

HIGHBRIDGE MEDICAL CENTRE

Pepperall Road, Highbridge, Somerset TA9 3YA

Tel: 01278 783220

Fax: 01278 795486

Medical Secretaries 01278 764230 8am - 5pm Mon-Fri

Results 01278 764244 2 - 4pm Mon-Fri

Email: generalenquiries@highbridgemc.nhs.uk

Opening Hours

Monday - Friday: 8.30am to 6.30 pm

Early & Late Weekdays By appointment only

The Practice closes at 1pm on the third Tuesday each month for training

Welcome to Highbridge Medical Centre

We pride ourselves on being a friendly practice. We aim to give you the best possible standard of care. Your treatment will be given after discussion and consent by yourself by the most appropriately qualified member of the team. It is important that you understand all the information offered to you so if in doubt please ask.

We offer a wide variety of services within normal surgery times which are detailed in this booklet.

We are supported by a Community Health Team, which includes, District Nurses, Midwives, Health Visitors and a Dietician who will treat people in the community if necessary.

This leaflet provides a brief outline of our practice, if you require any other information please telephone the receptionist on 01278 783220

We look forward to a long and healthy relationship with you.

Doctors

Dr Mike Bizon (m)	MB ChB (Bristol) 1975 MRCP
Dr Shabbir Akhtar (m)	MB BS (Calcutta) 1988 DCH MRCPCH MRCP
Dr Janet Shackleton (f)	MB ChB MRCP DFFP
Dr Shamim Jenner (f)	MB ChB DCH MRCP MScSEM MLCOM

Nursing

Donna Matthews	Respiratory Nurse
Sian Erasmus	RGN Specialist Diabetes Nurse
Ria Moran	RGN Practice Nurse
Celia Miall	RGN Practice Nurse
Lorraine Lloyd	RGN Practice Nurse
Helen Hodge	Phlebotomist
Joanne Parker	Health Care Assistant
Louise Bennett	Health Care Assistant

Primary Care Practitioner (Paramedic)

Will Johnstone	BSc (hons) FdSc McPara
----------------	------------------------

Pharmacist

Olga Argueros Vidal

Practice Manager

Lisa Tabner

Assistant Practice Manager

Julie Salter

Performance & Administration Manager

Naomi Coniam

Reception Team Leader

Sally Cowie

Senior Medical Secretary

Rachel Peters

Prescribing Team Leader

Tara Bateman

Our staff responsibilities:

1. To give you the most appropriate care by the most appropriate and suitably qualified staff.
2. To treat you as an individual, and for the clinical team to discuss with you the care and treatment we can provide.
3. To give you full information on the services we offer.
4. To refer you to secondary care when necessary.
5. To treat you with respect and courtesy at all times.

Your responsibilities as a patient:

1. To keep your appointments and contact the medical centre in advance if you cannot attend.
2. To tell us if you are unsure about the treatment we are offering you.
3. To ask for a home visit, only when you are unable to attend the practice through illness or immobility. To request such a visit, if at all possible, before 10.30 am.
4. To treat all staff with respect and courtesy at all times.
5. To respect the premises, which was built with you in mind.

The Way We Work

This booklet will help you understand the way in which the practice works and how we are developing services to provide help and advice when you need it, in addition to promoting self-care to help you manage your own health.

At this practice, all patients are registered with a named GP and you are encouraged to speak with or see your named GP, whenever possible. If you have a chronic disease such as asthma, COPD, diabetes you will also have a named nurse who will be responsible for your regular care and reviews.

How we work

The Clinical Team

We work on the system of duty clinicians and this team looks after most of the same day access request/appointments. This consists of Doctors and PCP's (Primary care Practitioners). The PCP's are supported by the duty doctor of the day.

If you have an onset of an acute problem, you will be offered either a telephone appointment in the first instance or an appointment with the appropriate clinician.

For patients with long term conditions or who are having on going treatment these are managed by a named GP and you will be encouraged to speak with or see your named GP, whenever possible. Whenever possible we like patients to come to the surgery for their annual reviews in the month of their birthday

As well as working within the clinical team the nursing staff also provide a number of clinics. Details can be found in this booklet.

