

Who Should I See?

THE ORCHARD MEDICAL CENTRE

*The Orchard Medical Centre is a Partnership
between:*

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OPENING TIMES:

8am to 6.30pm
Monday to Friday
8am to 1pm Saturdays

Contact Details:

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Tel: 0117 980 5100

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Notes

This page is intentionally left blank so you can list the problems or symptoms you are experiencing along with any questions you may have before speaking to your healthcare professional:



Everything Else

If none of the previous statements describes your symptoms, please read on.

If you are:

- Needing a review following a hospital discharge, a
- Aged 1 year or under
- Suffering a reaction to medication,
- Sudden onset of a significant problem e.g. blurred vision,
- Have ongoing headaches, or
- Have already seen a Specialist Nurse and symptoms persist....

Please speak to reception with a view to booking an appointment with a GP. If your symptoms suggest you have an urgent medical need to be seen the same day it will be with whichever GP is on call for that day. Otherwise, we will endeavour to book a routine appointment with your Usual GP.

Please ask a Receptionist who your Usual GP is if you are Unsure.



Welcome To The Practice

Our Vision & Values

We at The Orchard Medical Centre welcome you. Each of us will listen to you and work with you to improve your health and wellbeing. We are proud to deliver high quality care with respect and courtesy.

We define our values through 'CARING' – Caring for You, Acts with Integrity, Rises to the Challenge, Inspires hope, Non-judgemental and Goes the Extra Mile. We truly believe in helping our patients but we also need our patients to help us to bring our vision and values to life. Please treat our staff with courtesy and respect. We have a multi-skilled team so if reception staff are unable to help you, please ask to speak to the Shift Lead or Reception Manager in the first instance.

Delivering Our Vision

Originally founded by Dr Henry Grace, brother of W G Grace, the cricketer, The Orchard Medical Centre still flourishes today as a modern, forward-thinking Training Practice, serving patients within Kingswood and the surrounding areas.

We offer a comprehensive range of services both via the NHS and privately. Full details of our services can be found in our Practice Booklet (available from the Surgery, please ask at Reception)

There are also many other services provided by the NHS and Charities that can help you. Very often these services are there to help you without needing a referral from a GP or Nurse. This leaflet will help you identify how to access the help you need.

Introduction

Who Can Best Help Me?

This leaflet has been designed to help demonstrate how best to access the services available to you.

People often make a GP appointment when they may be better seeing a different professional. You can often contact and see these other professionals directly without the need to wait for a GP appointment. By reading this leaflet and following some easy guidelines you will be able to identify who is best to help you.

If this leaflet recommends that you seek help from another organisation, it will be the same organisation your GP would refer you to. So you can feel assured that you will be receiving the same level of care as if you had seen your GP first.

However, by taking the time to access the services direct you will save GP/Nurse time and therefore will help us make best use of our time in supporting you when you really need us.

No matter who you see it is always helpful to list the problems or symptoms you are experiencing along with any questions you may have first.

Who Do I Need To See?

For statements 14-17 you will be directed to see a member of our own team as follows:

14. I need a form/report completing e.g. housing, blue badge, insurance claim.

Please discuss with reception if what you need is covered under the NHS. If it isn't reception will advise you of the fee payable and request that you leave the paperwork with us. You will be contacted if the GP needs further information/undertake a medical examination.

15. I am suffering from a minor wound, or other minor illness or injury.

If you are over 1 year old and have a minor burn or wound, bee sting, have constipation, cystitis, earache, skin infection, etc and not seen the nurse previously, then one of our Nurses will be able to help you. Please ask at reception for an appointment.

16. I have a long term condition that needs reviewing (such as asthma or diabetes).

If you need to have your long term condition reviewed or are suffering symptoms caused by chronic illness, please book an appointment with one of our Specialist Nurses. Our Specialist Nurses, do what the title suggest and specialise in certain conditions. If they are concerned they will refer you to one of our GPs.

17. I would like my prescribed medications reviewed.

If you need to have your medications reviewed please ask reception to book you an appointment with our specialist pharmacist, Shane Garrett.



Who Do I Need To See?

