Harbourside Family Practice

Marina Healthcare Centre

Harbourside Family Practice

2 Haven View

Portishead

BS20 7QA

Tel: 01275 868500

Good

2nd January 2019



About Harbourside Family Practice

Your Health, Our Focus

We aim to offer high quality, personalised care, delivered with compassion. We strive for excellence in the care we provide through our commitment to providing a supportive environment that nurtures staff and their development. We are also proactive in developing and seizing opportunities which enhance our ability to provide innovative healthcare.

Facilities available:

On site parking
Large waiting area
7 GP consulting rooms
3 Treatment Rooms
Lift/Stairs
Patient/disabled toilets
Baby change
Breast feeding area
Wheelchair accessible

We work to ensure we are as accessible as possible to all patients and as such have the following accreditations:

- Veteran friendly
- Dementia friendly
- Young person friendly
- Parkrun practice

Why choose Harbourside Family Practice?

We have a passionate and caring team of clinical and administration staff

We offer a wide range of services to our patients, including but not limited to pharmacist clinics, minor illness appointments, book on the day and urgent care appointments, coil fitting, health checks, flu vaccinations, childhood immunisations and minor operations clinics

We offer extended hours appointments for those patients who find it difficult to come to the surgery between 8am and 6.30pm

We are a research practice who regularly take part in clinical trials to benefit our patient population and others. Eligible patients will be invited to participate in relevant trials.

Dedicated team all working to ensure our patients receive the best healthcare possible

Close working relationship and communication with local health services

Dedicated, passionate and active Patient Participation Group

We are a teaching practice who regularly have students and registrars here running clinics

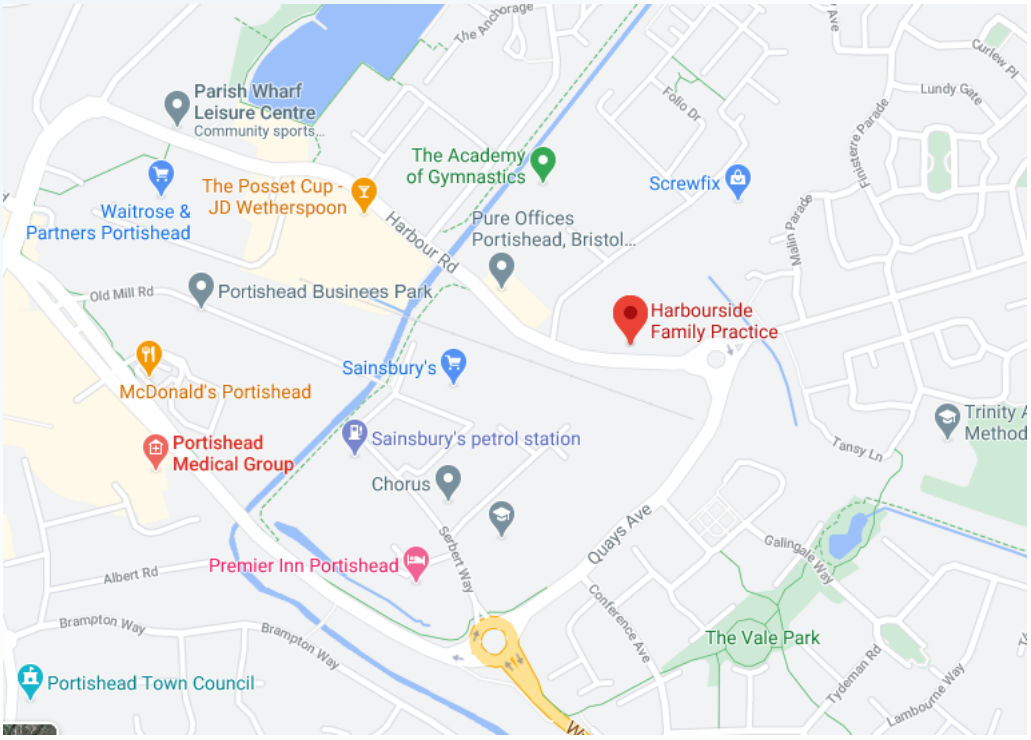
We host a number of external clinics, e.g. for minor surgery, mental health, Somerset surgical services, Dietician and physiotherapy

Working relationship with local pharmacies

How To Find Us

We are located in the Marina Healthcare Building in Haven View, just off Harbour Road, near the roundabout connecting Harbour Road, Phoenix Way and Quays Avenue.

Address: Harbourside Family Practice, Marina Healthcare Centre, 2 Haven View, Portishead, BS20 7QA



Car parking

We do have a practice car park which is free to park. Patients use the car park at their own risk. Alternatively there is free parking on the streets surrounding the practice.

