

- West Gate Centre Minor Injuries is open 8am – 7:00pm every day including weekends and bank holidays. X-ray facilities available. We also see minor injuries at the surgery.

- Accidents and Emergencies are dealt with at your nearest A+E department. If you or someone else experiences severe chest pain, FAST symptoms of a stroke, major loss of blood or serious injury, call 999.

PATIENT PARTICIPATION GROUP and Patient Advice Liaison (PALS): See our website for details.

YOUR RESPONSIBILITY TO OUR STAFF:

We aim to treat our patients courteously and expect the same back. 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.

CONFIDENTIALITY, DATA PROTECTION AND USE OF YOUR INFORMATION: : We are bound to keep all your information confidential. Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. See our full privacy and data protection information on the web-



site or ask at reception.

COMMENTS/SUGGESTIONS/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, Brett McIntyre. Complaints forms are also available at reception. All complaints are fully investigated and treated fairly.



Kennedy Way Surgery

KENNEDY WAY, YATE, SOUTH GLOS,
BS37 4AA

T: 01454 313849

E: bnssg.kws@nhs.net

E: bnssg.kws.prescriptions@nhs.net

www.kennedywaysurgery.co.uk

Find us on Facebook

Kennedy Way Surgery

Opening Hours: Monday to Friday
8.00am – 6.30pm

Enhanced hour appointments
(bookable on-line only)

Monday to Friday 7:30am—8am.
Wednesday 6:30pm —8pm

Nights, Weekends & Bank Holidays:
Out of Hours Service – Call 111

Doctors

Dr Catherine Buckley

Dr Charlotte Turner

Dr Maria Lewis

Dr Celia Lansley

Dr Sarah Parsons

Dr Christopher Edwards

Dr Khushbu Kansagra

Dr Kunal Wadhwa

Managing Partner:

Mrs Carol de -Gay

Assistant Manager:

Mr Brett McIntyre

Operations Manager

Ms Samantha Stroud



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

Simply contact the surgery and our receptionists will arrange for your preferred GP to call you back, usually before 5pm. You can even book your telephone slot (depending on availability online on the day (login required)).

GPs start seeing and speaking to patients at 8am. If the GP can deal with your query over the phone, they will - (we don't want to waste your time!) - however if you need a face-to-face appointment, it will be arranged directly with you on the same day. After 4pm or when we reach capacity, calls are reserved for emergencies that can't wait until the following day.

To minimise the need to take time off work, we also offer web-bookable extended hour appointments early in the morning from 7:30-8:00am. We also have web bookable routine appointments available daily. Our on-line Prescription service will save you extra time.

It's all designed to make your life easier.

You will be registered with a named doctor in the practice to encourage continuity of care, however you can see any of the other doctors. See our website to find out who is consulting when, as this is updated weekly.

TEST RESULTS: Please allow 10 working days before calling for result and if possible ring after 11am when the phone lines are quieter. A doctor will call you if necessary. Never assume 'no news is good news', if you have not heard back about a test, please contact reception.

REPEAT PRESCRIPTIONS: Repeat prescriptions are given for regular medication only when agreed with the doctor. Repeats can be ordered by e-mail at: bnssg.kws.prescriptions@nhs.net, via on-line (you need a login), with your pharmacist, by post, or by coming into the surgery.

The pre-printed form attached to your medication, lists all your repeat medication and unless you use email or the website, you will need it to re-order your next prescription. Simply tick the medication you require and return to your chemist or reception.

Please book a mandatory annual medication review with a doctor or nurse in plenty of time before your next prescription as you are responsible for reordering before you run out. Allow two full working days from request to prescription being signed. Electronic prescribing is our preferred method and easily set up by nominating a chemist. To minimise prescription errors and phone-blocking, prescription requests can not be taken over the phone.

SERVICES:

- Home visits are for those truly housebound or extremely unwell. Call by 11am and be prepared to tell the receptionist the reason you need a doctor's visit so we can prioritise requests. Rounds are made about 1pm.

- Practice Nurses can be seen for health checks, dressings, cervical smears, remove of sutures and immunisations along with a variety of long term conditions.

- Health Care Assistants are available for blood tests, heart tracings, breathing tests, NHS health checks, support to stop smoking, weight loss referrals, flu vaccinations, B12 injections, frailty assessments and dressings.

- Full Family Planning services including contraceptive pills, coils, implants, injections, self-administered injections and emergency contraception.

- Health Visitors are based at West Gate Centre for advice on babies and toddlers. 01454 315355.

- Ante-natal / pregnancy care is provided by the midwives based in the West Gate Centre working in association with Hospital Maternity Units, bookable online. Post-natal and baby checks are done here, 6-8 weeks after delivery.

- Childhood immunisations are offered and encouraged.

- Foreign Travel Vaccinations can be given by the practice nurse (some chargeable). Please research what is needed on: fitfortravel.co.uk before making an appointment.

- Drug Worker attends fortnightly for patient's who have been dependant on drugs. Self referrals are made on: 0800 195 5784

- District Nurses are available on 0300 125 6789 during office hours.

- Medical Examinations for special purposes are chargeable (see fees on our website).

OTHER LOCAL NHS SERVICES:

- Pharmacies offer free health advice, asthma, cholesterol, blood sugar, blood pressure checks and emergency contraception.

- NHS 111 for any medical concerns, day or night. Free calls, www.nhs.uk