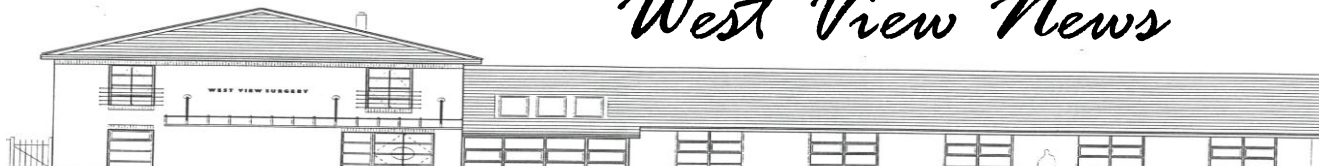


West View News



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www.Westviewsurgery.com

NOVEMBER 2011

**SURGERY ADDRESS: 9 PARK ROAD,
KEYNSHAM, BRISTOL BS31 1 BX
TELEPHONE RECEPTION: 0844 880 2800
FAX: 01179865061**

**CONTACT BEMS (BATH EMERGENCY
MEDICAL SERVICES) ON
0300 033 99 33**

**Or contact NHS Direct for advice on
0845 4647**

**OUR BRANCH SURGERY, SEVERN WAY IS
AVAILABLE TO BOOK APPOINTMENTS ON**

**THE FOLLOWING DAYS:
NURSE & GP – MONDAY A.M
GP WEDNESDAY A.M.
GP FRIDAY A.M.**

(NOTE: THESE TIMES MAY CHANGE DUE TO
HOLIDAY OR SICKNESS)

BANK HOLIDAY 2012 CLOSURES

FRIDAY 6TH APRIL
MONDAY 9TH APRIL
MONDAY 7TH MAY
MONDAY 4TH JUNE
TUESDAY 5TH JUNE
MONDAY 27TH AUGUST
TUESDAY 25TH DECEMBER
WEDNESDAY 26TH DECEMBER

WEBSITE

**WWW.WESTVIEWSURGERY.COM
NEWSLETTERS ARE AVAILABLE ON THE
WEBSITE**

WHO TO CONTACT?

**DIAL 999 FOR THE FOLLOWING LIFE
THREATENING CONDITIONS:**

DIFFICULTY BREATHING,
UNCONSCIOUSNESS, STROKE SYMPTOMS,
HEART ATTACK SYMPTOMS/CHEST PAIN

**FOR ALL OTHER MEDICAL CONDITIONS,
THE PRACTICE IS OPEN MONDAY TO
FRIDAY 8AM TO 6PM - CONTACT THE
PRACTICE DURING THESE HOURS TO BOOK
AN APPOINTMENT.**

**WE DO OFFER A PRE-BOOKABLE GP
SURGERY ONE EVENING MOST WEEKS
FROM 6:30PM TO 8:00PM AND PRE-
BOOKABLE SATURDAY SURGERIES EVERY
OTHER WEEK FROM 8:30AM TO 11:30AM.
PLEASE CONTACT A MEMBER OF
RECEPTION STAFF FOR INFORMATION ON
BOOKING THESE APPOINTMENTS.**

**AFTER 6PM TO 8AM WEEKDAYS,
SATURDAYS & SUNDAYS, AND BANK
HOLIDAYS, FOR URGENT CARE TREATMENT**

For urgent health issues we will always attempt to give patients an appointment on the same day but the receptionist may need to ask a few questions regarding the condition. If you have an urgent medical condition and you need an appointment on the same day, please inform reception staff of this. The GP may ring you back to get further information before an appointment is offered.

If you are unsure whether to see your GP or attend A&E, please contact our reception staff for advice.

CONFIDENTIALITY IN THE PRACTICE

The GPs and Practice staff follow a strict confidentiality policy and are unable to give information regarding a patient, or discuss another patient's medical condition with anyone other than the patient, including patients over the age of 16 years, unless authority has been given by the patient in writing for their medical condition to be discussed with that person.

Prescription queries only- (we do not take repeat prescription requests over the telephone, these should be in writing).

