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Surgery lines are open  
08:00 – 18:30, Monday to Friday

For life threatening emergencies 999  
Out of hours and 24 hour health 111  
24 hour health advice 111



# Mendip Vale Medical Group

Your Health, Your Care,  
Your Medical Group

[www.mendipvale.nhs.uk](http://www.mendipvale.nhs.uk)

Date of Document: February 2024

# About Mendip Vale

Mendip Vale Medical Group serves approximately 90,000 patients across seven sites in North Somerset, Bristol and South Gloucestershire. We are a partner led service, with a high calibre workforce delivering innovative care via our multi-disciplinary team (MDT) of GPs, Advanced Nurse Practitioners, Pharmacists, First Contact Physiotherapists, Nurses, Mental Health Nurses, Healthcare Assistants and Social Prescribers. The Partners of Mendip Vale Medical Group are:

David Clark, Managing Partner  
Dr Shruti Patel, GP Partner  
Dr Laura Layzell, GP Partner  
Dr Lucy Matthews, GP Partner  
Dr Joanna King, GP Partner  
Dr Richard Reed, GP Partner  
Dr Phil Donlevy, GP Partner  
Dr Bikram Singh, GP Partner  
Dr Katie Janssen, GP Partner  
Dr Mike Jenkins, GP Partner  
Dr Ruth Marsh, GP Partner  
Dr Rachael Kenyon, GP Partner  
Dr Bianca Potterton, GP Partner  
Dr Will Kenyon, GP Partner  
Dr Carol Telfer, GP Partner  
Dr Shubhangi Ingle, GP Partner  
Dr Kirsty Alexander, GP Partner  
Dr Kate Breckenridge, GP Partner  
Dr Helen Leigh, GP Partner

## Our Surgeries

All our practices have a shared belief in making a continued positive difference for patients and a common goal in wanting to provide the best possible service for our patients and ensuring their healthcare needs are met. Our nine sites are located in: Langford, Yatton, Congresbury, Clevedon, Worle, Horfield, Sea Mills, Southmead and Patchway.

## South Gloucestershire

### Coniston Medical Practice



#### Our Address

The Parade, Coniston Road,  
Patchway, Bristol, BS34 5TF



#### Contact Us

0117 969 2508



#### Email Us

[bnssg.cmp@nhs.net](mailto:bnssg.cmp@nhs.net)

## North Somerset



#### Contact Us

[01934 839 820](tel:01934839820)



#### Email Us

[bnssg.mendipvale.scanners@nhs.net](mailto:bnssg.mendipvale.scanners@nhs.net)

### Langford Surgery



#### Our Address

Putding Pie Lane, Langford,  
BS40 5EL

### Yatton Surgery



#### Our Address

115 Mendip Road, Yatton,  
BS49 4ER

# North Somerset

## St Georges Surgery



### Our Address

135 Pastures Avenue, St Georges,  
Weston-super-mare, BS22 7SB

## Sunnyside Surgery



### Our Address

4 Sunnyside Road, Clevedon,  
BS21 7TA

# Bristol

## Monks Park Surgery



### Our Address

24 Monks Park Avenue,  
Horfield, BS7 0UE



### Contact Us

0117 969 3106



### Email Us

[bnssg.monksparksurgery@nhs.net](mailto:bnssg.monksparksurgery@nhs.net)

## Sea Mills Surgery



### Our Address

2 Riverleaze, Sea Mills,  
BS9 2HL



### Contact Us

0117 968 1182



### Email Us

[bnssg.seamillssurgery@nhs.net](mailto:bnssg.seamillssurgery@nhs.net)

