

**PRACTICE LEAFLET**  
Pioneer Medical Group **Correspondence address**  
Ardenton Walk, Brentry, BS10 6SP

**Tel: 0117 9591919**  
Website: [www.pioneermedicalgroup.nhs.uk](http://www.pioneermedicalgroup.nhs.uk)  
Email: [bnssg.pmg@nhs.net](mailto:bnssg.pmg@nhs.net)

Our locations:

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| **Avonmouth Medical Centre**  Collins Street, Bristol, BS11 9JJ |
| **Bradgate Surgery**  Ardenton Walk, Henbury, Bristol, BS10 6SP |
| **Ridingleaze Health Hub**  Ridingleaze, Lawrence Weston, BS11 0JE |

Our GP’s:

|  |  |
| --- | --- |
| **Dr Michael McCaldin**  GP Partner | **Dr Kimberly Bruce**  Salaried GP |
| **Dr Elaine Lunts**  GP Partner | **Dr Emma Wade**  Salaried GP |
| **Dr Susanna Cary**  GP Partner | **Dr Camille Chambers**  Salaried GP |
| **Dr Veronica Pickering**  GP Partner | **Dr Alice Marchant**  Salaried GP |
| **Dr Simon Thornton**  GP Partner | **Dr Man Yue Siu**  Salaried GP |
| **Dr Sally Cooper**  GP Partner | **Dr Namratha Pandalai**  Salaried GP |
| **Dr Rachel Limna**  GP Partner | **Dr Hiba Awais**  Salaried GP |
| **Dr Megan Rowlands**  GP Partner | **Dr Chiddimma Aneke**  Salaried GP |
| **Dr Daniel Hirsch**  GP Partner | **Dr Elizabeth Grove**  Salaried GP |
| **Dr Andrew Masters**  Salaried GP | **Dr Mary Webster**  Salaried GP |
| **Dr Rachel Wakefield**  Salaried GP |  |

Opening hours:

**Avonmouth Medical Centre**

|  |  |
| --- | --- |
| **Day** | **Opening Hours** |
| Monday | 8.00am – 6.00pm |
| Tuesday | CLOSED |
| Wednesday | 8.00am – 6.00pm |
| Thursday | 8.00am – 6.00pm |
| Friday | 8.00am – 6.00pm |
| Saturday | CLOSED |
| Sunday | CLOSED |

**Bradgate Surgery**

|  |  |
| --- | --- |
| **Day** | **Opening Hours** |
| Monday | 8.00am – 6.30pm |
| Tuesday | 8.00am – 6.30pm |
| Wednesday | 8.00am – 6.30pm |
| Thursday | 8.00am – 6.30pm |
| Friday | 8.00am – 6.30pm |
| Saturday | 9.00am – 1.00pm\* |
| Sunday | CLOSED |

\*pre-booked appointments only

**Ridingleaze Health Hub**

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| --- | --- |
| **Day** | **Opening Hours** |
| Monday | 8.00am – 6.30pm |
| Tuesday | 8.00am – 6.30pm |
| Wednesday | 8.00am – 6.30pm |
| Thursday | 8.00am – 6.30pm |
| Friday | 8.00am – 6.30pm |
| Saturday | CLOSED |
| Sunday | CLOSED |

For emergency treatment or advice outside of these hours please contact the out of hours service by telephoning **111.**

For information relating to self-care, please use the following websites:

**NHS Choices:** [www.nhs.uk](http://www.nhs.uk) **Well Aware:** [www.wellaware.org.uk](http://www.wellaware.org.uk)

**Your Local Walk-in Centre is located in:**  
The South Bristol Urgent Care Centre, South Bristol NHS Community Hospital, Hengrove Promenade, Hengrove, Whitchurch Lane, Bristol BS14 0DE.

The South Bristol Urgent Treatment Centre is a nurse-led walk-in centre for minor illnesses and injuries. It is open seven days a week including bank holidays from 8am to 8pm.

**Your local office of NHS England:**  
NHS Bristol, North Somerset and South Gloucestershire ICB  
Floor 2, North Wing  
100 Temple Street  
Bristol  
BS1 6AG  
Tel: 0117 900 2655 or 0800 073 0907 (freephone)

**Practice Area**Please do refer to our website for full details of our practice area. If you are moving house or wish to join the practice, please ask a member of our reception team whether your address will be in our catchment area.

You can visit [www.nhs.uk/service-search/find-a-gp/](http://www.nhs.uk/service-search/find-a-gp/) to find your closest GP practice.

