

KENNEDY WAY SURGERY

KENNEDY WAY, YATE, SOUTH GLOS. BS37 4AA

T: 01454 313849

F: 01454 329039 / 322503

E: kws@gp-L81042.nhs.uk

PATIENT INFORMATION

OPENING HOURS:

Monday to Friday 8.00am - 6.30pm

WEB BOOKABLE APPOINTMENTS:

Monday to Thursday 7.00am - 8.00am

NIGHTS AND WEEKENDS:

Out of Hours Service - Call 111



www.kennedywaysurgery.co.uk

At Kennedy Way Surgery, we want you to get the healthcare you need - when you need it - so we offer SAME day appointments and telephone consultations to ALL of our patients.

Just contact the surgery and ask to speak to your preferred doctor. Our receptionists will arrange for the GP to call you back, wherever you are - usually within 2 hours - or at a later time if that suits better or alternatively book a telephone slot or one of our extended hours appointment on-line. A login is required and is available from reception.

If they can deal with your query over the phone, they will - (we don't want to waste your time!) - but if you need a face-to-face appointment, the doctor will arrange that directly with you for that same day.

Our doctors start seeing and speaking to patients at 8am in the morning and they work through lunch hours so that you can deal with your healthcare needs minimising the need to take time off work. We also offer web-bookable appointments and an Electronic Prescription Service to save you time.

Of course, our practice offers all of the specialist services you need from travel health and maternity care to Mirena Coils and contraceptive implants, medical examinations, Immunisation, smoking cessation, blood tests, cardiograms, joint injections and X-rays.

We have specialist nurses dealing with asthma, diabetes and blood pressure throughout the week, and work closely with district nurses, midwives, health visitors, dieticians & drugs counsellors. We can arrange counselling, physiotherapy and chiropractic services.

It's all designed to make your life easier.

Partners:

Dr Graham Ward

MB B Ch (Cardiff 1983)

Dr Louise Powell

M B Ch B (Birmingham 1989) MRCGP

Dr Catherine Buckley

M B B Ch (Johannesburg 1995) MRCG, DRCOG

Dr Monika Blackwell

MB Bs (London 1990) DRCOG DOCCMED MRCGP

Mrs Carol De-Gay

(Managing Partner)

Other Doctors:

Dr Charlotte Turner

MB BS (London 1991) DRCOG

Dr Emma Firman

MB BS (London 1984) DRCOG MRCGP MSc DFSRH

Dr Nadine Johnson

MBChB (Bristol 2007) MRCGP

We occasionally have locums (qualified GPs) operating on a temporary basis.

You will be registered with a named doctor in the practice but this does not prevent you from seeing any of the other doctors. The doctors do not run personal lists, but we encourage you to see the same doctor for continuity of care.

Home Visits:

You will be allocated a named GP in the practice, but this does not prevent you from seeing any of the other doctors. We do encourage you to see the same doctor for continuity of care.

Training:

Our practice is an approved training practice. We participate in the training of doctors; this means we regularly have newly qualified doctors spending up to a year with us undergoing GP training. On occasions we also have student nurses who spend some time within the practice to gain experience of community care.

Nursing Services:

Nurse Practitioner

Our specially qualified Nurse Practitioner takes surgeries by appointment and is able to deal with a wide range of minor illnesses.

Practice Nurses

Nurses can be seen by appointment for a variety of health checks and procedures. Our nurses have expertise in Coronary Heart Disease, Asthma, and Diabetes etc.

Appointments can be made at a variety of times during the day between 8.30am and 6pm.

Health Care Assistants

Health Care Assistants are available for blood tests, ECG's, New Patient checks and Support to Stop Smoking. Appointments are available between 8am and 6pm.

District Nurses

District Nurses are available on **01454 315355**.

Other Services:

Health Visitors

Health Visitors are based at the Surgery and are available for advice on baby and children's illnesses as well as the needs of the elderly. **01454 325655**.

