

## HILLCREST SURGERY

**[PLEASE READ THIS CAREFULLY AS WE MAY REQUIRE ACTION FROM YOU]**

If you need this leaflet in another format, please let us know



Hillcrest Surgery

Wellow lane, Peasedown St John, BA2 8JQ  
Tel: 01761 434469  
bswibc.reception.hillcrest@nhs.net  
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www.hillcrestsurgey.co.uk  
ODS Code: L81123

Dr Andrew Nesbit (GP Partner)	MB Bs DRCOG MRCGP (London 1997)
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Dr Claire Rumball—Salaried GP

Dr H Phillipson—Salaried GP

### WELCOME TO THE PRACTICE

We are committed to treating all our patients with fairness and respect while delivering exceptional clinical and administrative services.

Our goal is to provide the highest quality of care by following evidence-based medical practices and meeting the standards outlined in the NHS National Service Frameworks and the Quality and Outcomes Framework.

Healthcare is a partnership built on mutual rights and responsibilities. We are committed to providing personalised care and prioritising continuity with your usual doctor whenever possible. However, there may be occasions when you need to see another clinician.

For accessibility, ramps are available at the main entrance, and we provide a spacious disabled toilet. Our staff are always happy to assist you.

Stay informed by visiting our website and Facebook page, where we regularly share important updates.

We are an equal opportunities employer, committed to fostering a diverse and inclusive workplace where all employees are treated with fairness, respect, and without discrimination.

#### WHAT WE NEED FROM YOU

- You will be informed via text message of who your named GP will be. You are able to see any Doctor at the practice.
- If you have a chronic condition or take regular medications, please let us know straight away. Otherwise, there will be a delay in receiving your medications. You can bring in a hospital letter or repeat prescription so we can see a diagnosis or any medications that you take. You will need to inform the surgery straight away if you need us to supply medications as you may require an appointment with the practice pharmacist.
- Please be aware that if you request a medication you may need to speak to a GP or Pharmacist if you have not requested that medication in over a month.
- If you are under the care of a consultant please provide their name and hospital. You can bring in a hospital letter or email [bswicb.reception.hillcrest@nhs.net](mailto:bswicb.reception.hillcrest@nhs.net).
- If you have a social worker or support worker please provide their name and contact details. Bring in a letter or email [bswicb.reception.hillcrest@nhs.net](mailto:bswicb.reception.hillcrest@nhs.net). So we can add their details to your record.

#### RECEPTION OPENING TIMES

The reception is open for appointments and enquiries from:  
08.00 – 18.00 Monday – Friday

#### STAFF

We employ a practice manager and reception/secretarial staff to help us run the surgery. They are the unsung heroes of the practice. They will treat you with courtesy and kindness and in turn work better if you treat them the same way.

#### THE NHS APP

Download the NHS App to manage your health. [www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/)

You can use the App to;

- **Make appointments**
- **Order medication**
- **View your test results**
- **See your medical record**

We think the NHS app is a great way to manage your own health. Ask the reception team if you would like access to your record online.

#### [Book an Appointment? - 01761 434469](#)

You can book appointments online at [www.hillcrestsurgey.co.uk](http://www.hillcrestsurgey.co.uk) or via a number of mobile phone apps, including the NHS App.

- **All telephone calls to and from the surgery are recorded.**
- **CCTV is in use in and around the premises for safety purposes.**

You can find details in our **Privacy Notice** on our website.

**Routine Appointments** - are scheduled at 10 minute intervals. Some conditions will require less of the Doctor's time and others more. It may be necessary to ask you to make a further appointment. The patient's in front of you may have had a more difficult or complicated problem causing an unavoidable delay, especially if urgent treatment or hospital admission is required. Occasionally, the Doctor may be called out of the surgery to an emergency at a patient's home. If, as a result, your Doctor is behind schedule, we will do our best to keep you informed.

**You may see any Doctor in the practice** - but remaining with the same one, during an episode of illness, will help to improve your care.