If another healthcare professional, such as an optician, dentist, pharmacist advises you to see a GP at this practice this will mean that it will be a member of the clinical team ie a nurse or doctor, not just the GP. This may be a phone call in the first instance.

Appointments

How do I make an appointment to see someone from the clinical team?

Our appointment system makes sure you get the treatment you need without spending time waiting for an appointment at the practice, which might not be necessary. When you contact us, the Receptionist will offer you the option of a telephone call or face to face appointment with the appropriate clinician. Please be prepared to give a brief indication of the reason for your request in order that you are booked suitably.

Why do I need to tell the Receptionist why I need to speak to the clinical team?

The more information the clinical team has to assess your condition the better quality of service we can provide to you (right care, right time, right person, and right place). Our Receptionists are a really important part of our team - they are the front line staff - and are bound by the same confidentiality rules as our medical staff. Although our reception team are not medically qualified they do have guidelines set out by the clinical team to work to. The more information you can give to them, the

more we can help you. Please note if you have a caller display on your phone any contact from the Medical centre will show as a withheld number. Please inform the receptionist if your phone does not accept withheld numbers.

When will the clinical team call me back?

We aim to call you back within a few minutes of your telephone appointment but if there is an emergency there may be a delay, please allow up to one hour. The nurse or doctor making the call will try to contact you up to three times. Please ensure that you are available to take the call.

Will I be able to talk to my registered doctor?

Yes. Our doctors work to personal lists so that you get to know them and they get to know you. If you need to speak to a doctor, wherever possible, we endeavour to book you an appointment with your named doctor.

Does this mean I can only book appointments on the day I phone?

No. You can book telephone appointments on the day or up to a week in advance but if you book in advance please ensure you will be available to take the call. If you have spoken to your doctor and you need to arrange a follow-up face to face appointment, you can arrange one that is convenient for you.

Do I have to phone first thing in the morning to book an appointment?

No. We are able to make appointments throughout the day. If you feel your condition is likely to need a same day appointment please phone in the morning so we can plan the appointments for the day.

Please note the phones are often at their busiest between 8.30am and 9.00am. You may find it best to call after 9.00am unless your call is urgent.

Can I book an appointment on line?

Yes. You can book telephone appointments online via the website with your **named GP only**.

What if I have problems getting to the phone?

Please let us know if you have difficulty using the phone and we will make special arrangements. If you cannot take a call at work you can ask for an early call, or we can try and arrange to call you when you have a break. Please inform the receptionist if you are placed in a difficult position if the call is to be made when you are at work.

Will I be seen in person if this is needed?

Yes. The system means that by dealing with straightforward things over the phone we have enough appointments at the practice to ensure that you can see someone in person, if you need to. A normal appointment is for 10 minutes and is intended for one person only. Extended appointments may be requested. We ask that you arrive in good time for your appointment. If you have to cancel your appointment, please let us know as soon as possible this will allow us time to offer the appointment to another patient.

When you arrive for your appointment please use the self-check-in screen located in reception.

Please note if you arrive more than 10 minutes late for an appointment we cannot guarantee you will be seen.

What if I cannot attend the surgery for my appointment during normal opening hours?

We offer a number of appointments each week for patients who find it difficult to attend the practice during our normal opening hours. These include a number of early morning appointments and various early evening appointments.

What if I need a home visit?

Home visits will only be made to patients who are considered to be too ill or immobile to come to the practice. There is no automatic right to a home visit. Requests should be made before 10.30am giving the receptionist as much information as you can to assist the medical staff in deciding the degree of urgency. The number for home visits is **01278 783220**.

All home visit requests are assessed by our Clinical Team at 10.30 am and a member of the team may call you back if further medical information is required. They will then either:-

- Plan to come and see you on the day or forward plan your home visit, or
- If your own doctor is not available another doctor from the medical centre may visit, or
- If your condition warrants it, admission to hospital will be arranged.

Please note that we will not be able to visit you on the same day unless you call by 10:30am, except in cases of real emergency. It is at the discretion of the Doctor based on clinical need as to whether you will receive a Home Visit.

