



Welcome to the Pulteney Practice

We are pleased that you have chosen to join our practice and we look forward to helping you to develop your personal health and well-being. This leaflet offers a brief overview of our services.



35 Great Pulteney Street, Bath, BA2 4BY
29 Holcombe Lane, Bathampton, BA2 6UL

01225 464187
www.pulteney.co.uk

Our Community Partners

The Pulteney Practice is not an isolated unit but works very closely with community partners within the NHS, voluntary and private sector. We enjoy strong professional relationships with our local community. We hold regular multi-disciplinary meetings to share safeguarding and complex care information. We regularly review our safety procedures and reflect on any significant events in an open and structured way.

Organisations we deal regularly with include the following:

- Local NHS Trusts
 - The Royal United Hospital
 - St Martin's Hospital
 - Sulis Hospital
 - BMI Bath Clinic Hospital
- Local schools, colleges, and universities
- Bath and Northeast Somerset Council
- Public Health England
- NHS England

Our Primary Care Network

Primary care Networks are organisations which represent local areas and for which the practice contributes care. We belong to the 'Unity' Primary Care Network which enables us to work in close partnership with the University Medical Practice Bath, as well as with other GP surgeries across Bath.

At a slightly higher level of management, we belong to the "BSW ICB" which stands for Bath, Swindon, and Wiltshire Integrated Care Board. More can be read about the ICB at the following link: <https://bsw.icb.nhs.uk>

Or you can contact the ICB directly should you wish to do so:

Jenner House, Unit E3, Langley Park, Avon Way, Chippenham SN15 1GG (if you are unable to contact them via email)

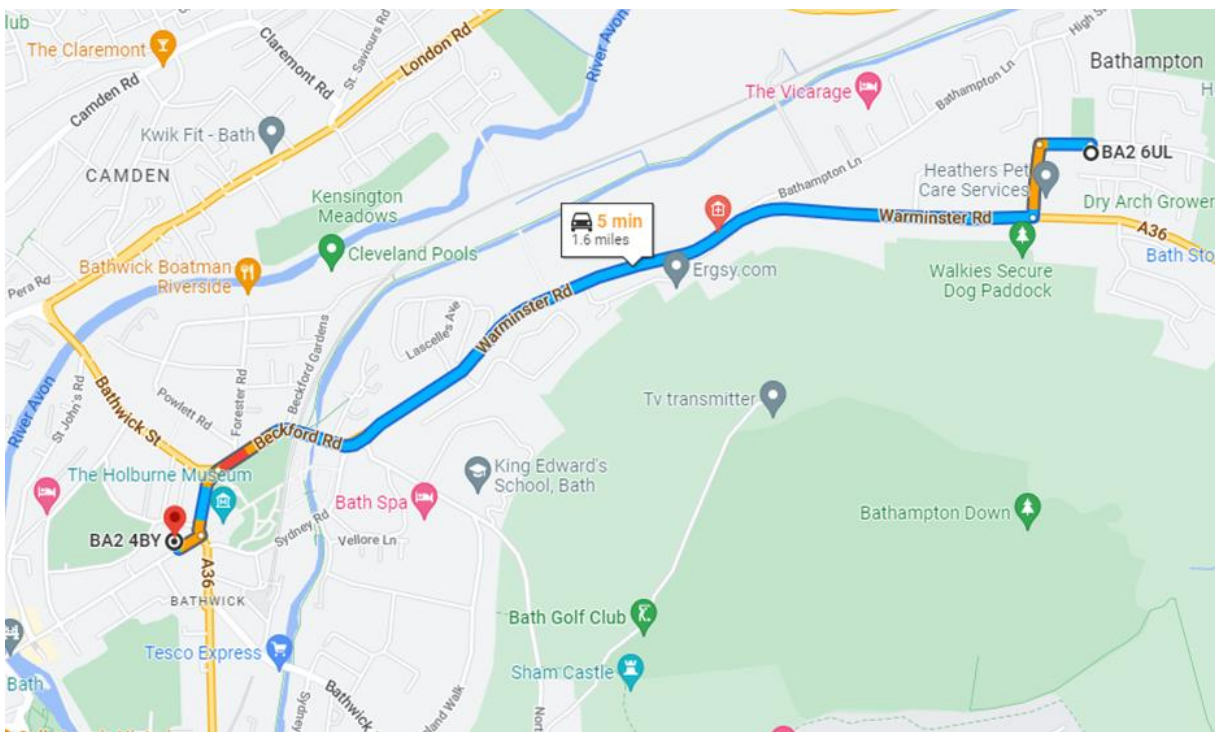
Tel: 0300 304 7500; Monday to Friday between 9am and 5pm.