Family Planning

The Practice offers a full Family Planning Service. GPs and Practice Nurses have a wide experience in this field and hold Family Planning Association Certificates.

Maternity & Child Care

Ante-natal care is provided by midwives, who are based at the Westgate Centre. Baby checks are done in the Practice at approximately 8 weeks after birth. We work in association with Hospital Maternity Units and have a full team of midwives and health visitors working alongside us.

Immunisations

We encourage childhood immunisations against serious diseases and these take place routinely in a weekly clinic.

Foreign Travel Vaccinations

Are given by the practice nurses, please be aware that some vaccinations may incur a fee.

Other Services: (Continued)

Dietician

A clinic is held with a dietician each month. A referral from the GP is needed.

Drug Worker

Weekly clinics are held within the practice for patient's dependant on drugs. This is a self referral service to South Gloucestershire Drug and Alcohol Team.

Tel No: **0800 1955784** or **0117 9675254**.

Medical Examinations

Full medicals for special purposes such as HGV and Diving are carried out on request and can be arranged by asking at Reception. These are private medicals and a charge is made in accordance with the latest guidelines.

Referrals:

You are entitled to a copy of any referral letters sent on your behalf. Please ask at Reception and bring photographic proof of identity. We make a nominal charge for copies.

Test Results:

If you are calling for the result of a blood test, x-ray or other investigation please allow a week and ring after 2pm. If the doctor feels they need to speak to you urgently about a result before this time, you will be contacted by the practice. We request that you always call for your test results, don't assume if you haven't heard anything from us that everything is fine.

Repeat Prescriptions:

Repeat prescriptions are given for regular medication only when agreed with the Doctor. You may order by E-mail **prescriptions@GP-L81042.nhs.uk**, Fax **01454 329039**, through our website, by post, or in person at the surgery.

Please keep the pre-printed form attached to the medication received from the chemist. This lists all your repeat medication and you will need it to re-order your next repeat prescription. Simply tick the medication you require.

You may occasionally have a message on your order form asking you to come in for a check-up with a doctor or nurse. Please make this appointment in plenty of time before you need your next prescription.

Please nominate a chemist of your choice or provide a stamped addressed envelope to have prescriptions sent to you direct. If a chemist is nominated, your prescription will be ready to collect from them 48 hours later. Please tell the receptionist if your need is more urgent. Prescriptions are not available to collect from reception.

Other Local NHS Services:

As well as our practice, there are other local NHS services you can contact for health advice, information or treatment and there is a book in our Reception with the names and addresses of many help groups.

Your Local Pharmacist

Your local Pharmacist will be able to give you free health advice at any time – you don't need an appointment and many now have private consultation rooms.

NHS 1-1-1

There are trained staff available to help you with any concerns, day or night. Contact Number: **1-1-1** calls are free from both landline and mobile phones. Website: **www.nhs.uk**.

Minor Injuries

There is a Minor Injuries Unit available at Yate West Gate Centre open from 8am – 7:30pm Monday to Friday and from 10:00am – 2:00pm Saturday and Sunday.

Accident & Emergency - 999

Whatever day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident & emergency department or call **999**.

Your responsibility to our staff:

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We will not tolerate any threatening, abusive or violent behaviour towards our staff or patients and such behaviour may result in an individual being permanently removed from our list of patients.

Patient Participation Group:

We have an active Patient Participation Group, which liaises between the patients and the practice. It arranges Health Education evenings and other activities for the benefit of patients and one of their aims is to help us to continue to improve our services. We welcome you to join the group, please ask at Reception for more details.

Comments, Suggestions and Complaints:

If you have any comments or suggestions relating either to your treatment or our practice services please send them to our Assistant Practice Manager. Complaints forms are also available at reception.

The CCG also operates a Patient Advice and Liaison Service (PALS) that can often help or advise on problems relating to the Health Service. To speak to a PALS officer, ring **0117 947 4477**.

Confidentiality:

We are bound to keep all your information confidential – including the time of your appointment and your test results if you are over 16. If you have to ask someone to collect your results etc. we will need your consent in writing.

