

Welcome to 168 Medical Group including our new premises, 168 Medical Centre at Locking Parklands

This information has been produced by 168 Medical Group's PPG (Patient Participation Group), who are all registered patients at the practice - we hope you find the information useful.

The PPG meet with the Executive GP and Executive Manager of 168 six times during the year, where we represent all of the 168 patients – sharing our concerns and opinions. These meetings are vital as patients we hold a unique perspective on performance of the practices. There is also a Virtual PPG who receive the minutes of meetings to keep them informed, but who do not attend meetings.

The PPG Chair and Vice Chair also meet 6 times a year with the Executive Manager to discuss any matters arising, and we produce a newsletter 4 times a year to keep patients updated.

If you are interested in joining the PPG then please email us marking your email 'For the attention of the PPG' to bnssg.168enquiries@nhs.net You can also contact us with ideas, feedback, questions and queries using the same email address.

Both 168 practices are very busy, offering services to a growing community of almost 23,000 patients but their core values remain the same and are supported by the PPG.

Core Practice Values:

- Quality of care and safety for all patients
- Continuity of care
- Confidentiality
- Respect
- Teamwork

Address, telephone numbers and opening times for both 168 Medical Group sites:

168 Locking Road Weston-Super-Mare North Somerset BS23 3HQ Opening hours: Mon-Fri 8am-6.30pm Sat and Sun: Closed	168 Parklands Medical Centre Anson Way Weston-Super-Mare North Somerset BS24 7PR Opening hours: Mon-Fri 8am-5pm Sat and Sun: Closed
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Telephone number: 01934 624242

Out of Hours: To speak with someone about a medical issue when the surgeries are closed please telephone 111. You will be able to speak to someone 24 hours a day, 7 days a week who will be able to direct you to the most appropriate service to help.

Please call 999 in the event of an emergency.

Car Parking and Disabled Access:

<p>168 Locking Road has a car park at the rear of the surgery. There are also disabled parking spaces available to the side of the building. The PPG are aware that local residents can sometimes find their driveways blocked by patients who park in places other than the car park. Please be considerate of those who live close to the surgery and only park in designated parking places in the car park</p>	<p>168 Parklands Medical Centre has a car park surrounding the surgery. There is dedicated disabled parking and car charging points.</p>
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The Surgeries:

<p>168 Locking Road covers 3 floors, with a lift just inside the main entrance. Reception is located on the first floor, but there is a check in machine in the main lobby. There is also a wheelchair available for patient use whilst at the practice. Please ask at reception.</p>	<p>168 Parklands Medical Centre covers 2 floors, with a lift inside the main entrance. Reception is immediately inside to the right. There is also a wheelchair available for patient use whilst at the practice. Please ask at reception.</p>
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New Patient Registration:

Please email the Surgery at bnssg.168registration@nhs.net to request a registration form and let us know your postal address so that a check can be done to see if your address falls within the catchment area. Alternatively collect a form from reception at either surgery or download from the 168 website.

The catchment map shows the area covered by both practices.



Patient Responsibilities:

We ask that you are considerate to all staff and other patients whom you might meet in the surgeries or car parks. There is a Zero Tolerance Policy towards anyone who is violent or abusive, and patients will be removed from the practice list if this occurs.

If you have any appointment which you no longer need please notify reception so that it can be offered to someone else.

Please order any repeat prescriptions when you have 10 days supply left. The surgeries require up to 72 hours to process requests.

Appointments:

Appointments can be booked in 2 ways.

The preferred method is by using the online service askmyGP. You can access askmyGP via the practice website and clicking on the button. To use askmyGP you will need to create an account. The friendly reception team will be happy to assist if you need help with this.

If for any reason you cannot use askmyGP then please telephone and your askmyGP request can be made by speaking to the team.

