



Harbourside Family Practice

Marina Healthcare Centre
Harbourside Family Practice
2 Haven View
Portishead
BS20 7QA

Tel: 01275 868500

www.harboursidefmp.nhs.uk



Harbourside Family Practice

Overall CQC rating

2nd January 2019

Please see our website for the full report

Good

NHS



About Harbourside Family Practice

Harbourside Family Practice will:

- 1. Deliver high quality personalised care with compassion**
- 2. Be proactive in developing and seizing opportunities which will enhance our ability to provide innovative health care**
- 3. Actively engage in the Public Health agenda to support patients to self-care**

Anyone living in Portishead, North Weston, Portbury, Clapton-in-Gordano and Weston-in-Gordano can register with the practice and is able to see one of our health care professionals.

Facilities available:

On site parking	Patient/disabled toilets
Large waiting area	Baby change
7 GP consulting rooms	Breast feeding area
3 Treatment Rooms	Wheelchair accessible
Lift/Stairs	Hearing loop

We work to ensure we are as accessible as possible to all patients and as such have the following accreditations:

Veteran friendly practice	Dementia friendly practice
Young person friendly practice	Parkrun practice

For more information about any of the above please see our website or speak to our receptionists.

Why choose Harbourside Family Practice?

We have a passionate and caring team of clinical and administration staff

We offer a wide range of services to our patients, including but not limited to pharmacist clinics, minor illness appointments, book on the day and urgent care appointments, coil fitting, health checks, flu vaccinations, childhood immunisations and minor operations clinics

We offer extended hours appointments for those patients who find it difficult to come to the surgery between 8am and 6.30pm

We are a research practice who regularly take part in clinical trials to benefit our patient population and others. Eligible patients will be invited to participate in relevant trials.

Dedicated team all working to ensure our patients receive the best healthcare possible

Close working relationship and communication with local health services

Dedicated, passionate and active Patient Participation Group

We host a number of external clinics, e.g. for minor surgery, mental health, Somerset surgical services, Dietician and physiotherapy

We are a teaching practice who regularly have students and registrars here running clinics

Working relationship with local pharmacies

Who are we?

The practice team



The Harbourside Family Practice is a team of dedicated professionals, many of whom have weathered the changes and uncertainties facing the practice in years gone by, but have always continued to strive to offer a first rate service to our patients. We are facing many challenges in the coming years which offer exciting opportunities to develop and improve the practice.

Useful numbers

Local pharmacies

Lloyds—Victoria Square	01275 844697
Lloyds—Waitrose	01275 818346
Boots	01275 818475
West Hill	01275 840066

Hospitals

Clevedon Hospital	01275 872212
Southmead Hospital	0117 9505050
Bristol Children's Hospital	0117 923 0000
Bristol Eye Hospital	0117 9230060
St Michael's Hospital	0117 342 3972
Bristol Royal Infirmary	0117 923 0000
Weston General Hospital	01934 636363

Other services

Unity sexual health clinic (Tower Hill)	0117 342 6900
Weston sexual health clinic (WISH clinic)	01934 881234
Nomad travel clinic	01341 555061
Portishead midwives	01275 841630
Health visitors	01275 885566
District nurses	01275 546800
NHS Direct	111

Who are we?

Doctors

Clinical staff—The Partners

- Dr Tina Chan MBBS DRCOG DFFP MRCGP LoC IUT LoC SDI
- Dr Fiona Allinson MB ChB MRCGP MRCP DPD DRCOG DFFP
- Dr Rhian Johns BM BS BmedSci MRCS MRCGP Dip in wound healing
Diploma in Dermatology
- Dr Natasha Ward MBChB DRCOG MRCGP, PGDip, MEDED

