

Information for Patients

What we offer you

The team at Montpelier Health is dedicated to serving the wide-ranging health needs of the local community. Our doctors, together with other highly qualified health care professionals, and skilled reception and clerical staff, aim to provide you with the highest standard of care at all times.

What we ask from you

We treat every patient with respect and in a polite and friendly manner. In return we ask that you treat the staff and doctors here in a similar way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient persists in violent or abusive behaviour after being warned to stop, we may exercise our right to have them removed from our list of patients.

Please try to arrive on time for your appointment. If you are more than 15 minutes late, you may be asked to re-book for another day.

We make every effort to ensure that surgeries run on time. However, there will be occasions when an emergency arises, or patients need longer than the 10 minutes allotted to them, and this results in you having to wait beyond your appointment time. We ask for your patience and understanding when this happens.

Please let us know if you can't come to your appointment so that the slot can be given to someone else.

Car Park

To use the car park, you need to enter your car registration on one of the two touch screens in the health centre. This will give you up to 90 minutes use. The car park is managed by ParkingEye Ltd and any correspondence entered into would need to be directed to them

Patient Participation Group (PPG)

We are patients, just like you, who want to promote the wellbeing of patients and advise and support the practice to provide high quality care.

You can email us on montpelierhealthppg@gmail.com or leave your contact details at Reception. One of us will get back to you.

Our Location



Other Services

- The NHS Walk-In Clinic in Boots Broadmead offers nurse advice and treatment for minor injuries and illnesses Monday – Saturday from 8am – 8pm, and Sunday 11am – 5pm
- For free health information or advice at any time of the day or night you can call NHS 111 on 111 or log on to www.nhs.uk/111

Comments and suggestions

- We are always keen to hear your views about the practice. If you have any comments or suggestions, or there is anything you are unhappy with, please speak to Caroline Hawkins, Deputy Practice Manager. She will also be able to help you with our complaints procedure if you are dissatisfied with any aspect of the service you have received.
- If you feel we have not dealt with the issues you have raised or if you do not wish to discuss your concerns directly with us, you can contact Healthwatch Bristol, e-mail: info@healthwatchbristol.co.uk. 0117 2690400



Montpelier Health

Wellbeing at the heart of the community



MONTPELIER HEALTH CENTRE

Dr K Hearn and Partners
Bath Buildings, Montpelier
Bristol BS6 5PT

Tel: 0117 942 6811 Fax: 0117 944 4182

Practice Manager—Nicola Dunn

Partners

Dr Kim Hearn (f)
Dr Tim Mitchell (m)
Dr Tom Bailward (m)
Dr Rachel Brown (f)
Dr Ben Spargo (m)

GP Associates

Dr Amanda Blake (f)
Dr Elizabeth Patel (f)
Dr Laura Todd (f)
Dr Paul Maries (m)
Dr Lucy Leworthy (f)
Dr Claire Farrington (f)
Dr Fauzia Yaqub (f)
Dr Michelle Guest (f)
Dr Louisa Loughborough (f)
Dr Julia Webster (f)

Clinical Pharmacist

Mohammed Tariq (m)

Paramedic and Physician Associate

Mark Ashton (m)

Seeing the doctor during surgery hours

The surgery opening hours are as follows:

Monday	8.00am— 6.30pm
Tuesday	7.30am— 6.30pm
Wednesday	7.30am—12:30 (closed 12.30pm—2pm) 2.00pm—6.00pm
Thursday	7:30am—8.00pm
Friday	8.00am—5.00pm
Saturday	9.00am—12.00pm (for patient with pre-booked appointments only)

Urgent Need and Home Visits

If you contact us requesting an appointment for the same day the our reception team will use a health navigation system to direct your request to the most appropriate service.

If you require a home visit because you need urgent care and can't leave your home please try to phone the surgery as early as you can. The receptionist will take your details, and a doctor will usually phone you back to discuss the problem before visiting.

Seeing a Nurse

We have a highly skilled team of nurses, who are fully trained in procedures such as cervical cytology, ear syringing, immunisations and venepuncture. They also run chronic disease management clinics for patients with Asthma, Diabetes and Coronary Heart Disease, offer advice and immunisation to patients travelling abroad, give support to patients wishing to stop smoking and deliver a comprehensive wound management programme.

The Treatment Room is open every weekday. You can attend open surgery for blood, urine or blood pressure tests. For most procedures, we aim to give you an appointment within 3 working days. The waiting time for smears and spirometry may be up to 10 working days.

There is a minor illness clinic every day run by specialised nurses who can assess, diagnose, treat and prescribe for minor problems.

Other Services

We hold a weekly clinic for under 5s on Thursdays from 1.00pm—3.00pm. You can bring your child to see a Health Visitor or for routine immunisations—no appointment is necessary.

The Health Centre is the base for teams of Health Visitors, Midwives, The Haven Refugee Service, Bristol Drugs Project and the Avon & Wiltshire Mental Health Partnership. We also have a visiting Psychiatrist, Podiatrist, and Counsellor.

Other services include Urology, DVT clinic, Leg Ulcer Clinic, Wellwoman Clinic (contraception options, menopause and hormone replacement therapy, and general gynaecological advice), Bristol Wellbeing and Creative Therapies, Social Prescribing, NHS Health Checks and Physio Direct.

Our Receptionists can advise you how best to access these services.

Patients with particular needs

All our consulting rooms are accessible to patients using a wheelchair. We also have 2 parking spaces outside the practice reserved for patients displaying a disabled sticker.

For patients with hearing problems, there is an induction loop in the reception area. We are also a Dementia friendly practice.

We have a Somali interpreter available for some sessions and can offer access to telephone interpreting for any language at all times. Please let us know if you need this service when booking an appointment.

For more detailed information about our services please visit www.montpelierhealthcentre.co.uk

Your local Provider

Montpelier Health Centre is in the area covered by Bristol Clinical Commissioning Group which is responsible for ensuring you receive all the services you need. For details of all Primary Care services in the area, contact the Clinical Commissioning Group:

**South Plaza, Marlborough St
Bristol BS1 3NX
Tel: 0117 9766600**

Accessing help when the surgery is closed

If you need a doctor urgently outside of surgery opening times, please call NHS 111 on **111**. And in extreme emergency call **999**.

Repeat Prescriptions

We offer a 2 working-day service for repeat prescriptions. You can request one in person, by post using the slip we issue with most prescriptions or by going on line to www.montpelierhealthcentre.co.uk.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records please ask a member of our Reception team.