**If you think that your problem is complicated or if you have several issues to discuss with the Doctor:** Please let the receptionists know and she will attempt to book you a longer appointment. We offer a selection of pre bookable and same day appointments both at the surgery and at our neighbouring practices.

### **Improved Access**

Hillcrest Surgery offer additional evening and weekend appointments, for patients needing routine, bookable in advance, GP or Nurse appointments outside of normal GP Surgery opening times. This service is run in conjunction with BaNES Enhanced Medical Services (BEMS), our local GP Federation. Appointments are available between the hours of 6.30 pm and 9.00 pm on weekdays, and 9.00 am to 13.00 pm on Saturdays.

This service is located in different Practices throughout B&NES and is for non-urgent appointments only. The service operates from sites in Bath, and Midsomer Norton and Radstock area. In the Midsomer Norton and Radstock area, the service runs at Elm Hayes Surgery and Hope House Surgery. In Bath, the service runs from Bathampton Surgery, Combe Down Branch Surgery, Newbridge Surgery and St Michael's Surgery.

Appointments are booked by via the Hillcrest Surgery receptionist team, who can book appointments directly into the Enhanced Access service. When booking an appointment, we will ask if you consent for us to share your medical records with this service. Without this consent, the BEMS GPs and Nurses will have no access to your medical records.

For more information you can visit the BEMS Enhanced Access website here: <https://www.bems.uk.com/aboutenhancedaccess>

**Cancellations:** As there is a high demand for appointments, please let us know as soon as possible if you should have to cancel in order that we may pass the appointment onto someone else.

**Find out test results:** to find out your results ring the surgery after 11:00 am when lines are less busy and staff have had time to check both the morning post and our computer links with Laboratory.

Please note due to patient confidentiality we **cannot** give your results to another person without your permission.

Please allow 5 days before ringing for your results unless indicated by your Doctor or Nurse. X-ray results may take up to 3 weeks. Cervical smear results may take up to 6 weeks. You will receive a letter notifying you of your smear result from the cervical screening service.

We do endeavour to contact you if any action needs to be because of a test result. It is not possible to contact patients about their normal results but we do encourage you to ring and check on these.

**Request a home visit:** if you are too ill to attend the surgery, then a Doctor can visit you at home at their discretion. Please telephone between 9.00 am and 10.30 am to enable the GP's to plan their day. Home visits generally occur between midday and 3.00 pm

**Who are visits for?** Home visits only for patients who are housebound or too ill to come to the surgery. The Doctor will often telephone prior to the visit to see if your concerns can be resolved without a visit.

**Get medical advice when the surgery is closed:** The NHS App. NHS 111 online. The Out of Hours emergency service.

To obtain help **telephone 111 (non-emergency)** **Telephone 999 (emergency)**

**Use our online solutions to contact the surgery:** We have NHS approved online consultation systems available. Visit our website for more information.

## **PRACTICE PERSONNEL & SERVICES**

### **PRACTICE NURSES**

Our team of nurses hold surgeries every morning and afternoon. They help with first aid, dressings, immunisations and travel advice. We offer NHS free vaccinations. If you require vaccines that are not available on the NHS you will be advised to attend a private travel clinic.

The nurses run clinics for asthma, diabetes, stop smoking and cardio-vascular diseases. Patients will be invited to attend these clinics. Appointments for contraception, HRT and cervical smears.

### **FAMILY PLANNING & WELL WOMAN CLINICS**

Our nurses also take smears and will teach breast awareness and self examination. Advice on contraception and HRT is also available. Make an appointment at reception in the usual way. If you prefer to see your own doctor then make an appointment in a normal surgery.

### **PATIENTS AGED 75 & OVER**

If you are aged 75 and over and have not been seen for 12 months you may request a consultation if you wish. We will provide such a consultation and examinations that appear to be appropriate at the time.

### **PATIENTS NOT SEEN WITHIN 3 YEARS**

If you are aged between 16 and 74 and have not been seen for 3 years you may request a consultation if you wish. We will provide such a consultation and examinations that appear to be appropriate at the time.

