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 - 12.00 pm	3.50 pm - 5.50 pm
Tuesday:	8.30 am - 12.20 pm	3.50 pm - 5.50 pm
Wednesday:	8.30 am - 12.30 pm	2.00 pm - 5.50 pm
Thursday:	8.30 am - 12.20 pm	2.30 pm - 6.10 pm
Friday:	10.00am - 12.00 pm	3.50 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 Tuesday 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.

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 responsibly for the staffing of Lawrence Hill and I am the lead GP for the practices Gold standards in palliative care.

Dr. Patrick Nearney (MRCGP, MRCPCH)
Doctor Nearney graduated in 1999 from the University of Newcastle-upon-Tyne Medical School. After several years working in paediatrics including a short time in Zambia he trained in General Practice. He is enthusiastic about all aspects of general practice and but retains his specialist interest in Paediatrics. He is the practice GP trainer -supervising qualified doctors in their transition to general practice.

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 Womens Health, Family planning and Sexual 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.

Dr Charles Dixon
I trained at Barts and The London School of Medicine before moving to Bristol and working as a junior doctor in all the local hospitals. I have a particular interest in musculoskeletal, Urological, Cardiovascular and paediatric issues. When not working as a GP I spend most of my time looking after my three small children. I am a member of the Army Reserve and enjoy my sport.

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 is Chair of the Inner City and East Locality Commissioning Organization.

Assistant 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 Nurse - Mandy Smith
My name is Mandy Smith, most of you will have known me as Mandy Rogers, but I recently remarried. I have been a Practice Nurse at Lawrence hill for many years, recently I returned after a gap of 5yrs when I worked at Western College another GP practice in Bristol. My strengths are in all the long term conditions, family planning, sexual health and smears. I look after the treatment room team and organise the flu clinics every year. I'm a full time member of the team here at Lawrence Hill.

Nurse Practitioner - Pamela Walker
Pamela has completed a BSc Nurse Practitioner in Primary Care and is currently studying towards an MSc in Advanced Practice. 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.

Nurse Practitioner - Sarah Jane Cocking

Treatment Room – Team Leader Jane
The treatment room is staffed by a team of 8. There are 5 qualified nurses (Jayne, Heather, Sarah, Emma and Adam) and 3 health care assistants (Brina, Nicky and Carolyn). 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 advice 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 – Carolyn 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.

District Nurses
The District Nursing team are based at Air BAlloon Surgery. Telephone: 0117 908 6634.

Health Visitors - Janis Scudamore, Sandra Langer-Crame, Sarah Denton and Claire Luing

Community Nursery Nurse: Belinda French

Health Visitors Administration Clerk: Jan Whitelocke

Health visiting teams are involved in the local deliver of the National Healthy Child Programme (Department of Health). The aim of the Healthy Child Programme is to identify any family health problems, early with an emphasis on parenting support.

Your health visiting team can offer advice and support with :

- Postnatal care including breastfeeding
- Promoting good attachment and positive relationships
- Child development and support with difficult behaviour
- Childhood immunisations

- All aspects of child health or minor illness
- Weaning advice and healthy eating
- Promoting a healthy lifestyle
- Providing information about other services and agencies
- Offering support and information to families at difficult times
- Safeguarding children

The health visiting team runs a `Well Baby Clinic' every Wednesday from 1:30-3:30PM. No appointment necessary.

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

TB Nurses

Bristol Community Health's TB nurse team is based at Lawrence Hill Health Centre. The 3 nurses, Ruth King, Mark Santry and Liz Jones, 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. The team also arrange for the identification and screening of people who have been in close contact with someone who has TB. Referrals to the team come directly from the acute trust, but the nurses are very happy to answer any questions people have about TB, or about the management of suspected cases. The nurses can be contacted on 0117 9543066, or by email on bristoltbnurse@nhs.net

Pulmonary Rehabilitation

Pulmonary Rehabilitation has been moved to Amelia Nutt under Bristol Community Health

Midwifes

Lawrence Hill Health Centre has two midwifes 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 midwifes 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 working within the Practice – all part time, covering office hours Monday – Friday. We deal with a large range of paperwork generated by the doctors and patients. Our main role would be to type up dictated referral letters and process these via the Choose & Book system on line. We also log, process and direct referral forms for a variety of treatments and tests to the appropriate clinic. We deal with medical reports requested by insurance companies and solicitors. This office also co-ordinates the new local specialised paediatric clinic which is held weekly at this Practice.

Part of our role is to act as liaison between the doctors, patients and hospitals when there are problems with hospital appointments etc. We are available to take queries on the phone, however, due to the busy nature of our work we ask patients to leave a message with their details and we will endeavour to deal with the query or produce an outcome as soon as possible.

