

# St. Augustine's

Medical Practice

4 Station Road  
Keynsham  
BRISTOL  
BS31 2BN

0117 986 2343



## Practice Booklet

### Welcome to St Augustine's Medical Practice

Our Practice is located on two sites, one in Keynsham and the other in Saltford. We are an 8 doctor Practice looking after approximately 9,600 patients. Wheelchair access is available at both surgeries, with ground floor consulting rooms available if you have difficulty with stairs.

#### Keynsham Surgery

4 Station Road,  
Keynsham,  
Bristol,  
BS31 2BN

Tel. 0117 9862343  
Fax. 0117 9861176

#### Saltford Surgery

495 Bath Rd,  
Saltford,  
Bristol,  
BS31 3HQ

Tel. 01225 873245  
Fax. 01225 874023



**Surgery hours:** 8am- 6pm, Monday to Friday

**Extended hours:** Monday evening 6-8pm, Saturday morning 8-11am (please note these are aimed at people who cannot make normal working hour appointments and are pre-book only)

### Your Doctors

#### Partners

##### Dr Nick Woodward

Nick Woodward qualified from Edinburgh in 2000 and joined the practice in 2007. He has worked in Bristol and abroad (New Zealand and Australia). He has an interest in Paediatrics, musculoskeletal medicine and the training of doctors. He is married with 2 young boys and enjoys his free time playing sport (hockey, cycling and squash) and travelling.

##### Dr Gita Sunthakar

Gita Sunthakar qualified in 1989 from Cardiff. She joined the Bristol GP scheme, but before settling into General Practice, worked overseas with a medical charity MSF, in Kenya, Azerbaijan and with DFID in Cambodia. She then returned to general practice in 1999 and was a GP in Clapham, London till 2006, when she and her family relocated to Bath. She has been working at St Augustine's since February 2007. She enjoys all aspects of family medicine and working in partnership with other health professionals. She is married with 2 children, and likes reading, films, walking and seeing family and friends.

##### Dr Edward Fletcher

I graduated from Liverpool Medical School in 2004 and then completed my post-graduate training in General Practice in the Wales Deanery. I completed this programme, becoming a Member of the Royal College of GPs, in 2008.

I am developing a specific interest in the care of older

patients and will be looking after the residents of Kingfisher Lodge (the new nursing home in Saltford) which I will visit for half a day each week.

Outside of work I enjoy running, cycling and surfing. I also like to cook for friends and family.

### **Dr Liz Reddy**

I qualified from Bristol University in 1992 and, after completing my GP training, I went to work with Medecins sans Frontieres in China and Colombia. Subsequently I have been working in practices in Bristol prior to arriving in Keynsham. Most recently I have been a GP partner in Knowle in Bristol for the 7 years preceding my appointment at St Augustine's. I am interested in all areas of medicine and enjoy working within a Primary Healthcare Team, but in particular have good experience in Paediatrics, Family planning and treatment of alcohol and drug misuse. I am also a GP trainer and enjoy mentoring and teaching trainee GPs. I live in Chew Valley with my husband and 2 young children and enjoy spending time with my family, including going for walks and dancing around the kitchen with them!

## **Associate Doctors**

### **Dr Jo Rose**

Jo Rose qualified in London in 1988, and, after starting a family, joined the Practice in 1998 as a part time Associate GP, currently working Monday, Tuesday and Thursday mornings. She enjoys all aspects of general practice with a particular interest in Womens Health. She spends her free time glaring at the weeds in her garden, organising teenagers, husband and numerous pets. She keeps sane by walking on The Mendips and reading novels galore!

### **Dr Emma Brand**

Emma Brand qualified from Oxford in 2006 and joined the practice in 2011, having completed her GP training in the Bath area. She very much enjoys all aspects of General Practice but has a particular interest in Women's Health and Sexual Health. She normally works all day on Wednesday and Thursday. Outside of work, Emma enjoys countryside walks, travelling, music, and chatting with friends over tea and cake! Emma married and left us to travel abroad with her new husband in 2014 but re-joined us in summer 2015 to provide maternity cover for Dr Alexander for a year

### **Dr Ruth Alexander**

Ruth Alexander graduated from Bristol University in 2005. She works two days a week on Wednesday and Thursday. She has a specialist interest in dermatology and teaching.

### **Dr Philippa Walker**

Philippa Walker qualified from Warwick University in 2009. She completed her Foundation training in London and joined the Practice in 2014, after completing her GP Training in the Bristol area. She works on a Monday, Tuesday and Thursday, and visits one of our nursing homes once a week. Outside of work, Philippa enjoys going to the gym, seeing friends and spending time with her family 'up north!' (well, the midlands that is!).

### **Dr Louise Moakes**

Louise graduated from King's College London University in 2009. She completed her post-graduate training in Yeovil and joined the practice in 2015. She enjoys the wide variety of general practice and has a particular interest in drug and alcohol misuse. In her free time, Louise likes to stay fit by training for and running half marathons as well as road cycling. She also enjoys playing the cello and participates in local amateur orchestra performances whenever able.

## **Other Practice Staff**

### **Practice Manager**

John Moon joined the Practice in 2002. A Business Studies graduate, he gained his management experience in the diverse businesses of transport, fashion, manufacturing, and IT. Healthcare was a new challenge requiring a steep learning curve in the first year, especially as this included studying for the Diploma in Primary Care Management, which John successfully completed in April 2004.

Practice Managers are increasingly recruited from small business commercial backgrounds as General Practice becomes ever more complex and subject to Government targets-led control, demanding a good "all-rounder" with a range of skills including finance, customer service, human resources, legal, payroll, accounts, IT, and premises management.

