

**GP TRAINING:** We are a training practice and doctors wishing to gain experience in general practice often work as part of our team. These doctors are fully experienced in hospital medicine, but require further general practice experience before entry into practice alone. From time to time we may ask for your written permission to videotape consultations. Tapes are kept securely and are used for teaching purposes only. Should you prefer the consultation not to be videotaped, please let the receptionist know.

**MEDICAL STUDENTS:** The practice has links to the University of Bristol Medical School. Medical students are sometimes attached to the practice, but you will always be asked if you are happy for the student to sit in with your doctor.

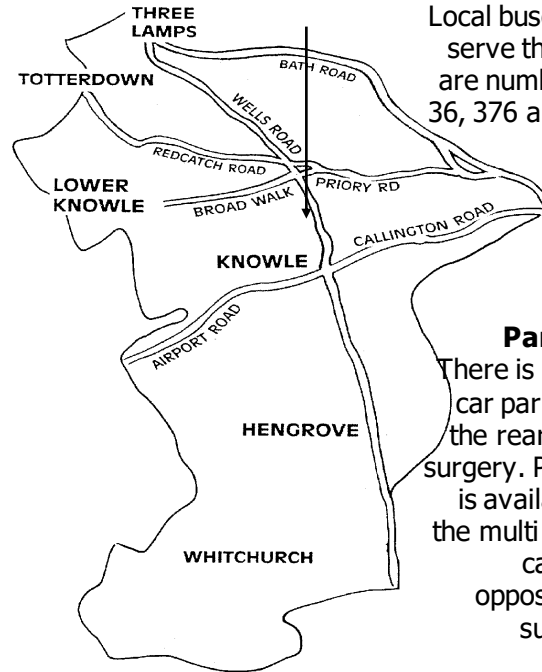
#### Our Wider Services and Who to see

Baby & Child Immunisations Cervical Smears Dressings Flu Jabs Spirometry Travel Advice/Injections	Practice Nurse
Blood Tests	Phlebotomist/Health Care Assistant
Blood Pressure Testing Chronic Disease Monitoring B12 Injections Weight Checks Diabetes Clinic blood tests	Health Care Assistant
Asthma/COPD Reviews Diabetes Clinic	Practice Nurse/Practice Pharmacist
Medication Review Social Support Sprains/Strains	Pharmacist Social Prescriber First contact Physiotherapist
Contraception & Family Planning Advice	Doctor/Practice Nurse
Pregnancy, Antenatal & Postnatal Care	Doctor and/or the Midwives at South Bristol Community Hospital
Baby & Child Health Clinics	Health Visitors at Knowle Clinic
Drug & Alcohol Services	Doctor (for referral to Practice Drugs Worker)
Nursing Care for Housebound patients	Community Health
Minor Illness Clinic/Emergency Clinic	Advanced Nurse Practitioner/On call doctor.

#### HOW TO FIND US:

Priory Surgery is located on the corner of Priory Road and Wells Road (A37) in Knowle, directly opposite the Broadwalk Shopping Centre. The practice welcomes patients from parts of Knowle, Brislington, Hengrove, Whitchurch and Totterdown.

#### WE ARE HERE



#### Transport:

Local buses that serve the area are numbers 2, 36, 376 and 511

#### Parking:

There is limited car parking at the rear of the surgery. Parking is available at the multi storey car park opposite the surgery.

#### ACCESS:

The building has easy access for people with physical disabilities, including wheelchair users. There is a hearing loop at the reception desk. Please ask the receptionist if you require assistance.

#### Local Chemists/Pharmacies

Lloyds Chemist, Wells Road	0117 9717445
Superdrug, Wells Road	0117 9714947
Silvermans, Wells Road	0117 9776743
Tesco Pharmacy	0117 291 0985

**Priory**  
SURGERY

326 Wells Road  
Knowle  
Bristol  
BS4 2QJ

Telephone: 0117 949 3988

Website: [www.priorysurgerybristol.co.uk](http://www.priorysurgerybristol.co.uk)

## PATIENT INFORMATION LEAFLET

**OPENING TIMES** 8.00am to 6.30pm  
Monday to Friday

**USUAL SURGERY TIMES** 8.30am to 1:00pm  
2.30pm to 6.00pm

**EXTENDED HOURS** Three early morning sessions and one evening session per week

### WHEN WE ARE CLOSED

### PLEASE DIAL 111

(Calls to the NHS 111 Service are free from landlines and mobile phones)

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

## OUR MISSION AND VALUES

Our Mission is simple - to deliver effective, compassionate care for our community. And our values are reflected in our name. We strive to be:

**P** - Professional  
**R** - Respectful  
**I** - Inclusive  
**O** - Open  
**R** - Responsive  
**Y** - Here for You!