**Management Team**

We have a team of dedicated managers that ensure the smooth running of our practice:

Justine Mansfield – Business Manager

Rachelle Lambert – Practice Manager

Sarah Cole – HR Manager

Chelsie Harding – Office Manager

Nicki Curtis – Patient Experience Manager

Candice Bennett / Judi Dewar – Nurse Management

If you have any concerns, comments or suggestions for change about Pioneer Medical Group please contact Justine by email, telephone or letter using the details at the top of this leaflet.

**Nursing Team**

Our nursing team are responsible for the treatment room and the management of our patients with long term conditions. Consultations are by appointment only.

**Support Team**

Our support team is responsible for the administration, reception and call navigation in the practice. Our teams deal with a variety of tasks each and every day. They have extremely busy roles ensuring that our clinicians and patients are happy and feel looked after.

**Continuity of Care**

At our practice, you are welcome to see any available GP for your healthcare needs. However, we strongly encourage continuity of care by seeing the same doctor whenever possible. Building a relationship with a regular GP helps ensure a deeper understanding of your medical history, more personalised care, and better long-term health outcomes. Our team will support and encourage you in maintaining this continuity for your benefit.

**Appointments**

GP surgeries now have teams of exceptionally skilled, qualified healthcare professionals who have the experience and competency to treat many patients who traditionally believe they need to see a GP.

Utilising the experience of the full primary care teamensures your GP is able to see patients who need their expertise more quickly. Please explore the options below to choose the right service for you:

* **Check your condition first.** Many conditions can be effectively dealt with without the need for a GP appointment. You can contact your [local pharmacy](https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy) for advice or visit the [self-care page](https://pioneermedicalgroup.nhs.uk/patient-support-and-information/self-care) on our website. Alternatively, you can use the NHS symptom checker by visiting [www.111.nhs.uk](http://www.111.nhs.uk).
* **Book a Nurse appointment.** You can book an appointment with one of our nursing team for procedures such as vaccinations, blood tests, dressings, wound care, injections, cervical screening, annual reviews for long term conditions such as diabetes, CHD, asthma, COPD etc. To book an appointment with a member of our nursing team, please call on 0117 959 1919, Monday – Friday, 8.00am – 6.30pm.
* **Book a routine GP appointment.** The easiest way to book a routine GP appointment is to use our [online form](https://florey.accurx.com/p/L81037), that can be found on our website. Please do not use the online tool for anything you consider urgent. We aim to respond on the same day; however, we cannot guarantee it. Do not use this online form if you cannot wait 2 working days for a response. If you are unable to use this online tool, please contact us on 0117 959 1919. Our lines are open Monday - Friday, 8.00am - 6.30pm.
* **Book an urgent GP appointment.** If you consider your concern to be urgent, please call us on 0117 959 1919, on the same day, to speak to one of our Care Navigation team. Our lines open from 8.00am.

If your appointment is urgent, a member of our urgent healthcare team will contact you on the same day.

* **Home visits.** Consultations are best held at the surgery, however if you wish to be considered for a home visit, you will need to contact the surgery before 9.00am where possible. A member of our urgent care team will telephone you to discuss your request. Home visits are provided at the discretion of the clinician - the clinician will visit only if your medical condition requires it and will decide how urgently a visit is needed. You may instead be referred for a visit from a community nurse if your clinician feels this is more appropriate.

**Cancelling an Appointment**

If you can no longer make your appointment, it's important that you cancel it so that the appointment can be offered to someone else. The easiest way to cancel your appointment is to use our check and cancel service. You can access this by dialling our main number (0117 959 1919). The check and cancel service should be offered at the start of our automated message, or alternatively you can press option 6.

Alternatively, you can call our care navigation team on 0117 959 1919, Monday - Friday, 8.00am - 6.30pm. Please try to give us as much notice as possible.

If your appointment is more than 3 days in the future, you can also use our online form to let us know you'd like to cancel or rearrange your appointment. Please do not use this tool if your appointment is **less than 3 days away.**

**Clinics and Services**

The practice offers a full range of services and clinics. The list below is not exhaustive but can be used as a guide to the services we offer:

|  |  |
| --- | --- |
| Blood tests | NHS travel vaccines |
| NHS Health Checks | Healthy lifestyle advice |
| Cervical screening | ECG |
| Annual reviews (diabetes, asthma etc). | Wound care |
| Contraception | C-Card scheme |
| Private medicals | Social prescribing |
| Drug & alcohol support | Health & wellbeing coaching |
| Sexual health advice | Physiotherapy |

**Test results**

You can use the NHS App or log in using a web browser to view your test results. If you are unable to use the NHS App, please call our care navigation team after 10.00am, Monday - Friday, on 0117 9591919.