John is married with 3 grown up sons and lives in Radstock with his wife Denise who is a teacher, though his work within the Practice makes him feel very much part of the Keynsham and Saltford community.

### **Patient Services Manager**

Sarah Crossfield – Sarah has been employed by the Practice for over 25 years and so knows the place inside-out! She is responsible for the day to day organization and running of the Practice both at Keynsham and Saltford.

Her role is also as "Practice Mother-Hen" – she looks after the daily welfare of both the doctors and staff.

## **The Nursing Team**

At St Augustine's we have five nurses, two nursing assistants and a phlebotomist. They are here to offer help and support to enable you to maintain a healthy lifestyle. As well as chronic disease management, they also offer dressings, blood tests, ear syringing, travel vaccines and baby immunisations.

Karen Kocinski and Angela Harris principally run 'Senior Nurses Clinics' within the Practice, where they have their own surgeries, and assess your condition and provide treatment in the same way as a GP. They work closely with the doctors, so even if they are unable to treat you themselves, they can easily arrange for a doctor to see you. You will often have to wait less time to see them than to see a GP.

## **Receptionists**

Our receptionists are trained to ensure that patients are directed to the person that can best help them. They organise appointments, repeat prescriptions, home visit requests and take telephone messages. They also scan hospital letters and correspondence into the computer system as well as dealing with all queries from the public and outside agencies. They arrange patient transport and admissions and help the doctors and Practice Manager with administration.

## **Secretaries**

Our secretaries perform many valuable roles including the typing of referral letters and sorting out Choose and Book referrals. They deal with queries from patients and hospitals, and act as an important liaison between patients and doctors and vice-versa.

## **Clinics/Services**

### **Extended hours**

We now provide additional appointments on a Monday evening ( 6-7.30pm ) and on Saturday mornings ( 8-11am ). These are aimed for people who find it difficult to attend appointments during normal working hours. There are pre-booked appointments only during these times and there is NO WALK-IN or EMERGENCY SERVICE. If you need urgent medical advice or help at these times, please telephone the Out of hours service on 111. Please note there are Accident & Emergency Departments in both Bristol and Bath.

### **Stop smoking clinic**

We provide a very successful stop smoking clinic at Keynsham surgery, once a week on Wednesdays afternoons between 2-4pm.

## **Online Services**

From our website you can book:

Online appointments

Request repeat prescriptions

Change contact details

Please request an online registration letter to use the service. Please advise us whether you would like to collect the letter from Keynsham or Saltford. You will be advised by e-mail (can take up to 2 weeks) when your letter is ready for collection at the Practice.

Please ensure you read the sections below for guidance on how to use the on-line facilities before use.

## **On-Line Appointment Booking**

All appointments shown on the on-line system are for routine appointments at 10 minute intervals.

When you select to book an appointment, you will be shown all available routine appointments in date order detailed by GP or Minor Illness Nurse and by venue (Keynsham or Saltford Surgery). Please see section on Minor illness Nurses and the conditions they can see. Once you select an appointment time, you will be prompted for a reason for the appointment, and it would be helpful if you could complete this box wherever possible.

If you are unable to make your appointment, please either cancel on-line, or call the surgery on 0117 986 5117 (Keynsham) or 01225 873245 (Saltford)

## **Urgent Appointments**

The surgery retains urgent same day appointments which are not available to book on-line.

These urgent appointments are released at 8am and 2pm each day, and you should call 0117 986 5117 (Keynsham) or 01225 873245 (Saltford) for an appointment. Please note that these appointments are for urgent same day cases only.

## **On-Line Prescription Requests**

When you log on to the secure site, and follow the link for prescriptions, you will be presented with a list of medication that you can request as a repeat item along with the date that this was last issued to you.

To select the item, simply click in the box to the left of the item, so that a tick is shown.

At the bottom of the page, there is a text box for any message you wish to accompany your prescription request. This box should be used for example, if you would like to have your prescription sent directly to a Pharmacy. We are able to send your prescription directly to the following pharmacies only:

Boots, Keynsham

Large Lloyds, Keynsham

Small Lloyds, Keynsham

Day Lewis, Saltford

Please type 'Collect at surgery' (specify either Keynsham or Saltford) if you wish to collect the script from the surgery.

Please then click to 'Make Request' and details of the requested items will be repeated back to. Please follow on-line instructions.

As with normal repeat prescription requests, if you are due a medication review, or need an appointment before the prescription can be issued, or have made excess requests for medication, you will be notified by a Receptionist.

### **On-Line Change of Contact Details**

You can change details of your address, and phone numbers on-line. Please note area covered by the Practice (click here to see map), and that only patients living in this area can remain registered.

### **Conditions of Use**

Please ensure you keep your on-line access codes and passwords secret. Please note that the surgery is able to withdraw you access from on-line services at any time. Should your use of the system be deemed inappropriate, such as excess requests, your on-line access will be irrevocably withdrawn.

If you are unable to attend any appointment booked on-line, please inform the surgery immediately by calling: 0117 986 5117 (Keynsham) or 01225 873245 (Saltford)

### **Treatment Room**

Appointments are available at both surgeries for dressings, investigations, injections, vaccinations, cervical smears and removal of stitches.

### **Senior Nurse Clinics**

At Keynsham, Senior Nurses Karen Kocinski and Angela Harris have their own surgeries. They have been trained to assess your condition and can provide treatment in the same way as a GP. You will often have to wait less time to see them than to see a GP. They work closely with the doctors, so even if they are unable to treat you themselves, they can easily arrange for a doctor to see you

### **Travel Clinics**

We run a travel clinic which gives you advice on which immunisations you may need when travelling abroad. Before attending the clinic it is worth checking the following website ([www.fitfortravel.scot.nhs.uk](http://www.fitfortravel.scot.nhs.uk)) to see if any immunisations are recommended

We are also a registered yellow fever centre and offer yellow fever immunisations. For private charges please click here.