Location

Our practice was established at 35 Great Pulteney Street in 1923 and has served the community from this site continuously ever since. In 1997 we built a second surgery in nearby Bathampton to provide better access and a further range of services.

Disabled Access

Although Great Pulteney Street provides easy access for residents, Bathampton is better equipped with disabled access and is more accommodating for parents with babies & toddlers in buggies as well as anyone using wheelchairs or crutches. Parking is easier at Bathampton, and many patients prefer using our Bathampton premises because of its quiet and relaxed atmosphere.



It is a 35-minute walk up the canal between the premises, a 15-minute cycle, or a 5-minute drive. A bus runs once an hour. Both premises are open 8am to 6pm Monday to Friday except for Bathampton which closes at 2pm for visiting patients on Fridays. If we are closed and you need to access primary care services, please call 111 or check the NHS website.

Our Clinical Team

We have a core team of six General Practitioners.

Dr Jon Brunskill MBSS MRCGP DFFP DRCOG

Dr Damian Gardner-Thorpe MBBCh (Hons)

Dr James Brooks MRCGP

Dr Katy Gillham MRCPG

Dr Jamila Rews-Ryden MBBS MRCGP DRCOG DFSRH DCH PGCME (Dist.)

Dr Emma Simpson MRCGP

Complementing our team of doctors are a highly resourceful, skilled, and competent group of Allied Health Professionals, as follows:

Advanced Nurse Practitioners: Jenny Standing and Emma Leivers

Clinical Pharmacists: Deirdre Mckiernan-Hirst, Julia Baker, Hannah Walkerdine and Maxine Wan

Paramedic Practitioners: Sam Ashford-Smith and Luke Fry

Doctors in training: Rosie Huxley and Miranda Cole

Nursing Team: Nikki Clacker, Julie Flett and Pam Andrew supported by Kath Bird and Clare Smith

Nurse Associate: John Fagan

Healthcare Assistant: Jacki Coles

Management & Support Team

We highly value our management and administrative team, along with our dedicated Receptionists. Chris Clapp is our Practice Manager having worked at the Practice for the past 18 years. He is supported by our Assistant Practice Manager Sarah Wetten and Reception Manager Caroline Holloway.

Behind the scenes we are supported by Lorna Jones and a team of experienced Secretaries, Administrators and Receptionists, many of whom have worked within the NHS for their entire careers. The management team provide tremendous support which ensures the smooth working of the Practice.

Services offered

At the Pulteney Practice we provide a full range of primary care services, including NHS Quality Outcome Framework (QOF) priority areas of care for:

- Asthma, Atrial Fibrillation, Cancer, COPD, Dementia, Depression, Diabetes, Epilepsy, Heart Failure, Hypertension, Ischaemic Heart Disease, Kidney Disease, Learning Disabilities, Mental Health, Osteoporosis, Palliative Care, Peripheral Arterial Disease, Rheumatoid Arthritis and Stroke

On top of this we offer additional NHS services:

- Women's health (coil fitting, implant fitting, pessary changing)
- Vaccinations (childhood immunisations, flu vaccines)
- New baby checks
- Substance abuse management
- Shared cared agreements such as gender dysphoria prescribing
- Smoking cessation
- Chlamydia screening
- Cervical cytology screening

Non-NHS, services (which are chargeable) include:

- Insurance medicals, DVLA medicals
- Referrals to private healthcare services
- Administration of privately prescribed drugs
- Private vaccinations

NHS pharmaceutical services

A pharmacy is located within each surgery for the convenience of patients. The pharmacies are under independent management and may be contacted on the numbers below:

- The Pulteney Pharmacy: **01225 466454** <https://www.pulteneypharmacy.com/>
- Bathampton pharmacy: **01225 485314**

Other pharmacies can also be found in the locality.

NHS /Private Dental Services

A full dental service is provided from within the building at Bathampton. The dental team is led by Mr Carl Fullaway and his team. Carl is an experienced Dentist, offering a full range of services to patients within the NHS contract or via private (fee-paying) options.

Bathampton Dental Practice: **01225 485303**

www.facebook.com/bathamptondental



How to contact us

There are various ways in which we can communicate with each other, and we use the best selection of options, always trying to take on innovative approaches whilst also ensuring equitable access for all patients and a fair allocation of resources.

Telephone: 01225 464187

The traditional method of speaking with reception by telephone remains a key part of our service. We have a team of dedicated receptionists who balance answering the phone with dealing with queries at our front desks. Do please treat this team with respect and politeness as they really are doing their best to help. If appointments are not available as quickly as you may wish, they will do what they can to suggest alternatives for you, or otherwise book you into the soonest slot. We recognise how busy our services have become and strive to ensure that we operate as efficiently as possible.

