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@Avonmouth

Collins Street

Bristol, BS11 9JJ

**Telephone: 0117 9591919 Fax: 0117 9824322**

www.pioneermedicalgroup.co.uk

**Surgery Opening Hours**

Monday 8.00am – 7.00pm

Tuesday 8.00am – 6.30pm

Wednesday 8.00am - 6.30pm

Thursday 8.00am – 6.30pm

Friday 8.00am – 5.00pm

For emergency treatment or advice outside of these hours please contact the out of hours doctor by telephoning 111.

**For information relating to self-care please use the following websites:**

**NHS Choices –** [**www.nhs.uk**](http://www.nhs.uk)

**Well Aware -** [**www.wellaware.org.uk**](http://www.wellaware.org.uk)

**Your Local Walk-in Centre is located in:**

Broadmead Medical Centre, Boots , The Galleries

**Your local office of NHS England:**

NHS England

South Plaza

Marlborough St

Bristol, BS1 3NX **0117 976 6600**

**Practice Area**

Please do refer to our website for full details of our practice are. If you are moving house or wish to join the practice please ask a member of our reception team whether your address will be in our catchment area.

**Pioneer Medical Group team @ AvonmouthTeam**

**The Doctors**

**Dr Simon Thornton** (male)

**Dr Jo Colyer** (female)

**Dr Megan Rowlands** (female)

 **Dr Sally Cooper** (female)

**Business Manager – Justine Mansfield**

Justine is responsible for managing the daily running of the practice. If you have any concerns, comments or suggestions for change about Pioneer Medical Group please contact Justine by letter or telephone.

**Nursing Team –** We have a team of Nurses responsible for the treatment room and the management of our patients with Long Term Conditions. Consultations are by appointment only.

**Support Team –** Our support team is responsible for the administration and reception in the Practice. The admin team deals with anything from a printer cartridge to typing referral letters, the reception team are here to help you, they have a very busy role making sure Doctors and Patients are happy. The Support Team is managed by Leanne Malpas.

At Pioneer Medical Group you are able to request a routine appointment with any GP at any Pioneer Medical Group practice. However for continuity of care please book review appointments and follow up telephone consultations with the same doctor.

**Telephone Advice** – If you wish to speak to a doctor please telephone the practice on **0117 959 1919**. The receptionist will ask you for a short message and your telephone number. The doctor will call you back. Telephone consultations are bookable up to two weeks in advance

**Appointments** - To use the online booking service please ask a receptionist for your username and password. We offer appointments every day at a variety of times from 7.30am to 7pm. (day dependent). GP appointments are bookable in advance. Please telephone the surgery or call in and we will make every effort to offer you an appointment with a GP of your choice. We also offer a morning Open Surgery for patients that would like to be seen that day, this is a ‘sit and wait’ session and whilst we are unable to guarantee which Doctor you will see we can advise that you will be seen. please telephone reception if you would like to come in and you will be given a time slot to attend.

**Clinics and Services -** The practice offers a full range of services and clinics. The list below is not exhaustive but can be used as a guide to the services we offer:

|  |  |
| --- | --- |
| Blood tests | NHS Health Checks |
| Cervical smear test | Pregnancy care |
| Contraception  | Private Medicals |
| Diabetes review | Respiratory Reviews |
| Drug and alcohol misuse, support to stop | Smoking, support to stop |
| Sexual health advice |
| Ear syringing | NHS Travel vaccines |
| ECG | 4YP |
| Healthy heart review | Wound care |
| Healthy lifestyle advice |  |

**Test results –** Please telephone the practice 5 days after your tests for your results. If you are concerned about test results please contact the surgery and ask for a telephone consultation with the doctor that requested the test.

**Home Visits** – If you are too unwell to come to the surgery please telephone your visit request BEFORE 10.30am as the doctor’s plan their rounds at that time.

**Charges –** You will be charged for completion of

Insurance paperwork, forms, private prescriptions, medicals, photocopying of medical notes and any other work or service that is not included in the GP contract for services**.**

**How do I register at the practice?** – Please come into the surgery. You will be asked to complete a couple of forms and show ID. If you are not entitled to free NHS care you will be treated as a private patient.

**Repeat Prescriptions** – You can order repeat medication via the on line service, in person, by post (please include a S.A.E. if you would like the prescription posting to you), or your pharmacy. **Please leave 48 working hours before collecting your prescription.**

**Patient Participation Group (PPG)** – the PPG works with the practice to ensure that patient views are heard. If you would like to join the PPG or would like to receive information by email please contact Leanne Malpas, Patient and Administration Manager

**4YP**

We are pleased to be part of the Bristol 4YP project. 4YP is a way for young people aged between 13 and 24 years to find free help and advice on sex, relationships and contraception. For further details please visit our website [Pioneer](http://www.ridingleaze.nhs.uk)medicalgroup.co.uk

**Online services - You can:**

* Book, view, amend, cancel and print appointments.
* Order online, view and print a list of repeat medication
* View online, export or print information relating to immunisations, medication allergies and adverse reactions

If you would like to use the online service and you are over the age of 16 years please ask a receptionist for your user name and password.

**Training**

From time to time we teach medical students. They often sit in during a doctor’s surgery. Please say if you don’t want a student present at your consultation. On occasions student nurses may observe our practice nurses at work in the treatment room.

We are very grateful for all patients who help with the education of medical students and doctors. Thank you.

**Confidentiality**

You can be sure that anything you discuss with any member of this practice – doctor, nurse or receptionist – will stay confidential. Even if you are under 16, nothing will be said to anyone – including parents, other family members, care workers or tutors – without your permission. The only reason why we might consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first. If you have any worries about confidentiality, please feel free to speak to any member of staff.

If you would like a chaperone at your consultation please let the doctor or nurse know.

**Complaints**

At Pioneer Medical Group we make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. We are continually striving to improve our service. We appreciate that people often do not like to complain, but assure you that we do want to know if you are not satisfied. If you have a comment, complaint or suggestions please tell any member of staff who will assist you. Should you prefer to speak to one of the doctors this can be arranged. For more details please ask for a copy of our complaints procedure.

**What to do if you no longer require your appointment** Please help us to help you and cancel your appointment as soon as possible so that your appointment can be used by someone else. Please use the online service to cancel your appointment reply ‘Cancel’ to your reminder text message or telephone **0117 9591919**

**Zero tolerance**

The practice supports the Government’s NHS zero tolerance campaign. We ask patients to treat GPs and practice staff courteously, without violence or abuse.

**Access** – The practice is a single storey building with some parking. There are no steps to the front door and all internal areas of the practice can be easily accessed as there are no internal stairs, steps or narrow corridors. We have 2 designated disabled parking bay. Wheel chair users and double buggy’s can easily enter the surgery. If you require assistance please do not hesitate to ask.

The practice is registered with the Care Quality Commission.