We have a very good working relationship with all departments 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 Avalable

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.

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	8.30 am - 12.00 pm
Tuesday	8.30 am - 12.00 pm
Wednesday	8.30 am - 12.00 pm
Thursday	8.30 am - 12.30 pm
Friday	8.30 am - 12.30 pm

Opening Hours: Afternoons

Monday	2.00 pm - 5.40 pm
Stop Smoking Clinic:	1.30pm - 2.30 pm
Tuesday	2.00 pm - 5.00 pm
Stop Smoking Clinic:	2.00pm - 4.00 pm

Wednesday	1.30 pm - 2.30 pm & 5.00 pm - 5.30pm
Baby Clinic:	1.30 pm - 4.30 pm
Thursday	2.00 pm - 6.00 pm
Stop Smoking Clinic:	1.30pm - 4.30 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.

We also Offer:

Asthma and COPD appointments - Available with the Practice Nurses and Nurse Practitioner

Diabetes appointments - Available with the Practice Nurses

Baby immunisation clinics-in treatment room, by appointment

Baby clinic - Wednesday afternoons

Wart clinic - by appointment only, Dr Coles

Travel clinic by appointment

Minor surgery clinic- by appointment only, Dr Barber

Midwives clinic- by appoinment only

Interpreting services with onsite translators in some languages or through 'the Big Word' national interpreting service.

Alcohol services-by referral

Bristol drugs project-by referral

Dermatology sepcialist nurse-by referral

Women's health at Lawrence Hill Health Centre

At Lawrence Hill Health Centre, our team provide a comprehensive service regarding all aspects of women's health. We can provide specialist advise in the following areas:

Contraception and sexual health
Emergency contraception
Vaginal bleeding problems
The menopause
Urinary incontinence
Sexual problems

Thursday morning gynaecology clinic

We run a dedicated gynaecology clinic on Thursday mornings. This service is run by two of our female doctors, Dr Ellinor Humby and Dr Katrina Darke, and our nurse practitioner, Pamela Walker.

You are welcome to discuss any aspects of women's health with us.

Menopause

We advise on all matters relating to the menopause. This includes problems leading up to the menopause, advice regarding HRT and other alternatives, and also advise on women's general and sexual health in the years after the menopause.

Urinary incontinence and bladder problems

This is a common problem which affects many women, particularly those who have borne children.

We know that women are sometimes embarrassed to come forward with this problem. But there is much we can do to help. Depending on your problem we may be able to offer medication or local vaginal treatments to support your bladder. In some cases we will need to refer you to our gynaecology colleagues at the hospital, if we feel you may benefit from surgery/expert input.

Tuesday evenings - nurse-run contraception clinic

In addition to our Thursday gynaecology clinic, we have a nurse-led contraception service on Tuesday evenings. Our specialist nurses can offer advice on all aspects of contraception and sexual health including:

Sexual health screening (screening tests for sexually transmitted infections such as Chlamydia)
Contraception – advice on all types of contraception. In addition, the nurses can prescribe oral contraception, 'the pill', and the contraceptive injection.

Emergency contraception – if you are worried that you are at risk of pregnancy and think you may need an 'emergency coil' or the 'morning after pill', the nurses can discuss your options with you.

Useful weblinks

http://www.fpa.org.uk/helpandadvice/contraception

http://www.bpas.org/bpaswoman

http://www.menopausematters.co.uk/

http://www.nhs.uk/Conditions/Incontinence-urinary/Pages/Introduction.aspx

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 a 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.

NHS Walk In Centres

The nearest Walk-in centre is Broadmead Medical 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 and follow the instructions to select the correct option on your telephone keypad, 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/south-west/bristol/home/ and also Dial-a-Ride www.bristoldialaride.org.uk/ can be accessed to provide transport.

Sick notes – when do I need a sick note?

Sick notes are now called fit notes. You do not need a fit note if you have been off work for seven or less days. Your employer should not ask for medical evidence that you have been ill if you have been away for less than seven days. In this circumstance, you may be asked to confirm that you have been ill and to complete a form called a `Self-certification' form. You may be able to obtain this form from your employer. For more information about `Self-certification' please go to

http://www.nhs.uk/chq/Pages/1062.aspx?CategoryID=68

If you are off sick for more than seven days, then you will need a note from your doctor. You will need to see your doctor to obtain a note. This note will give details of the illness or condition and state that you are `unfit for work' until a cer-

tain date. Your doctor may need to see you prior to you returning to work in order to ensure that you are fit to work again.

For more information on obtaining a `Fit note', please go to -

http://www.dwp.gov.uk/docs/fit-note-employee-guide.pdf

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 enquiriy then please ring us on 0117 9543060.