Please make sure that you get an appointment at least 3-4 months before you travel. There is a charge for some travel vaccinations.

Regarding malaria prophylaxis please click here for more information.

### **Chronic Disease Management Clinics**

In order to make sure you keep as well as possible and that the management of your chronic medical conditions is best tailored to your needs, the nurses run several chronic disease clinics;

Diabetes

Asthma

COPD

Coronary heart Disease

Hypertension

Stop smoking clinic

### **Childhood Immunisations**

These take place on Monday and Thursday afternoons at Keynsham (parents are sent appointments from Child Health in Bath).

### **Pregnancy Services**

You'll need to see your own doctor to confirm your pregnancy, and then you'll be given a pregnancy pack and asked to make a booking appointment with the midwife. Your own doctor and the community midwife will look after you during your pregnancy. Post natal and baby checks are carried out in routine doctor's appointments and will be arranged for you.

### **Physiotherapy**

An experienced NHS physiotherapist provides free assessment and treatments at both Keynsham and Saltford surgeries. Appointments are on the recommendation of a doctor.

### **Minor surgery**

Minor operations are carried out by all of the doctors except Dr Rose. See your own doctor and if you need an operation a special appointment will be arranged.

### **Clinic For Drug Users**

We run a clinic with workers from the Bath Alcohol Drug Advisory service (BADAS). We offer advice, infectious disease testing and immunisation, replacement therapy for heroin users. To get an appointment you'll need to be referred by your own doctor.

## Emergencies

### Anaphylactic shock

Call for Help 999

Anaphylactic shock is a life-threatening allergic reaction. Usually, but by no means always, it is a reaction to something to which the victim is known to be allergic e.g. nuts, wasp sting. The initial symptoms are: chest tightness, difficulty in swallowing, sweating and looking pale. These are followed by breathing difficulties and possible collapse.

Anaphylactic shock demands immediate action and speedy injection of adrenaline (epinephrine).

Those known to be at risk should always carry an EPIPEN - a device to enable easy self-injection of the required dose of adrenaline (available on prescription). Inject first, then Call for Help 999

### Bleeding (severe)

Call for Help 999

If blood is gushing from a wound, urgent action is needed. Apply direct pressure to the wound with the hand. If you know or suspect something (e.g. glass) is in the wound, press round it.

If other injuries allow, lay the patient down and raise the injured limb/area.

Even less serious head injuries often bleed profusely. Apply pressure round the wound.

Note Nosebleeds are rarely serious: head forward, pinch soft part of nose firmly and continuously for 15 - 20 minutes and apply cold compress, if available, to the forehead. If the nosebleed fails to stop after this time then you should attend your nearest Accident & Emergency Department.

### Broken limb

Obvious fractures need to be taken directly to the Accident & Emergency Department nearest to you.

Suspected fractures (e.g. ankles or wrists) could be assessed by one of our nurses/doctors at either surgery between 8-50 a.m. and 6-00 p.m.

### Dental Emergencies

We don't provide this service so if you have a dental emergency please see your own dentist or, if you don't have one ring NHS Direct on 0845 46 47

### Electric shock

Call for Help 999

Do not touch the victim until the power has been switched off.

If it cannot be switched off, try to break the victim's contact with something non-conducting. Make sure you are standing on something dry and use, say, a long-handled brush.

Only once the source of the shock has been removed,

begin resuscitation if necessary.

### Emergency contraception

Every now and again couples make a mistake with contraception or don't use it when they should have.

Emergency contraception using a pill is available free from the surgery providing the female partner sees a doctor or nurse as soon as possible but certainly within 72 hours of unprotected sex. There is no need to tell the receptionist what the appointment is for, just let them know that you need to be seen today.

There is an alternative method that involves fitting a coil or intra-uterine device and is effective within five days of unprotected sex. The important thing is to come and get advice as soon as possible.

Emergency contraception can also be purchased from local pharmacies by those over 16 for approximately £25. You can also attend one of the family planning centres below for emergency contraception (please ring for an appointment)

Riverside Health Centre (James St West, near Sainsbury's) run a young persons' clinic on Fridays 3pm to 5pm & Saturdays 11am-1pm. No appointment needed  
NHS Walk-in-Centres can help with emergency contraception. Tel: 01225 447695

Keynsham Family planning Centre, Keynsham Tel: 0117 9862423

Tower Hill Family Planning Centre, Bristol Tel: 0117 927 6781

### Fits/Seizures

You should call 999 if;

The patient is unconscious for more than ten minutes

the seizure continues for more than five minutes

they have repeated seizures

it's their first seizure

someone is fitting after they have received a serious injury to the head

they or you are not aware of any reason for the seizure.

You should also move dangerous objects away from the person fitting, and once the fit is over place the person in the recovery position ([hyperlink to below](#))

### Head injury

Any head injury which causes the victim to have even a short temporary loss of consciousness (say 5-10 seconds) needs to be seen at the Accident and Emergency Department.

Most people have a headache, look pale and feel sick and not 'with-it'. This is concussion and should last only about 3-4 hours.