When you attend a test of any kind, you will be told how long you should expect to wait for the results. Blood test results usually take **five working days** to get back and be checked by your GP. If there is anything that needs discussing further, your GP will call you as soon as they get the results back. If there are no problems with the results, then you will not be contacted.

If tests are ordered by the hospital specialists (not by your GP) then the results will be given to you by the hospital. This may be by letter or at your next outpatient appointment. If you need the results sooner, please contact the specialist, not your GP - only the specialist will be able to tell you what the result means for your future care planning and treatment.

**Fees**

Not all services we provide are funded by the NHS. We are contracted by the NHS to look after your health under a medical services contract. Some items are not covered by this contract and will be charged for. These include but are not limited to: medical examinations for work, travel, sports or the DVLA, Insurance reports, completing forms, e.g. passports, residency applications, proof of address, some medications and vaccines for travel, private sick notes, vaccination certificates.

**Repeat Prescriptions**

To enhance your experience and process your orders faster, we encourage all patients to use our NHS App for repeat prescription requests, turning on their notifications. The app provides a quick, easy, and convenient way to order your medication 24/7, with no need to wait for email responses.

Benefits of using the NHS app:

* Faster processing: your request goes straight to the pharmacy system, reducing delays
* 24/7 availability: you can request your repeat prescription at any time, from anywhere
* Easy tracking: stay updated on the status of your prescription in real time
* Change pharmacies: you can choose/change which pharmacy to collect from

With NHS app you will also have access to your prescription’s barcode which makes it easier to take to a different pharmacy in case of supply disruption. You will be able to see when your prescriptions have been sent to the pharmacy, or any reasons your GP may have given to reject your request.

We kindly request that all repeat prescription orders be made through the app to ensure a faster and more efficient service.

Alternative methods include: Patient Access, using our online contact tool, contacting your local pharmacy or sending us an email with your full name, date of birth and the name of each medication you would like to request: [bnssg.pmgprescriptions@nhs.net](mailto:bnssg.pmgprescriptions@nhs.net). In exceptional circumstances, we will accept paper requests from vulnerable patients.

**Patient Participation Group (PPG)**

The Patient Participation Group (PPG) is a great way to have your say and represent patients within Pioneer Medical Group. The PPG is a group of people who are patients of the surgery. They help us to work better together and play an active part in improving our services and quality of care to patients.

They meet up every 3 months to discuss and provide feedback on services they receive from us. The group of patients also help us to spread the word about the changes coming to the surgery and make sure patients are involved in important decisions. If you would like to join the PPG or would like to receive information by email, please contact us on [bnssg.pmg@nhs.net](mailto:bnssg.pmg@nhs.net).

**C-Card Scheme**

Previously a scheme ran in Bristol called 4YP Bristol. The C-card scheme is a confidential service designed to enable those aged 13 to 24 to get access to free condoms and information about local sexual health services. Please visit our website or [Unity Sexual Health](https://www.unitysexualhealth.co.uk/c-card-scheme/) for more information.

**Training**

Frequently throughout the year, we teach medical students. They often sit in during a clinician’s surgery. Please do feel free to let us know if you would rather not have a student present at your consultation. On occasions, student nurses may also observe our practice nurses at work in the treatment room also. We are very grateful for all patients who help with the education of medical students and future clinicians. Thank you.

**Confidentiality**

You can be sure that anything you discuss with any member of this practice – clinician, manager or receptionist – will stay confidential. We will not discuss your medical records with anyone, without your permission to do so. The only reason why we may consider discussing your confidential information without your permission, would be to protect you or someone else from serious harm. Even in this instance, we would always try to discuss this with you first. If you have any concerns about confidentiality or how your records are kept confidential, please feel free to contact any member of staff.

**Chaperones**

If you would like a chaperone to be present during any part of your consultation including intimate examinations, then please inform your clinician. In the event of the practice being unable to provide a chaperone at that time, you will be given the option of rebooking your examination for a subsequent date.

**Complaints**

At Pioneer Medical Group we make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for concern. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

We are continually striving to improve our service. We appreciate that people often do not like to comment or raise a concern, but we assure you that we do want to know if you are not satisfied. If you have a comment, complaint or suggestion please tell any member of staff who will assist you. You can view our patient information document or find more information regarding our concerns policy on our [website](https://pioneermedicalgroup.nhs.uk/surgery-policies/concerns-policy). Alternatively, please ask any member of staff for a copy at reception.

**Zero tolerance**

The practice supports the Government’s NHS zero tolerance campaign. We ask patients to treat GPs and practice staff courteously, without violence or abuse. Please see our zero-tolerance policy for more information.

The practice is registered with the Care Quality Commission.