7. I am pregnant/think I'm pregnant

Please contact the midwife direct who will be happy to help you. The local Midwifery Central Booking Services are available on 0117 414 6946 or 0117 414 6743

8. I want to terminate a pregnancy

Please contact either the Bristol Pregnancy Advisory service on 0117 9276362 (central booking) or Marie Stopes - 0845 300 8090.

9. I am suffering domestic abuse

Please contact IRIS/NEXT Link Domestic Abuse Services, a specialist domestic violence service. Telephone in confidence on 0117 925 0680

10. I am having issues with drug/ alcohol dependency

Please contact Developing Health and Independence (DHI) on freephone: 0800 0733011

11. I want to stop smoking

Please contact South Glos Council on 01454 865502 and they will arrange an appointment for you with a service provider or visit their website for further information.

12. I need advice on what vaccinations I need as I am going abroad

Please contact the nearest MASTA clinic on 0330 100 4141 to discuss prices and appointment availability or visit their website for further information <http://www.masta-travel-health.com>.

13. I look after someone & need support

Please contact CarersLine 0117 965 2200 who can offer one-to-one support, emergency contact cards and much more.



What Do I Need?

Before Making An Appointment:

Can you identify with one of these statements (this will then guide you to the best service(s) able to help you):

1. I have a mouth abscess, mouth swelling or pain.
2. I am feeling low and anxious.
3. I am feeling lonely.
4. I have been referred to hospital for an appointment, awaiting a hospital test result.
5. I'm housebound and have, for example, a weeping wound/ dressing needing changing.
6. I have flu like symptoms, sore throat.
7. I am pregnant/think I'm pregnant.
8. I want to terminate a pregnancy.
9. I am suffering domestic abuse.
10. I am having issues with drug/alcohol dependency.
11. I want to stop smoking
12. I need advice on what vaccinations I need as I am going abroad
13. I look after someone and need support.
14. I need a form/report completing e.g. for housing, blue badge, insurance claim.
15. I am suffering from a minor wound, or other minor illness or injury.
16. I have a long term condition that needs reviewing.
17. I would like my prescribed medications reviewed.

If you answered, 'yes' to identifying with any of the statements above it is very likely that you do NOT need a GP appointment. The following pages will now assist you in accessing the right alternative service or indeed our own in-house services.



Who Do I Need To See?

The Right Service To Meet Your Need

Look up the question you identified with the most in the headings below. For all of those statements/headings numbered 1-13 you are able to access direct assistance without seeing a Doctor or Nurse first.

1. I have a mouth abscess/swelling/pain

Your NHS dentist will be best placed to assess this problem for you. They will also advise if they need to refer you to hospital or other medical specialists.

2. I am feeling low and anxious

If you feel low/just generally down and/or anxious you can contact an organisation called, 'IAPT' direct. These are trained counselors who can offer you a range of services and advice. Telephone them direct on 0117 378 4270 or visit their website: <https://iapt-sglos.awp.nhs.uk/>. Other organisations may also be able to help e.g. MIND tel 0300 123 3393 or Samaritans tel 116 123

NOTE: you should contact the Surgery in the following circumstances: You have any of the above and are pregnant or had a child in the last 12 months. If you are suffering from suicidal or violence thoughts, hearing voices or hallucinating.



Who Do I Need To See?

3. I am feeling lonely

If you feel lonely and are aged 50+, you can contact Age UK for a range of services that can help you beat loneliness and a range of other issues on: 01454 411707

People of any age can contact Community Connectors on 07967 344667 who are able to offer similar services to Age UK with lots of information of how to help you find what is available right here in your area. They can help you access new interests, opportunities for volunteering, help you find financial or housing advice or just get out and about more and make new friends.

4. I have been referred to hospital for an appointment / awaiting a hospital test result

Please contact the hospital you were seen at direct.

5. I am housebound and have, for example, a weeping wound/dressing that needs changing

Please contact the District Nursing team on 0117 980 5744

6. I have flu like symptoms, sore throat

Your local chemist/pharmacist and can give advice on self-help, and treatments that can be bought over-the-counter including those for flu like symptoms. They can also offer advice on many other topics including:

- Allergies and Hay fever
- Baby & Child Care
- Complementary Medicines
- General 1st Aid
- Vitamins, Minerals & supplements
- Holiday Healthcare
- Pregnancy
- Skincare
- Smoking
- Diet Advice