If you are worried or if any of the following symptoms develop, then call the Practice for advice on (0117) 986 2343

double vision  
severe headache  
confusion/speech disturbance  
vomiting  
neck stiffness

### **Heart Attack**

Call for Help 999

The pain of a heart attack usually comes on suddenly, but is not always severe. It typically lasts for 30 minutes or more and is not relieved by rest or GTN spray. The pain is usually a pressure in the centre of the chest which may pass down the left arm, up to the neck, into the jaw and which may give a feeling of weakness.

There may also be

shortness of breath  
cold sweat  
nausea and/or vomiting  
unconsciousness

For further information: please click on the link below  
British Heart Foundation

### **The Recovery Position**

If the patient is unconscious make sure they are able to breathe properly. It may be a good idea to place them in the recovery position, if you are able.

### **Stroke**

Call for Help 999

To help you recognise if someone is having a stroke quickly use FAST - the Face Arm Speech Test  
**F**acial weakness - can the person smile? Has their mouth or eye drooped?

**A**rm weakness - can the person raise both arms?

**S**peech problems - can the person speak clearly and understand what you say?

**T**ime to call 999

If the person has failed any one of these tests, you must call 999

Please note: If the symptoms described above get better after within ½ hour – do not ignore them. Contact the surgery immediately and ask to be seen the same day.

Please click on the link below for further information:  
[www.stroke.org.uk](http://www.stroke.org.uk)

### **Non-Emergencies**

Minor illnesses are common and you can often manage them yourself with the help of this guide. It also gives advice when you should seek help from the doctor, and an indication of how urgently this needs to be done.

Please remember you can call **111**, which provides professional medical advice 24 hours a day.

Remember you could also go to the Nurse-led NHS Walk-in Centres located at;

BATH – Riverside Health Centre, James Street West, Bath

BRISTOL SOUTH – Knowle West Health Park, Down-ton Road, Knowle, Bristol

BRISTOL CENTRAL – Emergency Dept, Bristol Royal Infirmary, Marlborough Street, Bristol

### **Medicines at home**

Paracetamol is suitable for relieving a temperature, headache or toothache. The adult dose is 2 tablets every 4 hours when necessary, maximum 8 tablets in 24 hours.

Ibuprofen is suitable for muscular strains, period pains or toothache. It should not be taken by anyone suffering from asthma or stomach ulcers. The dose is 400mg with food every 6 hours, maximum 3 doses in 24 hours. Please note both paracetamol and ibuprofen can be used alongside each other for severe pain.

**BURNS** – put the area under cold water for at least 5 minutes. Do not put on any old wives remedies such as butter! Take paracetamol for pain. If there is a blister leave it intact. If the area is as large as the palm of your hand then see the nurse within 24 hours.

**COUGH** – usually due to a viral illness, may last 2 weeks. Try hot drinks or steam inhalations. If it keeps you awake at night you can buy linctus from the chemist. See the doctor if you are ill with it, you have pain in your chest when you take a breath in or you are wheezy or breathing rapidly.

**CYSTITIS** (Urine Infection) – symptoms are passing small amounts of urine frequently and urgently with burning. Drink lots of fluids. You can buy tablets from the chemist to treat it. If it has not cleared in 3 days then see the doctor. See the doctor sooner if you have pain in your kidney area (below ribs at the back and sides) or if you are unwell with a temperature.

**DIARRHOEA** – usually due to a virus and may be accompanied by a temperature. It is important to take plenty of fluids such as diluted juices or Lucozade that has been allowed to go flat. These make up for the fluids that you are losing. It may last several days. See the doctor if there is blood in your motions or if you have just returned from abroad. Gripping stomach pain before going to the toilet is common, but if you have constant

pain not relieved by having your bowel open, then see your doctor. We only send stool samples if diarrhoea persists for longer than one week, unless you have been recently abroad or you are working in food preparation.

**DISCHARGE FROM THE PENIS** – may be accompanied by pain on passing urine or pain in the testicles and may indicate a sexually transmitted infection. Make an appointment to see one of the doctors or attend one of the local sexual health clinics below. Prevention is important – use a condom.

RUH Sexual Health Clinic for treating and testing for sexually transmitted infections Tel: 01225 824617  
Milne Sexual Health Clinic Tel: 0117 9282580 (for appointments), 0117 9283011 (for advice)

**HEADACHE** – many causes including viruses, stress (characteristically a feeling of a tight band round the temples in someone who is otherwise well) or migraine (a bad headache over one eye with sickness sometimes associated with zig-zag lines disturbing vision). Try sitting or lying down quietly for an hour and take paracetamol.

Everyone is worried about the uncommon possibility of meningitis. If someone is unwell with a temperature, severe headache and then drowsiness, you should phone the doctor for advice. Neck stiffness (difficulty in curling to touch your nose to your knee as it causes increase in pain) and a rash are seen late in the disease and you should call your doctor urgently if these develop. If your surgery is closed please take the patient to the nearest A&E department.

**INFLUENZA** – a viral illness causing a temperature, muscle aches, sometimes a dry cough or sore throat. It lasts several days. Drink plenty of fluids and take paracetamol as above.

**SORE THROAT** – usually due to a virus. Try taking paracetamol or using soluble aspirin dissolved in a little water, as a gargle. See the doctor if you are ill with it and have a high temperature or have pus on the tonsils at the back of your mouth.

**SUNBURN** – as soon as your skin starts to go red, move out of the sun! Cool water may help the discomfort and you can take paracetamol. See the doctor if the skin is blistered. Prevention is important – sunburn causes cancer. Use high factor sunblock, and cover up with sunglasses, wide-brimmed hat, shirt and trousers. Remember that you can even get burnt in the shade or in water.