Who do I need to contact at a weekend/bank holiday or a night

If you require advice or a doctor when the surgery is closed, phone 111 for the Out-of-Hours Emergency Service.

This service is for urgent problems that cannot wait until the next routine surgery. You will first be asked to give some details before being connected to the doctor on duty. The doctor will decide if telephone advice is appropriate. Alternatively, they may ask you to attend a care centre or, if your condition requires it, a home visit will be arranged. The doctor will only visit the housebound and seriously ill patients at home. All calls to this service are recorded and your own doctor is informed of any treatment given.

Repeat Prescriptions

It is the aim of the practice to process requests for repeat prescriptions as quickly as possible. Please bear in mind that there are busy times of the year, such as Bank Holidays, Easter and Christmas when it is advisable to allow a little longer for your request to be processed. Please note **we are unable to accept telephone requests** for medication.

I have had a telephone consultation and the clinician says I need new medication.

If your GP advises you need a prescription, following a telephone consultation, this is usually ready for collection from reception after 12.00 for calls made in the morning and after 4.30 pm for those calls in the afternoon. Please let your Doctor know if you would prefer to collect your prescription from a local pharmacy. Please note this may take a little longer to process

Routine Repeat Prescriptions

With your help, we would like to deliver the service within two working days for collection from the Practice Reception or within three working days from a local chemist of your choice.

You can order your repeat prescription by

- Completing the B-side (order form) which you should have received with your last prescription. Please ensure you tick only the items you require. You can then post it in the post box in foyer at the practice
- Accessing the practice website and following the instructions for repeat prescriptions www.highbridgemc.nhs.uk/prescriptions
- Completing the request form, available at the Reception Desk and posting it in the box as above.
- To order prescriptions via Emis Access you must first complete a registration form in the practice to acquire your username and password. Please come into the practice and speak to one of the Reception Team who will be pleased to help you.
- You can fax your request on 01278 795486

Using the repeat prescription service at your local chemist.

Your regular pharmacy can re-order your medication for you (Highbridge; Lloyds Pepperall Road, Highbridge; Lloyds Market Street, Burnham; Boots, Burnham; Day-Lewis or Berrow, Burnham; Tesco).

Please speak to reception or your local chemist for details.

Please allow up to **three working days before** collecting from a pharmacy.

What if I have to order something that is not normally on my repeat prescription?

If you have to request medication, which is not on repeat, we ask that you order it as above (see repeat prescriptions). However, please allow up to 5 working days as your GP may need to review your request.

What if I need my medication urgently?

It is best if you remember to order your repeat prescription on time. Should you find, that due to unforeseen circumstances, you have run out of your essential medication i.e. inhalers, insulin and heart medication, please contact reception as soon as possible and the practice will endeavour to have a prescription ready for collection from the Reception Desk after 5.30 pm (Monday to Friday).

If you run out of your medication at weekends you can request an emergency prescription from your regular pharmacy.

What if my medication changes following a stay in hospital?

The hospital should supply you with 7-14 days' worth of medication upon discharge. Please order repeat medication in the usual way, the hospital will have sent a discharge letter to your Doctor detailing the updated medication.

What if I have an outpatient appointment at the hospital and they tell me to go to my GP for my medication?

Please bring the letter along to the practice as soon as possible. Unless otherwise stated these prescriptions are usually considered routine. Please allow up to 10 days for this request to be processed.

When can I collect my prescription?

If you have requested your prescription is sent directly to a pharmacy of your choice, please allow 3 working days before collection. Otherwise routine prescriptions are ready for collection at Highbridge Medical Centre as follows:

Ordered on	Ready for collection on
Monday before 3.00pm	Wednesday after 3.00pm
Tuesday before 3.00pm	Thursday after 3.00pm
Wednesday before 3.00pm	Friday after 3.00pm
Thursday before 3.00 pm	Monday after 3.00 pm
Friday before 3.00pm	Tuesday after 3.00pm
Saturday/Sunday before 3.00 pm	Wednesday after 3.00 pm

The time it takes for a prescription request to be sent from the pharmacy to the practice is not included in this time.

