



Welcome to Bridge View Medical

We are delighted that you have registered with us. We look forward to serving you and your health care needs in the years to come.

This is guide to help familiarise yourself with how we work and where to find information. I hope you find it useful. If you have any feedback, please do let me know.

James Ingham – Executive Manager

About Us

Bridge View Medical comprises of four South Bristol GP Surgeries who merged in 2018. We are one of the foremost providers of health care in the region and pride ourselves on being innovative and constantly open to feedback.

We have a team of 35+ GPs supported by a variety of specialists, from pharmacists and paramedics to physiotherapists and mental health practitioners. In total we've 70+ clinicians to meet your needs.

80% of queries we receive are through our online consultation service, **Klinik**. This is the main channel for enquiries. You can complete enquires from home or when you're on the move. Some tiles are open 24/7 Monday to Friday. The system collates the relevant facts and channels the enquiry to the correct team. Since its introduction we have reduced average call wait times to 5 minutes and it continues to fall. Whether you call, walk in or complete an online form, all information is submitted through **Klinik** to be triaged and successfully prioritise all enquires. As a result, 90% of enquiries are allocated an appointment within 2 weeks. Satisfaction with the Klinik service is very high, so please use it. Find out more about how appointments are managed at www.bridgeviewmedical.nhs.uk/services/appointments

We aspire to deliver excellent healthcare through a proactive and holistic approach. If you wish to know more, please visit www.bridgeviewmedical.nhs.uk/surgery-information to read our values and objectives. As with all information if you have no online access, please contact the reception team and they will assist you.

We recommend, that where possible, patients download the NHS App. It empowers users to help manage their health conditions efficiently and conveniently.

The NHS App is a trusted healthcare application, developed and maintained by the National Health Service, which allows you to do the following:

- Order repeat prescriptions
- Get health information and advice
- View your health record securely
- View your NHS number
- Receive messages from us securely

Visit <https://bridgeviewmedical.nhs.uk/services/about-nhs-app>

Meet the team

We have a great team of over 150 staff who get some wonderful feedback. You can meet our clinical staff see what patients say about them at www.bridgeviewmedical.nhs.uk/surgery-information

We deliver services for the NHS contract and are owned by 14 Partners. The list of Partners is in every waiting room and online.

Choice of sites

We work across five sites. You can choose a default site, but you might be asked to attend any site depending on availability and the services required.

- **Marksbury Road:** 1 Marksbury Rd, Bedminster, BS3 5JL
- **Southville:** 67 Coronation Rd, Southville, BS3 1AS
- **Gaywood House:** North Street, Bedminster, BS3 3AZ
- **Malago:** 40 St Johns Rd, Bedminster, BS3 4JE
- **BS1:** Queen Charlotte Street, Bristol, BS1 4ES

How to register

You can become a patient if you live within the practice boundary. You can also register for temporary services if you are in the area and require immediate, necessary healthcare e.g. on holiday or are temporarily resident in the area for up to six months.

You can complete an online registration form or collect a registration pack and view our practice boundary at a surgery reception. Occasionally we may ask you to provide some additional information. Visit www.bridgeviewmedical.nhs.uk/surgery-information/register-as-a-patient for all registration info.

Changing your details

It's important to let us know if you change any of your personal details to ensure we can keep in contact when needed. You can do this via Klinik or by completing a form at a surgery reception.

Contacting us

Phone: 0117 966 9724

Visit: www.bridgeviewmedical.nhs.uk/surgery-information/contact-us

Social: www.facebook.com/bridgeviewmedical

Opening times

Monday – Friday, 8.30am – 6.30pm

We also offer pre booked appointments early mornings and evenings, and Saturdays weekly.

