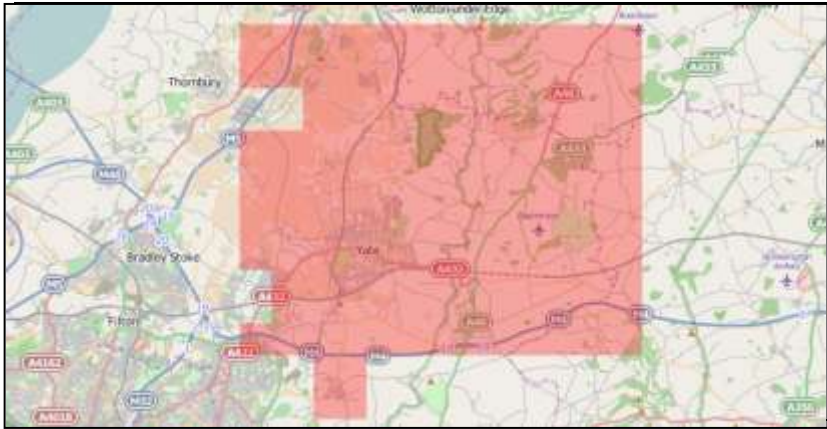


The practice covers a wide area centred upon Yate and Chipping Sodbury. This stretches about 7 miles to the North and 10 miles to the East into Gloucestershire and Wiltshire and 4 miles to the South West. Further details are available at Reception

PRACTICE AREA



CENTRAL YATE



© OpenStreetMap contributors

BADMINTON SURGERY

There is a branch surgery at Badminton for local residents. No appointment is necessary. The opening times are: Tuesday & Thursday 10am – 11am

KENNEDY WAY SURGERY

KENNEDY WAY, YATE, SOUTH GLOS BS37 4AA

T: 01454 313849

F: 01454 329039 / 322503

W: www.kennedywaysurgery.co.uk

E: kws@gp-L81042.nhs.uk

PATIENT INFORMATION

Opening Hours:

Monday to Friday 8.00am – 6.30pm

Web bookable appointments:

Monday to Friday 7.00am - 8.00am

Nights and Weekends: Out of Hours Service – Call 111



At Kennedy Way Surgery, we want you to get the healthcare you need - when you need it - so we offer SAME day appointments and telephone consultations to ALL of our patients.

Just contact the surgery and ask to speak to your preferred doctor. Our receptionists will arrange for the GP to call you back, wherever you are - usually within 2 hours - or at a later time if that suits better.

If they can deal with your query over the phone, they will - (we don't want to waste your time!) - but if you need a face to face appointment, the doctor will arrange that directly with you for that same day.

Our doctors start seeing and speaking to patients at 7am in the morning and they work through lunch hours so that you can deal with your healthcare needs without having to take time off work. We also offer web-bookable appointments and an Electronic Prescription Service to save you extra time.

Of course, our practice offers all of the specialist services you need from travel health and maternity care to Mirena Coils and contraceptive implants, medical examinations, immunisation, smoking cessation, blood tests, cardiograms, joint injections, NHS Health Checks and X-rays.

We have specialist nurses dealing with asthma, diabetes and blood pressure throughout the week, and work closely with district nurses, midwives, health visitors, dieticians & drugs counsellors. We can arrange counselling, physiotherapy and chiropractic services.

We particularly welcome veterans from the armed forces and Polish patients, please speak to Dr Blackwell for more details.

It's all designed to make your life easier.

Partners:

DR GRAHAM WARD

MBChB (Cardiff 1983)

DR LOUISE POWELL

MBChB (Birmingham 1989) MRCCGP

DR CATHERINE BUCKLEY

MBBCh (Johannesburg 1995) MRCCGP DRCOG

DR MONIKA BLACKWELL

MB BS (London 1990) DRCOG DOCCMED MRCCGP

MRS CAROL DE-GAY (MANAGING PARTNER)

Other Doctors:

DR ANA-MARIE ENGLAND

MB ChB (Bristol 2001) DRCOG MRCCGP

DR EMMA FIRMAN

MB BS (London 1984) DRCOG MRCCGP MSc DFSRH

DR NADINE JOHNSON

MBChB (Bristol 2007) MRCCGP

We also have locums (qualified GPs) operating on a temporary basis.

You will be registered with a named doctor in the practice but this does not prevent you from seeing any of the other doctors. The doctors do not run personal lists, but we encourage you to see the same doctor for continuity of care.

HOME VISITS

Home visits are only made to patients considered to be too ill or too immobile to come to the surgery. Please try to call the reception by 10 am on the morning you need a visit and be prepared to tell the receptionist the reason why you need a doctor to call. This enables us to prioritise the requests for visits. Please only ask for this service when absolutely necessary as our doctors can see several patients in the surgery in the time it takes to do a single home visit. Visits may be done by Emergency Care Practitioners, District Nurses, Community Matron, Health Visitor for the Elderly or the GP.

TRAINING

Our practice is an approved training practice. We participate in the training of doctors, housemen, medical students and nurses. This means that we regularly have doctors who have been qualified for a number of years spending up to a year with us before undergoing GP Training. On occasions we also have student nurses who spend some time within the practice to gain experience of community care.

