

Other Information:

Clinical Commissioning Group

We are part of the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG). For further information and details of medical services in the area, you can contact them at:
BNSSG Clinical Commissioning Group, South Plaza, Marlborough Street, Bristol, BS1 3NX or on bnssg.customerservice@nhs.net

Complaints

We try at all times to give you the highest standard of service, however, we do appreciate that sometimes we get it wrong. In this regard, we operate a Practice complaints procedure in line with the NHS system for dealing with complaints.

If you do have reason to make a complaint, please contact the Practice Manager in the first instance.

Alternatively, if you are not comfortable raising your complaint directly with us, you can contact the Complaints Department at the CCG at the South Plaza address shown above or call them on 0800 0730907 or NHS England can be contacted on 0300 311 2233 or via england.contactus@nhs.net Website address is <https://www.england.nhs.uk/contact-us/>

Zero Tolerance

Violent and abusive behaviour will not be tolerated and appropriate action will be taken as necessary.

Access to Patient Information

For details of who has access to patient information, please refer to <https://www.nhs.uk/your-nhs-data-matters/> or pick up the leaflet "Your data matters" from Reception.

Minor Injuries

Clevedon Minor Injury Unit 01275 546852

General

The nearest **NHS Walk-in Centre** is

- Broadmead Medical Centre—59 Broadmead Bristol BS1 3EA

You can also visit the **Urgent Care Centre** at

- South Bristol NHS Community Hospital, Whitchurch Lane, Bristol BS14 0DE



The Premises

There is easy access to all areas by wheelchair, including toilets. Parking is available for cars and bicycles.

The Practice Location

The Practice is based in Pill and covers the surrounding areas which include:- Failand, Leigh Woods, Abbots Leigh, Ham Green, Pill, Eason-in-Gordano, Clapton-in-Gordano and Portbury.

A map of the area can be found on our website at the following address:

www.heywoodfamilypractice.nhs.uk

HEYWOOD FAMILY PRACTICE

Lodway Gardens
Pill, North Somerset
BS20 0DL

www.heywoodfamilypractice.nhs.uk

Partners:

Dr. Yvonne Jackson

MBChB, MRCGP, DRCOG, DFRSH

Dr. Emma Mason

MBChB, DFRSH

Dr. Rebecca Haggitt

MBChB (hons), DCH, DFRSH, MRCGP

Dr Owen Jones

MRCGP, MBBS, FRCA

Dr Deborah Addleson

MBBS, DFRSH, DRCOG

Dr Rory Hamilton

BM, BCH, BA Oxon, MRCGP, DFRSH

Retained GP:

Dr Jessica Buchan

MBChB, MRCGP, DRCOG, TLHP

Telephone Numbers:

Reception/Appointments – 01275 372105

Phone lines are open Monday to Friday between 8.00am and 6.30pm

This is the main Surgery line and is extremely busy between 8.00am and 11.00am, particularly on a Monday or the day after a Bank Holiday.

Therefore, unless you are calling for an urgent, same day appointment or a home visit, please avoid these times if you can.

Out of Hours – Dial—1- 1- 1

When the Surgery is closed, please call the NHS 111 service for urgent medical attention. Calls are free from both landline & mobile phones.

Further information can be found on the national NHS 111 website—www.nhs.uk/111

The Results Line – 01275 377982

Available Monday to Friday from 10.00am – 3.00pm. If you are calling outside of these times, please leave a message and someone will call back within one working day.

The Practice Manager – 01275 377988

The Practice Secretaries – 01275 377980

Repeat Prescriptions

These may be obtained by prior arrangement with the doctor. Please allow 48 hours (excluding weekends and Bank Holidays) before collecting the prescription. For reason of safety, please note that we do not accept requests by telephone, however, repeat prescriptions can be ordered on-line. Please ask at Reception if you would like to make use of this facility.

The Dispensary is open during Surgery hours, however, we are only permitted to offer this service to Patients who live a mile or more “as the crow flies” from a Chemist.

Appointments: 01275 372105

Routine:

Appointments times vary for each Doctor between the hours of 8.30am – 12.00am and 3.00pm and 6.00pm.

Appointments can also be made on-line via our website:

www.heywoodfamilypractice.nhs.uk Please ask at Reception if you would like to register for this service.

Emergency / Same day appointments:

There will be a Duty Doctor in Surgery every morning and afternoon for same day, urgent problems. These appointments are strictly for emergencies and should not be used for routine matters. In order to use our resources as efficiently as possible, we operate a telephone ‘triage’ system for these appointments.

Telephone Appointments:

If you wish to speak to your Doctor on the phone, a ‘routine’ telephone appointment can be made.

Home Visits:

If you are too ill to come to the Surgery, a home visit can be arranged. As each visit takes up a significant amount of the Doctor’s time, please do not request a visit unless it is really necessary. Please telephone 01275 372105 before 11.00am if you do require a home visit.

Extended Hours:

We offer Extended Hours routine appointments outside our core hours and at weekends. Some appointments will be offered at our practice and others at another NHS setting in the area.

How to Register

To register as a Patient, please ask for a form from Reception. Once completed, you will be invited to make an appointment for a New Patient Check with a Practice Nurse or Health Care Assistant.

Services we Offer:

Asthma Clinic

Asthma patients are reviewed regularly by an Asthma Nurse. Patients may contact her directly at the Surgery

Blood Testing Clinic

Clinics are held on Monday – Thursday mornings between 9.00am and 11.00am.

Chaperones Available

If you would like a chaperone present during your consultation, then please advise the receptionist when booking your appointment or when checking in.

Child Health Immunisations

Children’s immunisation sessions are held at the Surgery every Tuesday between 1.30 and 2.00

Chronic Heart Disease Clinic

Annual checks are carried out by our Coronary Heart Disease Nurse, for all patients with a past history of heart disease.

Sexual Health

We offer a full contraception service including fitting coils and implants and giving contraceptive injections. We can also advise about sexually transmitted infections.

Counselling

You can self-refer to Vitamins. Contact details are www.vitahealthgroup.co.uk 0332001893 or 0800 0126549(24 hour support line). If you are younger than 17 call 0300 3031320.

Diabetes Clinic

Diabetic patients are reviewed regularly by the Diabetes Nurse, patients may contact her directly at the Surgery

Drug and Alcohol Support

Please call We are With You on 01934 427940 or the Samaritans 08457 116123

Health Promotion Clinics

Support to stop smoking
Heart & Stroke Prevention
Support with Weight reduction
Hypertension
New Patient Checks
NHS Health Checks (if over 45)

Maternity Care

If you become pregnant please contact the midwife on 0117 4146743. www.nbt.nhs.uk/anb. Advice re a termination please call BPAS on 0345 8725435.

Minor Surgery

Minor Surgery appointments can be made after discussion with your Doctor and must be pre-arranged.

Travel Advice

Please read the document [Advice for travellers](#) available on our website or from reception (as soon as you know your date of travel). We strongly advise you to check your requirements at least 3 months before you travel. Please note if you need any of the vaccinations which are provided on the NHS (in bold in the document) please make an appointment with the practice nurses bringing with you a printout of the relevant Fit For Travel information.

