



Close Farm Surgery

47 Victoria Road
North Common
Bristol
BS30 5JZ

Tel: 0117 932 2108

www.closefarmsurgery.nhs.uk

"Close Farm Surgery aim to provide high quality, sustainable care to the residents of North Common and the surrounding areas."

Welcome to Close Farm Surgery

We would like to welcome you to Close Farm Surgery where we offer a modern family practice in a traditional setting. We are very privileged to be able to provide General Practice services to the residents of North Common and its surrounding areas.

Our practice mission is to deliver a continuity of care that is patient focused. With this in mind, our patients are allocated a named, accountable GP who is responsible for their overall care at the practice. We would therefore encourage our patients to keep to one doctor so they can get to know you as a person, your family and your family's health and provide you with the best possible care. Details of each GP's usual days of work are available in this leaflet.

Registering at the surgery



We welcome new patients who live within our surgery area. If you are unsure if you live within our boundary, please visit the Find a GP website <https://www.nhs.uk/service-search/find-a-gp/>

You can register by visiting reception and completing a new patient registration form or apply online. Anyone over the age of 16 is required to provide 2 forms of identification: photographic (e.g., passport or driving licence) and proof of address (e.g., utility bill or bank statement).

Surgery opening times



Our surgery is open from 8am – 6.30pm each weekday and we offer various GP and nursing appointments throughout this time. Our doctors also offer extended hours telephone surgeries from 6.30pm – 8pm once a week and we also run family planning clinics once a month on a Saturday morning.

Call 111 when it's less urgent than 999



When we are closed overnight, at weekends and Bank Holidays, you should call 111 for advice and to arrange an out of hours GP consultation if appropriate.

Patients who are deaf, hard of hearing or speech impaired can use a text-phone service by dialling 1800-111.

GP appointments



Each day we offer what we call 'appointment on the day slots'. Please contact the surgery in the morning from 8am on the day that you would like to see or speak to a GP. Our receptionists follow strict protocols set out by the doctors and you may be offered a more appropriate service such as a physiotherapist, advanced nurse practitioner or pharmacy referral, depending on your condition.

If we are full to our safe capacity, you may be asked to ring back on another day when your named GP is in surgery or you may submit an eConsult via our website. eConsults are for routine matters and you may be offered an appointment in a few weeks. If your problem is urgent, we will refer this for the attention of the duty doctor who will decide on appropriate action to be taken.

To make sure you are given the correct type of appointment our reception staff will ask you the reason for the appointment. This is so that the information is passed onto the clinician, so they are better prepared for your appointment.

Accessible



We offer access for wheelchair users, disabled parking spaces at the front of the building and a hearing aid loop. We also have a carpark at the rear and bike storage at the front.

We can arrange communication support for deaf patients and a translating service for patients where English is not their first language. To access this service, please give the practice at least 48 hours notice so this can be arranged.

Home visits



If possible, please try to telephone reception **before 11am** if you require a home visit. Home visits are available by the doctors or urgent care practitioners (UCP's) attached to the practice for the terminally ill and housebound only.

Emergencies



Chest pains, shortness of breath, acute onset of facial or one-sided weakness are examples of symptoms that would constitute an emergency. If you are experiencing any of the above symptoms, we would ask that you call 999 in an emergency.

Practice staff

Doctors



Dr Ash Singh (Partner) MBBS, BSc, DRCOG, DFSRH, MRCGP (Bhagalpur 1992)
Normal working days: Tuesday, Wednesday, Thursday & Friday

Dr Lesley Haynes (Partner) MBChB (Hons), MRCGP, DFFP, DRCOG (Bristol 2003)
Normal working days: Monday, Tuesday (AM) & Thursday

Dr Jennie Wallace (Partner) BA, BM, BCh (Oxon), MRCGP, MRCP, DRCOG, DFSRH (Oxford 2003)
Normal working days: Monday (AM), Wednesday & Thursday

Dr Pam Curtis (salaried GP) MBBCh, MRCGP (Wales 2008)
Normal working days: Tuesday & Friday

Dr Claudia Rogers (salaried GP) MD (Hamburg/Germany 2002), MCRP 2006, MRCGP 2011
Normal working days: Wednesday & Friday

Dr Chantelle Wilson (salaried GP) MBChB, MRCGP (Liverpool 2020)
Normal working days: Monday, Tuesday & Wednesday (AM)

Dr Surendra Rawat (Salaried GP) MBBS (Gorakhpur 1993), MS, MCH, MRCGP (starting November 2026)
Normal working days: Monday, Tuesday, Thursday & Friday

Nursing team



Our practice nursing team can help with all sorts of health issues including family planning, cervical smears, travel advice, immunisations, wound care, diabetes and asthma.