### **CHILD HEALTH CARE**

The Health Visitors offer advice and support and is offered to all age groups, in particular families with pre-school children. They are involved with developmental assessments with your doctor. They run post natal and parenting groups. If you have concerned about your family please feel free to contact them on 0300 247 0055.

### **ANTE-NATAL & MATERNITY CARE**

The midwives for this area are based at Paulton Hospital 01761 412315

### **COMMUNITY NURSES**

The community nurses are based elsewhere. Messages for them may be left at the surgery.

### **CHIROPODY**

St. Martin's Hospital Bath 01225 831500 to arrange chiropody appointments. A request form is available at the surgery.

### **COUNSELLING**

Your doctor will refer you as necessary; appointments are available at the surgery with our counsellor/CBT therapist.

You can self refer to 'Talking Therapies'. Visit [www.awp.nhs.uk/our-services/talking-therapies/self-refer-today/banes](http://www.awp.nhs.uk/our-services/talking-therapies/self-refer-today/banes)

### **PHYSIOTHERAPY**

Referrals are made by your GP or Practice Nurse to our in house physiotherapist. You can self-refer to BANES physio via [bathneshealthandcare.nhs.uk/services/adult-physiotherapy-service/](http://bathneshealthandcare.nhs.uk/services/adult-physiotherapy-service/)

### CHILDHOOD IMMUNISATIONS

Please ensure that your child is fully protected by being immunised. If you have any worries about the safety or otherwise of the procedure then please arrange to discuss the problem with the health visitor, practice nurse or doctor. Immunisation clinics are held by the practice nurses. You are sent reminders for these directly from the Child Health Department.

### ADULT IMMUNISATION

We offer a range of immunisation following the NHS immunisation schedule.

### REPEAT PRESCRIPTIONS

Repeat prescriptions will take **3 working days** to process for collection at the surgery and **4 working days** for collection at the pharmacy.

Requests for repeats can be made:

- The NHS app.
- Online at [www.hillcrestsurgery.co.uk](http://www.hillcrestsurgery.co.uk) (you need to register for this service).
- At the surgery using paper forms (please tick items required).
- By email (we need your name, address and D.O.B) [bswicb.reception.hillcrest@nhs.net](mailto:bswicb.reception.hillcrest@nhs.net)
- Through the local chemist, such as Peasedown Pharmacy.

Due to medico-legal reasons we **cannot** take them over the telephone.

### When to collect

Hand in	Collect in surgery	Pharmacy
Mon	Thurs	Fri
Tues	Fri	Sat
Wed	Mon	Tues
Thurs	Tues	Wed
Fri	Wed	Thurs

### PRESCRIPTION CHARGES

People in the following categories are automatically exempt from prescription charges;

Under 16 years, under 19 years and in full time education, over 60 years. Pregnant women and women who have had a baby in the last 12 months. People in receipt of DHSS benefits and people with certain medical conditions.

To see if you are entitled to free prescriptions, visit here, [www.nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/](http://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/)

### PRESCRIPTION PRE-PAYMENT TICKETS

You could save money by buying a prescription Pre-Payment Certificate (PPC). Ask at reception for form FP95 or visit <https://services.nhsbsa.nhs.uk/buy-prescription-prepayment-certificate/start>

(If you loose or damage your prepayment card, you will need to contact the NHSBSA via the website)

### SICKNESS CERTIFICATE

You do not require a doctor's sickness certificate for any illness lasting less than 7 days. Your employer may however require you to complete a self-certification form (SC2) which is available online, or your employer may issue their own.

For any illness lasting longer than 7 days you will need to see the doctor to enable them to issue a sickness certificate (Med3) and for any subsequent renewal of the certificate.

If you have had a procedure at hospital **your consultant** should provide you with a Sick Note and not the GP.