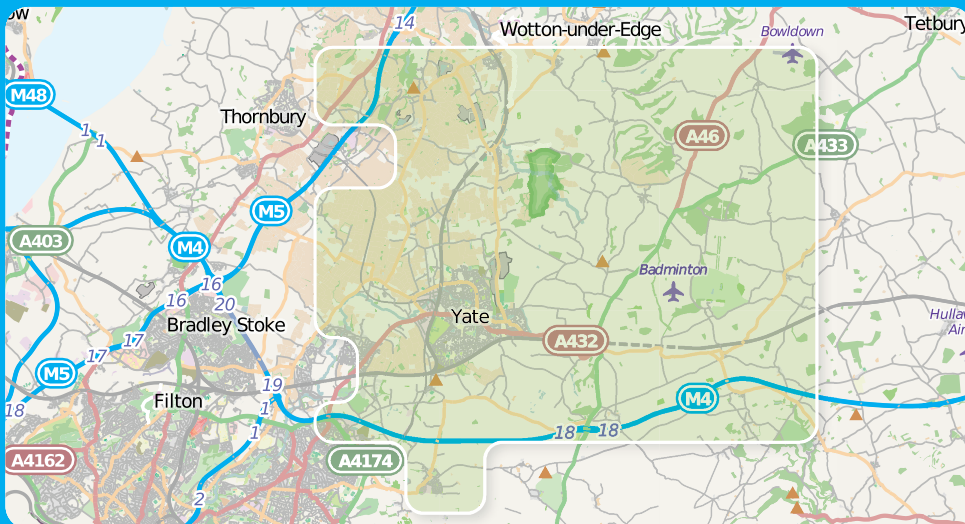
Data Protection and Use of Your Information:

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 you 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.

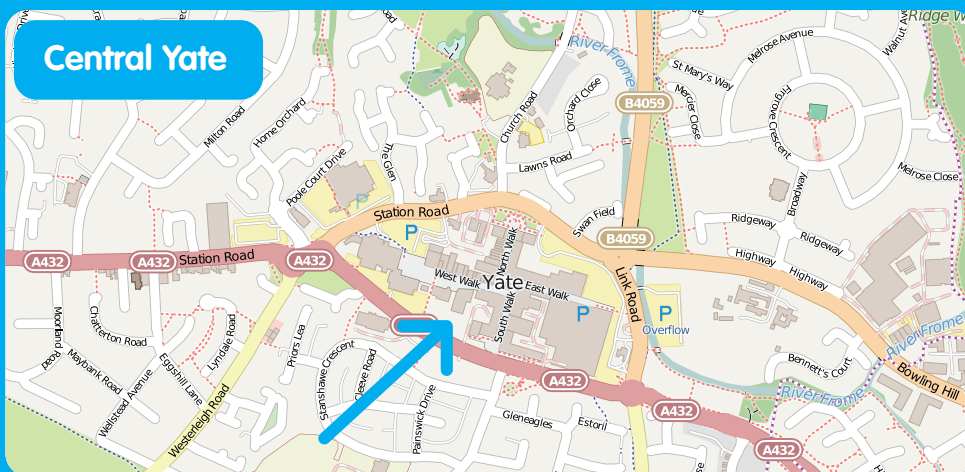
Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. We only use or pass information about you to people who have a genuine need for it. Whenever we can we shall remove details that identify you as an individual. If at any time you would like to have more information about how we use your information you can speak to our Practice Manager.

Practice Area:

The practice covers a wide area centred upon Yate and Chipping Sodbury. This stretches about 7 miles to the North and 10 miles to the East into Gloucestershire and Wiltshire and 4 miles to the South West. Further details are available at Reception.



Central Yate



Badminton Surgery

There is a branch surgery at Badminton for local residents. No appointment is necessary. The opening times are: Tuesday 9:30am – 11:00am.



www.kennedywaysurgery.co.uk

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