**PLEASE ALLOW AT LEAST 2 WORKING
DAYS FOR US TO PROCESS YOUR
PRESCRIPTION AS GPs MAY NEED TO
REVIEW THE REQUEST.
CHEMISTS MAY TAKE ADDITIONAL TIME AS
THE MAY NEED TO ORDER THE
MEDICATION. PLEASE CHECK WITH YOUR
CHEMIST FOR TIMESCALES OF
COLLECTION.**

For any prescription query please ring 0844 880 2800 and choose option 3 if you have a push button telephone.

To request a repeat prescription, please bring the repeat slip from the previous prescription or a note including the patient's name, date of birth, exact medication required and where the prescription would be collected from. Choices to collect prescriptions are from the surgery (prescription slip only to collect), the local chemists are: Boots, large Lloyd's or small

Lloyd's, Day Lewis Saltford chemist, Coop Pharmacy and ASDA pharmacy Longwell Green. For those that have their prescriptions delivered, please indicate this on your repeat request with the chemist's name.

To request a repeat prescription via email, please use the email address;

Repeat.prescription@gp-L81073.nhs.uk

The same patient information as explained above, must be included on the request.

Please allow 48 hours for your repeat prescription to be processed then collected from the surgery, or to be delivered to the chemist from the surgery. We will endeavour to process urgent repeat prescription requests as quickly as possible, but if your request is not urgent, please allow adequate time for staff to process yours.

Once the prescription is delivered to the chemist, Lloyd's, Boots, ASDA and Coop pharmacies are advising patients to allow 4 days before collecting prescriptions.

Please always check your prescriptions are correct before leaving the chemist as returns will not be accepted once you leave their premises.

We welcome Dr Hyunkee Kim to the practice as a Registrar from August 2011 for one year.

PATIENT INVOLVEMENT

We are seeking to involve more patients by email and gain their views on services we provide, and other services provided in the area. There are invitations available in the practice for patients to complete to participate in surveys. Please speak to a member of reception staff if you are interested in helping us.

We also have a Patient Participation Group we meet with to gain patient views. If you would like to be involved, please speak to a member of reception staff.

Booking Appointments

We have been given guidelines by the Department of Health that GP practices need to make more appointments available within 24 to 48 hours for patients to book with clinicians. In order to follow these guidelines there may be fewer appointments to book further ahead. If this is a problem, please discuss your health issue with reception staff and they may be able to give you advice.

Appointments are available to book up to 8 weeks ahead for GPs, and further ahead with nurses. Appointment slots are divided between booking up to 8 weeks ahead, booking 1 day in advance, booking 2 days in advance, and urgent on the day appointments. Urgent-on the day appointments should only be booked for very urgent issues that can not wait 24 hours. Please do not book an urgent appointment if it is not needed to allow for other patients with urgent issues to book these. If you are wanting to book ahead more than 48 hours, if appointment slots have all been booked by other patients, you will be advised by reception staff that more appointments will come available 24-48 hours ahead of when a clinician works, and you may need to ring again for an appointment. If you prefer to see a particular GP, it may take longer to book an appointment. All GPs have access to all patient records. If you have a new health issue, it may be quicker for you to see the next available GP than to request a particular GP.

If you do not need to have a physical exam by a GP, and your condition can be discussed by telephone, please request a telephone consultation when booking an appointment. If you have any queries about booking an appointment, please ask a member of reception staff. They are happy to help in any way.

We would like to thank all of the patients who help with teaching medical students throughout the year. Your time is greatly appreciated.

DENTAL TREATMENT

Patients are reminded to contact their dentist for dental problems. The GPs will not see patients for these issues.

TRAVEL VACCINATIONS

West View Surgery will administer the following travel vaccines free of charge:
typhoid, polio and infectious hepatitis

Patients are advised to obtain information on what vaccines they require before booking an appointment with a practice nurse. For information, contact the following websites:

[Fit for Travel](#)

[National Travel Health Network & Centre Vaccination Planner: Travel Vaccines](#)
[European Health Insurance Card](#)