Appointment Booking Websites

SystemOnline: <https://systmonline.tpp-uk.com/>

Airmid app: <https://tpp-uk.com/products/airmid/>

NHS app: <https://www.nhs.uk/nhs-app/>

We have online booking facilities whereby you can book routine GP appointments using the convenience of your smartphone or computer. If using this method, please always note down a reason for your appointment as occasionally patients mistakenly book themselves into inappropriate slots which wastes their own time while also blocking the slot for someone else. For example, NHS GP appointment slots cannot be used for travel vaccinations or private medicals.

Please note that appointments listed online will be at Pulteney Street unless you select 'Branch: Bathampton Surgery'.

Email

Once you have provided us with an email address, we will use this to contact you again in future. You may from time to time hear from us via email, for instance we may use email include emailing you a sick note. We will not share your email details with any third party except where necessary for arranging referrals or other specific reasons relating directly to your care.

At the current time we are unable to accept email requests for care. It is important that we manage demand for our services using the systems described above. There may be instances however where we ask you to send an email for a specific purpose, but we do not have resource to monitor incoming emails for direct clinical enquiries. If you need to arrange an appointment with doctor or nurse, please always use our telephone or online booking system.

Text message

Once you have provided us with a mobile phone number, we class this as implied consent that we may communicate with you using text message you may from time to time hear from us via text. Examples of when we may use text include urgent messages such as practice closure due to an internal incident or national emergency. We send appointment booking reminders via text.

You may be asked to text us to provide information to your clinician, for example having spoken to a doctor, advanced nurse practitioner or paramedic you may be asked to text a photograph to them. These photographs are handled with utmost security and when texted via our clinical system will be added directly to your medical notes. The text messaging system we currently use is called AccuRX.

Video

It is sometimes convenient for your clinician to see you via video consultation, particularly for those who are housebound, agoraphobic, or shielding due to a compromised immune system. We can utilise modern technology to connect securely to you via your mobile phone if it has a camera function and a UK based phone number. Consultations are private between yourself and the clinician and are not recorded or saved to your clinical notes.

You may wish to bring a video to your face-to-face consultation with us, for example if you have captured an absence seizure, the breathing of a sleeping baby, or a twitching leg. In such instances we will watch the video on your device.

Appointment System

Our wait for a routine GP telephone appointment varies but at busy times may be between 2-3 weeks, and for a face-to-face appointment is 3-4 weeks. This is in line with the national average. Urgent enquiries are contacted either on the same day or next working day by a member of our urgent care team. This team comprises two paramedics and GP trainees who work alongside the duty GP.

Opening Times

PULTENEY STREET SURGERY

Monday 8.15am – 6.00pm
Tuesday 8.15am – 6.00pm
Wednesday 8.15am – 6.00pm
Thursday 8.15am – 6.00pm
Friday 8.15am – 6.00pm
Saturday/Sunday closed all day

BATHAMPTON SURGERY

Monday 8.15am – 6.00pm
Tuesday 8.15am – 6.00pm
Wednesday 8.15am – 6.00pm
Thursday 8.15am – 6.00pm
Friday 8.15am – 2.00pm
Saturday/Sunday closed all day

Out of Hours

NHS111 service

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. 111 is commissioned centrally by NHS England

When to use it

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call you need health information or reassurance about what to do next
- For less urgent health needs, contact your GP or local pharmacist in the usual way
- If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number
- For immediate, life-threatening emergencies, continue to call 999

Improving Access

Working in partnership with our colleagues in Unity Medical Groups' Primary Care Network as well as our colleagues at BANES Enhanced Medical Services (BEMS+) we provide an Enhanced Access to our patients from Bathampton Surgery.

The provision will be available on varying days 6:30pm to 9:00pm Monday to Friday and 9:00am to 5:00pm on a Saturday. Both face to face and telephone appointments will be available. This service is for routine GP and nurse clinics.

The service is commissioned to BEMs via BSW ICB

To book an appointment, simply contact our reception team

Home Visits

If possible, please try to telephone reception before 10am if you require a home visit.

A doctor, paramedic or nurse will phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance.

House visits are only available for patients who are housebound because of illness or disability.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the health Centre.

Repeat Prescriptions

We aim to fulfil repeat medication requests on a 3 working day service.

