

Redgate Medical Centre



A Guide to Our Services

**Westonzoyland Road
Bridgwater
Somerset
TA6 5BF**

Telephone: (01278) 454560

www.redgatemedicalcentre.co.uk

Opening Times:

Monday to Friday 8 am - 6.00 pm
(Alternate Saturday mornings
8.45 am – 12.30 pm)

Welcome

Redgate Medical Centre serves the whole of Bridgwater as well as its surrounding villages,

Our clinical team includes GPs, advanced nurse practitioners, senior and general practice nurses and health care assistants.

We offer a full general practice service and run specialist clinics for diabetes, anti-coagulation monitoring, asthma sufferers and cryotherapy. We undertake minor surgical procedures for both our patients and patients from neighbouring surgeries. We also have the benefit of an on-site Lloyds Pharmacy.

At Redgate Medical Centre we aim to treat all our patients' promptly, courteously and in complete confidence.

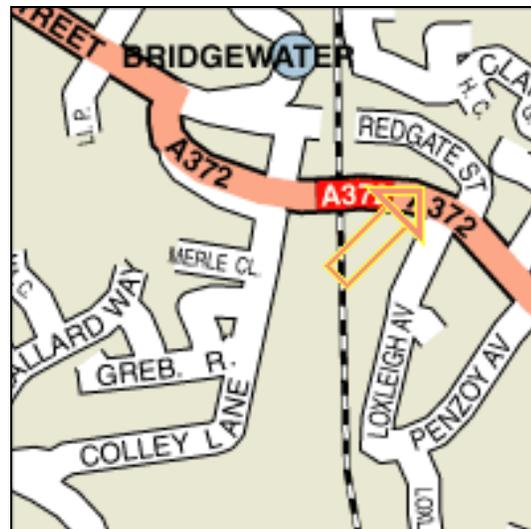
This leaflet is for both existing patients' and those considering registering with us.

It tells you about our services, how to access them and some

general information about how our practice operates.

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from our reception.

Redgate Medical Centre



Appointments

To book an appointment telephone (01278) 454560.

■ You can pre-book a routine appointment with a nurse or GP up to six weeks' in advance if this is the most convenient for you.

■ Same Day Access

If you require an urgent appointment with a GP or Nurse Practitioner and it needs to be dealt with sooner than the next routine appointment, you will be asked for a brief description of your problem by the receptionist and a telephone number that you can be contacted on between given times. A Duty Team clinician will call you back during the prearranged time slot and agree the next course of action – this may be an appointment later in the day with a GP or a Nurse Specialist, you may be offered an appointment for a blood test followed by an appointment with a GP a few days later when the results have returned, or the matter may be sorted over the phone without the need to see a clinician. The aim of the Duty Team Surgery is to ensure patients are seen by the most appropriate clinician or offered

the most appropriate form of action for the individual patient and their condition.

■ You can book to have a telephone consultation with a doctor. He or she will ring you within a specified time on the telephone number you have given.

■ Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.

■ Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Please note that the results of tests can only be given to the patient, unless we have their permission to do so.

Appointment Timetable

Monday – Friday

Appointment Type	Morning	Afternoon
*Same Day Access Team	11 am – 12.30 pm	2.00 – 3.30 pm
Routine GP Appointment	8.30 am – 10.30 am	4.00 – 5.30 pm
Routine Nurse Appointment	8.30 am – 12.30 pm	2.00 – 5.30 pm

Saturday (Alternate weekends)

Routine GP Appointment	8.45 am – 12.30 pm	NOT AVAILABLE
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* Appointments available to book on the day required

Home Visits

Our doctors typically can see four patients in the practice in the time it takes to do a single home visit. They also do not have available to them the specialist equipment and investigations that they would normally have in the practice. For this reason we ask our patients to come into the practice if at all possible. However, we can visit you at home if your condition means you cannot attend the practice. Please try to ring before 10 am to arrange a visit and let us know if your condition is urgent.

Evenings and Weekends

The Somerset Out of Hours Medical Service is available to all our patients for urgent advice and treatment in the evening or at weekends. This service can be accessed by telephoning 111.

How we can help you

- By seeing you within 30 minutes of your scheduled appointment. If there is likely to be an additional delay, however, you will be told of the reason by the receptionist
- Offering you a range of appointments bookable either in advance or on the day that you wish to be seen.

How you can help us

- Be on time for your appointment.
- Tell us if you need to cancel your appointment
- Request a home visit or urgent appointment as early as possible
- Ring for test results after 2pm

Clinics and Services

We run a range of specialist clinics. For an appointment telephone (01278) 454560.

Ante Natal

You can expect to be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both by our Community Midwife.

Child Health & Immunisations

We have a very good health visiting team and nurses attached to the practice that offer and provide full child development checks and immunisations

Diabetes

Led by our nursing team, this clinic offers advice and general health check-ups to patients diagnosed with diabetes.

Asthma

Asthma sufferers can book in to see our Respiratory Nurse for advice and support in asthma care and other respiratory problems.

Stop Smoking

For patients who are trying to give up smoking we can signpost you to the local Stop Smoking Support Service.