Out of hours assistance

Call **111** from all phones (it's free) or visit <https://111.nhs.uk/> or access the service via the NHS App. Use this service if:

- You urgently need medical help or advice
- Cannot wait until the surgery re-opens
- It's not life-threatening

Call **999** for life threatening emergencies, eg:

- Unconscious or not breathing
- Fallen more than 10ft
- Severe allergic reaction
- Fitting (if unusual for the patient)
- Penetrating injury to neck, chest, etc
- Uncontrolled bleeding
- Traumatic back/spinal/neck pain
- Severe chest pain (heart attack)
- Taken an overdose
- Submerged in water for over a minute

Visit [Urgent Care Centre at South Bristol Community Hospital](#) Hengrove Promenade, BS14 0DE

It is open 7 days a week, 8am- 8pm, including bank holidays. They can treat symptoms such as:

- sprains and strains
- bites and stings
- cuts and grazes
- minor burns and scalds
- assessment of suspected broken bones
- minor illnesses/ infections
- emergency contraception

Accessing your GPs services

Please visit the website to submit your enquiry via the online consultation service, **Klinik**. For new and existing health enquires this service is open 7.30am - 12noon, Monday to Friday. It is open midweek 24hours a day for other types of enquiries, eg blood test results, referrals.

The benefits

- Saves time; avoids waiting in a call queue
- More convenient; submit many enquiry types outside of normal working hours
- More efficient: enquires go direct to the relevant team and all new health enquiries are triaged by an experienced GP.

If you are unable to access **Klinik** you can phone or visit one of our sites. There's a Klinik tablet in every waiting room for you to use, or the reception team can complete a Klinik Form on your behalf.

Appointments set up

Types of appointment

We broadly have two types of appointments for new and existing health issues.

Urgent: These deal with issues within 24 hours, primarily by our team of Paramedics, Physicians Associates and Advanced Nurse Practitioners.

Routine: These are typically allocated within two weeks. We endeavour to place these with your Named GP for continuity of care, but they may be with a colleague. You can request to see your Named GP, but you might need to wait a little longer.

Follow ups: Once you have seen a clinician, they can book you in directly for a follow up appointment if deemed appropriate.

Phone or in person: You can request a preference, but the triager makes the final decision.

Home visits: All requests for home visits are triaged by the visiting clinician, who will telephone you to assess whether a home visit is necessary or appropriate. If you feel that you require a home visit, please contact us as early as possible.

Other types of enquiries

Test results: When you attend for a test you will be informed how long you should expect to wait for the results. Blood tests usually take 5-10 working days to come back and be checked by your GP. Most results will then appear in your record which you can check in the NHS App. Alternatively you can visit the surgery or call after 11 am. The GP may call you if they wish to discuss the results. Please be aware that we can only give results for tests that clinicians at Bridge View Medical have requested. If your hospital consultant has requested tests for you, they should provide an update to you during a follow up outpatient appointment or by letter.

Fit Notes: If you have been off work sick for more than 7 days then you probably need to show your employer a Fit Note to confirm that you have been ill and show when you are able to return to work. You can request a Fit Note via **Klinik**. Once you have completed the form, your GP will either issue a Fit Note or book an appointment to see you.

Medication queries: Patients should make a request via **Klinik**.

Repeat Prescriptions: Repeat prescriptions need to be requested; they aren't automatically generated. NHS App is the best way to order your medication; it's secure, the request goes directly to a prescriber, and you can track its progress. You can also use **Klinik** to submit your requests. We progress your request within 3 working days, your pharmacy may take longer to dispense this for you. Please ensure we have your preferred dispensing pharmacy to issue the prescription to. You can nominate a pharmacy by using the [NHS App](#) or logging into the [NHS website](#)

Referrals: These are made within your appointment. Our website has information on referrals including wait times. If you are seeking an update, please contact the Outpatient Clinic at the relevant hospital.

BVM Appointment Types

Antenatal Care	If you are pregnant you will need to register with the Midwifery Team, who will provide your antenatal care during the pregnancy. Tel: 0117 342 0850 Mon to Fri 8am – 4pm
Blood	Every morning Monday to Friday, by booked appointment. The first 2 appointments of the clinic are reserved for fasting blood tests. Please contact us to arrange an appointment.
Cervical Smears	All women aged 24.5 - 65 should have a smear test every 3-5 years. NHS cervical screening service send appointment reminders to inform you when your next smear is due.
Physiotherapy	By appointment with one of the First Contact Physiotherapists.
Health Visitors	Children aged 0-5 have a named Health Visitor. If you're new to the Practice you must register with the Team. Tel: 0300 125 6264
Health Screening	NHS Health Checks for 40-74 year olds without pre-existing health conditions and annual reviews for long term conditions such as Learning Difficulties, Dementia, Diabetes and Asthma.
Health & Wellbeing	By appointment with one of the coaches
NHS Vaccinations	We support all the vaccinations through either dedicated clinics or appointments. You will be invited if eligible.
Medication Reviews	Delivered with one of the clinical team.
Mental Health	Delivered with one of the clinical team.
Minor Surgery	We offer minor surgery monthly, i.e. the medically necessary removal of lesions. We don't offer this for cosmetic reasons.
Travel Services	NHS travel vaccinations and advice. Important to make an appointment at least eight weeks before you travel.
Sexual Health	Contraception advice on all areas of family planning, including coil fitting.
Social Prescribers	If you require assistance with elements of your life which will assist your health care outcomes.
Non-NHS Services	Certain services such as private sick notes, insurance claim forms and some medical examinations are not covered by the NHS and charges are made in line with The British Medical Association recommendations. Visit www.bridgviewmedical.nhs.uk/patient-care-support for details.

