



## NEW PATIENT LEAFLET

Lines open 08:00 – 18:30 Monday to Friday

[www.mendipvale.nhs.uk](http://www.mendipvale.nhs.uk)

For life threatening emergencies 999

Out of hours 111

24-hour health advice 111

### OUR SURGERIES

#### NORTH SOMERSET:

LANGFORD	Pudding Pie Lane BS40 5EL	01934 839820
SUNNYSIDE	Sunnyside Road BS21 7TA	01934 839820
ST GEORGES	Pastures Avenue BS22 7SB	01934 839820
YATTON	Mendip Road BS49 4ER	01934 839820
CONGRESBURY	Station Road BS49 5DX	01934 839820

#### BRISTOL AND SOUTH GLOUCESTERSHIRE:

MONKS PARK SURGERY	Northwick Road, BS7 0UE	0117 969 3106
CONISTON MEDICAL PRACTICE	The Parade, BS34 5TF	0117 969 2508



Langford Surgery



Sunnyside Surgery



St Georges Surgery



Yatton Surgery



Congresbury Surgery



Monks Park Surgery



Coniston Medical Practice

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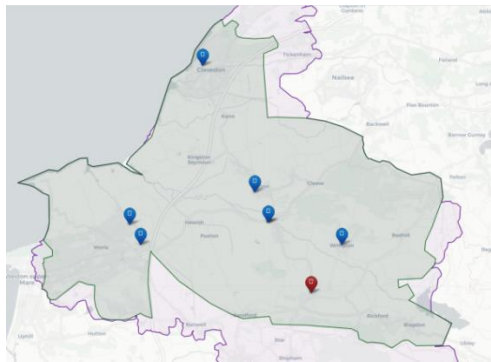
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## About Mendip Vale Medical Group

Mendip Vale Medical Group serves approximately 60,000 patients across seven sites in North Somerset, Bristol and South Gloucestershire. We are a partner led service, with a high calibre workforce delivering innovative care via our multi-disciplinary team (MDT) of GPs, Advanced Nurse Practitioners, Pharmacists, First Contact Physiotherapists, Nurses and Healthcare Assistants. The Partners of Mendip Vale Medical Group are:

David Clark	Managing Partner	Dr Laura Layzell	GP Partner
Dr Shruti Patel	GP Partner	Dr Lucy Matthews	GP Partner
Dr Joanna King	GP Partner	Dr Richard Reed	GP Partner
Dr Phil Donlevy	GP Partner	Dr Bikram Singh	GP Partner
Dr Cordelia Feutchwang	GP Partner	Dr Andy Warinton	GP Partner
Dr Glenda Horner	GP Partner	Dr Katie Janssen	GP Partner
Dr Mike Jenkins	GP Partner	Dr Ruth Marsh	GP Partner
Dr Rachael Kenyon	GP Partner	Dr Bianca Potterton	GP Partner
Dr Will Kenyon	GP Partner	Dr Carol Telfer	GP Partner
Dr Shubhangi Ingle	GP Partner		

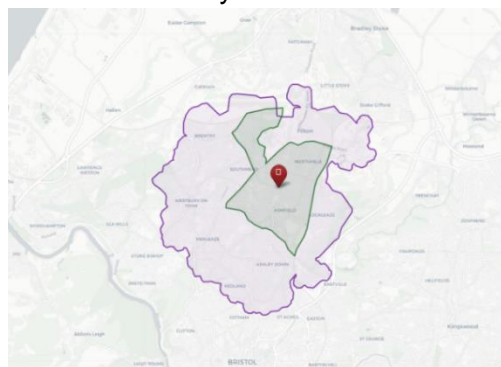
All our practices have a shared belief in making a continued positive difference for patients and a common goal in wanting to provide the best possible service for our patients and ensuring their healthcare needs are met. Our seven sites are located in Langford, Yatton, Congresbury, Clevedon and Worle in North Somerset, in Horfield in Bristol and in Patchway in South Gloucestershire.



