

This is your Practice Booklet, please keep it in a safe place



## Lawrence Hill Health Centre

Lawrence Hill Health Centre is a large thriving practice near the centre of Bristol. There are 5 GP partners and 2 salaried GP's. The health centre was rebuilt in 2004 on its present site. As well as a health centre, there is also a pharmacy on site. The health centre serves a population of almost 9000 patients. The practice is situated close to the M32 and is served by several bus routes as well as the Bristol Cycle path.

### Health Centre Opening Times

Monday to Friday 8.00 am – 6.30pm  
Saturday, Sunday and bank holidays Closed

### Surgery Times

Monday:	8.30 am - 12.20 pm	4.00 pm - 6.10 pm
Tuesday:	8.30 am - 12.20 pm	2.00 pm - 5.30 pm
Wednesday:	8.30 am - 12.20 pm	2.00 pm - 5.50 pm
Thursday:	8.50 am - 12.20 pm	2.00 pm - 6.10 pm
Friday:	10.00am - 12.20 pm	2.00 pm - 5.50 pm

### Extended Hours

The surgery offers pre booked appointments for those patients who find it difficult to attend the routine surgeries during their normal working day. These appointments are available between 6.30 and 7.30 pm on Monday and Thursday Evenings, 6.30 and 7.00 on Tuesday and Wednesday Evenings and on alternate Saturday mornings from 8.00 to 10.00 am

### How to register at the practice

If you are over 16 years of age, you must come to the surgery in person and ask at reception. You must have proof of identity which shows the address that we have you registered at. YOU CANNOT REGISTER ON BEHALF OF ANYONE ELSE.

### Contact Details

Lawrence Hill Health Centre  
Hassell Drive  
Lawrence Hill  
Bristol BS2 0AN

Tel: 0117 9543060  
Fax: 0117 9557750

Web:  
[lawrencehillhealthcentre.co.uk](http://lawrencehillhealthcentre.co.uk)

## The Doctors

**Dr. Dermot Walsh** MB, BCh, BAO, DCH, DOBs, MRCGP Dublin (1981)

Dr Walsh is the senior partner in the practice and has been working at Lawrence Hill Health Centre since 1985. He has interests in respiratory medicine and family medicine as well as working with the CLEAR team for pulmonary rehabilitation.

**Dr. Philip Bakker** MBChB 1984 (Bristol), DRCOG, MRCGP (1994)

I joined the practice in 1990. I helped oversee the development of our new premises. I have a special interest in diabetes care and in education and training.

**Dr. Matthew Barber** M.B., Ch.B, MRCGP, DCH, DTM&H

Interests; minor surgery and joint injection, treatment of drug and alcohol addictions. Lead for medicines management at the Health Centre. Primary Care research lead for health centre. I have also been responsible for commissioning art work in the waiting room and am interested in the maintenance of our wildlife garden at the Health Centre.

**Dr. Christopher John Coles** MbChB 1992 (Bristol)

I have been with the practice since 1999. My areas of interest include General Medicine, Rheumatology and the treatment of Addiction. I provide minor surgery in the form of cryotherapy to skin lesions and I also undertake a wide range of joint injections. I have responsibility for the staffing of Lawrence Hill and I am the lead GP for the practice's Gold standards in palliative care.

**Dr. Patrick Nearney** (MRCGP, MRCPCH)

Patrick Nearney qualified as a doctor in 1999 from Newcastle Medical School. He worked in paediatrics for 3 years including some time in Zambia before training as a GP and joining the practice in 2006. He is enthusiastic about all aspects of general practice with a special interest in stress related illness.

**Dr. Penny Gardiner**

Qualified in Aberdeen in 1990. Medical interests include, contraception, sexual health & women's health.

**Dr. Ellinor Humby** MBChB MRCS MRCGP DCH DFFP.

I qualified from Liverpool University in 1997 and joined the practice in 2006. My interests are in Women's Health, Family planning and Sexual Health and Child Health.

**Dr Ifeoma Ameke**

I joined the practice as a salaried GP in October 2006. I trained at the Royal Free Hospital, London. My interests include mental health, women's health and child health.