**THRUSH** – symptoms are soreness and itching on the outside or inside of the vagina, sometimes with a white discharge. Many things bring on thrush such as a course of antibiotics, using bath bubbles or scented soap which cut down the body's own defences or get-

ting hot under tight jeans! It may be soothing to use natural yoghurt inserted on a tampon. Tablets to be used inside the vagina to clear it can be bought from the chemist or prescribed by the doctor. It is not an urgent problem unless you have a severe pain on passing urine, pain in your lower abdomen, a temperature and a greenish or bloodstained discharge.

**VAGINAL DISCHARGE** – there are lots of bugs that can cause vaginal discharge including thrush (above), only some of which are sexually transmitted. If you have a discharge which does not seem like the description of thrush see the doctor or nurse within a few days for a swab to see what is the cause. Prevention is important – use a condom.

**VOMITING** – usually due to a virus and may be accompanied by diarrhoea or a temperature. Again it is important to take plenty of fluid such as diluted juices or water – some of it may come back up but some will stay down. It is best to try frequent small volumes of fluid. See the doctor if you cannot keep much down or you are not passing much urine or it is very dark which is an indication of dehydration.

## Useful Telephone Numbers

### Surgery

St Augustines, Keynsham - 0117 9862343  
St Augustines, Saltford branch - 01225 873245  
Fax - 0117 986 1176  
District Nurses - 0117 946 1000  
Health Visitors - 0117 946 1000  
Midwives - 0117 946 1000  
Out of hours - NHS111

### Chemists

Boots - 0117 986 3247  
Large Lloyds - 0117 986 3678  
Small Lloyds - 0117 986 4578  
Day Lewis (Saltford) - 01225 87445

### Hospitals

Royal United Hospital (RUH), Bath - 01225 428331  
Bristol Royal Infirmary (BRI) - 0117 9276998  
Southmead Hospital, Bristol - 0117 9505050  
Frenchay Hospital, Bristol - 0117 9701212

### Miscellaneous

Dental Helpline - 0845 7581926  
NHS Direct - 0845 4647  
National Drugs Helpline - 0800 776600  
Rape Support Centre - 01793 541144  
CRUSE – help with bereavement - 0844 4779400  
British Pregnancy Advisory Service - 08457 304030  
Samaritans - 08457 909090  
Womankind (advice on problems particularly faced by women) - 0117 9252507  
Drinkline (concern about your own or someone else's drinking) - 0800 9178282



## Doctor timetable

<b>KEYNSHAM</b>		
<b>Monday</b>	<b>AM</b>	Dr Woodward Dr Sunthankar Dr Fletcher Dr Reddy
	<b>PM</b>	Dr Reddy Dr Walker
<b>Tuesday</b>	<b>AM</b>	Dr Reddy Dr Rose Dr Walker Dr Harrison
	<b>PM</b>	Dr Fletcher Dr Walker
<b>Wednesday</b>	<b>AM</b>	Dr Woodward Dr Harrison
	<b>PM</b>	Dr Woodward Dr Sunthankar Dr Brand Dr Harrison
<b>Thursday</b>	<b>AM</b>	Dr Woodward Dr Brand Dr Walker
	<b>PM</b>	Dr Woodward Dr Reddy
<b>Friday</b>	<b>AM</b>	Dr Sunthankar Dr Fletcher
	<b>PM</b>	Dr Woodward Dr Harrison

<b>SALTFORD</b>		
<b>Monday</b>	<b>AM</b>	Dr Rose Dr Walker
	<b>PM</b>	Dr Sunthankar Dr Woodward
<b>Tuesday</b>	<b>AM</b>	Dr Fletcher Dr Harrison
	<b>PM</b>	Dr Reddy
<b>Wednesday</b>	<b>AM</b>	Dr Sunthankar Dr Brand
	<b>PM</b>	Dr Fletcher
<b>Thursday</b>	<b>AM</b>	Dr Reddy
	<b>PM</b>	Dr Brand Dr Walker
<b>Friday</b>	<b>AM</b>	Dr Woodward Dr Moakes
	<b>PM</b>	Dr Sunthankar Dr Fletcher

It should be noted that this timetable may change slightly to account for Doctors' annual and study leave



## **How do I make an appointment ?**

To make an appointment with a doctor or Practice nurse please telephone:

Keynsham 0117 986 5117 or Saltford 01225 873245

8am to 1pm and 2pm to 5pm.

Alternatively you can book appointments online.

For those wanting same day urgent appointments we now operate a triage system, where the receptionist takes your number and then a senior nurse or doctor rings you back. This allows us to deal with your request in the most appropriate and safe way.

Our experienced nursing team have specialist training in minor illness, asthma, diabetes, heart disease and family planning. Where appropriate you may be offered or may choose a nurse appointment rather than seeing a doctor. Please see the list of conditions our minor illness nurse can deal with. We offer pre-booked appointments (usually approx 60% of total appointments) to enable patients to organise their lives, but keep the remainder available for emergencies and sudden illness, and these are only released at 8am (for the morning appointments that same day) and at 2pm for the afternoon appointments. If you do not work please leave the early morning and late evening appointments for those who work. Please read the section on How to get the most out of my appointment ?.

## **How do I get the most out of my appointment ?**

The following points will help you to get the most out of the service we provide and will greatly help us.

### **Keep your appointment**

Around 250 appointments are wasted each month because patients book an appointment and then simply fail to turn up! This is a terrible waste of our time and contributes significantly to waiting times. Every day we have patients who can take cancelled appointments provided you cancel your appointment and let us know within a reasonable time.