Reasonable Adjustments

We wish to support you to access our healthcare services. Please make us aware of any reasonable adjustments you'd like. We'll fulfil what we practically can. All our sites have accessible parking spaces close to the buildings with level access building entrances. Our reception, waiting areas and consultation rooms have been made as wheelchair friendly as possible.

Deaf/ hard of hearing: We have a dedicated phonenumber to text requests - 07501 020 481

English not a first language? We can book appointments with translators in advance.

Chaperone: There may be occasions where either you or the clinician wish to have another appropriate person present during your appointment. We arrange this as required.

Expectations of you

- We do not tolerate violent and abusive behaviour to our staff or patients on site or via any communication channel. It is our intention to serve everyone as best we can and expect to be respected whilst delivering these services. Should this not be the case, we 1. Remind patients of the expectation 2. Set up behaviour contracts 3. Remove patients from our list.

- If you have an appointment, please make every effort to attend. We lose about 500 appointments a month to patients who do not turn up and they are likely to rebook too.
- We understand sometimes you cannot attend an appointment. When this is the case, please call 0117 966 9724 and select option 1 or respond to the appointment text reminder.
- The Practice has several policies in place and displays safety notices which conform with legislation. You are requested to comply with these and any safety instructions given by staff members. This includes mask wearing, not smoking or consuming alcohol and drugs on site.
- We want to meet your needs and 91% of patients say we do*. To achieve this, we ask you think digital first and make enquires via the website where you can.
- Don't think a GP appointment is always the first step. We employ a range of specialists, known as Allied Healthcare Professionals, to meet your needs. Please engage with them and the other services such as Community Pharmacists who offer a walk in service for many health issues. The NHS also offers comprehensive self help guide which might be the quickest and most convenient route to getting better.

Patient Feedback

*76% of patients felt their experience was *good* or *very good*, which is above the national average. If you have any feedback for our service, there are a variety of channels.

My Thank You: You can give personal feedback to individuals or the overall service you receive by scanning the QR codes in waiting rooms or completing the Thank You cards at reception.

Friends & Family: Having attend a GP appointment you will receive a text to rate your experience.

Klinik: Every time you make a submission you can rate the experience.

Google: Feel free to rate us.

Complaints: If we have not met expectations or not delivered what we said we would you can complain by completing a Form available at reception and online. Most issues are addressed at this stage. If you remain dissatisfied the areas for escalation are highlighted within the response.

*Source GP Survey 2024

The NHS Contract

We deliver healthcare services based on the terms from the Bristol, North Somerset and South Gloucestershire Integrated Care Board who you can contact via:

Phone: 0117 900 2655 or 0800 073 0907

Email: bnssg.customerservice@nhs.net

Post: Customer Services Team, NHS Bristol, North Somerset and South Gloucestershire ICB
Floor 2, North Wing, 100 Temple Street, Bristol, BS1 6AG

Your personal data

We hold personal information about you on our Clinical Systems and we are responsible for their accuracy and safe-keeping.

Staff in the practice have access to your medical records and information is shared with others involved in your care if necessary. Who this is with and how they operate is managed through Data Sharing Agreements. Anyone with access to your record is trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private. All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In certain circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we do not disclose information unless we are sure that we're talking to you. Information will not be disclosed to family, friends or spouses without prior consent. You have the right to access your records, which can be done through a Subject Access Request via **Klinik**.