**Dr Katrina Darke**

I qualified in London in 1997. Prior to working in general practice, I undertook 3 years specialist training in paediatrics - I continue to have an interest in child health. I also have an interest in contraception and women's health.

## The Practice Staff

**Practice Manager - Mr Ewan Cameron**

The practice manager ensures the everyday, smooth running of the practice and develops the practice in line with local needs and expectations. He is responsible for all aspects of the practice administration and patient services. He will respond to any comments, complaints or suggestions for change. Previously Ewan was a Practice Manager for a large veterinary practice in Somerset. Ewan's particular area of interest is Practice Based Commissioning and he is a member of the Inner City and East Practice Based Commissioning Consortium Board.

**Personal Assistant to Practice Manager**

My name is Lesley Williams and I assist in the day to day running of the Practice, in the absence of the Practice Manager I am normally the person staff members would approach.

Some of my duties include making up the GP and Staff rotas, various monthly disease and prevention monitoring searches, some general admin duties, assisting on reception when necessary, maintaining stocks of stationery for the Practice, recording of all annual and sick leave for the Practice staff and generally helping where I can!!

**Practice Nurses**

**- Anna Stockford and Mandy Rogers**

Anna qualified as a registered nurse many years ago,

she has a background in accident and emergency. She has worked at Lawrence Hill for a few years now and runs various clinics that include asthma, family planning, diabetes, insulin conversions, heart disease, hypertension. Anna has support from a health care assistant who can give advice and support to anyone wishing to lose weight or stop smoking. Practice nurses and some treatment room nurses are available to take cervical smears, please make an appointment at reception.

Mandy Rogers will be starting with us in March 2010.

#### **Nurse Practitioner - Pamela Walker**

Pamela, our nurse practitioner, did a nursing qualification many years ago and has recently completed a degree to become a nurse practitioner. She is able to see you for most conditions that you would normally see a doctor for, including prescriptions, contraception, assessing, diagnosing and treating illnesses and managing long term conditions. Her appointments are available to book up to two weeks in advance. Pamela has special interests in respiratory disease, sexual health and women's health as well as helping with the wildlife garden and website design.

#### **Treatment Room – Team Leader Jane**

The treatment room is staffed by a team of 8. There are 3 qualified nurses (Jane, Heather and Wendy) and 2 health care assistants (Brina and Nicky). The qualified nurses provide a variety of services that include:

Weekly baby immunisation clinics – for all children between the ages of 8 weeks and 15 years.

A BCG vaccination service is shortly to start for children whose families come from a country where tuberculosis is prevalent.

Travel Advice – We are able to advise on travel medicine and to immunise for most infections diseases one might encounter when abroad. We are able to advise on malaria prevention, sexually transmitted infection prevention, sun and insect bite advice and food and alcohol advice to ensure that you come back to the UK as fit and healthy as you left!

Injections - prescription injections such as B12, Vitamin D, and contraceptive injections.

Wound management - we are able to advise and care for wounds. We deal with many types of wound in the treatment room from removal of sutures after small operations to larger more complex wounds such as leg ulcers.

Cervical smears can be booked with Jane.

Ear syringing – must be booked in advance and ears must be prepared prior to syringing (link?). Patients must see their GP prior to syringing.

The treatment room is fully equipped with emergency equipment for dealing with most types of emergencies that occur in the community.

The health care assistants provide a daily blood taking service. These blood tests are usually at the request of the GP's or nurses and are frequently part of monitoring for long term conditions such as diabetes, heart disease and lung disease.

Blood pressure monitoring is available in the treatment room. Appointments bookable for this.

Stop smoking clinic – Brina provides a smoking cessation support clinic 3 times a week. Patients who wish to quit smoking can refer themselves to this service and through this can access support and nicotine replacement therapy.

Breathing tests – Brina holds a weekly spirometry clinic. This is to test lung capacity that may have been affected by smoking. Appointments are bookable in advance.