Our Doctors

GP Partners

- Dr Tina Chan MBBS DRCOG DFFP MRCGP LoC IUT LoC SDI
- Dr Fiona Allinson MB ChB MRCGP MRCP DPD DRCOG DFFP
- Dr Rhian Johns BM BS BmedSci MRCS MRCGP Dip in wound healing Diploma in Dermatology
- Dr Natasha Ward MBChB DRCOG MRCGP, PGDip, MEDED
- Dr Karen Hathway

Salaried GPs

- Dr Elena Hazelgrove-Planel MBChB MRCGP DCH
- Dr Seema Kapoor MB ChB MRCGP DRCOG DCH DFFP
- Dr Yasmin Lynes
- Dr Claire Connolly
- Dr Adam Massey



GP working days

Monday	Tuesday	Wednesday	Thursday	Friday
Dr Allinson	Dr Allinson	Dr Allinson	Dr Chan (am)	Dr Ward
Dr Chan	Dr Chan	Dr Ward	Dr Kapoor	Dr Kapoor
Dr Johns	Dr Hazelgrove-Planel (am)	Dr Johns	Dr Johns	Dr Hathway
Dr Hazelgrove-Planel	Dr Hathway	Dr Lynes	Dr Connolly	Dr Connolly
Dr Lynes	Dr Massey	Dr Massey	Dr Ward	Dr Massey
Dr Hathway				

Wider Practice Team

Emergency Care Practitioners

Jamie Moore
Daniel Brace

Clinical Pharmacists

Alberto Ratasi Sanchez
Natalie Sherlock
Shilum Patel

Nursing Team

Ruth Brooman – Nurse Manager
Amelia Clarke – Nurse Associate
Emma Rice – Health Care Assistant
Jacqueline McLoughlin – Health Care Assistant
Joleene Bleakley – Health and Wellbeing Coach

Mental Health Practitioners

Martha Kambasha
Seamus Nolan

First Contact Physiotherapist

Kerry Purcell



Appointment System

We offer appointment times between 8am and 6:30pm every weekday. Appointments can be booked by telephone, in person or online via our econsult platform. You can submit an econsult via our website Contact us about your request - Accurx Patient Portal 24 hours a day, 7 days a week. We aim to contact you within 1 working day.

Please do not be offended if the receptionist asks you to give details of your problem over the phone, this is so they can book you an appointment with the most appropriate clinician.

Extended Hours

We also offer extended hours appointments on Wednesday and Thursday mornings from 7am and Monday evenings between 6.30pm and 7:30pm. We run a Saturday morning clinic between 9am and 12pm once a quarter.

Appointment Types

Consultations with clinical staff may be held over the telephone, by video link or in person.

- Routine: These can be booked a week in advance. Our clinicians will deal with as many problems as they can within the appointment time, which is usually 10 or 15 minutes.
- Urgent: We hold an emergency surgery daily which is run by a GP. Medically urgent problems will always be seen, but please contact us as early in the day as possible.

Our Services

General information

Our practice offers the following services:

Phlebotomy
Minor Injuries
Chronic Disease Management
Joint Injections
Minor Surgery
Travel Health
Child Health and Immunisations
Dermatology and Skin Care
Antenatal and Post Natal Care
Women's Health including Contraception and HRT
Musculoskeletal Services including physiotherapy

Home visits

Home visits are restricted to patients who are housebound, elderly or very ill and unable to visit the surgery. Please ring the surgery as early as possible in the day to request one. Please telephone before 11am to request a home visit for the same day.

Private medicals, insurance forms etc.

We can carry out private medicals, insurance & other reports for our patients. These are NOT funded by the NHS so a charge is made for these depending on how much GP time is needed.

Training

Harbourside Family Practice is a training practice. We train GPs, nurses, physicians associates and medical students of various levels of experience. You may occasionally be asked if a medical student is able to sit in on your consultation. You are welcome to decline this if you so wish.

Our Services

General information

Test Results and Advice:

It is the patients responsibility to phone the surgery to get their test results. We would only normally contact you about a test result if the result is abnormal. A receptionist will only be able to discuss your test results with you once they have been viewed and commented on by a GP. Our receptionists are not clinically trained but will be happy to arrange a telephone appointment with a GP for you to discuss your results. **Please phone after 2pm to get test results.**

Chaperones

We are aware that patients can sometimes feel vulnerable when an examination is needed. Should this be the case, please do not hesitate to ask for a chaperone, which we will be pleased to organise for you. It would help us if you could make this known when you book your appointment so we can make sure a trained member of staff is available.

Our 24 hour automated phone system

If you need to cancel an appointment you can, by calling 01275 868500, selecting option 2 for our cancellation line, leave a short message with your name, date of birth and the details of your appointment. Please cancel appointments no less than 24 hours before your appointment time, to allow this to be rebooked.

Carers

Please let us know if you care for someone on a regular unpaid basis, so that we may offer you additional support.

Our Services

General information

Facilities for Patients with Disabilities

All GP consulting rooms, treatment rooms and waiting rooms are either on the ground floor or accessible by lift on the first floor. We have 2 toilets that are accessible by wheelchair. We can arrange for a BSL translator if needed.

