

## **DOWNEND HEALTH GROUP**

### **PRACTICE PROFILE – Patient Assistant Receptionist**

Downend Health Group was formed in 2018 due to the merger of two well established practices located in the suburbs of Bristol, The Willow Surgery and Christchurch Family Medical Centre. The surgery operates from two purpose built premises located less than a mile apart.

This excellent facility offers patients a family friendly service with efficient and easy access to a highly trained team of health care professionals. The medical team comprises GPs, clinical pharmacists, paramedics and nurses. Our patient assistants and administration team provide excellent support both front of house and behind the scenes.

The surgery provides modern healthcare services and both buildings offer calm, welcoming environment for patients, with enhanced and pleasant working conditions for clinicians and staff. The GPs are enthusiastic about the capacity their premises provide as they can offer services to the wider community which include additional services such as acupuncture, physiotherapy and counselling services, not all of which is NHS.

Currently, we provide extended hour surgeries 7.15am to 6.45pm from Monday to Friday. We are currently closed on a Saturday and Sunday, but this could change in the future.

We provide a programme of in house education and are a teaching and training practice. We are also approved to take GP retainers and teach medical students.

We use EMIS Web and electronic prescribing. We also use Docman scanning software to allow efficient scanning and letter management across both sites.

For Patient Assistant Receptionists the annual leave entitlement is 25 days per annum, plus bank holidays, pro-rata. Pay is £9.20 per hour.

We welcome informal visits to the practice to be shown around prior to application or interview. Please contact Andrea Mountain, Patient Assistant Manager via email [andrea.mountain@nhs.net](mailto:andrea.mountain@nhs.net) to arrange a mutually convenient time to visit or for further information.