#### **District Nurses - Team Leader Hilary**

The District Nursing team is led by Hilary and is a team of 7 experienced nurses based at the health centre, some full time and some part time. Our working day is 8.30-5pm, and we provide cover week days and weekends.

We are a service for patients who are housebound whether short or long term. Each patient will have their needs assessed on an individual basis. We provide skilled nursing care and health promotion ranging from wound management, chronic disease management, continence care and palliative care.

Initial contact via the community clerk, at the

Health Centre or their direct number 0117 9543070

### **Health Visitors - Quinta, Rosie, Lucy and Kelly**

Health visitors are qualified nurses with further training and experience in public health work. They work with individuals, families and communities to promote healthier lifestyles. Health visitors can listen, advise and support parents in promoting healthy lifestyle in pregnancy the postnatal period. They can provide health and support to identify and meet the health needs of children, adults and communities. They can also offer specific packages of care for particular needs e.g. postnatal depression, positive parenting, child behaviour management, child protection, domestic abuse, bereavement support, and coping with isolation. They provide information about other services and agencies and have strong links with local children's centres and Barnardos Family support worker service.

They run a baby clinic on Wednesday afternoons 1.30 pm - 3.30 pm, no appointment necessary and a mother and baby group on a Thursday morning 10.30-12.00. The Health Visitors can be contacted via their direct number on 0117 9543069

The health visitor team consists of Quinta, Rosie, Lucy and Kelly.

The health visitors are supported by nursery nurses who are qualified to work with children and have special skills in early learning and childcare. The nursery nurses can help parents and children to learn the value of play.

The nursery nurses are Karen and Claire

### **Community Nurse For Older People - Veronica Chandler**

The Community Nurse is available for advice regarding the care of the elderly and their carers. The nurse undertakes visits at home to assess client's health needs and provides support. Veronica can be contacted on 0117 9543074

### **Community Matron – Sarah Jane Cocking**

The community matron works closely with a community nurse for older people and the district nurses as an integrated team. Sarah Jane, works pre-

dominantly with older people over 60 within their own homes who are at high risk of hospital admission. This may be related to a recent exacerbation of a chronic illness, complex health and social care needs. The community matron works with patients and their carers/families to try to prevent avoidable hospital admissions.

### **TB Nurses – Ruth and Si**

The PCT's TB nurse team is based at Lawrence Hill Health Centre. The 2 nurses, Ruth King and Si Ramzan, work closely with the medical team in the acute trusts, and provide community-based follow-up and support to people going through lengthy TB treatments. The aim of their service is to increase the proportion of patients who successfully complete their treatment. Referrals to the team come directly from the acute trust, but Ruth and Si are very happy to answer any questions people have about TB, or about the management of suspected cases. Ruth and Si can be contacted on 0117 9543066

### **Pulmonary Rehabilitation Team – CLEAR Jo, Pamela and Sam**

The CLEAR (Community Lung Education and Rehabilitation) team is based at Lawrence Hill Health Centre. Patients from all practices in Bristol Primary Care Trust can be referred for pulmonary rehabilitation. The programs take part in sports centres in Bristol. More information can be found by accessing the link here.

### **Midwives**

Lawrence Hill Health Centre has two midwives who provide, with the doctors, ante natal and post natal care. This includes an appointment either at home or at the health centre and routine follow up antenatal appointments at the health centre. There is the option for either hospital or home birth (if appropriate). Birth and parenthood preparation groups are also held regularly. The midwives can be contacted directly on 0117 9543063

### **Students**

The practice teaches 1st to 4th year medical students on a regular basis. They may be present during a consultation and you will be warned beforehand. If you do not wish the student to be present at your consultation, please inform the receptionist at the main desk.

### **Reception staff**

The receptionists are often the first contact for patients. They deal with enquiries on the front desk, answer the telephone and deal with requests for appointments, home visits, test results and prescriptions. Their job is very demanding and they are often dealing with requests and queries from all directions at the same time! They deal with new patients who either telephone or come to the health centre and help with the registration process. They answer telephone calls as quickly as they can so that patients can book appointments. When booking an appointment, patients are asked for some information so that the urgency of the problem can be passed on to the doctors. Anything you tell them will be treated in absolute confidence.