Clinical staff—Salaried GPs

- Dr Elena Hazelgrove-Planel MBChB MRCGP DCH
- Dr Seema Kapoor MB ChB MRCGP DRCOG DCH DFFP
- Dr Kate Wood MBChB BMedSci DRCOG RCGP
- Dr Pearce Kelly
- Dr Carmen Roessler
- Dr Eleanor Bradley

GP working days

Monday	Tuesday	Wednesday	Thursday	Friday
Dr Allinson	Dr Allinson	Dr Allinson	Dr Chan (am)	Dr Ward
Dr Chan	Dr Chan	Dr Ward	Dr Hazelgrove- Planel	Dr Kapoor
Dr Johns	Dr Wood (am)	Dr Wood (am)	Dr Johns	Dr Wood
Dr Hazelgrove- Planel	Dr Kelly	Dr Johns	Dr Kapoor	Dr Bradley
Dr Bradley	Dr Roessler		Dr Kelly	
			Dr Ward	
			Dr Roessler	

Who are we?

Registrars and students / Nurses

Registrars and students

We are a teaching practice and host fully qualified doctors known as GP Registrars and University students gaining experience in general practice.

Pharmacy Team

Alberto Ratasi Sanchez and Natalie Sherlock - Clinical Pharmacists
Terry Vanstone - Pharmacy Technician

Emergency Care Practitioners

Jamie Moore

Nursing team

Nursing Staff

Harriet Rye—Nurse Manager

Georgia Davies — Nurse Associate

Emma Rice—Health Care Assistant

Jacqui Mcloughlin—Health Care Assistant

Our Practice nurses offer a range of clinics that are available to pre book, by speaking with a receptionist. These clinics are specialised and must be booked with a particular nurse. The clinics that we offer are:

Phlebotomy

Chronic Disease

Health Checks

Contraception

Treatment Room

Baby immunisations

Hypertension



Useful information

Local Walk In Centres

Broadmead NHS Walk-In Centre

Boots, 59 Broadmead

Bristol

BS1 3EA

Monday—Saturday 8am—8pm Sunday 11am—5pm

Walk in centre to see a nurse is available from 8-4 Monday to Friday

After 4pm you will be offered an appointment.

Phone: 0117 9549828

South Bristol Urgent Care Centre

South Bristol NHS Community Hospital

Hengrove Promenade

Hengrove

Whitchurch Lane

Bristol

BS14 0DE

Open 7 days a week including Sundays and Bank Holidays 8am—8pm

Provides a walk-in service for adults and children for minor illness and injuries.

Clevedon Community Hospital Minor Injuries Unit

Old Street

Clevedon

Avon

BS21 6BS

Tel: 01275 872212

They can treat anyone above the age of three years old who live in North Somerset and the surrounding areas.

Opening hours:

Minor Injuries Unit—8am—9pm, 7 days a week

X-Ray—9am-12pm and 2-4pm, weekdays only

Rights and Responsibilities of the patient

To help us to provide a good service for you we would ask that you please observe the following:

- Report to reception a few minutes before your appointment (either using the check in screens or by speaking to a receptionist)
- In 2019 we had 939 missed appointments. This equates to 32 working days of a GPs time. Please inform us as soon as possible if you have to cancel your appointment so that it can be offered to someone else. You can now cancel appointments by phone, in reception, on our 24 hour automated phone system, via patient access—online services or by replying 'cancel' to our text reminders. Please be aware that extended hours appointments must be cancelled 24 hours prior to the appointment, to allow the appointment to be rebooked after this time they will be non-cancellable.
- Value our team—we value our team tremendously and we are highly trained and committed to providing you with the best possible care and treatment. We are here to help and we do not accept any form of verbal or physical abuse towards members of our team. The Practice has a zero tolerance policy towards anyone who is violent or abusive to anyone on these premises and will not hesitate to remove such people from our list.
- To be patient. Sometimes urgent medical matters, such as emergency admission to hospital, will cause the GPs to fall behind their appointment schedule, please be patient during these times. Reception will keep you updated with expected timings, should this happen.
- Request a home visit in a timely manner (by 11am for that day).
- Keep personal details up to date, contact phone number, name, address etc.



