



Guide to our services

Providing professional and innovative health services for the community of Fairfield Park within a welcoming and supportive environment

Fairfield Park Health Centre

Tynning Lane

Camden Road

Bath

BA1 6EA

Telephone 01225 331616

Email

BSwccg.fairfieldpark@nhs.net

Website www.fairfieldparkhc.co.uk

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BM, MRCS, MRCP

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BSc, MBChB, MRCP

Dr Melanie Jessop (GMC No 3292963)

MBChB, DRCOG, MRCP, JCPTGP

Dr Eva Ron (GMC No 7582560)

LMS

Dr Sophie Bell-Syer (GMC No 7406840)

MBChB, MRCP, DFSRH

Dr Claire Quiggin (GMC No 4205500)

MB BS DFFP DRCOG FRCGP

Practice manager; Miss Kathryn Burbidge

Please let us know if you have any communication or access needs such as large print leaflets, BSL interpreters, leaflets in other languages. Most of information is available on our website and can be translated on the site.

Minor surgery

A wide range of minor surgery, such as injections, incisions and excisions can be done by the Doctors and qualified staff.

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Long Term Conditions e.g. Diabetes, Asthma, Heart Disease

Those patients with ongoing medical conditions will be invited to attend one of our Health Monitoring clinics which help ensure the best up to date and appropriate treatment is being given. These appointments will usually be with a Practice Nurse and/or Clinical Pharmacist and will be booked through separate clinics to the routine Nurse clinics.

Support to Stop Smoking

Please ask at reception for an information pack and book an appointment. We host the Support to Stop Smoking Service who offer a course of appointments to support patients who wish to stop smoking. During COVID 19 this is mostly remotely.

Health Visitors

The Health Visitors are involved in preventative medicine, promoting health within the community and offer health advice and support to all age groups. In particular they visit families with children under 5 years. To contact them ring 01225 831829.

Clinical Pharmacist

The in-house Clinical Pharmacist can help with many medication queries and is trained to either prescribe or modify any existing prescription to make sure the medicine is helping you effectively.

Regular services

Counselling

Access to this service is self-referral of from a Doctor. For more information call the service on 01225 675150 or visit the website at <https://iapt-banes.awp.nhs.uk/> .

Contraception

All the Doctors provide a family planning service during normal Surgery appointments. An appointment can be made with a Practice Nurse for family planning advice and pill checks. Fitting of a coil should be discussed with Doctors Hamling or Ezobi or a Practice Nurse prior to making an appointment. Requests for emergency contraception will be seen straight away.

Cervical smears

The National Cervical Screening programme advises women between the ages of 25 and 49 to have cervical smears every 3 years and every 5 years for women aged between 50 and 64

Immunisations

A full range of immunisations are carried out at the Practice, including childhood and travel vaccination

Welcome to Fairfield Park Health Centre

This leaflet contains important information and useful information for all patients of our Practice to explain, what we do. How we work and ways in which you can help us provide you with high quality healthcare. In this leaflet you will find the following information:

- How and when to access our services
- How to access healthcare outside our opening hours
- How to request repeat prescriptions
- What facilities and services we provide
- How to help us maintain and improve our standards of healthcare
- Useful contact details

The Practice is a partnership and patients are perfectly free to consult any of us. We would like to ask you to bear this in mind if there appears to be a delay in seeing any particular Doctor. We suggest that a patient consults the same Doctor, if possible, in the course of any one illness.

Practice area

Patients who live in the Bath City boundaries and the Bath Spa University sites are welcome to register with the practice.

Suggestions and Complaints

Constructive help for improving the way the practice operates is always welcome. There is a suggestion box in reception I you have any ideas how we can improve our services.

The Practice has a formal complaints procedure. Please request a Complaints Leaflet if required or see the contact us page of our website.

Usual Hours of Opening

Monday-Friday 8.00am-6.00pm

(Receptionists are available throughout this time for enquires/appointment bookings)

Routine surgery times

Morning surgery 8.00am -11.00am

Afternoon surgery 2.00pm - 6.00pm

NB This may vary during the COVID 19 pandemic, please see our website for more information.

Disabled Facilities

The Surgery has been carefully designed for the needs of the elderly and disabled and includes;

- Disabled parking near the main entrance
- A lift to all floors
- Level wheelchair access
- Disabled toilet facilities
- T Hearing loop
- Braille signage

Patient services are provided on the ground and lower floors.

Our commitment to you

Access: To provide a range of appointments form patients to see, or speak to, a healthcare professional (GP, Nurse, etc.) either urgently or up to four weeks in advance as appropriate.

Communication: To provide clear and accurate information about services, procedures etc., and any changes in timely and accessible format.

Other staff

GP Registrars

The Practice has been selected to host fully qualified Doctors who are following a course of training leading to qualification as General Practitioners, known as GP Registrars. Patients are invited to accept these Doctors on an equal basis with the Doctors.

Medical students

From time to time the Practice hosts students from Bristol and Southampton Universities. At such times the students will shadow a Doctor, often sitting in on consultations, but only with the consent of the patient.

