

### Ordering your repeat prescription

Repeat prescription requests can be made via the following methods:

- Via our online "Patient Access" service
- Bring in your request to the surgery
- Post your request

Prescriptions that are being collected from the surgery require **two working days' notice**.

Prescriptions that are being picked up from the pharmacy require **three working days' notice**.

### Electronic Prescription Service (EPS)

Repeat prescriptions can be sent electronically to a pharmacy of your choice, meaning you no longer need to collect the paper copy from the surgery.

To sign up, please talk to the Pharmacy you would like to collect your medication from.

### Surgery Opening Times

	Front Desk	Phones
Monday	8:00am – 6:30pm	8:00am – 6:30pm
Tuesday	8:00am – 8:00pm	8:00am – 6:30pm
Wednesday	8:00am – 8:00pm	8:00am – 6:30pm
Thursday	8:00am – 6:30pm	8:00am – 6:30pm
Friday	8:00am – 6:30pm	8:00am – 6:30pm

Please note that the surgery is closed on weekends and bank holidays.

### NHS 111 service

When the surgery is closed, please dial 111 for any urgent medical help or advice that is not a life-threatening situation. Calls are free from any phone. You will speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year.

In the case of any life-threatening situation, please always phone 999.

### Complaints and Suggestions

We strive at all times to provide a service of the highest standard. If you wish to make a comment or complaint, please ask for a complaint form at the front desk or refer to our website.

If you feel your complaint has not been resolved, you can call PALS (Patient Advisory Liaison Service) on 0800 073 0907. You also have the right to take the complaint to the Health Commissioner.

### Confidentiality

**ALL** patient information is handled confidentially according to the NHS guidelines. You have the right to access any personal information held under the Data Protection Act but a charge may be payable. We will not disclose any details to other agencies unless we have your written consent.

### Zero Tolerance

In common with the rest of the NHS we operate a zero tolerance policy on any issues of abuse whether verbal or physical on any member of staff or person on the premises. We have the right to remove a patient from our list and to inform the police of any such incident.

### Practice History

In 1947 the Pardoe Practice was established on Church Road North (Portishead), one year prior to the inception of the National Health Service. As the population of Portishead increased in the 1950s, surgeries were held in a prefabricated home on Channel View and in the homes of the Practice Partners. In 1959 the Down Road Surgery was built. Six years later the GPs formed a Group Practice in the old funeral directors premises on Combe Road and from there moved to our current premises in 1977.



## Portishead Medical Group

Victoria Square

Portishead

Bristol

BS20 6AQ

[www.pmg.org.uk](http://www.pmg.org.uk)

Telephone: 01275 841 630

Fax: 01275 817516

### Partners

Dr Gerwyn Owen  
MBChB, BSc, DRCOG, MRCGP, Dip Occ Med

Dr Carolyn Donald  
MBBS, DRCOG, MRCGP

Dr Anthony Ryan  
MBChB, DGM, MRCGP

Dr Richard Thomson  
MBChB, MRCGP

Dr Robin Pullen  
MBChB, BSc, MRCGP, DRCOG

Dr Elizabeth Speedy  
MBChB, MRCGP, BSc (Hons), DCH, DRCOG

Dr Emily Lake (currently on maternity leave)  
BMBS, BMED Sci, MRCP (UK), MRCGP, DFSRH, DRCOG

Dr Jim Burtonwood  
MA (Oxon), BMBCh, MRCGP

Dr Max Howes  
MBBCh, MRCGP

Mrs Kath Payne (Management Partner)

### Salaried GPs

Dr Katharine Riley	BM, DRCOG
Dr Matthew Ridd	BMedSc(Hons), MBChB, DRCOG, MRCGP, DE PHD
Dr Zurianah Karim	MBChB, MRCGP(Int)
Dr Nicholas Timmis	MBChB (Hons) BSc MRCP MRCGP
Dr Joanna Coyne	MRCGP, BMBS, BMedSc (Hons), DFSRH

### Trainee GPs

Portishead Medical Group is a teaching and training Practice, helping qualified doctors undertake foundation and specialist training. We also support undergraduate teaching.