## Southmead and Henbury Family Practice



### Our Address

Ullswater Road, Southmead,  
BS10 6DF



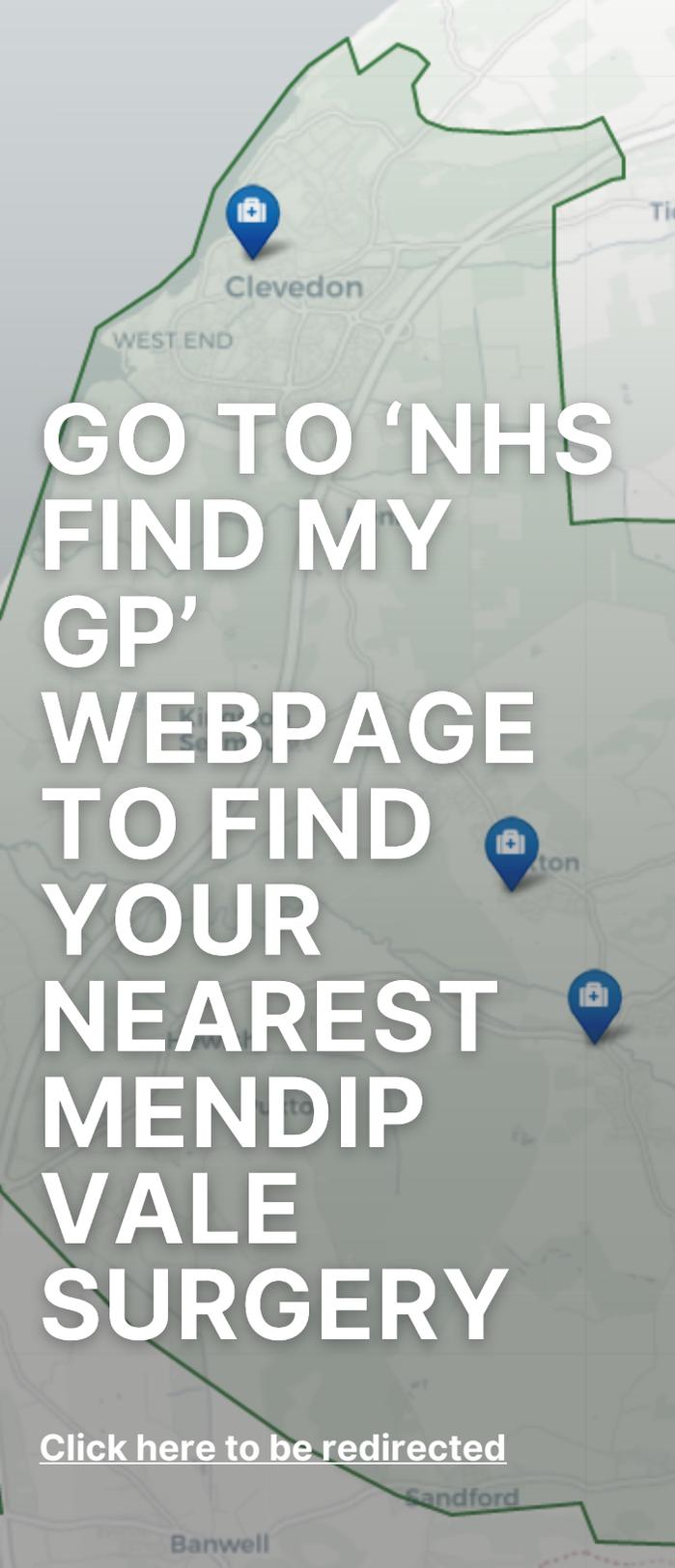
### Contact Us

0117 950 7150



### Email Us

[bnssg.admin.shfp@nhs.net](mailto:bnssg.admin.shfp@nhs.net)



**GO TO 'NHS  
FIND MY  
GP'  
WEBPAGE  
TO FIND  
YOUR  
NEAREST  
MENDIP  
VALE  
SURGERY**

[Click here to be redirected](#)

## Opening Times

Our standard opening times are 08:00 – 18:30 Monday to Friday, excluding Bank Holidays.

For staff training Langford and St Georges close on the first Wednesday of the month from 14:00 – 17:00. Congresbury, Sunnyside and Yatton close on the first Thursday of the month from 14:00 – 17:00. Monks Park and Coniston closes on the first Tuesday/Wednesday of the month between 16:00-17:00 for whole practice meetings.