#### **IMPORTANT INFORMATION FOR CARERS**

If you are a 'carer' (that is a person who provides regular unpaid help) for family members, friends or neighbours who are sick or disabled then the surgery has a service to support you. Please let us know if you are a carer or receive care from someone. We can update your records with their contact information if you would like us to.

For more information about this service, please enquire at the reception desk.

#### **CHANGE OF ADDRESS/TELEPHONE NUMBER**

Please let us know your new address and a contact telephone number (work and or mobile numbers) as well as your home telephone number as soon as possible as we may need to contact you urgently on occasion.

#### **VIDEO**

Consultations are sometimes videoed for training purposes. Your permission will always be asked for if a camera is to be used.

#### **SMOKING & THE USE OF MOBILE PHONES**

These are not permitted in the building.

#### **OUR RESPONSIBILITY TO YOU**

All patients will be treated with respect, kindness and dignity, irrespective of origin, religion, cultural beliefs, sex or age.

#### **YOUR RESPONSIBILITY TO US**

We ask you treat the practice staff with the same courtesy and respect.

#### **COMMENTS, COMPLAINTS OR CRITICISM**

Please let us know how we are doing both positive and negative comments are always welcome. Copies of our complaints procedure can be requested from reception.

#### **VIOLENT/ABUSIVE PATIENTS**

This practice has a zero tolerance policy with regards to violent/abusive patients. The definition of violence 'any incident where a GP or his staff are abused, threatened or assaulted in circumstances related to their work, involving explicit challenge to their safety, well being or health'.

**If an incident occurs the practice will telephone the police and that patient may be removed from the practice list.**

#### **ONLINE FORUMS / SOCIAL MEDIA**

We request that complaints are made via our complaint procedure. We are unable to comment in depth on messages online due to confidentiality restrictions. However, patients who post complaints may be invited to the surgery to discuss your problem with the Partners and Management team.

#### **PERSONAL HEALTH INFORMATION**

In line with Department of Health Guidelines, the Caldicott Report and the Data Protection Act we wish to advise you of how we handle information we hold about our patients. We ask for information so that you can receive proper care and treatment. We keep this information together with details of your care because it may be needed if we see you again. We may use some of this information for other reasons; for example to help us protect the health of the public generally and to see that the NHS runs efficiently; to plan for the future; to train staff and account for actions taken.

Sometimes the law requires us to pass on information for example to notify a birth.

The NHS Central Register for England & Wales contains basic personal information of all patients who are registered with a General Practitioner. The register does not contain clinical information. You have a right to access your health records.

### **EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.**

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you. We only pass on information about you if people have a genuine need for it in your and everyone's interest. Whenever we can we shall remove details that identify you. The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

### **DATA PROTECTION ACT**

The practice is computerised and patients' details are held on computer. We are therefore registered under the Data protection Act 1998.

**GDPR** - The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR). Everyone responsible for using personal data has to follow strict rules called 'data protection principles'.

### **FREEDOM OF INFORMATION ACT**

The Freedom of Information Act became law in 2000. Hillcrest Surgery conform to the requirements of the Act and have produced a publication scheme in accordance with the Act. <https://ico.org.uk/>

### **THREE VALLEYS PRIMARY CARE NETWORK (PCN)**

Hillcrest Surgery are part of Three Valleys PCN.

#### **What is a Primary Care Network?**

- Groups of general practices working together to focus on local patient care, established July 2019.
- Working with other health and care organisations and their communities to provide better and more integrated services to improve population health and wellbeing.
- Vehicles for investment e.g. improving patient access to health and wellbeing services. England and development funding to support GP resilience and improve patient care.
- Alleviate workload pressures on existing practice staff, so that general practice can be sustainable and thrive.
- Deliver the Government's commitment to improving patient access to quality healthcare services.
- In order to improve the service we deliver, we have set up a patient participation group. They meet regularly and discuss a range of subjects relating to the Surgery.

Visit: [www.threevalleyshealthpcn.co.uk/about us](http://www.threevalleyshealthpcn.co.uk/about-us) for more information

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