BEMS

Clinical Services

Community Fracture & Soft Tissue Injury Clinic

Patient information guide

Telephone: 01225 560806

ACCESS IS
BY APPOINTMENT ONLY
THIS IS NOT A WALK-IN SERVICE

Clinic Locations:
Paulton Hospital,
Salisbury Road, Paulton, BS39 7SB

Sulis Hospital, Bath,
Foxcote Ave, Peasedown St John, Bath BA2 8SQ

Widcombe Surgery,
3-4 Widcombe Parade, Widcombe, Bath BA2 4JT

What happens now?

BEMS+ will contact you to arrange an appointment the next working day.
If you have not heard from anyone by noon the following day, please ring 01225 560806

When you arrive for your appointment you should book in at the reception desk at your appointment time. You can attend earlier but may need to wait as certain patients may need longer depending upon clinical need.

You will be called in to see a Doctor who specialises in fractures and soft tissue injuries. You will be examined (you may ask for a chaperone) and depending upon the outcome, you may then be taken

for an X-Ray, see a Physiotherapist or be referred onto a plaster technician. Please allow plenty of time. You will be given a plaster care leaflet that explains what after care will need to do.

If a follow up appointment is needed where necessary and this will be done by the BEMS Administrator accordingly and sent to you via post or text.

If you have any medical notes about your condition, please ensure you bring them to every appointment.

X-Ray results will be discussed with you during your appointments.

A letter about your treatment will be sent onto your GP to be added into your normal GP notes. You will also receive a copy via post.

Chaperone
If you want to have someone with you during your appointment, then you can request a chaperone. This must be a fully trained person and could be a member of our staff or, with notice, we can arrange for an independent trained person to attend.

Do you need help at the clinic?
Before attending the clinic, please let us know if you need the use of a wheelchair, someone to “sign” if you are hard of hearing or an interpreter and we will do our best to accommodate this request.

What if I feel unwell at home?
If you feel unwell after being seen when you are at home, you will need to contact your own GP in hours or ring your out of hours GP service on 111.

If you need any information in another language, please contact BEMS+ directly stating which language on 01255 560806. If you require an interpreter, then please indicate this to the staff or when your first appointment is booked.

To cancel an appointment
If you need to change or cancel the appointment, please contact us direct as soon as possible on 01225 560806.

Making a Compliment or Complaint
It is always helpful to receive compliment as this encourages all of the staff in a positive way.

BEMS+ complaints procedure is in line with the NHS regulations. If you are unhappy with our service, please tell our staff and they will do their best to resolve your problem straight away.

The Complaints Manager
BEMS, Unit 1a
Paulton House
Old Mills
Paulton
Bristol
BS39 7SX

If you are unable to make a complaint yourself, a close relative or friend may complain on your behalf, but we need your written permission to proceed with an investigation.

Information about the provider
The service provider is Bath & North East Somerset Enhanced Medical Services+ (BEMS+). BEMS+ is a community benefit company which is part of a social enterprise organisation set up to supply NHS health care to the patients of B&NES. BEMS+ was set up in 2004 and is expanding into various areas of health care. The company has no shareholders just members. Any money earned is reinvested into health care and can’t be given to its members or safe-guarding NHS funds.

Clinic Hours
Our clinics run out of:
Widcombe Surgery, Bath on a Monday fortnightly, 09:00 till 11:30 and Friday fortnightly, 08:50 till 13:00.

Sulis Hospital, Bath on a Tuesday fortnightly, 14:00 till 17:30 and Friday fortnightly, 08:50 till 13:00

Paulton Hospital on a Wednesday 13:50 till 16:30 and Thursday 08:50 till 11:30.