We have an Urgent Care Team available during this time for urgent medical needs and our telephone lines remain open.

## Extended Hours

In addition to this, we offer improved access via extended hours across the surgeries. This includes early morning, Saturday, and evening appointments. Appointments, both face to face and telephone, are available to all our patients and are pre-bookable via our reception team and online via eConsult. Extended hours appointments are available on Tuesdays from 06:00 at Langford, Saturdays from 08:30 to 12:30 at Langford. We also offer Saturday clinics once a month at our Monks Park Surgery and Southmead

and Henbury Family Practice in Bristol and every other Saturday in Coniston Medical Practice in South Gloucestershire.

## When we are closed (Out of Hours)

Out-of-hours include weekdays 18:30 – 08:00, Bank Holidays and all weekends. If you need medical help when the surgery is closed, please call 111. NHS 111 is a telephone advice line and signposting service for patients with urgent health problems but who do not need to call 999.

You can also obtain 24-hour general medical advice by accessing the NHS 111 website: [www.nhs.uk/111](http://www.nhs.uk/111). North Somerset Minor Injuries Unit (MIU) is also open 08:00 – 21:00 seven days a week and can be contacted on 01275 546852.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens. In a genuine emergency you should call 9 9 9. Chest pains and/or shortness of breath constitute an emergency. For more, up-to date, information, please go to our website:



[www.mendipvale.nhs.uk](http://www.mendipvale.nhs.uk)

# Appointments

To book an appointment please complete an eConsult via our website or phone your practice and a member of our team will be happy to help.

When making a request to book an appointment our front of house team will always enquire about your symptoms so they can help ensure that you are seen by the most appropriate clinician. Please let us know as soon as possible if you wish to cancel an appointment so that we can offer it to someone else.

We have a mixed team of clinicians including Advanced Practitioners (AP's) and Paramedics who provide the urgent care service and care home cover, General Practitioners (GPs), Nurses, Senior Pharmacists, First Contact Physiotherapy Practitioners (FCPs) and Health Care Assistants (HCAs) who do most of the check-ups e.g. blood tests, BP checks, ECGs, simple dressings etc.

Our GPs and APs are generally only able to deal with one problem at a time, so please prioritise the problem causing you the most concern

You can make appointments for blood tests, smears, child immunisations etc by calling the practice. If you need an appointment for a diabetic, COPD, heart, or asthma review you may be asked to book a blood test first and then a telephone appointment for a review with the nurse.

We are now able to offer pre-booked appointments on a Saturday morning for those patients who are unable to attend the practice during the week.

Appointments are available with a GP, Nurse and Health Care Assistant. These appointments are for pre-booked routine problems including blood tests. Please ask when booking for Saturday appointments.

If you have an urgent problem at the weekend this service is provided by the Brisdoc out of hours service and can be accessed by ringing NHS 111



## Home Visits

If you need a visit because you are too ill to visit the Surgery, please telephone us before 11:00. The Doctor or Advanced Practitioner will ring you back to discuss the problem if necessary. Please remember that the clinician could see as many as six patients in the Surgery in the time it takes to make one home visit. For urgent appointments we may book you transport to the Surgery. This is for patients who have no means of transport themselves, or who have no access to third party arrangements such as family, friends, or community facilities.

# Online Services

Signing up for NHS App or Patient Access will enable you to book appointments, order repeat medication online and view your test results.

eConsult allows you to quickly and safely get help from the practice online. eConsult is a form based online consultation platform that collects your medical or administrative request and sends it through to your practice to triage and decide on the right care for you and everyone else.

## Test Results

If you have access to your detailed medical record via the NHS App or Patient Access, you will be able to see your test results once the GP has commented on them.

If you need to phone for your test results, please allow 5 working days and ring your practice after 11:00. Be aware that some results may take longer than 5 days to return. For reasons of confidentiality, unless you are under 16 years of age, you should phone for your own result. If you attended a hospital outpatient appointment, please be aware that for any tests requested at this appointment, the results will be sent to your Consultant in the first instance.

