

Practice Area

The smaller shaded area is the catchment area for Sunnyside Surgery. If you live within this boundary you may register with us. Patients already registered with us who move but remain in the wider shaded area can stay as patients at the Practice.



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If you would like to receive our practice newsletter or surgery updates by email, let us know by emailing:
reception@GP-L81102.nhs.uk
(Please note - we are unable to engage in discussion regarding medical issues via email.)

Please visit our website for further information regarding any of the services provided at Sunnyside Surgery.
www.sunnysidesurgery.co.uk



**4 Sunnyside Road
Clevedon
North Somerset
BS21 7TA
Tel: 01275 873588
www.sunnysidesurgery.co.uk**

The surgery and phone lines are open from
8.00am - 6.30pm, Monday to Friday

(Please note - we will close on the **first** Thursday of each month from 1pm-3pm for staff training)

Out of Hours care

For urgent GP out of hours service,
telephone **Freephone 111**

For medical advice contact
Freephone 111 or www.nhs.uk

PARTNERS

Glenda R Horner (GMC No: 3191938)
MB BS (1986 London) MRCGP DRCOG
DCH FPCert

Louise E McCloskey (GMC No: 4531276)
BMed Sci BM BS (1998 Nottingham)
MRCGP DRCOG DFFP

Rachael M Kenyon (GMC No: 4416085)
MB ChB (1997 Liverpool)
MRCGP DFFP DRCOG

Aga J Rabcewicz (GMC No: 6119936)
MD (2003 Gdansk, Poland)
MRCGP, DFFP

SALARIED GPs

Ruth E C Evans (GMC No: 6120216)
MB ChB (2005 Bristol) MRCGP BSc Bioethics

Sarah E Kelly (GMC No: 7040584)
BM Bch (2009 Oxford)

Jane E Spilsbury (GMC No: 6098633)
MB BCh (2004 Wales) MRCGP DFFP

Jo-Anne Sewell (GMC No: 7016640)
MB ChB (2008 Bristol)

Walk-in Centres

Bristol Walk-in Centre

Broadmead Medical Centre
59 Broadmead, Bristol, BS1 3EA

Telephone: **0117 954 9828**

Monday - Saturday 8am - 8pm

Sunday and Bank Holidays

(except Easter Sunday and Christmas Day) 11am - 5pm

Urgent Care Centre

South Bristol NHS Community Hospital,
Hengrove Promenade, Hengrove Park, Whitchurch Lane, BS14 0DE

Telephone: **0117 342 9692**

Open 8am-8pm every day

Please visit the following website for more information
on the above centres:

**[http://www.nbt.nhs.uk/our-services/a-z-services/
accident-emergency](http://www.nbt.nhs.uk/our-services/a-z-services/accident-emergency)**

Clevedon Minor Injuries Unit

The Minor Injury Unit is a nurse led, walk-in facility located in Clevedon Community Hospital, Old Street, Clevedon. The facility offers treatment for a wide range of minor injuries delivered by specialist emergency nurse practitioners. They are able to treat patients presenting with minor injuries that include:

- * Wounds and grazes
- * Broken bones
- * Sports injuries
- * Minor injuries in children over 3 years of age
- * Cuts needing stitches
- * Minor burns
- * Sprains, bruises and abrasions

Opening hours

MIU opening hours: 08.00-21.00, 7 days a week, 365 days a year.

X-ray opening hours: 09:00 - 13:00 & 14:00 - 16:30 week days only

IMPORTANT CHANGES TO HOW WE HANDLE YOUR PERSONAL DATA

Under new powers of the Health and Social Care Act 2012 an organisation called the Health and Social Care Information Centre (HSCIC) can, under certain circumstances, request personal confidential data from GP practices. The data to be extracted includes referrals, NHS prescriptions and other coded clinical data. Identifiers (Date of Birth, Postcode, NHS number and Gender) are required by HSCIC to link GP data with data from other care settings.

Broadly, the information will be used by NHS commissioners so that they can better design integrated services by linking GP data with information from other health and social care settings. In addition, HSCIC will allow a flow of information in an anonymised, pseudonymised or aggregated form to accredited third parties, for example to approved researchers or commissioners.

If you are happy for your information to be shared you do not need to do anything. There is no form to fill in and nothing to sign and you can change your mind at any time.

The Practice has **no choice** but to allow HSCIC to extract this information however patients can instruct their Practice to stop the transfer of their individual data, except in special circumstances such as a public health emergency.

You have the choice to opt out of the transfer of your information on two levels –

(1) from leaving the Practice and (2) from leaving the HSCIC.

An opt out form is available from reception. Your choice will not affect the care you receive.

For further information, please pick up a leaflet or visit: www.nhs.uk/caredata



The Practice has existed in Clevedon for many years, moving to our present premises in 1985. Extensions were carried out in 1991 and 1999. We work closely together in a small friendly atmosphere, providing a full range of services for all ages. We operate an open list system so you can see the doctor of your choice, when available.

