

## Other Services

**Prescribing and Reviews** - To improve patient safety, repeat medication requests and medication comments/questions must come via the on-line Repeat Prescription section of NHS app or Patient Access (***we do not take repeat prescription requests over the telephone***). You can email the team with queries regarding your medications using [bnssg.L81118.prescribing@nhs.net](mailto:bnssg.L81118.prescribing@nhs.net). **Please note that only certain medications will be treated as medically urgent for same day processing.** Please allow at least 48 hours (over working days) to process requests.

**Referrals** - The secretaries can answer any queries about your referrals. You can contact them at: [bnssg.L81118.Secretaries@nhs.net](mailto:bnssg.L81118.Secretaries@nhs.net)

**Online services.** We encourage patients to download the NHS app. This allows you to: view your record, book some appointments, review and order repeat medications and links to other NHS services. This account can be created directly when setting up the app.

**Home Visits** are reserved for the following groups of patients only: terminally ill; entirely housebound or patients who are severely ill and cannot be mobilised.

**Website.** We try to keep our website up to date with any service changes/health promotion messages. It also contains lots of links to self-help advice and information on long term conditions. There are also links to surgery points of contact.

**The Practice Complaints Procedure.** We do our best to provide a high standard of care. However, occasionally things do go wrong and misunderstandings may arise. If this happens, we would like to be able to find out what the problem is and, if possible to resolve it and improve the way we work in the future. To support this we manage complaints in compliance with the NHS national criteria. Our practice complaints manager is Gavin Richards. The practice complaints leaflet gives details of the procedure and is available from reception or from our website. We also value your feedback so please do talk to us.

**Removal of Patients from List.** Patients will be asked to register with a new doctor if they move to a new area. Should there be a breakdown of trust between doctor and patient, the practice reserves the right to have a patient removed with 30 days' notice given to the patient. **The Practice will write to patients informing them of the reason for their removal.** In case of serious misconduct, (e.g. abusive or violent behaviour) patients will be removed from the list without notice and within 7 days.

**STOKE GIFFORD AND CONYGRE MEDICAL CENTRES**  
**[WWW.STOKEGIFORDMEDICAL.CO.UK](http://WWW.STOKEGIFORDMEDICAL.CO.UK)**  
**T: 0117 979 9430**  
**E: [BNSSG.STOKEGIFORD.EMAIL@NHS.NET](mailto:BNSSG.STOKEGIFORD.EMAIL@NHS.NET)**

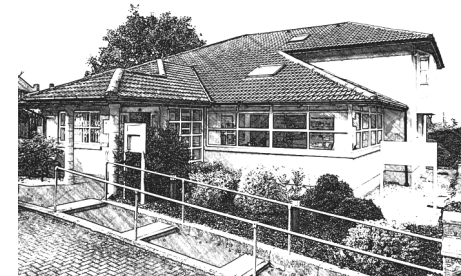
## Stoke Gifford and Conygre Medical Centres

*Helping you to make the most of your health*

## Practice Information



**Stoke Gifford Medical Centre**  
**Ratcliffe Drive, BS34 8UE**



**Conygre Road Medical Centre**  
**Conygre Road, BS34 7DA**

Tel – 0117 979 9430 Fax - 0117 931 4347

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

## Welcome

The Doctors aim to help you make the most of your Health. We are a friendly, forward looking medical practice offering a high standard of care within a supportive team, sensitive to the needs of the whole person.

We ask that Patients accept responsibility for their own health and co-operate fully with the practice team when discussing and managing health care.

**Registering with the practice.** Registration packs can be collected from reception or you can register directly using a form on our website. Paper forms can be returned to reception.

We only accept patients in the Stoke Gifford and Filton areas. The practice boundary can be checked via our website or with a receptionist.

We work hard to make sure that our services are inclusive and accessible to all. Please let us know if you have specific access needs.

We welcome constructive comments or suggestions.

**Accessibility.** All clinical rooms at Stoke Gifford are on the ground floor and are fully accessible to wheelchair users. Conygre Road has 3 fully accessible clinical rooms. Both sites have reserved car parking spaces for blue badge holders. Both reception areas have a hearing loop.

## Practice Doctors and Staff

**Dr Peter Young** (Partner)  
**Dr Frances Wood** (Partner)  
**Dr Simon Bodey** (Partner)  
**Dr Nowshaba Hussain** (Partner)  
**Dr Yusra Khan** (Partner)  
**Dr Kathryn Blenkarn** (Associate Doctor)  
**Dr Kate Charkham** (Associate Doctor)  
**Dr Charlotte Herring** (Associate Doctor)  
**Dr Catherine Mathews** (Associate Doctor)  
**Dr Jennifer Robertson** (Associate Doctor)  
**Dr Matthew Smith** (Associate Doctor)  
**Dr Frances Heathcote** (Associate Doctor)  
**Mrs Joanna Jenkins** (Nurse Practitioner)  
**Mr Matthew Dixon** (Paramedic)  
**Mrs Adella Gibbon** (Paramedic)  
**Mr Luke Packer** RGN  
**Mrs Tina Stait** RGN  
**Ms Vicky Chamberlain** RGN  
**Mrs Margaret Feeney** RGN  
**Mrs Carey Robetson** RGN  
**Mrs Allison Lucas** RGN  
**Mrs Sonja Fradgley** (Pharmacist)  
**Mrs Carly Laxon-Takooree** (Pharmacist)  
**Ms Rebecca Awre** (Pharmacist)  
**Mr Gavin Richards** — Business Manager  
**Mrs Debbie Grant**—Patient Services Manager

## Our Services

**Contacting the Practice.** Where possible, please use the '**Klinik**' link on our website to contact the practice.

**Accessing GP appointments.** Please use '**Klinik**' (via our website) to consult with a GP. Our team review these requests throughout the day and will arrange for the most appropriate clinician to contact you. The GP will decide how to best conduct the consultation (e.g. phone, on-line, face to face etc). In order to help the GPs prioritise their calls, we will ask for a description of your condition.

**Nurse Practitioner Team.** Nurse practitioners have specialist training (E.g. conducting physical examinations) to assess undiagnosed problems. They diagnose, treat and provide counselling and information. They are able to see people with a wide range of health issues, and they provide a complimentary service as part of the wider health care team.

**Practice Nurse Team.** Available by appointment for: dressings; ear syringing; blood samples as requested by the doctor; contraception and advice on minor health problems. They are also involved with the health promotion activities including children's immunisations, cervical smears, family planning, asthma and diabetes care. Please phone the practice to make a nursing team appointment.

**Receptionists** are your first point of contact with the practice. They provide information and help you to make the most appropriate appointment. They are requested to gather certain information for GP's So please provide full answers to them.