### **One person per appointment**

It may be tempting to ask the Doctor to see another patient during your appointment (e.g. accompanying child/spouse). Much as we would like to help, please remember that each appointment lasts 10 minutes. GPs are already very stretched having to deal with your problem in only 10 minutes as it is and GPs are currently campaigning to be given the resources to have more time with their patients. The only reason that appointments are 10 minutes long is to balance supply and demand. Longer consultations would lead to longer waiting times (we could not see as many patients per day). If we have to see an additional patient during your

appointment, it gives us only 5 minutes to deal with your problem - and that is unreasonable for both doctor and patient. If the extra patient is an absolute emergency, please let the reception staff know upon arrival and the emergency case will be slotted in with the first available doctor.

### **Do you need a longer appointment?**

If your problem is more complicated or you think you may need longer than 10 minutes, then please feel free to book a double appointment. Female patients who may have been advised, or anticipate, an internal examination or smear should book a double appointment. (However, most routine smears are done by the nurses, not the Doctors)

### **Do you need to see the doctor at all?**

We are lucky enough to have two minor illness nurses (Sisters Karen Kocinski and Angela Harris) who have undertaken special training to deal with a wide range of minor illnesses (Please see the list of conditions they can deal with) You will often be able to get an earlier appointment with them. The other nurses also perform many duties e.g. vaccinations and dressings.

If you want to find out the date of your hospital appointment it is best either to phone the hospital directly or speak to one of our medical secretaries (Julia or Jayne).

Pharmacists also provide a very useful, and often overlooked, service to patients. They are qualified to advise on many different treatments that you may try before seeing the doctor. They are an invaluable source of information and advice for treatment of simple sore throats and colds.

Please try not to bring a long list of problems to the doctor.

If there are several things that are worrying you, do mention them but if the doctor feels they are not linked together, he or she might ask you to come back another time for some of the problems.

### **Try to be concise and to the point**

You might want to jot down a few points on a piece of paper before you come to see us. Over 90% of the information gained in making a diagnosis comes from the symptoms given to us and not the examination, as people often think. If you can give us an accurate and concise history, it makes our job much easier.

## **How do I request a repeat prescription ?**

All our repeat prescriptions are on computer and you will be given a request slip listing medications you are allowed to order without seeing a doctor. Requests can be made by ticking which items you require, your preferred chemist and then handing the slip into the pre-

scription desk, or sending it in by post with a stamped addressed envelope. You can also request your repeat prescription online. You will be allowed to do this until you reach your medication review date as shown on the repeat prescription slip. At this point you will need to have your medication reviewed by your doctor so please make an appointment. If you have any queries about your repeat prescription you can call 0117 916 1214 and it is open from 10am to 12.30pm each week-day, but please note this line is not for ordering repeat prescriptions.

Please be careful about dosage of the drugs and check them on your repeat prescription slip. Also note you will not be allowed to request drugs which are not on your repeat prescription. You will be dispensed your usual quantity of drugs as shown on your repeat prescription.

The standard amount of medication dispensed is for 2 months. Occasionally, your doctor may decide for safety reasons that only 1 month of medications will be issued. Patients who have difficulty knowing how to take their tablets can discuss this with their pharmacist. Prescription charges

The current cost of a prescription is £8.20. You may be exempt depending on your circumstances. You can buy a prepayment certificate lasting 3 months (£29.10) or lasting 1 year (£104). This is useful if you have a number of regular items and are not exempt from charges as all your prescriptions would be free with the certificate. Get more information and apply on-line at Prescription Exemptions. Follow the link halfway down the page for details on how to apply.

There is considerable wastage of NHS resources every year because of unnecessary requests for more medication. Please only request medication that you are actually using and need and avoid hoarding. Do discuss your medication at any time with your pharmacist, nurse or doctor if you are uncertain about whether you do need it.

### **How do I request a Home Visit ?**

We can usually deal with problems better at a surgery appointment. Home visits take about four times as long as normal appointments and are for patients who are housebound because of their medical condition. If you think you need a home visit please call as early as possible (before 11am).

The doctors may phone you back before they come, to make sure they are the best person to see you. Sometimes other health professionals like district nurses may be more appropriate. Please note that we are usually able to examine patients better and can do more tests in the Practice.

### **How do I register ?**

Please visit the surgery to register, preferably in the afternoon when we are not so busy. You will need to bring with you your medical card, if you have one, updated with your new address and telephone number. If you do not have a medical card you will be required to complete a registration form, which will require your last full home address and name and address of your last GP.

Please download, print off and fill in the following forms (available on our website) prior to your visit, to make the registration process quicker for you.

GMS registration document  
Additional information form

Reception can supply you with a practice brochure and give you a brief description of the Practice. We like to offer all new patients an appointment, so we can meet each other, and learn more about your medical history.

Entitlement to NHS GP services is granted to UK permanent residents or temporary residents who have a settled purpose for more than 6 months eg a University course or a work permit exceeding 6 months.

We will need to see photo identification (preferably a passport, but photo driving licence is acceptable) plus evidence of residence for more than 6 months (eg a utility bill in your name, or a tenancy agreement) and for overseas visitors evidence of your right to study or work for more than 6 months (eg confirmation of university place). Please bring these with you when you come to register.

### **How do I request a sick note?**

The rules on sick notes are:

For the first three days of an illness your employer does not legally require any sick notes.

For days 4, 5, 6 and 7 you can give your employers a Self Certificate sick note. This is a form you complete and does not require a doctor's opinion.

For any illness over 7 days long you will need a doctor's note.

If your employer wants a doctor's note for a period of illness less than a week we are not obliged to issue any certificate. In special circumstances we can issue a private sick note (please see list of charges)

For illnesses and injuries which have involved the hospital or A&E (such as a broken wrist) we are able to use Consultant letters as proof of illness and can in many cases safely give you a sick note without you having to come into the surgery. The hospital wards and A&E can issue you with a sick note if you ask them at the time.