Test Results

01278 764244

We have a dedicated results line which is open 2pm and 4pm Monday – Friday. In order to ensure confidentiality, you will be asked to provide full details ie your name, address and date of birth along with details of the test result required to the Results Team. Results of all cervical smear tests will be posted out to patients by the Health Authority.

Please note that for reasons of confidentiality we are unable to give results to anyone other than the patient, unless we have received specific written consent from the patient concerned to do so.

Our Nursing Team

The team is multi-skilled and comprises of Nurse Practitioners, practice nurses, treatment room nurses, health care assistants and phlebotomist.

Nurse practitioners are nurses who, through additional study and training, have an extended knowledge base and enhanced clinical competencies and complex decision-making skills. Working alongside the doctors they can screen patients for disease risk factors and early signs of illness, diagnose and provide appropriate treatment for the patients, including prescribing medications. The Nurse practitioner will always consult with a GP if necessary. Nurse Practitioners may also undertake home visits when appropriate.

Practice nurses facilitate a wide range of services and are available for immunisation and travel vaccinations, contraceptive advice, smears, ear syringing, wound dressing, suture removal and general monitoring and management of chronic illnesses.

The health care assistants/phlebotomists are available for blood tests, blood pressure monitoring, health checks and general health education plus much more. In addition, if you wish to check your blood pressure, height, weight or even update your smoking status at any time you can drop into the practice and use our 'health pod'. This records data directly onto your medical records. If you would like to try this, our Reception staff will be pleased to help you.

Other services available at Highbridge Medical Centre

Foot Care Clinic

We appreciate how hard your feet work, which is why we have specially arranged a non NHS foot care clinic which is available to everyone.

For a small fee of £15 you can receive a 20 minute appointment with a Foot Health Practitioner. The Foot Care Clinic is available to anyone, even if you are not registered with the Practice. For more information or to book an appointment please contact reception. Please note payment must be received on the day of booking and all cancellations must be notified within a minimum time period of one week, otherwise you may still be charged.

District nurses (0300 323 0025)

The district nursing service is provided by Somerset Partnership NHS Trust for those who are housebound. They offer skilled nursing care to patients who are ill or recovering from illness. They can also offer support to those nursing friends and relatives at home.

Health visitors 01278 787482

Health visitors are registered nurses with additional specialist qualifications which equip them to work with clients of all ages in the community promoting positive health.

Dietician

A dietician from Somerset Partnership NHS Trust attends three times a month and provides dietary advice for patients referred by the doctor.

Carers

If you are a carer please talk to our carers Champion who can put you in touch with the Bridgwater Team of Carer Support Workers at Somerset County Council.

Carers Register and Carers Champions

So that your Doctor knows that you are a carer when you visit the surgery, it would be helpful if you could inform a member of staff at reception.

The information will then be recorded confidentially on your notes and will not be disclosed to any other person or organisation without your permission.

Too often it is not recognised that someone is a carer until they reach crisis point. If you are registered as a carer with the practice then you can be supported throughout.

This support can include advice, guidance and signposting.

If you would like to speak to someone informally at the surgery, please talk with our **Carers Champion: Sally** by contacting reception and she will be pleased to help you.

What does a carer do? A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Many carers live with the person they care for, but many look after someone who lives independently or in hospital, in supported accommodation, or in a care home. Over 3 in 5 people in the UK will become carers at some point in their lives.

Chaperones/Interpreters

You may have a friend or relative present during your consultation. If you wish to have a member of the practice staff present during your consultation please mention this to the doctor or nurse and it will be arranged.

Complaints and Concerns

We hope that most complaints or concerns can be resolved easily and quickly, preferably at the time they arise. However, if we are unable to resolve your complaint or concern immediately please ask for a complaints leaflet which sets out the complaints procedure.

Compliments

If you are happy with any aspect of our service or a member of staff, please let us know, in writing if possible. Positive feedback is always appreciated and helps to motivate staff.

We are continually striving to improve our service. Any helpful suggestions would be much appreciated.

Confidentiality

The doctors, nurses, reception team and administrative staff operate a strict policy of patient confidentiality. You should therefore feel comfortable in disclosing any information you think is important in the knowledge that all information is protected and will not be released to anyone without your consent.

