

Welcome to the Seymour Medical Practice! Our aim is to provide the highest standard of medical care possible for all our patients, considering the patient as a whole and set in the context of their lives and cultures. We look forward to meeting you!



Glenda Beard, Jody Craft and Hannah Rumble

you. They will take a full part in seeing patients at the surgery and at home and

Three New Doctors

This month we welcome to the team three new doctors.

Dr Hannah Rumble, Dr Glenda Beard and Dr Jody Craft are all nearing the end of their training to become fully fledged GPs!

They bring with them a wealth of knowledge as well as genuine enthusiasm and energy to help care for

Telephone Triage

From 5 September, will be operating a new telephone triage appointment system as an improved way of managing patient requests for urgent appointments.

If you wish to book a future appointment for a consultation relating to an existing condition or to discuss a new non-urgent matter, our reception staff will be pleased to book you an appointment for the coming week and we will strive to book this with the GP with whom you have previously consulted.

If you consider that your needs are more urgent, the Receptionist will take your details and refer you to the GPs undertaking the telephone triage for that day. The triage GP will aim to call you back within two hours to discuss your health-care needs and determine the best way to assist you. The GP may decide that you need to see a GP or Nurse Practitioner the same day or over the next few days. Alternatively, the GP may refer you to one of our Practice Nurses or advise you on ways you can care for yourself in consultation with your local Pharmacist.

Would you like to book Doctors' appointments and order repeat prescriptions online?

**See Reception to register for an online account
www.seymourmedical.co.uk**

Appointments

During the month of August **727** people did not turn up for their appointments!

It is very important that if you cannot attend your appointment for any reason, you **phone up and cancel the appointment** as early as possible. This leaves the appointment slot free for other patients.

Please help us to make our service more efficient by letting us know if you cannot attend your appointment.



Well Woman Clinic

In September, we will be making a change to our Tuesday afternoon Well Woman Clinic. In response to patient demand, we have increased the total number of appointments available and have introduced some pre-bookable appointments alongside the walk-in clinic.

The pre-bookable appointments will be bookable one week in advance by telephone. As before, for the walk-in clinic, patients should book-in at Reception from 4pm and will then be allocated appointments starting at 4.30pm on a first-come-first-served basis.

Medical Students

The Practice is enthusiastically involved in teaching undergraduate medical students in every year of the medical course at Bristol University.

Students come to the Charlotte Keel Health Centre to gain experience in General Practice, but also just to learn the basics, like how to talk to patients, how to take a medical history and examination techniques.

Dr Kate Nicholls is in charge of medical student teaching and would be happy to talk to anyone interested in helping train tomorrow's Doctors.



Seymour Medical Practice

Change of Telephone Number

Please remember to inform Reception
if you change your telephone number