The Practice has six consulting rooms, one for each partner and one for the Registrar. There are three treatment rooms for use by nurses and phlebotomists; reception and records room; and a waiting area. Upstairs there are offices and staff rest area.

In April 2002 we became a PMS practice. As part of this scheme we have a full time nurse, working for the three practices in Clevedon, specifically engaged to improve the quality of care in nursing and residential homes.

ALLOCATED GP - All patients are allocated a named accountable GP when they register with the Practice. If you are unsure who your GP is, please ask at reception .

Useful Information

Appointments

Appointments can be made in person or by telephoning the surgery weekdays on 01275 873588 from 8:00am - 6:30pm. They can also be booked online - please ask at reception for further information. You can book appointments up to 4 weeks in advance as well as on the day, subject to availability. This may not be with the doctor you are registered with but we will do our best to meet your request.

Telephone consultations are also available to discuss test results, medication review etc.

Extended hours: A limited number of pre-bookable appointments are available on Monday evenings and alternate Saturday mornings and some of our GPs offer early morning appointments from 8am.

Saturday Hub Appointments - Sunnyside Surgery, the Medical Centre Clevedon and Langford Surgery are taking part in a pilot scheme to offer Saturday morning GP and Nurse appointments. If there isn't an appointment available at our Practice when you want to book one, then you may be offered an appointment at one of the two other practices.

Home Visits

If you are unable to attend the surgery and require a home visit, please telephone as early as possible – preferably before 10:30am.

Prescriptions

Prescription requests may be ordered 'on line' at www.sunnysidesurgery.co.uk. To register for this service, please ask at reception.

Written requests, either using the 'right hand side' of your prescription or in writing, with all relevant details, may be sent or handed in to reception. We are unable to accept telephone requests. **Please allow 48 hours** – not including weekends – for processing. You may also have your prescription sent to the chemist of your choice but please allow extra time for this.



Phlebotomists

Pre-bookable appointments are available mornings only for blood tests.

Midwife (Direct line: 01275 335687)

Community Midwives available for support and advice. Appointments made by Midwife at Clevedon Medical Centre
For first booking call 0117 4146743 or
email: bookings.midwifery@nbt.nhs.uk

District Nurses (Direct line: 01275 335657)

(Out of office hours: telephone the above number and listen to the message).
Nursing services provided for the housebound.

Health Visitors (Direct line: 01275 885514)

A drop in clinic available at the Surgery on Wednesday from 13:30 to 15:00 for mothers, babies and children under five.

Practice Manager

Manages the day to day running of the practice including strategic planning, financial control and human resources.