Access for Disabled Patients

The building has wheelchair access via automatic doors at the main entrance. There is a lowered counter for wheelchair users in our reception area. A disabled WC is located in the foyer. We also have a loop hearing system for the deaf and hard of hearing.

Other Languages

Dr Bizon speaks Polish

Dr Akhtar speaks Urdu, Hindi and Bengali

Private/Non-NHS Services

Certain services such as private sick notes, private prescriptions, insurance claim forms and some medical examinations are not covered by the NHS. Charges are made in line with BMA recommendations. Fees are available at reception.

Help Us To Help You

- Please let us know if you change your name, address or telephone number. You will need to provide proof of change of name such as a marriage certificate.
- If you cannot keep an appointment, please let us know as soon as possible so that someone else can use it.
- Please ask for home visits **only** when the person is too ill to visit the surgery.
- Please treat our doctors and staff with courtesy.
- Please read our practice booklet. It will help you to get the best out of the services we offer.
- It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember: you are responsible for your own health and the health of your family. We will give you our professional help and advice.

Violent/Abusive Behaviour

The Practice will not tolerate anti-social behaviour and any patient acting in such a manner may be removed from the practice list and the CCG will allocate them to another practice.

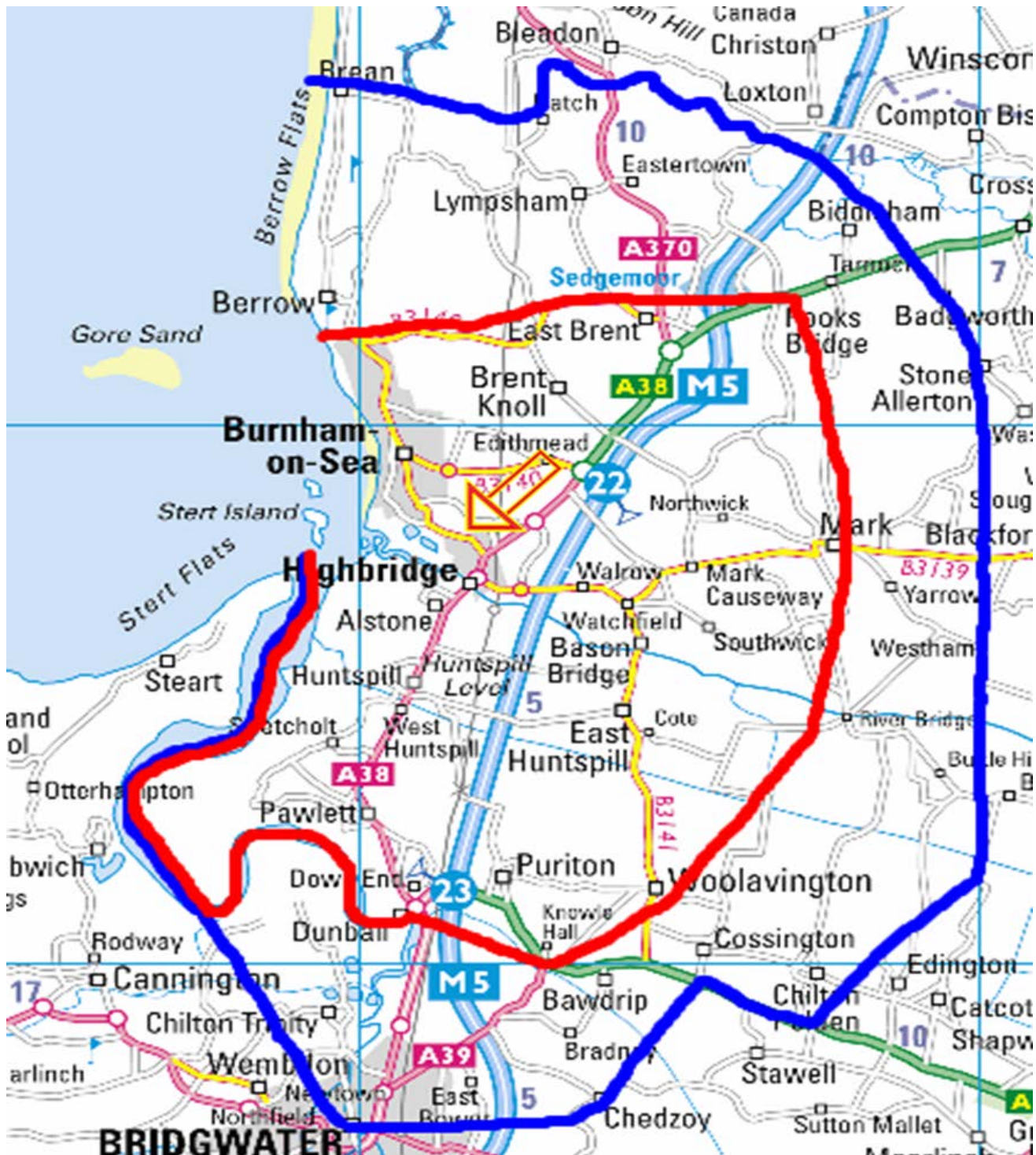
Access To Patient Information

The practice will only hold, use and disclose personal data in accordance with its registration under the Data Protection Act.

Freedom Of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

Practice Area – the red line indicates our current practice catchment area but we will accept patients who have moved out of the current practice area (red line) but are still resident in the area covered up to the blue line.



Registering With the Practice

Bring along three forms of ID (including one photographic ID such as passport) to prove identity and current address and, in the case of a new baby, their NHS number obtainable from Child Health, the maternity ward or the child's Red Book. You will be asked to complete some questionnaires which will provide us with your basic medical history until we receive your medical records from your previous doctor.

Highbridge Medical Centre Patient Participation Group (PPG)

Do you have an opinion about the practice, an innovative idea, are you concerned about the changes happening in general practice, or would you just like to keep up to date?