## PRACTICE STAFF

### Doctors:

Dr Richard Gillings MBBS BSc MRCP  
Dr Sarah Wigmore MB ChB BSc MRCP  
Dr Jillian Drury MB ChB BAO MRCP MRCP DFFP DCH DRCOG  
Dr Carrie Saunders MB ChB DRCOG DFFP  
Dr Kate Rawling MB ChB BSc MRCP  
Dr Hilma Starostina MB ChB BSc MRCP  
Dr Helen McGeown BMedSci MBChB MPHc DCH  
Dr Jocelyn Stevens MBBS BSc MRCP

**Practice Manager:** Cara Fynn

**Nursing Team:** Our Practice Nurses, Health Care Assistants and Phlebotomists offer a full range of treatment room services, including phlebotomy, a variety of health checks and regular clinics for patients with chronic disease, such as asthma, COPD & diabetes.

**Reception & Administration Teams:** The receptionists are at the front line of our service. Please help them by being punctual, polite and as informative as possible. The administration team, including the practice secretary, work hard behind the scenes to assist the doctors and Practice Manager to ensure the smooth running of the Practice.

**NEW PATIENTS:** We welcome new patients. Please contact reception for a Registration Pack or apply online. You will be asked to complete standard registration documents and a simple health questionnaire. We would ideally request you bring proof of identity and photo ID.

### APPOINTMENTS:

**Routine Appointments:** These can be booked in advance either online, or via Reception from 8 am. Telephone or face-to-face appointments are available.

**Urgent Appointments:** An on-call doctor is available each day to deal with matters that are medically urgent.

**Home Visits:** Our home visits are usually carried out by an Advanced Nurse Practitioner and are at the discretion of the visiting clinician. If you are too ill to be brought to the surgery or if you are housebound, **please phone before 10.30am** to enable the clinician to plan their round. Remember that we can always give you a more complete check-up if we see you at the surgery.

**Cancellations:** Please let us know immediately if you are unable to attend your appointment. We can then offer the appointment to another patient who needs it.

**DNA (Did Not Attend):** DNA rates are monitored regularly. Repeated failure to turn up for appointments may result in a patient being asked to leave the Practice list.

**Appointment Reminders:** A text messaging reminder service is available if you provide a mobile number.

**TEST RESULTS:** Results can be given out over the phone, but only to the person who had the test. To keep phone lines free for those people trying to make appointments, test results are only available between 12 and 4pm.

**ONLINE SERVICES:** The NHSAPP, Patient Access etc., gives you online access to order repeat prescriptions and book other types of appointments, detailed on our website. If you haven't already done so, you can sign up via NHSAPP or at the reception desk.

**REPEAT PRESCRIPTIONS: Requests will not be taken over the phone** The preferred method is to request your repeat prescriptions by email and we now have a dedicated prescriptions email - **bnssg.priory.scripts@nhs.net** If you do not have access to email you can either post a repeat request through the letterbox or if you need to speak to the Prescription Team please call the surgery and select **Option 1**. You can also request your prescription via the Practice website, using NHSAPP. Please allow at least 72hrs (3 working days) before collection, preferably after morning surgery. This is to maximise your safety by having your regular doctor review the prescription. Please remember to allow an extra day if you are using a pharmacy collection and/or delivery service.

**CARERS:** A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. Please let us know if you are a carer, so that we can update your record.

**CHANGE OF ADDRESS/CONTACT DETAILS:** If any of your personal details change, please make sure you let us know so that your records can be updated. You can also do this online via our website.

**PRIVATE FEES:** Some non-NHS services are subject to a fee. Please see the surgery noticeboard and website for more details.

**VIOLENT OR ABUSIVE BEHAVIOUR:** We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. Violent or abusive behaviour can result in a patient being removed from the Practice list.

**PATIENT INVOLVEMENT:** We look to continuously review our services to ensure they are meeting patient needs. If you would like to be involved or give us your views, you can join the Patient Reference Group (PRG), an online forum, or our face to face Patient Participation Group (PPG). Further information is available online and at the surgery.

**DATA PROTECTION & CONFIDENTIALITY:** The Practice adheres to strict policies concerning data protection and patient confidentiality.

**SUGGESTIONS & COMPLAINTS:** Suggestions are welcome and we will always investigate any complaint that you may have, as this may help us to improve the services we offer. Please contact the Complaints Manager on 01179493988. Alternatively ask at reception for our complaints policy leaflet.

You may also approach the following organisations for help or advice:

**PATIENT ADVICE & LIAISON SERVICE (PALS)** provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Tel: 0117 342 1050  
Email: PSCT@uhbw.nhs.uk

**HEALTHWATCH** is the local champion for patients and the public. They are there to listen to your feedback, and to make sure that local services know what people expect from them. They also want to hear about times when you have experienced excellent care, so that they can make sure that lessons are learned and services improved. If you want to feedback and make a difference to how your local health and social care services work, then Healthwatch is the place to do it.

Tel: 0117 203 3594  
[www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)