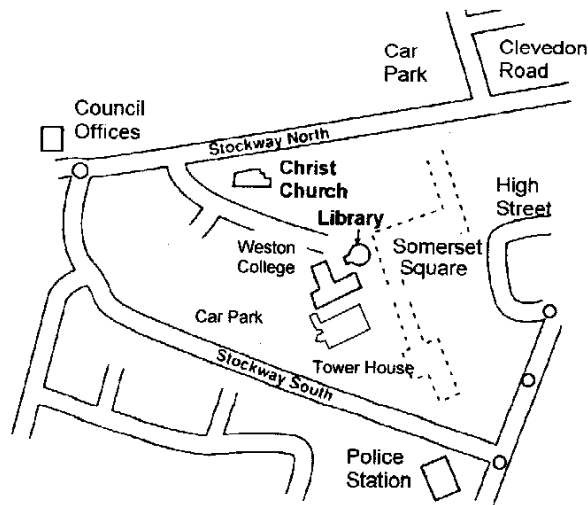


Our Opening Hours are

Monday	7.30am – 7.30pm
Tuesday	8.15am – 6.30pm
Wednesday	8.15am – 7.30pm
Thursday	8.15am – 6.30pm
Friday	7.30am – 6.30pm

How to find us



Please note - it is important that we always have your current address and phone number. If you have asked BT to block anonymous calls we may not be able to call you - please contact our Practice Manager if this is the case.



NAILSEA
Family Practice

Tower House Medical Centre
Stockway South
Nailsea, Bristol BS48 2XX
Tel (01275) 866700, Fax (01275) 866711
Out of Hours 0845 121 0235
Email nfp@towerhouse.nhs.uk
Website www.towerhouse.nhs.uk

Health Visitors..... Nailsea 866737
District Nurses..... Nailsea 866747
Midwives Nailsea 866757
Appointments Nailsea 866766
Prescriptions (10am to noon).... Nailsea 866777

Dr Timothy Southwood (Male) BDS MB BS (London) DGM
DRCOG MRCGP DFFP DPD registered as a doctor in 1981.

Dr Mary Backhouse (Female) BM (Southampton) MRCP MRCGP
DRCOG FPCert registered as a doctor in 1980.

Dr Freya Scott (Female) MBBS (Newcastle-upon-Tyne) DFFP
DRCOG DCH MRCGP registered as a doctor in 1997.

Dr Penny Gilbert (Female) BSc MB BS (London) MRCGP DFFP
DRCOG registered as a doctor in 1991.

Dr Laura Paterson (Female) MB ChB (Bristol) MRCGP registered
as a doctor in 1994

Dr Clare Boulind (Female) MB ChB (Sheffield) MRCGP DCH
DRCOG registered as a doctor in 1996

Dr Edward Mann (Male) MBChB (Sheffield) MRCGP DFFP
DRCOG DCH registered as a doctor in 2000

This practice is contracted to provide Personal Medical Services with NHS North Somerset, Waverley House, Old Church Road, Clevedon BS21 6NN, who are also responsible for the Out of Hours service.

Welcome to our Practice.

We have produced this leaflet to help you get the best from the services we offer.

If you wish to register as a patient of the practice please ask at reception. You can ask to join the list of your preferred GP, but please be aware that from time to time we close the lists of individual GPs to prevent them getting overloaded.

We work mainly on a personal basis so for routine appointments you will normally see the doctor with whom you are registered. We like to meet our new patients at a new patient check. This appointment enables your doctor to meet you, go through your medical history, any medication you are taking and ensure that we arrange appropriate follow-up of any long term conditions.

We try to give enough time to our patients and are keen to deal not only with physical but also with preventive, psychological, social and spiritual issues.

Protection and Use of Your Information

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information. It may also be needed if we see you again.

There are times when we have to pass on information about you to other people such as hospitals, Social Services or the Health Authority. This is always done confidentially or by removing your identifying details when they are not essential. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

If at any time you would like to know more about how we use your information you can speak to our Practice Manager, Carole Brooke or her assistant, Lynn Sceats.