Then consider joining the Patient Participation Group. This Group is dedicated to you, the patient. It is an opportunity for you to get together with other patients and a practice representative and discuss the issues that affect you most.

The group's main objective is:

- to improve patient information provided in the practice and increase awareness of different conditions. It seeks to do this through improving the communication links between the patients and the practice through regular meetings and events.
- to provide a chance for the PPG and the practice to learn how we can improve the varied services that we offer you.
- to bring a sense of ownership and partnership between practice staff and patients
- to give practice staff and patients the opportunity to discuss topics of mutual interest
- to allow patients to make positive suggestions about the practice and their own healthcare
- to develop self-help projects to meet the needs of fellow patients
- to act as a representative group that can be called upon to influence the local provision of health and social care

For more information please pick up a leaflet, ask at reception

If you have any suggestions you can contact the PPG via e-mail at

ppg@highbridgemc.nhs.uk

*Please note: This group is not for discussing specific complaints.

Medication available to buy over the counter at a Pharmacy (and some supermarkets)

Some medicines are available over-the-counter from most pharmacies. Your local pharmacist may also be able to provide you with advice regarding your medication.

- Pain killers for minor aches and pains
- Soluble pain killers (because of high salt content)
- Hay fever preparations
- Cough and cold remedies
- Nasal decongestants (and Sterimar) Tonic, vitamin, and health supplements
- Antiperspirants
- Homeopathic remedies
- Treatments for non-serious constipation or diarrhoea Ear wax removers (a few drops of olive oil is just as good as anything on prescription)
- Treatments for minor facial spots
- Treatment for thrush
- Threadworm tablets (you will need to treat the whole family)
- Lozenges, throat sprays, mouthwashes, gargles and toothpastes
- Slimming preparations (except within national guidelines)
- Creams, gels, oils and dressings for minor sprains, sports injuries and scars
- Indigestion remedies for occasional use
- Creams for bruising, tattoos, varicose veins and scars
- Nappy rash barrier creams
- Hair removing creams
- Head lice lotions and shampoos (wet combing is recommended)
- Athletes' foot creams and powders
- Moisturisers and bath additives for minor dry skin conditions
- Travel medicines
- Foods and toilet preparations except where clinically indicated e.g. gluten-free cakes, cake mixes & luxury biscuits; sip feeds; readymade thickened juices; soya milks and sun creams.

