



Welcome to Bridge View Medical!

We are delighted you have registered with us, and we look forward to serving you and your health care needs in the years to come. This guide will teach you about how we work and show you where to find information - I hope you find it useful. *James, Executive Manager*

About us

Bridge View Medical is made up of four GP surgeries in South Bristol that merged in 2018. With 35 GPs, supported by a variety of specialists including Nurses, Pharmacists, Paramedics, Physiotherapists, and Mental Health Practitioners, we have 70 clinicians supporting you. You can meet the team online ([BVM team profiles](#)).

How to register

You can become a patient if you live

- within the practice boundary. You can view the boundary and register online [Register as a New Patient – Bridge View Surgery](#) or by visiting the surgery reception.
- out of area. This is under a separate agreement, which includes no home visits. Please complete the registration as normal and we will be in contact.

You can also register temporarily if you are residing in the area for up to six months and require immediate healthcare. Please complete a temporary registration form.

Accessing your GP services

All appointments are booked through our online consultation tool, [Klinik](#). Each site also has a tablet within the waiting room for patients to use, or if you require additional assistance, please contact us and we will complete a form on your behalf.

You can submit new and existing health enquiries and other enquiries (e.g., blood test results, fit notes, medication queries, repeat prescriptions) by simply selecting the correct tile. This service is open 8am and 6.30pm, Monday to Friday.

Enquiries are directed to the relevant team for the speediest response. All health enquiries are triaged by an experienced GP to ensure patients are seen in the necessary time period.

Using the online consultation form helps you avoid queuing on the phone and allows you to submit your enquiries on the go and helps us manage and respond to your enquiries quicker.

Opening times

We are open Monday to Friday, 8am and 6:30pm. We also offer pre-booked appointments outside of these hours (early-mornings, evenings, and Saturdays).



Choice of site

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

Contact us

- **Phone:** 0117 966 9724
- **Social:** <https://www.facebook.com/bridgeviewmedical>
- Discover more ways to contact us online ([GP Surgery Details – Bridge View Surgery](#))

NHS App

We recommend downloading the NHS App to help manage your health conditions efficiently and conveniently. It is a trusted healthcare application, developed and maintained by the National Health Service, to allow you to:

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

Appointments

Once triaged, new & existing health enquiries are assigned an urgent or routine appointment.

- **Urgent appointment:** Deals with issues within 24 hours, primarily by our team of Paramedics, Physicians Associates and Advanced Nurse Practitioners.
- **Routine appointment:** We respond to you within five days and allocate an appointment within 21 days. We endeavour to place you with your named GP for continuity of care. You can also request to see your named GP, but you might need to wait a little longer.

If necessary, once you have seen a clinician, they may book you in for a follow-up, request you to recontact the practice or the practice contact you.

You can request the appointment type (e.g. in-person or via phone); however, the GP triaging your enquiry will make the final decision. If you feel you may require a home visit, please contact us as early as possible and the visiting clinician will telephone you to assess whether a home visit is necessary or appropriate.

Appointment types

Antenatal care	If you are pregnant you must register with the Midwifery Team, who will provide your antenatal care during the pregnancy. Tel: 0117 342 0850 (Monday–Friday, 8am–4pm).
Bloods	Monday–Friday mornings, 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 5 years. NHS cervical screening service send appointment reminders to inform you when your next smear is due.
Health screening	NHS health checks for those aged 40–74 without pre-existing health conditions or annual reviews for long-term conditions such as learning difficulties, dementia, diabetes and asthma.
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 & wellbeing	By appointment with one of the coaches.
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., medically necessary removal of lesions. We do not offer this for cosmetic reasons.
NHS vaccinations	We support all the vaccinations through either dedicated clinics or appointments. You will be invited if eligible.
Non-NHS services	Certain services, e.g., 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. More information on private work.
Physiotherapy	By appointment with one of the First Contact Physiotherapists.
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 healthcare outcomes.
Travel services	NHS travel vaccinations and advice. It is important to make an appointment at least eight weeks before you travel.

Reasonable adjustments

Please make us aware of any reasonable adjustments you need. We’ll fulfil what we can.

- All our sites have a level access entrance with accessible parking, and the reception, waiting area, and consultation rooms are as wheelchair friendly as possible.
- **Deaf or hard of hearing:** We have a dedicated phoneline to text requests (07501 020 481). We can also organise BSL interpreters as required.
- **English not a first language?** We can book appointments with translators in advance.
- **Chaperone:** You or your clinician may wish to have another appropriate person present during your appointment. We arrange this on the day or in advance.
- **Longer appointments:** we can offer extended appointments – please let us know if completing a KLINIK form or speaking to one of the team.

Test results

Wait times:

- When you attend an appointment for a test, you will be informed by your clinician 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.

Accessing your results:

- Once available, results will be on your record, which you can access via the NHS App.
- Alternatively, you can visit the surgery, or call after 11 am.
- The GP may call you if they wish to discuss your test results.

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 for you.

Repeat prescriptions

Repeat prescriptions need to be requested; they aren't automatically generated. The 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. Alternatively, you can use Klinik to submit your requests. We will process your request within 3 working days, but your pharmacy may take longer to dispense this for you. Please ensure you have your preferred dispensing pharmacy nominated via the NHS App or NHS website.

Out-of-hours assistance

Contact 111 if:

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

You can contact the service by calling 111, via the website ([Get help for your symptoms - NHS 111](#)), or via the NHS app.

Call 999 for life-threatening emergencies, such as:

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

Visit the [Urgent Care Centre at South Bristol Community Hospital](#) for the following:

- Sprains and strains
- Bites and stings
- Cuts and grazes
- Minor burns and scalds
- Assessment of suspected broken bones
- Minor illnesses/ infections
- Emergency contraception

You can also visit the [NHS website](#) to get information on conditions and symptoms.

Expectations of you

- We do not tolerate violent or abusive behaviour towards 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 will take the following steps: 1) remind patients of the behaviour 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 broadly 500 appointments each month to patients who do not attend (and they often rebook). We know that sometimes you cannot attend an appointment. At such times, please call 0117 966 9724 and select option 1 or respond to the appointment text reminder.
- We have several policies in place and display safety notices to conform with legislation. You are requested to comply with practice policies and follow safety instructions given by staff e.g. mask wearing, and not smoking or consuming alcohol/drugs on site.
- We ask that you think digital first e.g. using Klinik or the NHS website.
- 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 a comprehensive self-help guide which might be the quickest and most convenient route to getting better.

Feedback

- You can give personal feedback to individuals or the overall service by scanning a QR code in waiting room or by completing a 'Thank You' card at reception.
- Following a GP appointment, you will receive a text asking you to rate your experience.
- Each time you submit an enquiry on Klinik, you can rate the experience.
- You can complain by completing a form, available at reception or online.
- Feedback is summarised and available on our [website](#).

NHS contract

We deliver healthcare services based on the terms from the Bristol, North Somerset and South Gloucestershire Integrated Care Board. You can contact them via the following:

- 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 the accuracy and safe-keeping of this information. 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 are 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' on Klinik.