Appointments

We work an appointment system but we will always attend to urgent medical problems as necessary. For an appointment phone Nailsea 866766 (from 8.00am) or call at Reception, which is open Monday to Fridays from 8.15am. If you are unable to keep an appointment please let us know so we can offer

Mr Frank Keeley - Urologist
Mr George Langkamer - Orthopaedics
Dr Simon Croxson - Diabetes

Other visiting people & organisations:

Staff from North Somerset Specialist Drug & Alcohol Service, ARA, Carers' Support Group, BATTLE, Forget-Me-Not Clinic. A Nurse Continence Advisor holds a confidential drop-in clinic on the 4th Monday of each month.

Other Personnel based at the Medical Centre:

Health Visitors, District Nurses & Midwives - May be contacted at the Medical Centre when required. Please see the telephone numbers on the front of this leaflet.

Podiatrist (Chiropodist) - Referrals are made through your doctor or nurse.

Physiotherapist, Speech Therapist, Dietician and Audiologist - If you need treatment this will be arranged by your doctor.

Primary Care Mental Health Service - Positive Step has appointments in the surgery. Referral via GP or self-referral tel: 0800 688 8010.

Suggestions and Complaints

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our practice complaints leaflet gives details of the procedure and is available from reception.

We aim to provide a good service to our patients, and we expect you to respect our aims and to keep us informed if you change your address or telephone number, or need to cancel an appointment.

We do not tolerate any violent or aggressive behaviour towards our staff, or other staff working here, or to other patients, and if you break this rule you may be asked to register elsewhere.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur. If you have any suggestions, compliments or complaints regarding the provision of services and care please do not hesitate to contact Carole Brooke, our Practice Manager, or Lynn Sceats her deputy.

Minor Accidents - Patients who suffer a minor accident during Medical Centre opening hours on Monday to Friday can get attention at the Treatment Room as an alternative to visiting one of the hospital casualty departments.

Minor Operations - We are happy to provide this service for our patients when appropriate. We aim to provide a rapid service which will save referral to hospital. Your doctor will advise you when this is possible.

Treatment Room - Our treatment room nurses are available for consultation and advice - please make an appointment if you need this.

No Worries Clinic and Young People's Counselling Service - We have a young person's clinic on Wednesday afternoons from 3.30pm - 5.30pm for sexual and other health matters.

GP Registrar and Salaried GPs

The practice is a training practice and we usually have a GP Registrar working with us. We also occasionally have medical students working with one of the doctors in the practice.

Drs Claire Wilson and Martha Hilland work as Salaried GPs.

Dr Jenny Eachus is our GP Registrar.

Practice Nurses - Our nursing staff are:

Elizabeth Davy RN, Nurse Prescriber

(Lead nurse, Minor Illness / Health Promotion / Family Planning)

Sue Hoskins RN (Health Promotion nurse / Minor Illness)

Amanda Bamford RN (Health Promotion nurse / Treatment room nurse)

Angela Reed-Fox RN (Treatment room nurse)

Catherine Hunter RN (Treatment room nurse)

Kathy Rixon RN (Health Promotion / Lead Treatment room nurse)

Ann Elwell RN (Health Promotion / Treatment room nurse)

Celia Roberts - Nurse Technician

Hayley Smith - Nurse Technician

Hazel Saunders - Nurse Technician

Visiting Consultants

Mr Graham Porter - Ear, Nose and Throat Surgery

Dr Frank Wernicke's team - Psychiatry

Dr Julie Parker - Psycho-Geriatrics

Dr Tricia Tallis - Child & Adolescent Psychiatry

Dr Diana Howlett - Community Paediatrician

it to someone else.

Routine appointments are for 10 minutes. Emergency doctor appointments are shorter - the doctor will only be able to deal with one matter at this appointment.

Telephone appointments are also available. These are a 5 minute appointment when the doctor will ring you at a pre-arranged phone number as part of their routine surgery. It is also possible to speak to a nurse on the phone. Please contact reception for further details.

We have a Minor Illness nurse who triages same day appointment requests each morning. She is able to offer advice on the phone. She also sees patients as well as the Emergency Doctor each morning. The purpose of the Emergency Doctor is to give attention as quickly as appropriate to patients with a problem that must be seen the same day. In order to keep this facility available for genuinely urgent matters please do not request urgent attention if your problem could wait until another day.