NURSING SERVICES

Nurse Practitioner

Our specially qualified Nurse Practitioner takes surgeries by appointment and is able to deal with a wide range of minor illnesses.

Practice Nurses

Nurses can be seen by appointment for a variety of health checks and procedures. Our nurses have expertise in Coronary Heart Disease, Asthma, and Diabetes etc. Appointments can be made at a variety of times during the day between 8.30am and 6pm.

Health Care Assistants

Health Care Assistants are available for blood tests, ECG's, New Patient checks and Support to Stop Smoking. Appointments are available between 8am and 6pm.

Health Visitors

Health Visitors are based at the Surgery and are available for advice on baby and children's illnesses. 01454 325655.

District Nurses

District Nurses are available on 01454 855725.

Family Planning

The Practice offers a full Family Planning Service. GPs and Practice Nurses have a wide experience in this field and hold Family Planning Association Certificates.

Maternity & Child Care

Ante-natal care is provided by midwives, who are based at the Westgate Centre. Baby checks are done in the Practice at approximately 8 weeks after birth. We work in association with Hospital Maternity Units and have a full team of midwives and health visitors working alongside us.

Immunisations

We encourage childhood immunisations against serious diseases and these take place routinely in a weekly clinic.

Foreign Travel Vaccinations

Are given by the practice nurses, please be aware that some vaccinations may incur a fee.

Dietician

A clinic is held with a dietician each month. A referral from the GP is needed.

Drug Worker

Weekly clinics are held within the practice for patient's dependant on drugs. Referral is via the GP.

Medical Examinations

Full medicals for special purposes such as HGV and Diving are carried out on request and can be arranged by asking at Reception. These are private medicals and a charge is made in accordance with the latest guidelines.

REFERRALS

You are entitled to a copy of any referral letters sent on your behalf. Please ask at Reception and bring photographic proof of identity. We make a nominal charge for copies.

TEST RESULTS

If you are calling for the result of a blood test, x-ray or other investigation please allow a week and ring after 2pm. If the doctor feels they need to speak to you urgently about a result before this time, you will be contacted by the practice.

REPEAT PRESCRIPTIONS

Repeat prescriptions are given for regular medication only when agreed with the Doctor. You may order by E-mail (prescriptions@GP-L81042.nhs.uk), Fax (01454 329039), through our website, by post, or in person at the surgery.

Please keep the pre-printed form attached to the medication received from the chemist. This lists all your repeat medication and you will need it to re-order your next repeat prescription. Simply tick the medication you require.

You may occasionally have a message on your order form asking you to come in for a check-up with a doctor or nurse. Please make this appointment in plenty of time before you need your next prescription.

Please nominate a chemist of your choice or provide a stamped addressed envelope to have prescriptions sent to you direct. If a chemist is nominated, your prescription will be ready to collect from them 48 working hours later. There is no need to collect a prescription from reception.

OTHER LOCAL NHS SERVICES

As well as our practice, there are other local NHS services you can contact for health advice, information or treatment and there is a book in our Reception with the names and addresses of many Help groups.

Your Local Pharmacist

Your local Pharmacist will be able to give you free health advice at any time – you don't need an appointment and many now have private consultation rooms.

NHS Direct

There are trained staff members available to help you with any concerns, day or night. Contact Number: 1-1-1 calls are free from both landline and mobile phones. Website: www.nhsdirect.nhs.uk. For the deaf & hard of hearing telephone: 0845 606 4647

Minor Injuries

There is a Minor Injuries Unit available at Yate West Gate Centre open from 8am – 7:30pm Monday to Friday and from 10:00am – 2:00pm Saturday and Sunday.

Accident and Emergency - 999

Whatever day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident & emergency department or call **999**.

YOUR RESPONSIBILITY TO OUR STAFF

We aim to always treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We will not tolerate any threatening, abusive or violent behaviour towards our staff or patients and such behaviour may result in an individual being permanently removed from our list of patients.

PATIENT PARTICIPATION GROUP

We have an active Patient Participation Group, which liaises between the patients and the practice. It arranges Health Education evenings and other activities for the benefit of patients and one of their aims is to help us to continue to improve our services. We welcome you to join the group, please ask at Reception for more details.

COMMENTS/SUGGESTIONS/COMPLAINTS

If you have any comments or suggestions relating either to your treatment or our practice services please send them to our Assistant Practice Manager. Complaints forms are also available at reception.

The CCG also operates a patient Advice and Liaison Service (PALS) that can often help or advise on problems relating to the Health Service. To speak to a PALS officer, ring 0117 330 2436

CONFIDENTIALITY

We are bound to keep all your information confidential – including the time of your appointment and your test results if you are over 16. If you have to ask someone to collect your results etc. we will need your consent in writing.

DATA PROTECTION AND USE OF YOUR INFORMATION

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up-to-date information. It may also be needed if we see you again.

Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. We only use or pass information about you to people who have a genuine need for it. Whenever we can we shall remove details that identify you as an individual. If at any time you would like to have more information about how we use your information you can speak to our Practice Manager.