If your symptoms continue, please seek medical advice.

ACES scheme is available at the following opticians:

David Bull Optometrists 41 High Street B-O-S 01278 785743
Monday – Saturday

Specsavers 2 High Street, B-O-S. 01278 785743
Monday – Sunday

East Quay Vision East Quay Bridgwater 01278 440440
Monday- Friday

Useful Numbers

Out of Hours

NHS 111/Out of Hours Service	111
------------------------------	-----

Hospitals

Burnham-on-Sea Memorial	01278 773121
-------------------------	--------------

Bridgwater Community Hospital	01278 451501
-------------------------------	--------------

Musgrove Park Hospital	01823 333444
------------------------	--------------

Weston General Hospital	01934 636363
-------------------------	--------------

Bristol Royal Infirmary	01179 230000
-------------------------	--------------

Frenchay Hospital	01179 701212
-------------------	--------------

Southmead Hospital	01179 505050
--------------------	--------------

Local Pharmacies

Boots, Burnham-on-Sea	01278 782029
-----------------------	--------------

Well Pharmacy Burnham-on-Sea	01278 782017
------------------------------	--------------

Day Lewis, Burnham-on-Sea	01278 783079
---------------------------	--------------

Lloyds Pharmacy, Pepperall Road, Highbridge	01278 795001
---	--------------

Lloyds Pharmacy, Market Street, Highbridge	01278 783757
--	--------------

Tesco's, Ben Travers Way, Burnham-on-Sea	01278 252000
--	--------------

Other

Somerset Clinical Commissioning Group (CCG)	01935 384000
---	--------------

NHS England	0300 311 22 33
-------------	----------------

Citizens Advice Bureau, Burnham-on-Sea	01278 793273
--	--------------

Social Service Department, Bridgwater	01278 431111
---------------------------------------	--------------

DWP, Bridgwater	01278 435100
-----------------	--------------

Sedgemoor District Council, Bridgwater	01278 435435
--	--------------

Police - Non urgent	101
---------------------	-----

My Numbers

Highbridge Medical Centre and Symphony Healthcare Services



“Working together to deliver seamless patient centred care, to enable people to live healthy and independent lives”

In April 2017, Highbridge became the fourth practice to join together with Symphony Healthcare Services Ltd; an NHS healthcare organisation.

Symphony Healthcare Services Ltd (SHS) was established through a unique partnership between Yeovil Hospital and GP practices in Somerset. The purpose of this organisation is to provide ‘the right care in the right place’ for patients and to support primary care to be able to provide a sustainable way of providing high quality healthcare services both now and into the future.

South Somerset is experiencing the same challenges as much of primary care across the country, with GPs struggling to deal with increasing workloads, as well as rising numbers of GPs eligible for retirement and difficulties in filling GP training positions. Patient demand continues to grow, along with rising patient list sizes for practices and the number of patients who have increasingly complex long-term health conditions.

SHS is managed by a team of experienced NHS managers and healthcare practitioners, led by Managing Director, Mandy Seymour-Hanbury.

Mandy describes the SHS vision; “Our aim is simple – to put patients first and provide high quality, effective healthcare services through our integrated practices. We are rebuilding a healthcare system which meets the needs of today’s patients, providing them with the care and support they want and need to live healthy, independent lives. We are also developing new models of care which is improving access to care, treatment and advice for patients with the greatest need, introducing new roles and a wider healthcare team to provide healthcare services to support GPs in caring for patients.

SHS is a registered NHS healthcare provider, not a private company. This means that SHS is funded in the same way as any other primary care organisation and is required to meet the same high standards for patient care, safety and quality.

To find out more about Symphony Healthcare Services, please visit:

www.symphonyintegratedhealthcare.com, follow on Twitter; [@SymphonyProj](https://twitter.com/SymphonyProj), or If you have a specific question, or query please email; lisa.pyrke@ydh.nhs.uk

Alternatively if you are not able to access the internet, or would like some information in an alternative format, please ask at the reception.