Janet Wells (Treatment Room & Asthma Lead Nurse)

Normal working days: Monday, Tuesday, Wednesday & Thursday

Bryony Kay (Practice Nurse & Diabetes Lead Nurse)

Normal working days: Wednesday, Thursday & Friday & Friday

Michelle Nelson (Practice Nurse)

Normal working days: Monday (AM), Tuesday (AM) & Friday

Sarah Hopkins (Healthcare Assistant)

Normal working days: Monday (AM), Tuesday (AM) & Thursday (AM)

Emma Langley (Healthcare Assistant)

Normal working days: Thursday & Friday (AM)

Additional staff

Derrick Heffter (Clinical Pharmacist)

Normal working days: Tuesday and alternative Thursday mornings

Haari Arumugam (MSK First Contact Physiotherapist)

Normal working day: Wednesday

Dispensary

Michaela (Pharmacy Technician)

Liz (Dispenser)

Jane (Dispenser)

Support staff

Natalie Parish (Practice Manager)

Jennifer Lumsden (Assistant Practice Manager)

Cheryl & Tracey (Practice Secretaries)

Liz & Michelle (Document Management Clerks)

Kelly, Michelle, Julie, Anne, Hayley, Jacqui & Lesley (Receptionists)

Sally, Tracy, Sally & Jacqui (Bank receptionists)

Services we offer (some services require a referral)



- Asthma monitoring
- Cervical smears
- Chaperone service (to be present during your consultation)
- Child immunisations
- Contraception (including uterine device & implant fitting)
- Diabetes monitoring
- Drugs counselling (DHI Drugs Counsellors)
- Ear irrigation
- Immunisations
- Minor surgery
- NHS health checks
- Smoking cessation
- Travel vaccinations

Non-NHS/private services

Patients often ask doctors to write letters, complete and sign medical forms or supply medical information to third parties. This work is not covered by the NHS contract and is classed as private work.

A fee may be charged for the following services:

- Medicals for insurance
- HGV/PSV examinations
- Insurance forms, reports or questionnaires
- Other non-NHS services such as letter requests

For work not covered by our NHS contract the practice charges a private fee. This can cover examinations such as HGV licenses or insurance forms, private letters or certificates. For a list of our up-to-date charges please see the board in reception.

Dispensing



We can dispense medicines from the surgery to patients living more than one mile from a chemist.

Repeat prescriptions



Repeat prescriptions can be requested using the following methods:

- (1) Online via the NHS App or a service called Patient Access (registration is required in person for Patient Access – see below for more information).
- (2) Email your request to: bnssg.prescriptions.closefarmsurgery@nhs.net
- (3) Dropping your repeat request slip into the surgery – there is a box on the wall by the entrance.

Please allow 72 working hours for all repeat prescription requests. **Please note, for safety we do not take medication requests over the phone.**

Confidentiality



The doctors and staff have a duty to maintain the highest levels of confidentiality about patient information. No medical information can be divulged to a third party unless patients have given their written consent or unless we are legally obliged to do so (i.e., under a court order).

Under the Data Protection Act this practice may not use any data it has on you without your consent. Your data will only be shared for health-related matters.

Locally we have a 'shared care record' which enables the hospital or out of hours service to access basic information (medication, allergies or immunisations) held on your clinical records with your consent. If you do not want the hospital or out of hours service to have access to this, you will be required to sign a form opting out of this service which is held on your records.

Patient participation group



Our Patient Participation Group (PPG) is an independent group of patients who provide a link between the patients and the surgery. They work with the practice to improve how patient needs are met. If you are interested in joining the group, please complete a registration form and a member of the group will contact you in due course.

Carers information and support



Are you a carer?

If you are, please let us know – we may be able to help you.

There is a wealth of information available on the NHS website (www.nhs.uk) about carers and caring.

The Carers Support Centre for Bristol and South Gloucestershire can be contacted on 0117 965 2200 and their website is www.carerssupportcentre.org.uk

Travel vaccinations



If you are planning any foreign travel and think you may require vaccinations, or if you are not sure if any vaccinations will be required, our practice nurses can advise you.

Please complete a travel form which is available from the reception. Once completed and returned, our nurses will look at the details of where you are travelling and any vaccinations that you may require.

It is important to contact us as early as possible before your travel, as multiple appointments may be required with the practice nurse to receive a course of vaccinations.

Online services ('NHS App' & 'Patient Access')



The NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet. The NHS App Online can be used for those preferring to use a web browser or PC rather than downloading an app.

You can use the NHS App to get health advice using the health A-Z on the NHS website, order repeat prescriptions, view parts of your GP medical record and more.

You can create an account without visiting the practice as your identity is checked and verified in the App itself while registering. Some additional features of the App may need to be requested from the practice.

Volunteer driver scheme



We work with the RSVP (Retired and Senior Volunteer Programme) to operate a volunteer driver scheme to offer transport to patients who would otherwise have difficulty getting to the surgery. To access the service, patients should complete a consent form (available from reception) which we pass on to the driver co-ordinator. We ask patients to make a small donation towards the cost of the petrol.

Comments and complaints



We welcome comments and feedback on the service we provide. We also operate a formal Practice Complaints Procedure. Details regarding comments and complaints can be found via a separate leaflet available from reception or on our practice website.