



**AIR BALLOON SURGERY**  
Kenn Road  
St George  
Bristol BS5 7PD

[www.airballoonsurgery.co.uk](http://www.airballoonsurgery.co.uk)

Main Surgery Line	9099912
District Nurses	9610452
Health Visitors	9086634
Midwives	9086633

**Opening Hours:**

Monday to Thursday	8.00 am - 8.00 pm
Friday	8.00 am - 6.30 pm
Saturday	8.30 am - 11.00 am

**Dr Patricia McQuoney**

MB Ch.B MRCGP DRCOG FP Cert.MFHom  
Qualified from Glasgow University in 1981

**Dr Jonathan Guest**

MB BS MRCP MRCGP DCH FP Cert.  
Qualified from Westminster Medical School, London in 1975

**Dr Peter Goyder**

MB Ch.B MRCGP DRCOG FP Cert  
Qualified from Bristol University in 1986

**Dr Andrew Kaye**

BSc PhD MBBS MRCGP DRCOG DFFP  
Qualified from London Hospital Medical College in 1992

**Dr Sandra Myers**

MB ChB DRCOG FP Cert  
Qualified from Cape Town in 1976

**Dr Shiranee Jeganathan**

MB ChB DRCOG  
Qualified from Dundee University in 1988

**Dr Adam Brownhill**

MB BS MRCGP  
Qualified from University College London in 1998

**Dr Hannah Fenwick**

BmBs DrCOG DCH MRCGP  
Qualified from Nottingham University 1997

**Dr Nicholas Craig**

BSc(Hons) Pharmacology 1982  
MB BS DRCOG JCPTGP  
Qualified from London University 1984

**Clinical Practice Pharmacist, Bethan Lewis**

BSc (Hons), MRPharmS (IPresc) DipClinPharm  
Qualified from Aston University in 1995

**How to Register:**

In order to register as a patient the necessary forms are available at the surgery or can be downloaded from our website. We will need to see identification as listed on the registration documents and evidence of current address when you hand your completed registration forms in to the surgery.

If you have a preference for a particular GP we will try to meet your choice although we can not guarantee this. Please indicate this to the receptionist.

We work together as a team to treat illnesses, to provide help with health-related problems and to offer advice on staying healthy. Our trained receptionists will help you to access our services appropriately and will deal with you sympathetically and in confidence.

**Appointments & Home Visits: 0117 9099912**

Surgeries are by appointment. Please try and see the same doctor for continuing problems.

For Home Visits - Please phone before 10am if possible. The doctor may call you back to discuss your visit request.

**Appointment Cancellation Line: 0117 9099912**

Please leave a message including appointment details and details of your name and address.

**Repeat Prescriptions:**

Request by:

- Completing the computer request slips attached to your last prescription
- Completing the blue slip available at reception if you have mislaid the above
- By post, enclosing an SAE, if you want us to post back
- By fax, No. 0117 9086660

Most local pharmacists offer a script collection service – please enquire in your pharmacy. Please allow at least 2 working days for processing.

Please note – we **do not** take requests for prescriptions by telephone.

**Phoning the Doctor or Nurse: 0117 9099912**

If you wish to speak to your doctor personally, or to a nurse, please speak with the receptionist who will advise appropriately.

**Test Results: 0117 9099912**

For test results phone the above number after 2pm. For reasons of confidentiality these can only be given directly to the patient and not other family members.

**Treatment Room: 0117 9099912**

Hours: 9.00 - 12.00 Mondays to Fridays and  
4.30 – 6.30 Mondays, Tuesdays and Thursdays  
By appointment only.

The nurses can help with dressings, vaccinations, minor injuries and screening for blood pressure and urine testing for diabetes. Patients with suspected serious injuries should attend the Casualty Department at Frenchay Hospital.

**Minor Illness Services:**

You may ask to see the minor illness nurse for problems with ears, nose, throat, eyes, coughs, women's health, urinary, skin, muscular, stomach upsets and minor infections. The nurse cannot issue sick notes.

**Out of Hours: 0117 9099912**

If a visit or advice is needed out of hours your call will be answered by trained staff who will pass your message on

to the doctor who will arrange, an urgent surgery appointment, advice over the telephone, or a visit. The out of hours service is provided by Frendoc, a doctor deputising service, and is commissioned by Bristol Primary Care Trust.

Other useful out of hours services are:

- NHS Direct Tel: 0845 4647 (24 hours).
- [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- City Gate walk-in-centre, 33-34 Broad St, Bristol BS1 2EZ Tel: 0117 906 9600

**Your responsibilities towards us:**

Please let us know if you are not able to keep an appointment. You may phone the appointment cancellation line on 0117 9099505 and leave a message.

We operate a policy of zero tolerance to abusive behaviour. Should we feel that a patient has not behaved in an acceptable way warnings may be issued or a patient and his/ her family may be removed from the list.

**Change of address or phone number**

Please let us know immediately if you move or change your phone number.

**Services**

We provide a full range of general practice services including:

chronic disease management  
screening  
children's health  
immunisation  
family planning

**Training and Research**

From time to time we have student doctors and nurses sitting in with us. Please tell a receptionist if you prefer not to have a student present.

We are a research practice, linked with Bristol University. We may contact you from time to time to ask if you are interested in taking part in various studies. If you do not wish to be invited to take part in any studies, please tell practice staff.

**Confidentiality**

Under the Data Protection Act, we must ensure that information held about you is secure and can only be accessed by authorised staff. We have a legal duty to keep your records confidential.

You have rights to access your medical records and should you wish to do so, please ask to speak to the Assistant Practice Manager.

**Comments and Suggestions**

We strive to provide a good service and are keen to hear your views. If you have suggestions for improvement or cause for complaint, please ask to speak to Kate Francis, Practice Manager, or Jill Smith, Assistant Practice Manager. Details of the complaints procedure are available at reception.

**Practice Area**

St. George, Speedwell, Redfield, Whitehall, Kingswood, Hanham, parts of Staple Hill and parts of Fishponds (South of Fishponds Road). A map of the practice area is held in reception.

**Disabled Access**

Air Balloon Surgery has a level entrance, assisted WC and lift. Please ask the receptionists if you need any particular help.

**NHS Bristol**

We are contracted with NHS Bristol to provide services. They can provide further details of other services in the area.

Their contact details are:

South Plaza,  
Marlborough Street,  
Bristol BS1 3NX  
Tel: 0117 976 6600.