Dr Harriet Ing (ST3)

### GP availability

	Mon	Tues	Weds	Thurs	Fri
<b>Dr Owen</b>	OFF	All day	All day	All day	All day
<b>Dr Donald</b>	OFF	All day	OFF	AM only	AM or PM
<b>Dr Ryan</b>	All day	All day	All day	OFF	All day
<b>Dr Thomson</b>	All day	OFF	All day	All day	All day
<b>Dr Pullen</b>	All day	All day	OFF	All day	All day
<b>Dr Speedy</b>	OFF	OFF	All day	OFF	All day
<b>Dr Lake</b>	Currently on maternity leave				
<b>Dr Burtonwood</b>	OFF	All day	OFF	AM only	AM only
<b>Dr Howes</b>	All day	All day	OFF	All day	All day
<b>Dr Riley</b>	All day	OFF	All day	AM only	OFF
<b>Dr Ridd</b>	OFF	OFF	All day	OFF	OFF
<b>Dr Karim</b>	All day	All day	AM only	AM only	OFF
<b>Dr Timmis</b>	All day	OFF	All day	All day	All day
<b>Dr Coyne</b>	All day	OFF	All day	AM only	AM only
<b>Dr Ing</b>	OFF	All day	OFF	OFF	All day

### Advanced Nurse Practitioners

Mrs Anna Neary RN, NMP, MSc

Mrs Carolyn Steele RN, NMP

Our two Advanced Nurse Practitioners offer on the day appointments. They are able to deal with new or recent problems and can prescribe.

### Clinics

The Practice provides clinics for the following:

Diabetes	Cervical screening
Asthma	Travel
COPD	NHS Health Checks
Heart Disease	BP drop-in clinic (every Thursday 2pm-4pm)
Postnatal Checks	Immunisations
Blood tests	Dressings
Contraceptive Services	

### How to Register at the Practice

If you would like to register as a patient, please ask at Reception. You will be asked to complete a registration form and provide two forms of identification. You will be invited to our "BP drop-in" clinic for a new patient check (Thursdays from 2pm to 4pm). You will automatically be allocated a named, accountable GP; however you may book appointments with **any** of our GPs. You may request a specific named, accountable GP if you wish.

### Practice Boundary

Patients may register at the Practice if they live within the Practice boundary. This is Portishead, Portbury, Clapton in Gordano, Walton in Gordano and Weston in Gordano. A map is available on our website.

### Disabled Facilities

We have two designated disabled parking spaces. The building is accessed via a gradual slope and through automatic double doors. All Consulting Rooms are on the ground floor. There is also a disabled lavatory.

### Online Service

Our "Patient Access" service allows you to do the following online:

- Book GP appointments
- Order repeat prescriptions
- View parts of your medical record

Please ask for a registration form at the front desk if you would like to use this service. You will also be asked to provide ID (photo and proof of residence).

### Appointments

You are able to book a GP appointment via the following methods:

- Via our online "Patient Access" service
- Telephoning the surgery
- At the front desk

50% of GP appointments are released on the day at 8:00am, with the other 50% available to book up to four weeks in advance.

Please note that routine GP appointments are 10 minutes in duration. If you require longer than this, we would ask that you book a double appointment. We also run an Urgent Surgery each day for any illnesses that need to be seen on the day.

### Cancelling Appointments

With **any** booked appointment, we would please ask that you cancel if you are no longer able to come or no longer need the appointment.

If you use our "Patient Access" service, you are able to cancel any booked appointment online, or you can call the cancellation line on 01275 841630 (option 2).

### Home Visits

Home visits are available for patients who are unable to come in to the surgery. If you think you require a home visit, please ring no later than 10:30am. We would ask you to try and come in to the surgery if at all possible.

Home visits are done by a different GP each day and are arranged in order of priority.