If you have a long term illness we are often able to give you a sick note from your records without you having to come into the surgery to be seen.

Further help and information:

DWP - statutory sick pay

HM Revenue & Customs - self certification form SC2

### **How do I find out test results?**

Please wait for the following periods before ringing (on 0117 9862343, option 2) for a result;

Blood test (1 week)

Urine specimen or swab (10 days)

X-rays (2 weeks)

Sexual health swabs (3 weeks)

Cervical smear (6 weeks)

Samples taken at minor surgery (4 weeks)

It is your responsibility to check your blood results.

Please do not assume that because we haven't phoned you, the result is normal

If any of your contact details have changed please let us know (you can do this also online).

### **How do I give feedback (comments, suggestions and complaints) ?**

We have always stressed the importance of communication. What we perhaps stress less often is the two-way nature of the process. We believe that the better we understand your needs, the better service we are able to provide. Your comments, positive as well as negative, are vital to us.

In addition to comments on what is currently happening, we welcome comments on what might be. Of course we are always time and cost-limited, but is there anything you would want us to try to include in the future? Please feel free to write to, or email John Moon, the Practice Manager.

Inevitably in any large and busy organisation there will be things that don't work as well as they might. No system is ever perfect. Like any quality organisation, we are determined to do our best to rectify any short-coming and to try to ensure it cannot happen again. For this we need your help. If you wish to make a complaint please discuss it with John Moon, the Practice Manager either in person, by phone, by fax or by email and let us try to produce the solution. Complaints forms are kept at reception in the surgery. We also keep "problem" forms for when you do not want to make a formal complaint but want to draw our attention to a problem and possibly suggest a solution. Complaints will be accepted and investigated even if anonymous, but we prefer to have the details of the complainant so that we can respond to individuals and

report back the results of our investigations and any changes we plan to make as a result. We hope that together we can create the best GP Surgery for us all.

### **How do I join your list from another local Practice ?**

If you wish to join our list from another local practice for any reason please make an appointment with us to discuss this. This will give you an opportunity to decide whether it is in your best interests to change practices.

### **Change my contact details ?**

Please do this either online or by telephoning or writing to the Practice.

### **Information for patients**

The practice has been an accredited for Vocational Training in General Practice since 1978, providing supervised training to young doctors who wish to qualify as GPs. Their degree of supervision depends on the stage of their training. Dr Blackwell and Dr Davidson are currently the approved trainers in the practice

You may find these doctors in training sitting in with your own doctor or video taping your consultations for teaching or assessment purposes. These remain confidential at all times. Reception will inform you at the time of booking, whether your consultation will be videoed, and will request your consent. If you wish to decline, please feel free to inform a member of the staff.

We also have a substantial commitment to Bristol University for the teaching of medical students at all stages of their medical training. This is often rated by the students as the most useful and interesting part of their medical course and we are very grateful to the patients who participate in this. Again if you would prefer not to do so on any occasion, please feel free to say so. There is no obligation. As trainee doctors, the students are bound by the same confidentiality rules as all members of the Health Care team.

### **Teenagers**

#### **Confidentiality**

Many parents and young people do talk about health care problems together, but many do find it very difficult, especially when this may be of a personal nature such as contraception or sexual health, depression or drug problems. Asking your doctor for help and advice can be very reassuring, and can help relieve the stress you may be feeling in thinking about such issues.

You are very welcome to bring a friend, parent or partner with you to your appointment for support.

Even if you are under 16 years of age, information about you remains confidential, just as it would for an adult. If you seek advice for any problem, from a common complaint to something more personal, your doctor or nurse will not tell anyone else what has been discussed.

### **Exceptions**

In exceptional circumstances, the doctor may believe that keeping a secret puts either you as the patient or someone else at risk of harm, for example, if he/she suspects you were being seriously hurt in some way and may wish to involve other Health Care Professionals in helping you. Of course, this would not be passed on without first discussing this option with you.

### **Sexual Health**

The surgery provides contraception and sexual health services. These services are also provided at the following places;

Riverside Health Centre (James St West, near Sainsbury's) run a young persons clinic on Fridays 3pm to 5pm & Saturdays 11am-1pm. No appointment needed  
RUH Sexual Health Clinic for treating and testing for sexually transmitted infections Tel: 01225 824617  
NHS Walk-in Centre can help with emergency contraception. Tel: 01225 447695  
Keynsham Family planning Centre, Keynsham Tel: 0117 9862423  
Tower Hill Family Planning Centre, Bristol Tel: 0117 927 6781  
Milne Sexual Health Clinic Tel: 0117 9282580 (for appointments), 0117 9283011 (for advice)

### **Information and Advice**

In addition to services at the Surgery 'Off the Record' is a free service providing confidential information, advice and counselling for young people aged 12-25 years.  
Email: [office@offtherecord-banes.co.uk](mailto:office@offtherecord-banes.co.uk)  
Tel: 0800 389 5551  
Helpline: 0808 80 10 724  
Website: [www.offtherecord-banes.co.uk](http://www.offtherecord-banes.co.uk)

### **Our Strategy**

#### **Getting Health Together – our strategy in brief**

Our aim is to play a leading role in making our community – including our patients, ourselves and the wider world – healthier. For us a healthy community is one in which the people are engaged, balanced, resilient, fulfilling their potential and cherishing one another and their world.

We hope to fulfil our aim by working to these objectives:

Respond in a timely and efficient way to patients' requests for help.