Who are we?

Reception team

Reception staff—Care co-ordinators

We have a team of fully trained, friendly reception staff, made up of full time and part time receptionists. Our Care co-ordinators are: Louise, Hayley, Paula, Sue, Sarah and Zoe.

The reception team are happy to help with any general queries you may have, including:

- Booking, cancelling or changing an appointment
- Booking Portishead Porters
- Queries about test results
- Booking home visits
- Prescription queries

Healthcare navigation

We are actively trying to make changes at our surgery to make sure that when patients need to see a GP, they have access to one quickly and in a way that suits them, be that in person or over the telephone.

Our receptionists have recently been trained as healthcare navigators, which means that they will ask our patients about their reason for calling or visiting the surgery so that they are guided to the right place for help that day.



Who are we?

Administration and Management

Administration team

We have a team of three full time and three part time administration staff who look after all the documents that come into the surgery, process our referrals, scan documents on to patient records, code all our data, summarise our notes and process our private work, amongst other daily tasks.

Amelia Hind—Clinical Administrator

Karen Wilson —Clinical Administrator

Alex James —Clinical Administrator

Maria Penalosa who is our Prescription Clerk (9am—5pm daily) who is on hand to deal with any prescription queries to ensure they are dealt with in an efficient and timely manner.

NB: Unfortunately we are unable to accept prescription requests over the phone.

Management team

We have a team of two full time and two part time managers managing our clinical and administration teams and dealing with various day to day tasks to ensure the smooth management of the practice to deliver high quality care to our patient population.

Practice Manager—Fran Upshon

Deputy Practice Manager—Elizabeth Durrant

Reception Manager—Louise Murphy

Nurse Manager—Harriet Rye



Your data

Protection and use of your data

Protecting our patients' confidentiality is something we take very seriously.

Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. All staff are asked to sign a Code of Conduct on confidentiality before they commence employment. We need information about you so that we can provide you with the best possible care and treatment. We keep this information, together with details about your care, in your medical records to ensure that your doctor or nurse has accurate and up to date information. We only pass this information to other healthcare professionals who need information regarding your health and wellbeing.

Sometimes we are asked to provide information to solicitors and insurance companies. We only do this if we receive your written permission. Increasingly we are asked to participate in audits and research on behalf of the NHS and when we do this we remove details that would identify you as an individual. In certain circumstances we are obliged by law to report information to appropriate authorities.



How do I access my medical record?

If you want to see the information held in your medical record, please contact the Practice Manager, Harbourside Family Practice, 2 Haven View, Portishead, BS20 7QA, 01275 868500. We will provide you with an application form to complete and this should be returned with the necessary fee. You have the right to view these under the Data Protection Act 2018. For further details, please see our 'Patient Information on Confidentiality and

How we share your data' leaflet available in reception or on our website:

<http://www.harboursidefmp.nhs.uk>

Your data

Protection and Use of Your Data—GDPR

We have updated our Privacy Statement to comply with the General Data Protection Regulation (GDPR), which came into effect across Europe from 25 May 2018.

We take our data privacy responsibilities very seriously at Harbourside Family Practice, and we want you to understand and feel confident about how we collect, use, share and store your personal data.

You have the right to see what information we hold about you and to request a copy of this information.

To see a copy of our Extended Privacy Notice and Fair Processing Notice please see the Data Protection pages on our website.

Subject Access Requests

If you would like a copy of the information that we hold about you, please email our Data Protection Officer or practice manager on harbour-side.practicemanager@nhs.net. We will provide this information free of charge, however, we may in some limited and exceptional circumstances, have to make an administrative charge for any extra copies if the information requested is excessive, complex or repetitive. We have one month to reply to you and give you the information that you require. We would ask, therefore, that any requests you make are in writing, using the 'Subject Access Request Form' that can be found on the Data protection pages of our website and please make it clear to us what and how much information you require.