# Prescription requests

Please note that from 1 June 2021 we will be encouraging a "paper-light" system for repeat prescription requests.

You can order a repeat prescription in the following ways:

- Online systems including the NHS app and Patient Access
- Asking your local pharmacy to order it on your behalf.
- Email your Request to our Prescriptions team

Unfortunately, we cannot accept verbal requests for repeat medication by phone.

## NHS App

The quickest and easiest way to get your medication is to sign up to the NHS App available in the App store (Apple or Android). It's easy to use and you can order medication quickly and see when it has been approved by a GP. For more information and instructions on setting up the NHS App go to [www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/)

The NHS App is available on iOS and Android:



You can also [use the NHS website](http://www.nhs.uk).

To use the NHS App, you must be aged 13 or over and registered with a GP surgery in England.



## Patient Access

Patient Access allows you to order your repeat medication, view your medical records and see your booked appointments. Go to [www.patientaccess.com](http://www.patientaccess.com)

## Ask your local pharmacy about their repeat medication service

Sign up with your preferred local pharmacy for their repeat medication service.

## Email your Request to our Prescriptions team

Email your request to our prescriptions team with your name, date of birth and medication list. To find the appropriate email for your surgery, search the Mendip Vale website: [www.mendipvale.nhs.uk](http://www.mendipvale.nhs.uk)

# How to Register

We welcome new patients and look forward to providing patients with their health care needs.

You will need to complete the online registration form to register at our surgery. This form will ask questions including details of your previous GP surgery and basic health and medical information.

Although it is not mandatory, you may be asked to provide a copy of your ID for a proof of an address. For example, valid ID could include a photograph of your passport or driving licence. This is to check that you live in the local catchment area.

To find your nearest Mendip Vale surgery and to register as a new patient, go to the NHS Find a GP website and click 'Register Online with this GP' to complete the registration form. [Go to NHS Find a GP Website to Register](#)

We will require a completed form for every member of your household who wishes to register. The application may take a few days to complete. If you have not heard back from the surgery within 5 working days, please contact the surgery by phoning or email.

# Patient Participation Group

We are fortunate to have a very hard working and closely involved PPG whose members provide a route for patients to advise and inform the Practice on what matters most to patients and to help identify solutions to problems. The PPG meets regularly and is consulted on key issues affecting the Practice. Any member of our PPG would be delighted to talk to you relating to their role. For further information, to find out about joining or to provide feedback please contact your Practice, or go to the Mendip Vale website [www.mendipvale.nhs.uk](http://www.mendipvale.nhs.uk) where full details of the PPG are given.



## What Staff Expect

- Patients to attend their appointment or to be informed if unable to do so
- Repeat medication requests to be made in accordance with practice policy
- To be treated with respect by all patients - any abusive behaviour will not be tolerated

## Right and Responsibilities

- Mendip Vale Medical Group does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition. What our Patients can expect:
  - To be treated with politeness and respect by all staff
  - Confidentiality to be maintained at all times
  - To be informed of any changes in service
  - To be informed of the complaints procedure – Information can be found on our website [www.mendipvale.nhs.uk](http://www.mendipvale.nhs.uk) or you can ask for our complaints leaflet at your nearest surgery.

## Training

Our commitment to the highest standards of patient care affords us the privilege of being registered as a Training Practice.

Foundation Doctors/Specialist Training GPs are normally with us for 4-12 months to gain experience of working in a General Practice. All trainees are fully supervised and have access to a GP trainer at all times. Our trainees are all fully qualified Doctors undertaking additional training. There are two types of trainees that may be attached to the Surgery; Foundation programme Doctors, referred to as F2 or Junior doctors, who are qualified Doctors who are gaining experience in a GP Practice; and GP specialist trainees, often referred to as GP Registrars who are doctors aiming to specialise as GPs.