Medication requests can be sent to us in the following ways:

- Online request via the NHSApp or SystmOnline if you have previously registered for these services
- Via your usual Pharmacy, either in person or by telephone if the Pharmacy is happy to take requests on your behalf
- Via a previous prescription token that may have been issued by the Pharmacy
- Written requests, either in person or posted to us, but we do not accept self-addressed envelopes to return prescriptions as we are now electronic

Please note, that we cannot take prescription requests over the phone due to our reception team not having the clinical training required for such a task. This is to mitigate errors and frees up our telephone lines for other patient calls.

How to Register as a Patient

In person

All patients wishing to register will need collect the registration form and new patient questionnaire from reception. Bring the forms back to reception along with 2 forms of identification per person, preferably photographic (e.g., passport), AND evidence of your address in the UK to determine residence within the practice boundary.

Online

The registration process will take approx. 15 minutes to complete. You will need to complete the application in one session. The link to register at our Practice is at the bottom of our Practice website.

We'll ask you for, if you have it, you're:

- Date of Birth
- Previous UK GP Surgery
- Health and medical information
- Contact details

Named Accountable GP

All new and existing patients have been allocated an Accountable GP (AGP). The AGP will take lead responsibility for the coordination of all services required under the NHS contract. Although patients have a named AGP they are free to consult with a GP of their choosing.

Patient Responsibility

Consultations are available to all our patients at their request.

We aim to provide a professional, caring, and friendly service. To help us help you and other patients we ask you adhere to the following:

- Please arrive on time for your appointments.
- Keep us up to date with your home phone number, mobile phone number, address, and email address.
- Please cancel any appointments you are unable to attend as soon as possible.
- Occasionally we may run late, so please bear with us in these circumstances.
- Be courteous to all members of staff and we will expect them to be always courteous to you.
- Pay for non-NHS work that you ask us to complete.
- Ensure you give us enough time to manage your repeat prescriptions safely.
- Please remember there should only be one problem per consultation.
- To ensure the safety of your children please always keep an eye on them.

Abuse, Violence and Aggression

The Practice operates a Zero tolerance policy in accordance with NHS Guidelines. Staff have the right to work in a safe environment without fear of physical or verbal abuse. Abuse to our staff may result in your removal from our list and/or police involvement. Please be aware that all calls are recorded and abuse over the phone will not be tolerated and may lead to you receiving a warning letter or possibly being removed from the practice list.

Comments and Complaints

Comments

We welcome feedback on the services we provide, whether good or bad. We can always learn and improve from feedback so there is a range of ways to share your views.

- Complete a Friends and Family Test on our website www.pulteney.co.uk click the link *"Have your Say"*
- Complete a comment and suggestions form on our website www.pulteney.co.uk under contact us, *"send us your comments and suggestions"*

Complaints

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a National Health Service system for dealing with complaints. Our complaints system meets national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible.

Written complaints should be addressed to Mrs Sarah Wetten, our Assistant Practice Manager. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Protecting your Information

The information we hold about you is solely for the purpose of caring for your health and will only be seen by those that need to. There is a possibility of patient information being used by other organisations for the purpose of managing your care or the management of health care services. In addition, recent changes to IT and NHS policy have made it possible to share information on the Summary Care Record and Integrated Care Record (national schemes). You have the right to opt out of information sharing.

We have a legal duty to keep confidential all the information held about you. The obligation the NHS has, together with the rights that every individual enjoys are set out in the General Data Protection Regulations (GDPR) which came into force May 2018. Protecting your personal information is of paramount importance.

Practice Mission Statement

Our purpose is to provide patients with personal healthcare of a high quality and to seek continuous improvement on the health status of the practice population overall. We aim to achieve this by developing and maintaining a happy sound practice which is responsive to people's needs and expectations and which reflects, whenever possible the latest advances in Primary Care.

We have the following aims and objectives:

- To provide a high standard of medical care
- To be committed to our patient's needs
- To act with integrity and complete confidentiality
- To be courteous, approachable, friendly, and accommodating
- To ensure a safe and effective service and environment
- To improve as a patient centered service through decision making and communication
- To maintain our motivated and skilled work teams
- Through monitoring and auditing, continue to improve our healthcare services
- To maintain high quality of care through continuous learning and training
- To guide our employees in accordance with diversity and equality
- To ensure effective and robust information governance systems
- To Treat all patients and staff with dignity, respect, and honesty

Our Patient Participation Group (PPG)

We have an active Patient Participation Group (PPG) at The Pulteney Practice who meet quarterly.

We are always looking for new members, you do need to be a registered patient to be a member. Please contact Caroline Holloway, Reception Manager for more information on how to join.

Communication & Access requirements

Please let us know if you have any communication or access needs such as large print documents, British Sign Language interpreters, wheelchair ramps etc. We also have hearing loops located at reception at both surgeries.

We hope you will be very happy with us here as we strive to optimise your health and wellbeing.