Respond to the needs of our patients and community in a holistic way.

Remain competent and up to date in mainstream medicine.

Care about people, about ourselves and about our environment.

Promote health and prevent illness.

Look forward and innovate.

We are facing an enormous challenge. Despite the material wealth of our nation and the unprecedented investment in healthcare, demands on the National Health Service continue to outstrip resources and, by many measures, our society and our environment are declining. There are many and complex reasons for this, most of which are not addressed by providing technological solutions, yet they have their place. For this reason we must seek to transcend the tendency for healthcare professions to hold a narrow view of suffering and how to meet it. This requires us to continue to extend the boundaries of our thinking and exploration, and to work with others who think differently to ourselves. In this way we will remain in contact with the enduring human qualities: compassionate caring, going the extra mile for the sake of someone who is suffering, understanding the unchanging needs of human beings.

Please give us feedback (see How do I give feedback section of website ?) on how we are doing. Whether you feel we have done well or badly, please let us know.

### **History**

The practice was founded in 1905 by Dr William Peach Taylor who practiced from No 2 Station Road within the grounds of the ruined Augustinian Abbey – the largest in Europe. With the building of the Keynsham bypass in the 1960s and the demolition of No 2, the practice moved next door to its present home. Medical care has changed beyond recognition during the practice's lifetime but the practice culture of personal and compassionate care endures. We are now in a period of change greater than any seen since the birth of the National Health Service in 1948. The medicine of the 21st century, with its increasing reliance on technology and industrialized care, tests our ability to hold on to our values more than ever before.

### **Research**

St Augustine's Surgery has been committed to non-commercial research work for many years, and particularly since 2000. It is unusual for a practice to be actively involved in this type of research to this extent. We do it, not only to further medical knowledge, but

also to help maintain the dynamic and enquiring team spirit at St Augustine's.

#### Collaboration with Universities

St Augustine's has 'hosted' many studies organised by the Medical Research Council, Bristol University, University of Bath and elsewhere. This usually involves recruiting patients to studies on behalf of the lead institutions. Recently, we have collaborated in this way for research into catarrhal deafness in children, the value of exercise in patients with type 2 diabetes, preventing internal bleeding from prescribed low dose aspirin, and combining anti-depressant medications for persistent depression. We have also supported and advised academic researchers and post graduate students on the design and conduct of research in primary care.

#### 'In-house' research studies

Over the years, we have carried out our own 'in-house' research - devising the study protocol, obtaining funding, gaining approval from the ethics committee, carrying out the research work and then analysing and disseminating the findings. These projects have been in areas that are seldom covered by the larger institutions, especially the role of the creative arts in healthcare. These studies have focused on smaller numbers of patients giving us findings rich in quality rather than quantity. We have completed studies about the feasibility of increasing the use of community and voluntary organisations in healthcare; studying the role of storytelling in the management of people's chronic pain; and a series of projects involving the possible value of non-medical entries in patients' computerised notes - what you might call 'word portraits'. This involved a study of GPs' and patients' reactions to a creative writer's impression of medical consultations.

#### Community Outreach

Since 2012 we have been involved in an experimental community development project which is a form of action research. This aims to find ways of enhancing 'health creation' within the community, so that living or working in Keynsham becomes a source of health and wellbeing. This has involved forming a new community organisation, 'Keynsham Action Network', which uses a form of asset-based community development to shift social norms in a direction that helps loneliness and enables greater fulfilment.

#### The Research Team

Although he retired as a partner in February 2008, Dr William House continues as research lead with additional support from other members of the practice team. Of course, patients are the key team members in our research work. We are very grateful to all those patients who have already helped us with research projects. As a patient you may be approached to participate in a study and your co-operation will be very

much appreciated. However if you don't wish to take part that decision is respected and your medical care will not be affected in any way.

#### Patient Participation Group

The St Augustine's Patient Participation Group (PPG) held its first meeting in July 2006 and aims to meet on average every 10 weeks. The group is made up of patients who responded to a request for volunteers who wished to discuss a broad range of problems faced by a modern General Practice and take part in developing solutions to those problems. Volunteers were asked to consider if they could represent the views of a wide section of patients and not use the group as an opportunity to further personal aims for preferential healthcare.

The practice also aims to provide 3 members of staff at each meeting where possible, which will include a manager, and 2 other team members who might be doctors, nurses or admin staff.

The agendas are made up of a mixture of information and discussion items. The information items are designed to keep the patient members updated regarding the workings of the Practice, and aware of changes which are taking place in the NHS in a much more balanced way than is given by media sound-bites. The discussion items invite the patient members to give their views and influence the way the Practice works now, or how it responds to future changes in the NHS.

It is anticipated that after 2 years (ie July 2008) some members will step down and new members be invited.

#### Complementary Practitioners

We have long had ties with complementary practitioners and a number of them work privately at Saltford surgery. Please feel free to pick up leaflets from Saltford Surgery. Many of them offer concessional rates. Please see the list below;

Caroline Lloyd - Acupuncturist - 0117 9246738

Sarah Day - Chiropodist/Podiatrist - 0117 986 5210

Nick Mawer - Hypnotherapist - 07954425548

Barbara Lewis - Medical Herbalist - 01761 452587

Kate Harris - Osteopath - 01225 873245

Brigitte Kingsley - Physiotherapy - 07941 743234

Elisa Morris - Counsellor - 01225 892442

Andrew Vincent - Homeopath - 07738 075343

#### Choose and Book

This is a government led initiative with the intention of helping patients to Choose their hospital for treatment and Book a convenient appointment. Please request the practice's information leaflet.