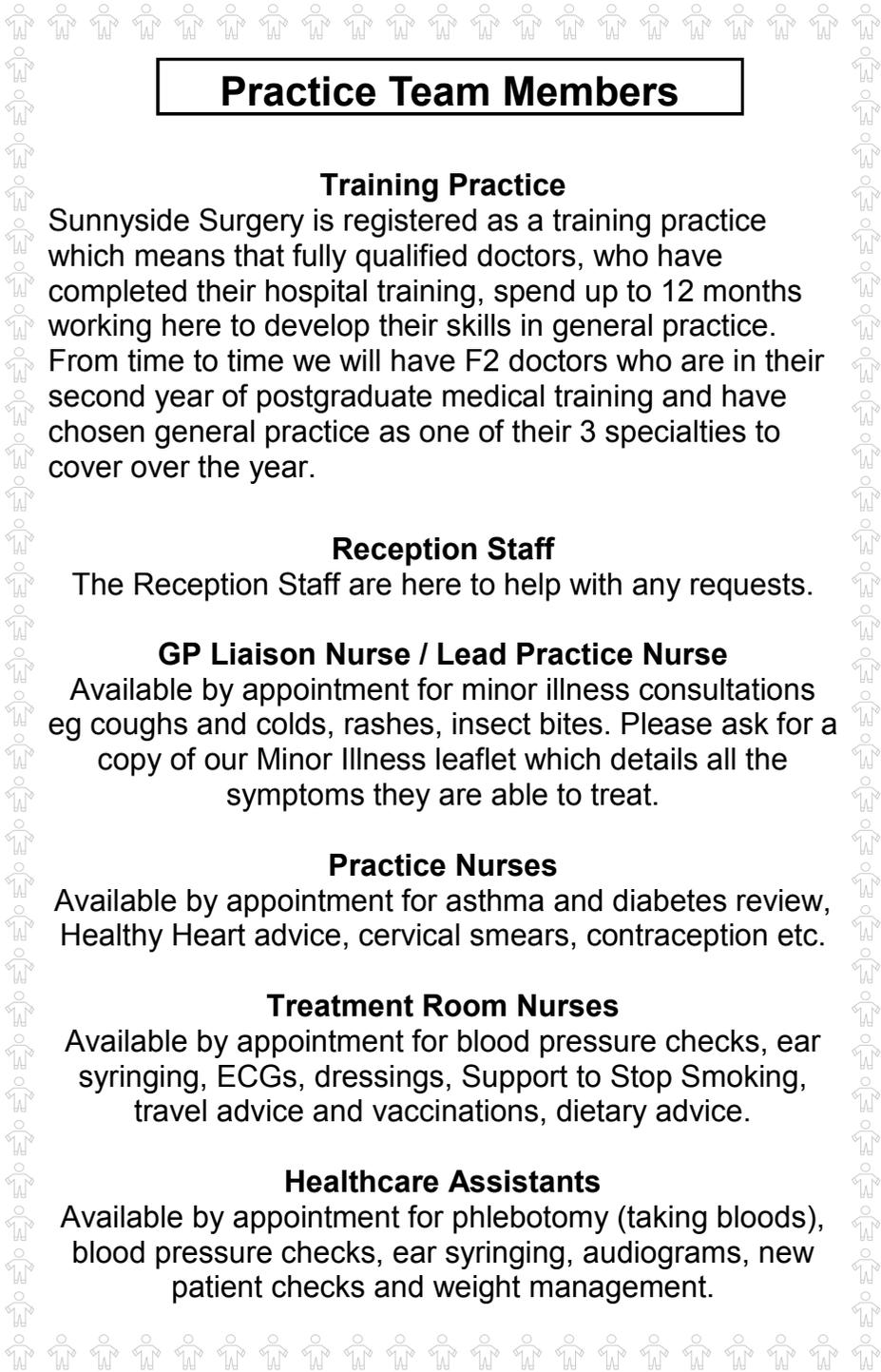
Administrative staff

Support the doctors and other clinical staff with specialist and routine administrative tasks.

Patient Participation Group

This is made up of patients registered at this surgery and practice representatives.

For more information please ask at reception.



Practice Team Members

Training Practice

Sunnyside Surgery is registered as a training practice which means that fully qualified doctors, who have completed their hospital training, spend up to 12 months working here to develop their skills in general practice. From time to time we will have F2 doctors who are in their second year of postgraduate medical training and have chosen general practice as one of their 3 specialties to cover over the year.

Reception Staff

The Reception Staff are here to help with any requests.

GP Liaison Nurse / Lead Practice Nurse

Available by appointment for minor illness consultations eg coughs and colds, rashes, insect bites. Please ask for a copy of our Minor Illness leaflet which details all the symptoms they are able to treat.

Practice Nurses

Available by appointment for asthma and diabetes review, Healthy Heart advice, cervical smears, contraception etc.

Treatment Room Nurses

Available by appointment for blood pressure checks, ear syringing, ECGs, dressings, Support to Stop Smoking, travel advice and vaccinations, dietary advice.

Healthcare Assistants

Available by appointment for phlebotomy (taking bloods), blood pressure checks, ear syringing, audiograms, new patient checks and weight management.

Test Results

Please telephone for test results between 10:00 to 13:00 and 14:00 to 18:00.

Minor Illness Clinic

The minor illness nurses can assess and prescribe for a range of conditions including chest / urinary tract infections and skin complaints. Please ask at reception for further information or to book an appointment.

Diabetes Clinic

Patients are seen by the Practice Nurses for review and they may refer you to a Dietitian and/or a GP. Appointments are made in advance.

Asthma and Coronary Heart Disease reviews

Appointments for reviews are with the Practice Nurses and need to be booked in advance at reception.

Family Planning

Appointments are available with a Practice Nurses and can be booked at reception.

Comments, Suggestions and/or Complaints

We welcome any comments or suggestions that might help us to improve the quality of our service. You can let us know what you think about the Practice by completing a Friends and Family form available at reception. Any complaints should be made in writing to the Practice Manager. We will acknowledge complaints within 3 working days and agree a prompt timescale for a response.

If you are unhappy with this response, please contact NHS England, (the new body responsible for primary care) on **0300 311 22 33** or email: england.contactus@nhs.net

Surgery Timetable

Please note - the information detailed here is subject to change due to holidays, study leave, sickness, etc and any resulting surgeries will be covered by locum GPs where possible.



Monday	AM	PM
Dr McCloskey	✓	✓
Dr Kenyon	✓	✓
Dr Spilsbury	✓	✓
Dr Kelly	✓	✓
Tuesday	AM	PM
Dr Horner	✓	✓
Dr Kenyon	✓	
Dr Rabcewicz		✓
Dr Evans		✓
Dr Spilsbury	✓	✓
Dr Kelly	✓	
Wednesday	AM	PM
Dr Horner	✓	
Dr Kenyon	✓	✓
Dr Evans	✓	✓
Dr Spilsbury		✓
Dr Sewell	✓	✓

Thursday	AM	PM
Dr Horner	✓	✓
Dr McCloskey	✓	
Dr Rabcewicz	✓	
Dr Kelly	✓	
Dr Sewell	✓	✓
Friday	AM	PM
Dr Horner	✓	
Dr McCloskey	✓	
Dr Rabcewicz	✓	✓
Dr Evans	✓	✓
Dr Sewell	✓	✓

Dr Kelly will be returning from maternity leave at the beginning of June 2017.