Practice Nurses

A practice Nurse is available for bookable appointments Monday – Friday between 08.40 – 12.00pm and 2.00pm – 5.00pm. These clinics are separate to the Nurse-led Long-Term Condition monitoring clinics.

Health Care Assistants

The Health Care Assistants are available Monday – Friday by appointment and can carry out blood tests, ECGs, Spirometry tests, performing Chaperone duty for the Doctors and assist the Nurses in some clinical procedures.

District Nurses

The District Nurses provide skilled nursing care, advice, support and equipment to patients unable to attend the Surgery due to acute or chronic illness. To contact them or leave a message via St Martin's Hospital reception ring 01225 831500. District Nurses are available seven days a week.

Midwife

If you are pregnant, collect a pack from reception. After seeing a Doctor, the local Midwife attached to the Practice will contact you to arrange a booking. This may be done at home or in the Surgery. They hold regular clinics, to contact them directly ring 01225 824669.

New patients

New patients are requested to make an appointment with the Practice Nurse where they will have the opportunity to discuss their medical history, learn about the organization of the Practice and have some simple, but important, tests carried out.

Newly registered patients with children under 5 years old are asked to provide us with details of previous immunizations your child may have had. This should be recorded in the 'Red Book' which you should have from your previous GP Practice. It is extremely important that these are recorded in their record.

Support for Carers

If you look after a partner or family member who needs help due to a long-term illness or disability, and for whom additional support would be required if you were ill please let us know. We maintain a register of carers to help us plan additional support, for instance by providing 'flu vaccinations in the winter. Even if the person you care for is not registered as a patient with this Practice, we would still be able to offer support for you. The local Carer's Centre can provide more information and support. Please telephone 0800 0388 885 or email info@banescarerscentre.org.uk to contact the Carer Development Worker. It functions on a 'first come, first seen' basis.

Dignity & Respect: To treat all patients with dignity, respect and courtesy regardless of gender, age, ethnicity or sexuality.

Clinical care: To provide the most appropriate care to every patient dependent upon their individual circumstances, and to access relevant additional services as necessary.

What we ask of you

Attendance: Attend appointments on time or give ample notice if unable to attend. Appointments can be cancelled by leaving message on our telephone system.

Information: Inform the Practice of changes of name, address and/or telephone number.

Behaviour: The Practice has a zero tolerance of any violent or abusive behaviour towards staff, patients or premises and violent and/or abusive patients will be reported to the Police and may subsequently be prosecuted and may be struck off the Practice list.

Confidentiality

ALL patient information is handled confidentially according to NHS guidelines. You have the right to access any personal information held under the General Data Protection Regulations (Data Protection bill 2018). We will not disclose any details to other agencies unless we have your written consent or are legally required to do so.

Urgent and same day appointments

In addition to the routine pre-bookable surgeries we also operate a 'Walk in and Wait' clinic for same day appointments from 08.00am to 10.30am every weekday morning. During COVID 19 this is run by telephone. No specific appointment times are given for the 'Walk in and Wait' clinic. To attend this clinic, you need to contact reception before 10.30am.

We endeavour to ensure the waiting times are kept as short as possible, however demand on this service cannot be predicted so at busy times there may be a long wait but you will 'seen' by the GP or Nurse. These appointments cannot be booked in advance. Telephone the Surgery give your details to the Receptionist then wait for a call.

On weekday afternoons there is a duty GP available for urgent cases. Please give details of the problem in order to help the Doctor assess the urgency of the case. If you need to see a Doctor urgently, please call the Surgery on 01225 331616. A trained member of the team will speak to you, either immediately or they may call you back to assess the urgency of the case.

As an urgent patient, the staff can only deal with the immediate problem and you may need to wait. If the staff consider that the problem is not urgent, or there is insufficient time to deal with the problem thoroughly and carefully, it may be necessary to make a routine appointment.

Using the online booking system

You can now make and cancel appointments online using our SystmOnline system. You will need to register to use this service and obtain a password. Ask at reception for a form.

Improving access

This service is currently suspended during COVID19. When it is working it offers appointments Monday-Friday 6.00pm-9.00pm and weekends 8.00am-12.00pm for routine Doctor/Nurse appointments. The appointment would be at another host Surgery. These appointments are booked via our reception.

Out of Hours care

When the Surgery is closed there is a medical emergency service available. Telephone, free of charge, 111 to be directed to the most appropriate service. This includes access to Doctors to be seen at the Urgent Treatment Centre at the RUH or visit you at home if necessary. No specific appointment times are given for the 'Walk in and Wait' clinic. To attend this clinic, you need to contact reception before 10.30am. We endeavour to ensure the waiting times are kept as short as possible, however demand on this service cannot be predicted so at busy times there may be a long wait but you will 'seen' by the GP or Nurse. These appointments cannot be booked in advance. Telephone the Surgery give your details to the Receptionist then wait for a call.

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Telephone appointments

During COVID 19 most appointments are telephone first when a decision will be made if you need to be seen face-to-face. A telephone appointment can always be booked with a Doctor in situations where an examination is not required, such as reviews and changes to medication if the Pharmacist cannot help.

Home visits

Please telephone before 10:30am if you require a home visit.