Minor surgery

We undertake minor surgical procedures in our purpose designed operating suite. These include the removal of skin lesions, ingrowing toe nails and vasectomies. This is a fully accredited service with referrals also taken from other local surgeries.

Anticoagulation Monitoring

We hold dedicated Anticoagulation clinics each week. This is a one-stop visit where we undertake a finger-prick test, give you the result and advise you on any dose change all within a 10 minute appointment.

Coronary Heart Disease

Our experienced nursing team regularly monitor and provide general advice to patients with heart conditions.

Cryotherapy

This clinic is for skin conditions and is run by the Doctors. Like our minor surgery service you need to be referred by a clinician to access the service.

Family Planning

A complete family planning service is provided at the practice by our nursing and medical team, including contraceptive implants (Nexplanon)

Cytology

We provide a comprehensive cervical smear service. We invite you when appropriate to make an appointment at the time of your choice.

Travel Clinic

For those patients travelling abroad, subject to appointment availability we provide travel advice and vaccinations. There can be a charge for this service. We may not be able to provide non-NHS travel advice and immunisations if you contact us less than 8 weeks before your date of departure. In such cases you will need to contact a private travel clinic.

Counselling

We have the benefit of an NHS Counsellor attached to the practice.

Dietician

We have a visiting Dietician to the Practice. Appointments are made by referral from your Doctor.

Health Visitor

Our Health Visitor provides support to families who have children under the age of 5. She is able to offer advice on all aspects of health and childcare.

If you would like to speak to the Health Visitor please telephone (0300) 323 0116

Community Nurses

Our Community Nursing team provide nursing care to our patients during periods of illness or incapacity in their own homes. If you would like to speak to the Community Nurses please telephone (0300) 323 0021

Prescriptions

Patients' at Redgate Medical Centre have the benefit of an on-site pharmacy from which they can have their prescription dispensed if this is the most convenient.

If you take medication on a long-term basis, you can reorder a repeat prescription by:-

- By using our online prescription service by visiting our website www.redgatemedicalcentre.co.uk
- Popping in to the surgery and completing a prescription request form at reception
- Via telephone (after 12 noon)

We ask that you allow us two working days to deal with your repeat prescription request. Our Prescribing Manager is available for any queries you may have regarding your medication.

Test Results

The clinician undertaking the tests will advise you of the normal length of time for the

result of your tests to come back to the surgery. Generally it takes about a week for blood tests and three weeks for x-rays and scan results. We ask that patients contact the surgery after 2 pm to obtain their results. Please note that our receptionists are not qualified to interpret test results.

Patients with Particular Needs

Our surgery is fully accessible for patients using a wheelchair. We also have dedicated disabled car parking spaces in our large car park. An induction loop is available for patients with impaired hearing

We can arrange interpretation and translation services for patients who do not speak English. Please let us know if you need this service when booking your appointment.

Patient Confidentiality

Our practice is fully computerised and all consultations, medication and test results are recorded on our clinical system. Our staff take patient confidentiality very seriously. Your records will not be disclosed to a third party without us first gaining your written permission.

Under the Access to Health Records Act any patient has the right to access their medical records. A fee may be applicable. Please ask at reception for a patient information leaflet and application form.

SMS Messaging Appointment Reminder Service

If you would like to 'opt in' to receive text message reminders about forthcoming appointments simply provide your contact details to Reception

Booking GP Appointments online

To sign up to this service simply go to our website www.redgatemedicalcentre.co.uk or sign up at Reception. You will be asked to provide photographic ID

prior to receiving your unique username and password. Note – this service is available to patients 18 years and over only.

Suggestions and Complaints

Redgate Medical Centre aims to provide a friendly and professional service to all its patients. However, if you have a suggestion or concern about any aspect of our service, please let us know. Speak to whomever you feel most comfortable – your GP, the Duty Manager or our reception staff will be happy to help.

In the majority of cases concerns can be resolved quite easily. Our patient information leaflet outlining our complaints handling process is available from Reception.

Patient Participation Group

Our PPG are an advisory group of patients who work voluntarily with the surgery, acting as 'critical friends' to help the practice improve services for the patient population. If you are interested in becoming involved please do provide us with your contact details at either reception or via our website

Other Local Services

- Call NHS 111 (formerly known as NHS Direct) for free expert NHS health advice and information 24 hours a day (calls charged at local rates). Or log onto www.nhs.uk/111
- Minor Injury Unit, Bridgwater Community Hospital – to see an experienced nurse for treatment of minor injuries 24 hours a day seven days a week. You do not need an appointment.
Bridgwater Community Hospital
(01278) 436555
- Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details call NHS 111
- Patient (Hospital) Transport can be booked by telephoning (01278) 432025.

If you are not eligible to receive free Hospital Transport you can contact Sedgemoor Community Transport. This is a non profit making organisation providing low cost community transport for people who are elderly or

mobility impaired. To book a journey call (01278) 434881.

- The NHS Dental Helpline can be accessed by telephoning (0845) 769 7691
- Somerset Direct
Adult and Older People Services
(0845) 345 9133
- Sedgemoor Direct
(0845) 408 2540