

### **PRESCRIPTION REQUESTS**

In association with most of the local pharmacies, we participate in a 'paperless' electronic prescription system. Please let us know which pharmacy you want to use for collecting your prescribed medication. All other repeat prescription requests *must* be in writing to minimise the risk of error. Please allow **48 normal working hours** for all requests, but internet requests may facilitate a faster turnaround.

### **RESULTS OF TESTS**

You may telephone the surgery for the results of investigations performed here. Unless you have been told otherwise, please wait a week before ringing and it would be really helpful if you called in the afternoon, when we are less busy.

### **FEES**

NHS services are provided without charge. Ask at reception if you have any doubts about your entitlement to NHS services. Where a service is not provided by the NHS, we charge a private fee. A list of fixed private fees is on display at reception and the practice fee rates are available on request. Payment for private work is required in advance of the work commencing. Please allow 10 working days from the date of payment for private work to be completed.

### **SICK NOTES**

If you are absent from work for less than seven days, ask your employer for a self-certification form when you return to work. The doctor will only give you a "fit note" if you are absent from work for more than seven days. A fee is payable for private sick notes.

### **AFFINITY**

Falldon Way is part of the Affinity Primary Care Network. Other members are Greenway, Helios, Monks Park, Sea Mills and Westbury practices.

Affinity is increasingly offering combined services, including Saturday morning clinics.

### **THE PRACTICE AREA**

This covers most of Henleaze, Westbury Park, Westbury-on-Trym, Stoke Bishop and parts of Redland. The boundaries are: Sea Mills Lane, Bell Barn Road, Canford Lane, Doncaster Road Kingsholm Road, Kendon Drive, Wellington Hill West, Gloucester Road, Lower Redland Road, Stoke Road, Rockleaze and Portway. We only accept patients living within the practice area and if you move beyond the boundaries, you must register with a new practice that covers that address.

### **COMPLAINTS PROCEDURE**

We endeavour to address minor difficulties at the Reception desk. However, more formal or serious complaints should be addressed to the Practice Manager, who will ensure a prompt reply.

### **ACCESS FOR PATIENTS WITH DISABILITIES**

We have wheelchair access and a toilet available for patients with physical disabilities. We have a wheelchair to assist patients in getting around the surgery.

### **OTHER USEFUL NUMBERS & INFORMATION**

- John Milton Clinic - contact point for Midwife and Health Visitors – 0117 950 0844
- Care Direct – access point for all social services, care services, including housing and residential care advice – 0117 922 2700
- [www.patient.co.uk](http://www.patient.co.uk) - a reliable source of medical information on the internet

## **Falldon Way Medical Centre**

**13 Falldon Way  
Henleaze  
Bristol BS9 4HT**

**[www.fwmc.org.uk](http://www.fwmc.org.uk)**

Tel: **0117 962 4692** (Out of Hours: 111)

## **Practice Leaflet**



### *Partner GPs*

**Dr Tom Smith** MBChB, DRCOG, MRCP  
**Dr Karl Stainer** MBChB, DCH, DRCOG, MRCP

### *Associate GPs*

**Dr Katia Chapman** MBBS, DRCOG, MRCP  
**Dr Katie Janssen** MBChB, MRCP, DRCOG  
**Dr Esther Goddard** nMBChB, MRCP, BSc  
**Dr Aliesje Kuur** MBChB, MRCP  
**Dr Tom Brookes** MBChB, MRCP  
**Dr Jeremy Poland** MBChB, MRCP

*Practice Manager*  
**Leigh Frost**

Welcome to **Falldon Way Medical Centre**. We hope you find this leaflet useful. If you require more information please ask at Reception.

### **OPENING HOURS**

We are open from 8:00am until 6:30pm, Monday to Friday. We normally offer extended hours nurse appointments until 7pm Monday to Thursday and from 7.30am on Fridays. We offer GP and nurse appointments on the 3<sup>rd</sup> Saturday in the month. Please book these appointments if you are unable to attend appointments during "normal" opening hours.

On those Saturdays that Falldon Way is not open itself, its patients can access the appointments at one of its Affinity sister practices. These can be booked by the reception team and the clinician booked will have full access to your medical record.

Falldon Way practice is closed 1.30-2.30pm on Friday afternoons for administration and training, but a doctor remains available via the usual number for urgent problems.

### **MAKING AN APPOINTMENT TO SEE THE DOCTOR OR NURSE**

Appointments with the doctor are **10 minutes** long. If you have several problems you wish to discuss, you may need to book a double appointment to allow enough time. Most surgeries run between 9-11am, and 4-6pm however there are also some early afternoon surgeries 2-4pm. Please book in advance wherever possible, either in person, by telephone or online. Please see our website for how to register for online access to appointments and repeat prescriptions. You may choose which doctor or nurse you wish to see. **Urgent** problems will be seen on the same day, at the end of the booked surgery or by the Nurse

Practitioner. Express clinic appointments are for 15 minutes only as they are only 7 minutes long.

### **HOME VISITS**

A doctor will visit a patient at home if this is a medical necessity (i.e. if you are housebound, bedridden due to extreme frailty or suffering from an acute, debilitating or terminal illness). To request a home visit, please call before 11:00am.

### **TRANSPORT**

You should tell the Receptionist if you have difficulty getting to the surgery for routine appointments. With a week's notice, there are a number of volunteer drivers who may be able to collect you and bring you to the surgery for a nominal, voluntary contribution.

### **OUT OF HOURS**

If you are unwell at night or weekends, you should dial **111** (free of charge) which will connect you to a trained NHS 111 advisor. You should use this service if you urgently need medical help or advice but it is not a life-threatening situation.

### **NEW PATIENTS**

Newly registered patients may be invited for a health check with the Pharmacist or a Practice Nurse. If you are invited, it would be very helpful if you could bring a list of your current medication to the appointment.

### **PRACTICE STAFF**

Besides our **Doctors, Pharmacist, Nurse Practitioner, Practice Nurses** and **HcAs**, we have **Reception** and **Administration** staff and an extended team of professionals including:

**Health Visitors** - offer health information and support for the whole family, especially infant welfare and old age care.

**Community Midwife** - works closely with the doctors to care for mothers before and immediately after a baby is born.

**District Nurses** - provide round the clock, care to housebound patients to aid recovery from illness, encourage independence and offer support and advice to relatives.

### **SERVICES WE PROVIDE**

Falldon Way Medical Centre provides a full range of NHS General Practice Services in contract with the Bristol, North Somerset and South Gloucestershire (BNSSG) Clinical Commissioning Group. This includes:

- *Medical treatment & advice*
- *Immunisation*
- *Antenatal & postnatal care*
- *Family planning & cervical screening*
- *HRT advice*
- *Infant welfare*
- *Chronic disease management*
- *Minor surgery*
- *Medical examinations and reports*
- *Care coordination for the Elderly*

The **Practice Nurses** are available by appointment for a range of services, including contraception, diet and lifestyle advice, blood pressure checks and dressings.

In addition we have nurse-led clinics for:-

- *Travel advice and immunisations*
- *Patients who have asthma, diabetes, heart disease or who have had a stroke.*