**Streamside Surgery – Patient Information Leaflet. Please take home and keep in a safe place for future reference.**

**How to use the surgery appropriately.**

On many occasions you do not need to call the surgery. Helpful information can be found on the practice website [www.streamsidesurgery.nhs.uk/](http://www.streamsidesurgery.nhs.uk/) or [www.nhs.uk](http://www.nhs.uk). Alternatively contact your local pharmacist who may be able to offer advice or prescribe medication. For chronic disease management please contact the reception for an appointment or telephone advice.

We value continuity for our patients and try to ensure that patients see their named GP where possible, usually a routine appointment is available within 3 - 5 days.

If your condition is urgent and you need to be seen today please ask for an **emergency appointment**, these are Sit and Wait appointments at the end of morning surgery. The receptionist will ask the nature of the condition to enable that you are seen by the most appropriate clinician. You will be seen by a Nurse Practitioner or GP for a short appointment to assess one condition only.

**Routine appointments** can be booked with a named GP up to two weeks ahead which can be booked online on Patient Access.

**Telephone appointments** can be arranged when the condition does not require a physical examination.

**Triage after 11am** – You will be asked some question from our receptionists and you may also be told to contact NHS 111 but we will contact you back. This is for the safety of the patients as you may need an ambulance and we need to know that you are safe.

**Opening times**

Monday 08.00 – 18.30

Tuesday 08.00 – 18.30

Wednesday 08.00 – 18.30

Thursday 08.00 – 18.30

Friday 08.00 – 18.30

Weekend – see extended hours below

**Extended Opening Hours**

We are open for routine GP and blood test appointments on selective mornings/evenings during the week and occasional Saturday mornings for GP appointments and Treatment Room appointments. Please ask reception for more information.

**What to do when the surgery is closed**

When the surgery is closed, medical care is arranged by NHS Bristol using the NHS 111 service.

Telephone calls to the practice are diverted or you may contact them **direct on 111**

Following initial telephone triage you may be given advice on the telephone. Depending upon the nature of the illness a GP may visit or you will be asked to attend one of the Out of Hours Centres around the city.

**Please do not attend Accident and Emergency for non-urgent matters.**

**Other Sources of Help**

**NHS Walk-In Centre.** The nearest NHS Walk-In Centre is Boots, 59 Broadmead, Bristol BS1 3EA

**0117 954 9828**

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 999. Chest pains and/or shortness of breath constitute an emergency.**

**Repeat Prescriptions**

You can order a repeat prescription in the follow ways:

* Online – [www.streamsidesurgery.nhs.uk/](http://www.streamsidesurgery.nhs.uk/)
* By delivering the prescription slip to reception or the post box
* Via your local pharmacist using the electronic prescription service

Please allow 96 working hours to enable your request to be processed by us and the chemists. For clinical safety reasons all prescriptions need to be checked by a GP.

**We do not take any prescription requests over the phone, this is for the safety of patients to ensure that the correct item is ordered.**

**Medication Reviews**

Patients on repeat medication will be asked to see a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications and notification should appear on your repeat slip.

Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

**Pill Check and BP Review**

You may be asked to fill out a form rather than have an appointment as experience is that it is easier for patients

**UTI’s**

You may be asked some questions by reception as you often do not need a face to face appointment.

**Test results**

If you are over 18 you can now receive your test results via SMS text message to your mobile phone. We will ask you if you consent to this at the time of blood taking. You will not always receive texts for all tests taken. If you do not hear about a result after 10 days, please ring reception.

* We will not communicate intimate investigation results (smears and sexually transmitted screening). Smear results will be directly communicated to you by the laboratory. .
* You may get separate tests each time a result arrives at the practice and is looked at by a doctor. We will try to bundle these together to limit multiple tests. Some test results arrive from the laboratory quicker than others so there may be gaps between results.
* Some results will be normal and will not require any action. Others may not be normal and you may be asked to contact the surgery to discuss the results with a member of our team.

If you have not consented to receiving your results by text please ring the Surgery after 14:00 to receive your results.

Time frame for results:

* Most blood results are available within 1 week. Some specific tests get sent to specialist centres by the lab which might take considerably longer.
* Urine culture reports take 4-5 working days.
* Fungal tests – microscopy results are usually available in 7 working days but culture results can take 4 weeks.
* Biopsy and histology reports from minor surgery generally take 3 weeks.
* X-ray, ultrasound and other scan results are usually available in 2 weeks’ time.
* Some urgent tests are returned to the surgery by telephone/fax by the lab so we might contact you based on the report.

We would encourage you to ring and check for results if you have not heard within these time frames and you do not have a follow up appointment to discuss the results with your doctor/nurse. Alternatively, you can ring for your test results after 14:00 when the telephones are less busy. Results can only be given to the person who has had the test unless written consent has been given for someone else to obtain the results on their behalf. Please ensure that any specimens you leave at the practice are correctly labelled with your name and date of birth. Failure to do so may mean that the test will need to be repeated.

**Home Visits**

As a general rule, we would prefer to see patients in the surgery, where more comprehensive examinations can be undertaken. Short journeys are not usually harmful in cases of fever or acute illness. However, if you are housebound and need medical attention, home visits are available. Please ring **before 11.00** to request a home visit. In most cases the GP will contact you by phone initially to discuss the problem. Routine visits are made between 13.00 and 15.30 daily. You can also be visited at home by a community nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have recently had a baby or if you are newly registered with a GP and have a child under five years. We do not visit children at home.

**Sick notes**

You do not require a doctor’s sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website.

**Evidence that you are sick** – If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (Statutory Sick Pay). It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a “Statement of Fitness for Work” (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise. You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

**Consent to share with others**

Is there someone (e.g. a relative or partner) you wish to allow us to share medical information with? If so, please ask for a consent form at reception. If we don’t have any consent form on the system we won’t be able to disclose any information to anyone else, this will include things such as test results, medication information, answers to any queries, etc.

**Private Work**

For any private work you should allow at least two weeks for us to complete it and there will also be a charge for us to complete this work.

**Contraceptive Services**

The only contraceptive services we offer here at the Surgery are the contraceptive pill or the contraceptive injection (Depo Provera).

If you have ANY queries regarding the coil or implant you will need to contact the Sexual Health Clinic on the numbers below:

**Advice Line - 0117 3426944**

**Appointments Line (Yate or Bristol) - 0117 3426900**