To see a copy of our Subject Access Request Policy please see the Data protection pages of our website.



Appointment system

How our appointment system works

You can book an appointment by:

Using our eConsult system

Telephoning or visiting the surgery or

Booking an appointment online—using Patient Access/NHS App/myGP App

Booking an appointment

- We run all our clinics by an appointment only system and for non-urgent appointments, you can pre book up to 2 days in advance.
- When booking your appointment, it is useful for us if you can give a brief description of your symptoms to our receptionists. This will ensure you are given an appointment with the most appropriate healthcare professional for your need. You may not need to see a GP as another healthcare professional may be able to assist you in a quicker timescale.

Types of appointments we offer

Please note, a routine appointment with the GP is 15 minutes long.

We offer a number of different types of appointment to ensure you can be seen as soon as possible by the most appropriate healthcare professional.

Book on the Day Appointments

Each day at 8am we make some routine appointments available for particular doctors and with our Emergency Care Practitioner.

Please consider whether the pharmacy may be able to help you before booking an appointment.

Nurse appointments

Our team of nurses are fully trained to cover a wide variety of patient needs, to see a list of these please see 'Who we are—practice team' pages.

Urgent appointments

Each day the Practice has a Duty Doctor who is available all day to deal with urgent cases, this clinic starts with a telephone call.

We would kindly request that if you have experienced sickness or diarrhoea in the last 48 hours, (which is not due to an already diagnosed condition) you refrain from visiting the surgery.

Appointment system

How our appointment system works

Telephone appointments

If you feel your appointment could be dealt with over the phone without seeing a doctor we have telephone appointments available every day that are pre-bookable.

Pharmacist appointments

We have appointments available both face to face and over the phone with our practice pharmacist on Wednesdays and Thursdays. You can book these appointments if you would like to discuss your medication or need a medication review.







Minor Illness clinics

Every day we have a Minor Illness Emergency Care Practitioner available, they can see patients with the following problems:

- **Acute asthma**
- **Back pain**
- **Cold sores / impetigo**
- **Earache / ear infections**
- **Emergency pill**
- **Fever**
- **Head lice / threadworms**
- **In-growing toe nails**
- **Sinusitis**
- **Sore eyes / styes**
- **Sore throat, cough and colds**
- **Sunburn**
- **Urinary tract infections / cystitis**
- **Infected wounds / cellulitis**
- **Insect bites / stings**
- **Mastitis**
- **Rashes / eczema**

Our minor illness nurse and emergency care practitioners are both able to prescribe medications.

Choosing the right service for your ailment

<p><u>Self-care</u></p> <p>Hangover Grazed knee Cough Sore throat Common cold</p> 	<p><u>NHS 111</u></p>  <p>Need medical help fast but not an emergency? Don't know who to call and GP is closed?</p>
<p><u>Pharmacist</u></p> <p>Sore throat Heartburn Earache Indigestion Eczema Sprains Headache Strains  Sinusitis Constipation</p>	<p><u>GP (Doctor)</u></p>  <p>Unwell Vomiting Ear pain Back pain Unexpected weight loss Mental health problems</p>
<p><u>Walk-in centre</u> </p> <p>If you cannot get to the GP and your symptoms are not getting any better</p>	<p><u>A&E or 999</u></p>  <p>Choking Severe bleeding Chest pain Unconsciousness Severe breathing problems Severe allergic reactions</p>

NB: These are not exhaustive lists

Your opinion matters to us

Here is how you can have your say on how the practice runs

Patient Participation Group

The practice has established a Patient Participation Group which meets on a regular basis to discuss how services are provided at the surgery. If you would like to influence the way we operate please do not hesitate to contact the Practice Manager or ask at reception, to attend the next meeting. Copies of minutes are uploaded onto our website. The PPG meets every other month on the 1st Monday of the month at 6pm (except bank holidays).