When an askmyGP request has been made, the team of Patient Co-Ordinators will assess them, all requests for a GP consultation will then be triaged by a senior clinician. If your request is urgent, you will be prioritised and receive an appointment on the day, non-urgent requests will be dealt with as quickly as possible, but this can take several days.

Named Accountable GP

Once registered you will be allocated a named GP For continuity of care, the team will make sure you see the same GP whenever possible although this cannot always be guaranteed. Please note that all patients can make a change of GP - but we limit this to one change.

Home Visits

We can offer home visits for our housebound patients. Sometimes a home visit is a possibility for other patients, but it will depend on the severity of your condition which will be decided by a clinician. The practice does not provide an emergency service so please consider using 911 or 111 for any medical emergencies.

Chaperones

If a patient would like a chaperone, they can request one in advance when booking an appointment or at reception on the day of. By asking in advance a chaperone can be available. If done when booking in at reception, there is a chance that no chaperone will be available, and the appointment may need to be rescheduled.

Medication Reviews:

The practice policy is to undertake medication reviews annually. When you are contacted, please book an appointment as requested. This is crucial to ensure your medication is working correctly and that patients are taking their medication safely. Failure to comply may result in our pharmacy team temporarily reducing your medication.

Online Services:

The NHS App and Patient Access allow you to view your medical record, request prescriptions and view test results. You can sign up for either of these by downloading the NHS App or visiting www.patientaccess.com

In order to access more detailed information on your medical records you will need to request this by telephone or by making an askmyGP request.

Repeat Prescriptions:

We have a prescription hub based at 168 Locking Road.

You can order repeat prescriptions using the NHS App or Patient Access, by posting a repeat request in the letter box by the main entrances to the surgeries, or asking your chosen pharmacy to make a request for you.

Repeat prescription requests will not be accepted over the telephone.

Repeat prescriptions can be requested up to 10 days before your medication runs out. Please order with enough medication to last up to 72 hours, as this is the quickest that we can process repeat requests.

Prescriptions are sent electronically to your chosen pharmacy, from where you can collect your medication.

Carers Register:

If you care for someone and wish to be added to the Carers Register, please either use askmyGP to request this or visit the friendly staff at reception who will be able to help you.

Staff:

Our staff at 168 Locking Road and Parklands are led by our GP Partners:

- Dr John Heather
- Dr Mohammad Alam
- Dr Christopher Clarke
- Dr Kate Fretwell
- Dr Nicky Friend
- Dr Kevin Haggerty

They are assisted by a team of salaried GP's, locum GP's, a Physician's Assistant and Paramedics.

There is a considerable nursing Team consisting of Sisters, Advanced Nurse Practitioners (ANP's), Health Care Assistants, Mental Health Nurses and Physiotherapists.

There is an extensive Management Team led by our Executive Manager, along with Admin staff, Receptionists and Telephonists.

Change of Details:

Please notify the surgery if you change your name, address or telephone number using either askmyGP, calling in, or writing to the practice.

If you move address and it is not within the catchment area you will need to register with a practice in your new area.

Complaints and Compliments:

What you think of the practices is important, including the teams and services that are offered. If you would like to contact the practice please complete the form at reception or use the complaints form on the 168 website.

CQC:

The Care Quality Commission makes sure that essential standards of safety are being met and provided, and have rated 168 Medical Group as Good.

Protection and use of your information:

The information held by 168 Medical Group is kept to ensure your GP or Nurse has accurate and up to date information. Your information is only passed on to those who are authorised and have a genuine need for it. There is a legal obligation to maintain the highest level of confidentiality about patient data. The Department of Health

require pseudo-anonymised population data be provided to NHS Administrative bodies on a routine basis. You have the right to restrict processing of your data and you have the right to object to the basis for which your data is being used. If you wish to object please contact 168 Medical Group.

Thank You

The PPG hope this information has been of use to you, whether you are already a registered patient or are joining as a new patient.

Thank you for taking the time to read our welcome information from the Patient Participation Group