North Somerset Practice Boundary



Coniston Medical Practice Boundary



Monks Park Practice Boundary



## Opening Times

Normal opening times are 08:00 – 18:30 Monday to Friday, excluding Bank Holidays.

For staff training Langford and St Georges close on the first Wednesday of the month from 14:00 – 17:00. Congresbury, Sunnyside and Yatton close on the first Thursday of the month from 14:00 – 17:00. Monks Park and Coniston closes on the first Tuesday/Wednesday of the month between 16:00-17:00 for whole practice meetings.

We have an Urgent Care Team available during this time for urgent medical needs and our telephone lines remain open.

## Extended Hours

In addition to this, we offer improved access via extended hours across the surgeries. This includes early morning, Saturday, and evening appointments. Appointments, both face to face and telephone, are available to all our patients and are pre-bookable via our reception team. Extended hours appointments are available on Tuesdays from 06:00 at Langford, Saturdays from 08:30 to 12:30 at Langford. We also offer Saturday clinics once a month at our Monks Park Surgery in Bristol and a Saturday every other week at Coniston Medical Practice in South Gloucestershire.

## When we are closed (Out of hours)

Out-of-hours include weekdays 18:30 – 08:00, Bank Holidays and all weekends. If you need medical help when the surgery is closed, please call 111. NHS 111 is a telephone advice line and signposting service for patients with urgent health problems but who do not need to call 999.

You can also obtain 24-hour general medical advice by accessing the NHS 111 website: [www.nhs.uk/111](http://www.nhs.uk/111). North Somerset Minor Injuries Unit (MIU) is also open 08:00 – 21:00 seven days a week and can be contacted on 01275 546852.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens. In a genuine emergency you should call 9 9 9. Chest pains and/or shortness of breath constitute an emergency. For more, up-to date, information, please go to our website:

[www.mendipvale.nhs.uk](http://www.mendipvale.nhs.uk)

## Appointments

To book an appointment please phone your practice or complete an eConsult via our website.

When making a request to book an appointment our front of house team will always enquire



about your symptoms so they can help ensure that you are seen by the most appropriate clinician. Please let us know as soon as possible if you wish to cancel an appointment so that we can offer it to someone else.

We have a mixed team of clinicians including Advanced Practitioners (AP's) and Paramedics who provide the urgent care service and care home cover, General Practitioners (GPs), Nurses, Senior Pharmacists, First Contact Physiotherapy Practitioners (FCPs) and Health Care Assistants (HCAs) who do most of the check-ups e.g. blood tests, BP checks, ECGs, simple dressings etc.

Our GPs and APs are generally only able to deal with one problem at a time, so please prioritise the problem causing you the most concern.

You can make appointments for blood tests, smears, child immunisations etc by calling the practice. If you need an appointment for a diabetic, COPD, heart, or asthma review you may be asked to book a blood test first and then a telephone appointment for a review with the nurse.

We are now able to offer pre-booked appointments on a Saturday morning for those patients who are unable to attend the practice during the week. Appointments are available with a GP, Nurse and Health Care Assistant. These appointments are for pre-booked routine problems including blood tests. Please ask when booking for Saturday appointments.

If you have an urgent problem at the weekend this service is provided by the Brisdoc out of hours service and can be accessed by ringing NHS 111.

## Home Visits

If you need a visit because you are too ill to visit the Surgery, please telephone us before 11:00. The Doctor or Advanced Practitioner will ring you back to discuss the problem if necessary. Please remember that the clinician could see as many as six patients in the Surgery in the time it takes to make one home visit. For urgent appointments we may book you transport to the Surgery. This is for patients who have no means of transport themselves, or who have no access to third party arrangements such as family, friends, or community facilities.

## Test Results

If you have access to your detailed medical record via the NHS App or Patient Access, you will be able to see your test results once the GP has commented on them.