Facilities for Nursing Mothers

You are welcome to breastfeed in our waiting room. However, if you would prefer somewhere more private, please ask our reception team.

Repeat prescriptions

Repeat Prescriptions need to be ordered at least 48 hours before they are required. You can order them by sending an email to bnssg.harbourside.prescriptions@nhs.net, in person by dropping the repeat prescription slip into our postbox or at our reception desk, or you can order them online via the NHS app.

Opening hours

Monday to Friday, 8:00am – 6:30pm.

Contact details:

Tel: 01275 868500
Email: reception.harbourside@nhs.net
Prescription email: bnssg.harbourside.prescriptions@nhs.net

Social media

Our social media channels are a useful source to find out about our latest news and updates
Instagram: @Harboursidefam1
Facebook: @hfpsurgery
X: @Harboursidefam1

Confidentiality and Your data

Everyone working for the NHS has a legal duty to keep information about you confidential. Harbourside Family Practice adheres strictly to the relevant legislation that governs data issues. Please be aware that in order to provide you with the best possible service, information may be passed to other NHS clinical and support staff involved in your care. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. You have the right to see what information we hold about you and to request a copy of this information.

To see a copy of our Extended Privacy Notice and Fair Processing Notice please see the Data Protection pages on our website.



If you need to make a complaint?

Harbourside Family Practice makes every effort to provide the highest standard of service, however, we do appreciate that sometimes we get it wrong.

Please do let us know about your experience as soon as possible so that we can resolve your complaint. Both our complaints procedure and complaints form are available on our website or from our reception desk. Alternatively you can request to speak to our Practice Manager in person.

Useful numbers

Local pharmacies

Magna —Victoria Square	01275 844697
Magna—Waitrose	01275 818346
West Hill	01275 840066

Hospitals

Clevedon Hospital	01275 872212
Southmead Hospital	0117 9505050
Bristol Children's Hospital	0117 923 0000
Bristol Eye Hospital	0117 9230060
St Michael's Hospital	0117 342 3972
Bristol Royal Infirmary	0117 923 0000
Weston General Hospital	01934 636363

Other services

Unity sexual health clinic (Tower Hill)	0117 342 6900
Weston sexual health clinic (WISH clinic)	01934 881234
Nomad travel clinic	01341 555061
Portishead midwives	01275 841630
Health visitors	01275 885566
District nurses	01275 546800
NHS Direct	111

Useful information

Local Walk In Centres

Broadmead NHS Walk-In Centre
Boots, 59 Broadmead
Bristol
BS1 3EA
Monday—Saturday 8am—8pm Sunday 11am—5pm
Walk in centre to see a nurse is available from 8-4 Monday to Friday
After 4pm you will be offered an appointment.
Phone: 0117 9549828

South Bristol Urgent Care Centre
South Bristol NHS Community Hospital
Hengrove Promenade
Hengrove
Whitchurch Lane
Bristol
BS14 0DE
Open 7 days a week including Sundays and Bank Holidays 8am—8pm
Provides a walk-in service for adults and children for minor illness and injuries.

Clevedon Community Hospital Minor Injuries Unit
Old Street
Clevedon
Avon
BS21 6BS
Tel: 01275 872212
They can treat anyone above the age of three years old who live in North Somerset and the surrounding areas.
Opening hours:
Minor Injuries Unit—8am—9pm, 7 days a week
X-Ray—9am-12pm and 2-4pm, weekdays only

Choosing the right service for your ailment

Self-care



Hangover

Grazed knee

Cough

Sore throat

Common cold

NHS 111



Need medical help fast but not an emergency?

Don't know who to call and GP is closed?

Pharmacist

Sore throat

Earache

Eczema

Headache

Heartburn

Indigestion

Sprains

Strains

Sinusitis

Constipation

GP (Doctor)



Unwell

Vomiting

Ear pain

Back pain

Unexpected weight loss

Mental health problems

Walk-in centre

If you cannot get to the GP and your symptoms are not getting any better

A&E or 999



Choking

Severe bleeding

Chest pain

Unconsciousness

Severe breathing problems

Severe allergic reactions

NB: These are not exhaustive lists

Your opinion matters to us

Here is how you can have your say on how the practice runs

Patient Participation Group

The practice has established a Patient Participation Group which meets on a regular basis to discuss how services are provided at the surgery. If you would like to influence the way we operate please do not hesitate to contact the Practice Manager or ask at reception, to attend the next meeting. The PPG meets every other month on Mondays or Tuesdays at either 4pm or 5pm (except bank holidays).

Friends and Family Test

After every face to face appointment with a nurse or doctor, home visit or telephone appointment you can complete one of our Friends and Family questionnaires which will provide us with useful feedback on your experience at the practice. These forms are available on reception and can also be accessed online, just speak to a receptionist for more information.

Patient surveys

It's your feedback that informs the questions we ask, so if you want to get involved or would like further information, please visit our website.

Compliments and Google Reviews

We are currently rated as a 4.5* practice on Google, based on reviews from patients.