Several doctors work part time, and hence are not here every day. Other than this each of the doctors has a surgery for which appointments may be booked every weekday morning except when they are acting as Emergency Doctor. (Some surgeries run from 9am.) In the evenings the doctors hold surgeries from 4pm to 6pm on a rota basis, and the receptionist will be able to advise you of your doctor's availability when making an appointment.

We offer extended hours - please see back page.

Home Visits

We will make home visits to patients who are too unwell to come to the surgery. However, before requesting a home visit please remember that we can see as many as six patients in the surgery in the time that it takes to make one house call. It would be appreciated if requests for home visits could be made by 10:30am if possible. This will enable us to plan our work. Please note that it may not always be possible to make non-urgent visits the same day.

Emergency Calls

Outside surgery hours, emergency medical services are the responsibility of NHS North Somerset. If you need advice or emergency medical attention

outside our opening hours please ring 0845 121 0235. You can get medical advice at any time from NHS Direct on 0845 4647.

Access for Disabled People

Ramp access to the Medical Centre is available from the Stockway South car park. All the doctors' and nurses' surgeries are on the ground floor, and access to the first floor is available by lift. Disabled parking spaces are located immediately in front of the building. A toilet suitable for use by disabled people is available on each floor.

Prescriptions

Medicines are not available from the Medical Centre but there are three dispensing chemists in Nailsea. Some local supermarkets have late dispensing facilities. Please see the signs displayed at each chemist, or ask at Reception for details. Please note the pharmacy at Tesco, Clevedon has long hours but is NOT available 24 hours a day.

If your Doctor decides that you need a regular supply of medicine he/she will set up a repeat prescription on the Practice computer. With your prescription you will be given a re-order slip to keep until you need further supplies. On the re-order slip you are asked to state which chemist you wish to use on each occasion. When you need further supplies please hand or send the re-order slip in to reception and allow 48 hours before collecting.

We are happy to accept prescription requests by telephone on Nailsea 866777, but only between 10am and noon Monday to Friday. Otherwise please use the re-order slip provided, or if you have lost it a form is available at reception. You may fax a request to us on Nailsea 866711, or you may email a repeat prescription re-order using the form at <http://www.towerhouse.nhs.uk/pxorder.htm>

Results of Tests

We strongly respect your right to confidentiality. Most results are available over the phone but you may be asked to make a face-to-face or telephone appointment with your doctor to discuss a result. Please do not be offended if the receptionist is unable to give you a test result on the telephone - she will be following our Practice policy designed to protect your interests. Please ring after 2pm for results.

Services Offered

A wide range of services is available. Please ask at Reception for further details.

Support to stop smoking – Our support to stop smoking advisors give advice and support to people trying to stop smoking.

Ante-Natal Care - We provide ante-natal and post-natal care for all patients who are booked for hospital deliveries at either St Michael's Hospital or Southmead Hospital. Community Midwives are based in the building and can be contacted by phone on Nailsea 866757. An Early-Bird clinic is available for women to be seen in early pregnancy.

Baby Clinic - Held every Wednesday afternoon by appointment which should be booked via the Health Visitor tel. 866737 or drop in 2nd & 4th Thursday of the month 10.00—11.30am.

Disease Management Clinics - Our Health Promotion nurses provide regular follow up appointments for patients receiving treatments for long-term conditions. They have appointments available every day.

Child Immunisations - There is an immunisation clinic every Wednesday afternoon. You will be invited to bring your child to this clinic by the Child Health Department as each immunisation becomes due, but if you think your child has missed any of the immunisations please enquire at reception.

Family Planning Clinic - Each of the doctors is happy to provide Family Planning advice to their own patients. In addition the Practice Nurses run a clinic on Tuesday evenings. A full range of Family Planning services is provided including implant, IUS and IUCD fitting.

Foreign Travel - Our nurses can give advice and the necessary immunisations. Before attending the clinic you will need to obtain information about your immunisations - please contact reception for further details. We are registered as a centre for providing Yellow Fever vaccinations. Please allow at least 2 months before your holiday to arrange your vaccinations as some vaccinations require more than one dose with a gap of a number of weeks between the doses. Please note that not all vaccines are available under the National Health, and we will make a charge for those that aren't. Malaria medication is not available on NHS prescription.