If you need to phone for your test results, please allow 5 working days and ring your practice after 11:00. Be aware that some results may take longer than 5 days to return. For reasons of confidentiality, unless you are under 16 years of age, you should phone for your own result. If you attended a hospital outpatient appointment, please be aware that for any tests



requested at this appointment, the results will be sent to your Consultant in the first instance.

## Prescription Requests

**Please note that from 1 June 2021 we will be encouraging a "paperlight" system for repeat prescription requests.**

You can order a repeat prescription in the following ways:

- Via the NHS App
- Via registering for online Patient Access
- By asking your local pharmacy to order it on your behalf.

**Unfortunately, we cannot accept verbal requests for repeat medication by phone.**

### NHS App

The quickest and easiest way to get your medication is to sign up to the NHS App available in the App store (Apple or Android). It's easy to use and you can order medication quickly and see when it has been approved by a GP. For more information and instructions on setting up the NHS App go to [www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp)

### Patient Access

Patient Access allows you to order your repeat medication, view your medical records and see your booked appointments. Go to [www.patientaccess.com](http://www.patientaccess.com)

### Ask your local pharmacy about their repeat medication service

Sign up with your preferred local pharmacy for their repeat medication service.

## How to Register with us

We welcome new patients and look forward to providing patients with their health care needs.

You can register at any of the surgeries by completing a form provided by reception or online at [www.mendipvale.nhs.uk](http://www.mendipvale.nhs.uk) . We will require a completed form for every member of your household who wishes to register. Please bring photographic ID (e.g. passport or driving licence) and also proof of your address. For under 16s we only require a copy of the birth certificate. You will be allocated a doctor, but you will be able to see any of the doctors, at any of our sites, should you so wish. It is important to notify the Surgery of any changes to your contact details.

## Online Services

Signing up for the **NHS App** or **Patient Access** will enable you to book appointments, order repeat medication online and view your test results.

**eConsult** allows you to quickly and safely get help from the practice online. **eConsult** is a

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Date of Document: March 2022



form based online consultation platform that collects your medical or administrative request and sends it through to your practice to triage and decide on the right care for you and everyone else.

## Rights and Responsibilities

Mendip Vale Medical Group does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition. What our Patients can expect:

- To be treated with politeness and respect by all staff
- Confidentiality to be maintained at all times
- To be informed of any changes in service
- To be informed of the complaints procedure – Information can be found on our website <https://www.mendipvale.nhs.uk/patient-info/complaints-compliments/> or you can ask for our complaints leaflet at your nearest surgery.

## What Staff Expect

- Patients to attend their appointment or to be informed if unable to do so
- Repeat medication requests to be made in accordance with practice policy
- To be treated with respect by all patients - any abusive behaviour will not be tolerated

## Training

Our commitment to the highest standards of patient care affords us the privilege of being registered as a Training Practice.

Foundation Doctors/Specialist Training GPs are normally with us for 4-12 months to gain experience of working in a General Practice. All trainees are fully supervised and have access to a GP trainer at all times. Our trainees are all fully qualified Doctors undertaking additional training. There are two types of trainees that may be attached to the Surgery; Foundation programme Doctors, referred to as F2 or Junior doctors, who are qualified Doctors who are gaining experience in a GP Practice; and GP specialist trainees, often referred to as GP Registrars who are doctors aiming to specialise as GPs.

## Patient Participation Group (PPG)

We are fortunate to have a very hard working and closely involved PPG whose members provide a route for patients to advise and inform the Practice on what matters most to patients and to help identify solutions to problems. The PPG meets regularly and is consulted on key issues affecting the Practice. Any member of our PPG would be delighted to talk to you relating to their role. For further information, to find out about joining or to provide feedback please contact the Practice on 01934 839820, or look at the website [www.mendipvale.nhs.uk](http://www.mendipvale.nhs.uk) where full details of the PPG are given.