### **Office Staff - Computer Operators**

There are two computer clerks, who cover a wide range of duties using an electronic system for summarising new patients' documents, coding patients' diagnoses and entering data from a variety of diagnostic results. We cover the set up and making changes to prescriptions and relaying information to various pharmacies. We generate letters to patients inviting them to attend the practice for their monthly check-ups. These details are found through searches. We can also collate other information this way relating to medical issues. We try to keep all our computers and printers in working order, with the help and support from Emis and IT Helpdesk. Our team works well together sharing the workload, and when we need help to solve problems we can liaise with other members of the practice who are always willing to help.

### **Office Staff - Medical Secretaries**

There are three medical secretaries within the Practice – all part time, covering morning and afternoon shifts between 9.30 am – 4.00 pm. We deal with a great variety of paperwork generated by the doctors and process many varied forms brought in by patients. We type referral letters to the hospitals, medical reports for insurance companies & solicitors and any other correspondence which may be needed by the GP's or nursing staff.

We liaise between the doctors, the patients and hospitals by chasing results and appointments, following up referrals and discharges, etc. We encourage patients to follow up their own appointments with the hospital where possible as this often produces a quicker result for the patient; however

where there are difficulties we are of course happy to help.

We have a good working relationship and work well as part of the whole team within the Practice.

### **Home Visits**

Home visits are only made to patients who are completely house-bound and are unable to leave their homes, or who have an illness that prevents them from leaving their home. As children are smaller and become very ill more quickly than adults, it is better that they are brought to the surgery to be seen rather than wait for a home visit, which could take much longer.

Requests for home visits should be made by 11.00 am if possible. If the matter is urgent, please mention this when phoning.

### **Emergencies**

One of the doctors or a deputy is on call for emergencies between 8.00am and 6.30pm from Monday to Friday. Tel: 954 3060.

If there is an urgent medical problem you will always be given an appointment to see the doctor that day even if all the appointments are filled.

When the health centre is closed you will be automatically transferred to the Out of Hours Medical Service who will deal with your call.

### **Services Available**

#### **Telephone Advice**

Your doctor or practice nurse will be pleased to offer help and advice on the phone. If at all possible please phone after 11.00am. If unavailable he or she will return your call. NHS Direct is also available to give confidential health advice and information on NHS Services Tel: 0845 4647.

The treatment room nurses are available to give telephone advice, please leave a message and telephone number and they will ring you back.

## NHS Walk In Centres

Walk-in Centres are a nurse led service offering treatment and advice for minor illness and injuries as well as health promotion and information. Some medications can be dispensed for minor ailments and conditions and emergency contraception.

The nearest Walk-in centre is Bristol City Gate at 33 Broad Street, Bristol BS1 2EZ. It is open from 8.00am to 8.00pm Monday to Saturday and 10.00 am to 6.00 pm on Sunday.

## Dental Problems

We do not provide a dental service . If you have a dental problem contact your dentist or NHS Direct on 0845 4647 for details of dentists available locally.

## Treatment Room

Our treatment room nursing team offer a comprehensive range of general nursing services. You can make an appointment for the treatment room at reception.

### Opening Hours: Mornings

Monday:	9.30 am - 12.30
Tuesday:	9.30 am - 12.30
Wednesday:	9.30 am - 12.30
Thursday:	9.30 am - 12.30
Friday:	10.20 am - 12.20

### Afternoons

Monday:	2.00 pm - 5.30 pm
Tuesday:	1.50 pm - 5.30 pm
Wednesday:	2.00 pm- 4.30 pm (Baby Clinic)
Thursday:	2.00 pm- 5.30 pm
Friday:	2.00 pm- 5.30 pm

## Blood Taking Services

Our Nurses also run dedicated blood taking (Phlebotomy) services which are available by

appointment at the following times. Outside of these times then blood samples may be taken in our treatment room.

