

Teaching practice

The practice is a teaching practice and occasionally trainee GPs and medical students may, as part of their training, be required to sit in with their trainer GP during consultations or consult with patients with GP support.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

How to register at the practice

The quickest way to register is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Access and support for disabilities

The practice offers step free access to the premises. Additionally, there is a hearing loop on the reception desk, and we also have dementia friendly signs.

We welcome Assistance Dogs although animals are not permitted in any clinical areas.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician.

Further information about your rights and what we expect of our patients are detailed within the [NHS Constitution](#).

Services we provide

In addition to the routine services that are provided, this practice also offers the following:

- **Family planning** – We offer a full range of family planning services
- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- **Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- **First contact physio** – First contact physio's can assess, diagnose, and create management plans, often without needing a GP referral, providing quick access to care for things like back pain, sports injuries, or arthritis, and can even refer you to specialists or other services if needed.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **NHS Health checks** – NHS health checks are offered every 5 years after a patient's 40th birthday dependent on whether they have any chronic disease.
- **Other clinics** – The practice also offers antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction

Details of all clinics are available from reception and are also listed on the practice website.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information.

Opening hours

Mon–Friday	8:00 am	6:00 pm
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Improved access/Extended hours

[Varied each week, please ask reception for further information]

Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
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GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke
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West View Surgery - Practice Information Leaflet

West View Surgery is a partnership providing NHS Services under an NHS Medical Services Contract.

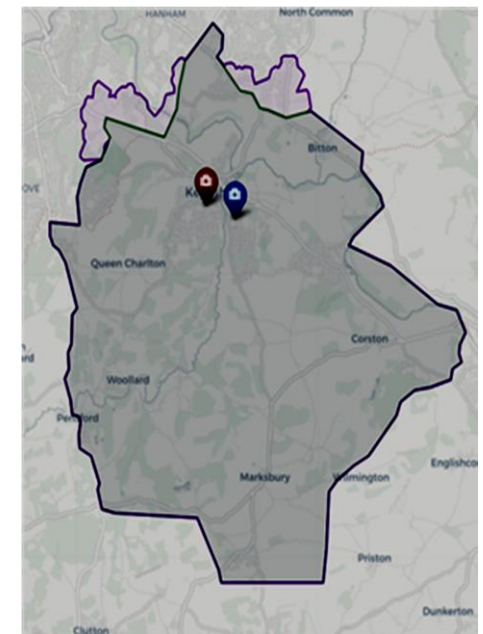
West View Surgery
9 Park Road
Keynsham
BS31 1BX

Telephone No. [01179 376835](tel:01179376835)

Email address:
BSWICB.westviewsurgery@nhs.net

Website:
<https://westviewsurgery.nhs.uk>

GP services are provided to the following areas:



Partners

Dr O Bourke
Dr C Price
Dr N Ehsanullah

Salaried GPs

Dr M Jack
Dr C Jefferies
Dr D Redman
Dr C Hickson
Dr S Smith

Nurses

K Williams
F Wood

Other healthcare staff

N Cox (Advanced practitioner)
P Cortez (Paramedic)
V Marsden (Advanced practitioner)
T Spindler (Nursing associate)
H Palmer (Nursing associate)
A Harvey (HCA)
S Brindle (Phlebotomist)

Practice Manager

R Eade

Other management

S Blacker (Operations Manager)
L Jordan (Nurse Manager)

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please complete our online triage form. This can be accessed via our website, NHS app or reception can text you a link.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

The patient privacy notice is available on the practice website.

NHS England Contact

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.
Telephone: 0300 311 2233
Email: england.contactus@nhs.net

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located in the foyer on the door.
- Online – Please log in and order via our website or the NHS app
- Please allow 72 working hours for collection from your designated pharmacy when ordering repeat prescriptions.

Preference for a named practitioner

The practice will attempt to ensure that any patient is seen by the same healthcare professional if there is a medical need for continuity of care, although please note that this may not always be an option.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within the complaints leaflet.

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice triage form to request one before 10am where possible. A clinician will then telephone you to discuss your request.

Home visits are usually conducted after morning surgery, Monday to Friday.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via www.nhs.uk