Indicate whether you wish to use a nominated Pharmacy or enclose a stamped addressed envelope for return.

Please allow two working days for repeat prescriptions (excluding weekends and bank holidays)

Test Results

Please contact the Surgery for your test results, unless the doctor or nurse indicates otherwise. The receptionist may be able to tell you if the test is normal, or may ask you to speak to the doctor or nurse. Our receptionists will only be able to tell you what the message is from the doctor/ nurse.

NHS Services

NBT Health Visitors

NBT Health visitors are based at The Orchard and are trained to give health advice, particularly for small children. By helping us to alter the way we live they can reduce the risk of some illnesses or put us in touch with other sources of help or advice. For more information on specific services offered by the health visitors please telephone 0117 980 5121.

Baby Immunisation Clinics

This clinic is available on a Tuesday between 8.30 am and 10.45 am. Practice Nurses give all childhood vaccines as recommended by the National Guidelines.

Well Baby Clinic

This is primarily a "drop in clinic" where you can meet the Health Visiting team and have your infant weighed. It is also an opportunity to discuss any concerns that you may have regarding your child's development and you can talk to us about how you are feeling. It also offers you access to various resources and practical information on "mother and toddler" groups. The clinic is usually run on Tuesdays between 9am and 10.30am. To discuss this service please contact the midwife on 01454 864 962.

Patient Participation Group (PPG)

The Surgery also has its own PPG chaired by one of our patients. The aim of the group is stated as "TOMC and its patients wish to work together to continually strive to improve the service we offer." If you would like to register to become a member of the PPG and be actively involved in helping us to improve our services please write to the Practice Manager.



NHS Services

Support to Stop Smoking Clinic

The Orchard Medical Centre offers a service to help encourage and support patients to give up smoking. Our Practice Nurses and Health Care Assistants run these clinics. They recommend and prescribe therapies as an aid to help patients to stop smoking along with giving advice and support. Patients are encouraged to ask at reception to register their details should they wish to access this service. A member of staff will then contact you to make an appointment.

Contraceptive Services

We provide a full range of confidential family planning and contraceptive advice, including emergency contraception and coil fitting. These services are provided during normal surgery times by appointment with the nurse.

Midwives & Antenatal Clinic

If you think you are pregnant please confirm this with your doctor. The doctor and midwife work together during your pregnancy and both will continue to see you regularly during this time. On confirmation of pregnancy, you should make an appointment to see the Midwife. This is called a "1st booking appointment". The Midwife will book future appointments with you at agreed schedules for regular follow ups and ongoing advice. Antenatal classes are offered to all pregnant ladies. For more information on services offered by our midwives please ring 01454 864 962.



NHS Services

Doctors

The doctors are part of a team of dedicated staff who are there to help you make the most of your visit to the medical centre.

They will help diagnose your problems and help you receive the correct treatment from the appropriate team both inside and outside the Practice as necessary.

Locum Doctors

From time to time, we use "locum" doctors to increase our doctor availability. These doctors are fully qualified and have access to as much information as our regular doctors. They work in many local practices as an alternative to working in one place.

Nursing

Practice Nurses - Our Practice Nurses can help you with any new problems that occur from the following list:

- Asthma
- Back Pain (if recent onset)
- Boils
- Burns and Scalds
- Colds, Coughs and Flu
- Constipation
- Cuts and Bruises
- Cystitis
- Diarrhoea and Vomiting
- Ear ache
- Emergency Contraception
- Hay Fever
- Rashes (if recent onset)
- Insect Bites/Stings
- Mouth Ulcers
- Neck Pain
- Nose Bleeds
- Sinusitis
- Skin Infections
- Sore or Sticky Eyes
- Sore Throats
- Temperature/Fever
- Viral Infection
- Wound Infection
- Head Injuries



NHS Services

Nursing Continued

Treatment Room Nurses - Our Practice Nurses cover a range of services including:

- All immunizations and vaccinations
- Blood pressure checks
- Blood and urine tests
- Cervical smears
- Contraceptive checks
- Dressings
- Ear syringing
- Family planning

Sirona District Nurses

The District Nurses are a team of nurses based at The Orchard but managed by Sirona and who provide skilled nursing care for patients in their own homes. They care for those who are not well enough to come to the Surgery and for whom it is more appropriate to be nursed in their own home. Referrals are accepted direct to the District Nurses from all agencies as well as from patients and their Carers. They specialize in many types of nursing including wound healing and palliative care. If you need District Nurse assistance, please telephone 0117 980 5744

Health Care Assistants

Health Care Assistants (HCAs) assist with patient care under the supervision of a trained nurse. They are trained to provide the following services:

- Blood Pressure Checks
- Blood Tests
- ECGs
- Height and Weight Measurements
- Urine Tests



NHS Services

Long Term (Chronic) Condition Clinics

Our nurses run long-term condition management clinics, which are available Monday to Friday. Areas covered include:

- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Chronic Kidney Disease
- Diabetes
- Hypertension
- Vascular Disease

The aim of all our long-term condition clinics is to work with you and your family members to keep you as fit and healthy as possible. Referral back to a doctor will be made if necessary. Regular blood tests are essential for patients taking certain medications.

Travel Vaccinations

If you are travelling abroad and think you might need protection, please make an appointment to use our travel health facility. Certain vaccinations need to be commenced well in advanced of travelling (sometimes months), so please contact us as soon as possible. You will be asked to complete a travel health questionnaire which must be returned to us prior to your appointment, this information will enable you to receive the appropriate vaccinations and advice.

Flu Clinic

We recommend an annual flu vaccination for patients with chronic (long-term) disease, those who are aged 65 or over, pregnant women and for patients who are carers. We send letters out each year offering these patients a flu injection.