

## Making a Compliment or Complaint

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

You should be given a feedback sheet which we ask you fill in with your comments to help the service reflect on any improvements

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,

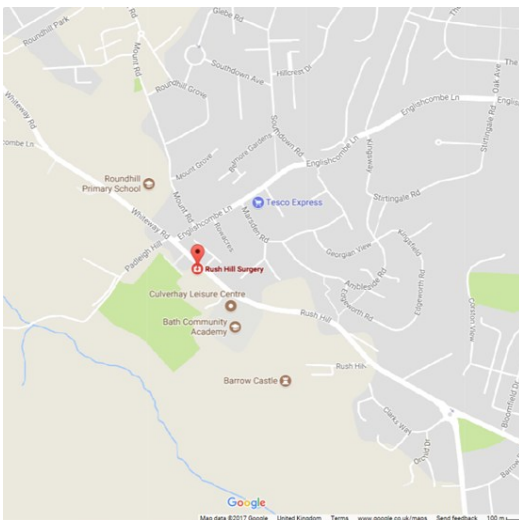
Oldmills, Paulton,

Bristol, BS39 7SX

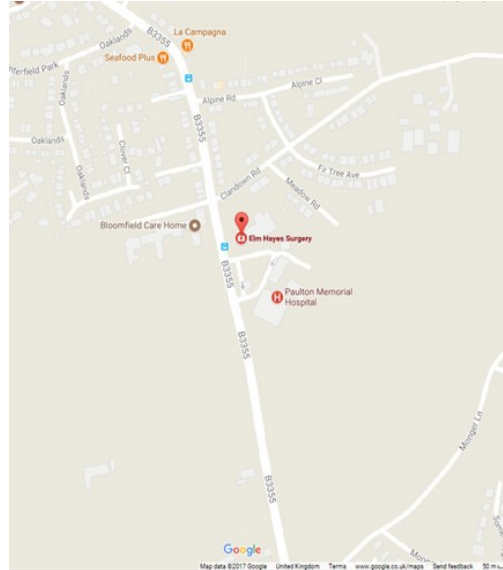
If you are unable to make a complaint yourself, a close relative or friend may complain on your behalf but we need your written permission to proceed with an investigation

## Clinic Locations:

**Rush Hill Surgery, 20 Rush Hill, Bath, BA2 2QH**



**Elm Hayes Surgery, Clandown Road,  
Paulton, Bristol, BS39 7SF**



**St Augustine's Surgery, Block C,  
The Chocolate Factory,  
Via Traversus, Keynsham, Bristol BS31 2GN**



**BEMS**  
Clinical Services

## Community Dermatology Clinic

Patient information guide

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

Telephone: 01225 560806

**NHS**

### 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 so safeguarding NHS funds.

### Further information

<https://www.bems.uk.com/patients/dermatology>

### What happens now?

#### Leading up to your appointment:

Your GP has referred you to be seen by a GP Dermatology specialist who can assess your condition and decide what further treatment you may need. For this you will be offered an appointment at either Rush Hill Surgery in Bath or Elm Hayes Surgery in Paulton.

Please ensure you wear loose clothing to help the clinical staff to treat you.

Please arrive in plenty of time for your appointment, and on arrival you should book in at the reception desk.

#### During your appointment:

You will be called in to see a GP who specialises in Dermatology. The doctor will first discuss with you the concerns you have about your skin.

You will then be examined and you will be asked to remove the appropriate clothing (you may ask for a chaperone). You will then have a discussion with the GP about the management of your condition.

### Additional tests:

Some of those who attend the clinic will need additional tests, such as a skin biopsy. This is a procedure whereby a small sample of skin is removed under a local anaesthetic and sent to the laboratory to help with diagnosis. Wherever possible, these additional tests will be done during the same clinical session. The doctor will explain the required procedure and ensure you are happy to proceed with it. This will require waiting in clinic for the next 'minor op slot' to become available. The result will be given back to you at a later date over the phone, by letter, or back in clinic, depending on which is most appropriate.

### Follow-up:

Depending on the diagnosis you may be discharged with advice on how to handle and cope with your condition and possibly a prescription. A letter summarising the consultation will be sent to you and your GP.

Should you require a follow-up appointment the Doctor can book you in there and then.

The GP who specialises in dermatology will sometimes need to discuss individual clinical cases with a Consultant dermatology colleague at the Royal United Hospital, and on occasion, patients from the community clinic will be asked to attend a review in a monthly joint clinic held at the hospital. You will be advised if this is the case at your appointment.

### 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

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.

### 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 the out of hours GP service on 111

### To cancel an appointment

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