### Opening Hours:-

Monday	8.30 am - 12.30 2.00 pm – 5.00 pm
Tuesday	8.30 am - 12.30 2.00 pm – 5.00 pm
Wednesday	8.30 am - 12.30 2.00 pm – 5.00 pm
Thursday	8.30 am - 12.30
Friday	10.00 am - 12.30 2.00 pm – 5.00 pm

## Sexual Health and Contraception

We offer a full range of services including emergency contraception for non-registered patients. We also offer screening for sexually transmitted infections.

## Other Important Information

### Non NHS Services

Certain services provided by your doctor are not covered by the N.H.S. and you will be asked to pay a fee, e.g. insurance or employment medicals, HGV medicals, insurance claim certificates, countersigning passports applications, letters to solicitors, employers and outside agencies. A full list is available from reception.

### Dentistry

NHS dentistry is not available through this practice. However you can find out where your nearest NHS dentist is by contacting NHS DIRECT on 0845 4647. Dental emergencies (tooth abscesses, tooth ache) should normally be dealt with by a dentist.

## Comments and Suggestions

If you have any comments or suggestions please write them down or ask to speak to Ewan

Cameron, the Practice Manager or any of our Receptionists who will be able to help you.

### **Patient Surveys**

You maybe asked from time to time to participate in a survey, the results will help us to assess and improve our services to you.

### **Complaints**

To make a complaint please write to Mr. Ewan Cameron, practice manager or your doctor, should you experience any difficulty in doing this, please speak to reception to make other suitable arrangements. A copy of the Complaints Procedure is available at reception.

### **Disabled Access**

There is wheelchair access throughout the Health Centre.

### **Data Protection Act**

We ask for information about you so that we can give you the best possible care and treatment. We keep this information to ensure that your doctor or nurse has accurate and up to date information when you are next seen.

Everyone working for the NHS has legal duty to maintain the highest level of confidentiality about patient information. For further information please ask for a leaflet at reception called "your records are safe with us".

### **Repeat Prescriptions**

To obtain a repeat prescription please either post or hand your computer request slip into reception or your local chemist, clearly marking the items needed. If you do not have a computer slip please send a clear list of the required medication ensuring that your name and date of birth are included on the sheet.

Please send your request in good time as it takes 24 hours to process a prescription and all medications are not always held in stock by the Pharmacy.

Prescriptions will be ready for collection between 5.00 and 6.30 pm the next working day.

If you wish some Chemists will collect your script from the Health Centre and you will be able to collect your medication direct from the chemist. To do this you must clearly mark your slip with the Chemist you wish to collect from.

Patients on repeat medication will be asked to see the doctor for a review of their treatment at regular intervals.

### **Appointments**

Doctor's appointments are available up to two weeks in advance but the majority of the appointments are only bookable on the day. This is in line with the Department of Health recommendations.

Appointments with either the Practice Nurse or Treatment Room Nurses are available 24 hours in advance.

To book an appointment please telephone 0117 954 3060 or call at the Health Centre where our reception staff will help you.

**If you cannot keep an appointment, please let us know as soon as possible, as wasted appointments prevent other patients from being seen. It is also important that you try to arrive on time for your appointment.**

You may see whichever doctor you prefer, but it is normally best to see the same doctor for on going problems. Appointments are usually 10 minutes long so it is a good idea to try to keep the appointment for one health problem at a time. Appointments after the weekend or holiday are taken very quickly so if it is something you have had for a few days, and can wait, it is usually quieter towards the middle of the week.

Transport to the surgery is the responsibility of the patients. There are good bus links to the health centre

[www.firstgroup.com/ukbus/southwest/bristol/home/](http://www.firstgroup.com/ukbus/southwest/bristol/home/) and also Dial-a-Ride [www.bristoldialaride.org.uk/](http://www.bristoldialaride.org.uk/) can be accessed to provide transport.

## Contact Us

If you have a general enquiry please write to us at:

Dr DS Walsh and Partners  
Lawrence Hill Health Centre  
Hassell Drive  
Bristol  
BS2 0AN

If you have a medical related enquiry then please ring us on 0117 9543060.