Friends and Family Test

After every face to face appointment with a nurse or doctor, home visit or telephone appointment you can complete one of our Friends and Family questionnaires which will provide us with useful feedback on your experience at the practice. These forms are available on reception and can also be accessed online, just speak to a receptionist for more information.

Patient surveys

It's your feedback that informs the questions we ask, so if you want to get involved or would like further information, please visit our website.

Compliments and NHS Choices

We are currently rated as a 4.5* practice on the NHS website, based on reviews from patients. If you have a comment on the service provided by the practice please visit www.nhs.uk.



Repeat prescriptions

How can I order a repeat prescription?

You can order a repeat prescription by:

- **Online via Email** to bnssg.harbourside.prescriptions@nhs.net
- **Via a Pharmacy** – Speak to your preferred Pharmacy about them co-ordinating and arranging your repeat prescriptions.
- **In person** – If you wish to order your prescription by using the printed repeat prescription slip, please tick the items you require and drop off your repeat slip in our external post box.
- **Online via the NHS App.** For guidance on setting up the NHS App click on this link: [How to register for online services using the NHS App.pdf](#)
- **Online via Patient Access.** To enable you to use this service, you must sign up at the surgery in order to receive the necessary passwords. Please note that you cannot request any item online that is NOT on your repeat medication. Any item not on your repeat list will need to be requested by email or by coming in to the surgery and filling in a prescription request form. Please click the button below to request your prescription via Patient Access: [Request a Prescription](#)

We regret that, due to safety issues, we do not take repeat prescription requests over the phone.

Please ensure you order a repeat prescription in plenty of time to prevent any delays to the issuing of your medication—it takes three working days for us to process a prescription request.

Prescribing over the counter medicines

From time to time, in line with our prescribing policy, you will be asked to visit the practice for a review of your medication, repeat prescriptions will not be issued until this review has taken place. The date your medication review is due is printed on the white part (right side) of your usual green scripts. This can be booked with our Practice Pharmacist. Your GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of short-term, minor health concerns. Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

Urgent prescription requests

We no longer accept urgent prescription requests for medications that are not listed below. This is because a large amount of GP time each day is being taken up processing urgent prescription requests. In order to deal with prescription requests safely, we require two full working days' notice to process them. There are some medications we consider would be life threatening if they were not taken and which we would deal with sooner than our usual 2 full working days.

The medications you can request urgently, are:

Rivaroxaban	Apixaban	Epilim (Sodium Valporate)
Warfarin	Enoxaparine or clexane	Phenytoin
Dabigatran	Antibiotics	Lamictal (Lamotrigine)
Blood thinning treatments	Phenytoin	Tegretol
Clobazam	Topiramate	Pregablin
Gabapentin	Lacosamide	All medications for Epilepsy
Keppra (Levetiracetam)		All insulin based medications for Diabetes
All medications for Epilepsy	Medication for palliative care patients	Frisemide/Bumetanide /Metolazone
Steroids (prednisolone/ fludrocortisone/ hydrocortisone TABLETS not creams)	Angina medications (bisoprolol, atenolol, carvedilol, metoprolol)	Inhalers (reliever type) - Salbutamol/Ventolin/ Airomir/Ipratropium /Atrovent/Terbutaline

It is the patient's responsibility to ensure they have enough medication and to make requests for routine prescriptions well in advance to avoid medica-

If you need to make a complaint?

Harbourside Family Practice makes every effort to provide the highest standard of service, however, we do appreciate that sometimes we get it wrong, resulting in a patient feeling that they have a cause for complaint.

If this is the case we would like to be made aware of the problem so that the matter can be discussed and resolved as quickly and as amicably as possible, often at the time it arises and with the person concerned. If your problem cannot be resolved this way and you wish to make a complaint please let us know as soon as possible. Both our complaint procedure and form are available on our website or from our reception desk.

Alternatively please write to our Practice Manager, Fran Upshon in the first instance. A response, following investigation of the complaint, will be sent to you within one month.

The North Somerset Patient Advice and Liaison Service (PALS) and Healthwatch are available for help, advice and support and they can be contacted at:

PALS—NHS North Somerset

PALS, Suite 15, Corum 2, Corum Office Park, Crown Way, Warmley
South Gloucestershire, BS30 8FJ

Phone: 0117 947 4477 or 0800 073 0907

Healthwatch Bristol (come into reception?? Add Times??)

Healthwatch Bristol, The Care Forum, Gill Avenue, Fishponds, Bristol,
BS16 2QQ

Phone: 0117 2690400

You also have the right to have your complaint investigated by the ombudsman.

Additional services

Named GP

All patients have a named GP who is responsible for their overall care at the practice. Please contact the practice if you would like to be reminded who your named GP is.

If you do have a preference as to your named GP, the practice will make reasonable efforts to accommodate this request.

Please note: You can still see any GP at the practice.



Are you a carer?

A 'Carer' is a person of any age who has caring responsibilities for a spouse, relative, friend or neighbour.

There are a number of support services available for carers in Portishead.

Care Connect

Tel: 01275 888801

Email: care.connect@n-somerset.gov.uk

Citizens Advice Bureau

Tel: 03444111444

Carers Support Alliance

Tel: 03000 120 120

Led by Alliance Homes, supporting carers in North Somerset

We're here to help: At Harbourside we also have members of staff who can offer advice and guidance on what help is available to carers and who to contact. Our staff would be very pleased to help, so if you would like to speak to one of them then just ask at reception.

Our Services

General information

Test Results and Advice:

It is the patients responsibility to phone the surgery to get their test results. We would only normally contact you about a test result if the result is abnormal. A receptionist will only be able to discuss your test results with you once they have been viewed and commented on by a GP. Our receptionists are not clinically trained but will be happy to arrange a telephone appointment with a GP for you to discuss your results.

Please phone after 2pm to get test results.

Chaperones

The Doctors and Nurses at Harbourside Family Practice are aware that patients can sometimes feel vulnerable when an examination is needed. Should this be the case, please do not hesitate to ask for a chaperone, which we will be pleased to organise for you. It would help us if you could make this known when you book your appointment so as we can make sure a trained member of staff is available.

Our 24 hour automated phone system

If you need to cancel an appointment you can, by calling 01275 868500, selecting option 2 for our cancellation line, leave a short message with your name, date of birth and the details of your appointment.

Please cancel appointments no less than 24 hours before your appointment time, to allow this to be rebooked.



What else do we offer?

Our services

General Medical Services

- Asthma, Diabetes and Heart Disease Clinics
- Flu & Pneumonia Vaccination Clinics
- Stop smoking advice, support and prescriptions
- Antenatal, Post Natal Care and Child Health Surveillance
- Women's Health Clinics: Cervical Cytology—Smears. (Women aged 25—49 years should have a smear test every 3 years and women aged 50—64 every 5 years).
- Family Planning and Contraception
- Minor Surgery (appointments available after an initial assessment with a GP).

Non NHS Medical Services

Some services provided by the Doctors are not covered by the NHS and you will be asked to pay a fee. A list of the current charges is displayed in reception and on our website. Half the fee is payable at the time of booking the appointment and other half on examination or on completion of a report.

Overseas visitors

All persons, irrespective of nationality, who require immediately necessary treatment, are eligible for free primary care. Entitlement to hospital treatment is different and is covered by various criteria and rules, the hospital will determine whether treatment, including GP referrals, is chargeable to the patient. Some of our additional services may incur a charge, but you will always be notified of this in advance.

Every appointment with our team is strictly confidential, whatever your age. We are not permitted to tell anyone else what your consultation was about, or even that you have been to the surgery, UNLESS you ask us to.

What else do we offer?

Our services

Extended hours appointments

As a surgery we provide additional GP appointments outside of our normal opening hours. These appointments are to allow those patients who find it difficult to attend during our core hours, due to work or other commitments, to access care.

These appointments are pre-bookable only and patients who attend the Practice without a pre-booked appointment during these times will not be seen by a GP, but will be redirected to the out of hours services.

Our telephone lines are not open during these hours and, unfortunately, we are also unable to provide chaperones during extended opening hours.

Our extended GP hours are as follows:

Wednesday – 7am to 8am (Every week) *GP and Phlebotomist*

Thursday – 7am to 8am (Every other week) *GP and Phlebotomist*

Friday—7am to 8am (Every other week) *GP*

The above extended hours are subject to changes due to annual leave and staff training.

We are also open one Saturday a month with both GP and Nurse appointments available for booking.

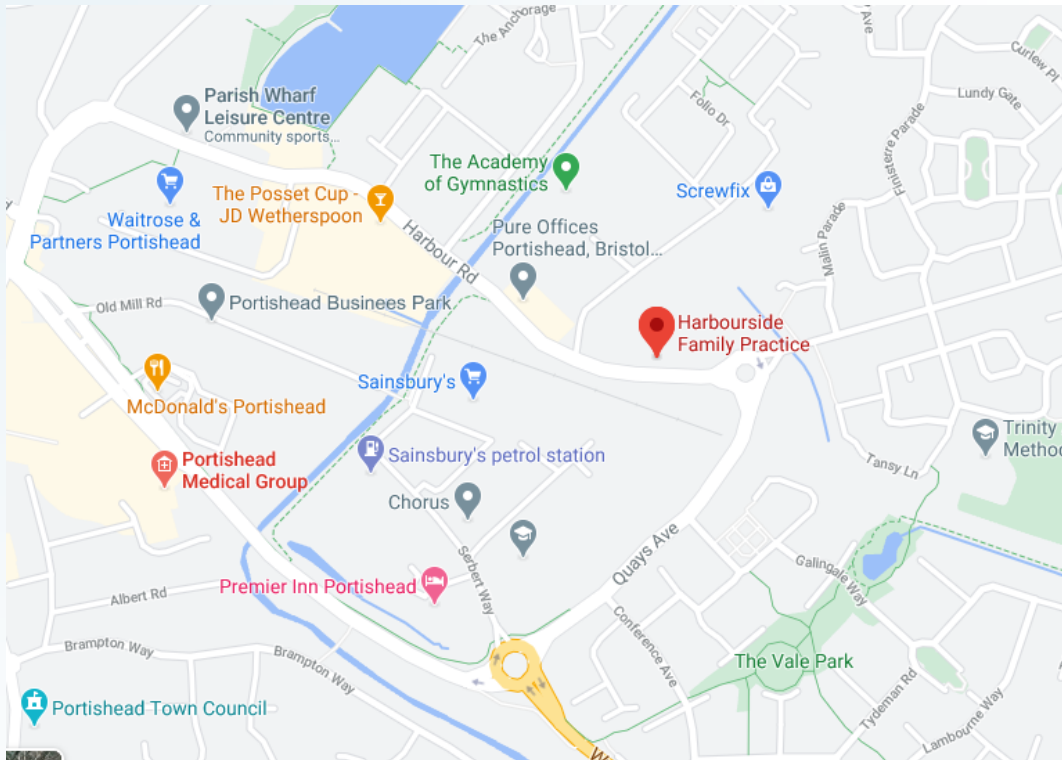
Requesting a home visit

Home visits can be arranged for patients who are housebound, elderly or have very reduced mobility due to medical reasons.

Details will be requested by a receptionist to assess the urgency.

Please telephone before 11am to request a home visit for the same day.

If a home visit is requested after 11am, we may need to attend the following day.



On site Parking
available

