

APPOINTMENTS

Our reception staff who will ask you to tell them a little about the problem for which you are requesting the appointment. This is simply to help us to direct you to the person who would be most suitable to help you. Of course, you do not have to do this but it really would help us to help you and our other

For an on the day appointment, for urgent medical problems only, we ask that you call the surgery before 8:30am. Alternatively, you can book an urgent appointment either, via online services from our website or, by using the "NHS App". Appointments for urgent medical problems are only 10 minutes in length, and are for ONE problem only. They are mainly for urgent health problems or illness. Please note this service should NOT be used for prescription requests or sick notes (MED3).

'Routine' appointments with a clinician can be booked in the usual way, either by phone or at the help desk or by using our online services. These appointments may be of varying length (please mention at the time of booking if you think you may require a longer appointment).

HOME VISIT REQUESTS

Home visits are for those patients who are truly housebound or are too ill to attend the surgery. The clinicians will be informed immediately of a request and will decide if a visit is needed immediately, later, or if it would be more appropriate to call an ambulance; e.g. chest pain, haemorrhage or severe shortness of breath. Lack of transport is not a reason for a home visit.



FACILITIES for the DISABLED and BABY CHANGING

Our building is fully DDA compliant. There are ramps at each entrance, close parking and a wheelchair is available to aid those with disabilities. All consulting rooms have been designed with wheelchair users in mind as have our examination couches. The spacious patients' toilet is also equipped to meet the needs of all our patients including baby and toddler changing facilities.



COMPLIMENTS and COMPLAINTS

We aim to provide the best service possible, but there may be times when you feel that we have exceeded this or it has not happened; we welcome your feedback whether positive or negative and value your suggestions. If you do have a complaint, it should be made in writing and addressed to the Complaints Manager.

CONFIDENTIALITY

All staff working in the practice have a legal duty to keep any information about you confidential and have had full training in order to deal with any matters arising with professionalism and sensitivity.

VIOLENT OR ABUSIVE BEHAVIOUR (ZERO TOLERANCE POLICY)

Our policy is to treat everyone with courtesy and respect and we expect the same in return. Our staff have the right to work without fear of violence or abuse (either physical or verbal). If a patient is physically violent or uses threatening behaviour to anyone in the

surgery, causes damage to premises or gives verbal or racial abuse, this may result in their removal from the practice list. In serious cases the police may be called.

REMOVAL FROM THE PRACTICE LIST

Should there be a breakdown in the Doctor/Patient relationship you will be removed from the practice list. If you move out of our practice area you may be asked to register with another doctor. In each event you will be informed in writing of the reasons for the decision.

OPENING HOURS

Mon-Fri Mornings 08:15 - 12:30

Mon-Fri Afternoons 14:00 - 18:30

PRACTICE TELEPHONE HOURS

Mon-Fri 08:00 - 18:30

N.B. the main surgery number is unavailable between 12:30 - 14:00. If you need urgent medical advice during this time please call 01234 762542 to speak to a clinician

For URGENT medical problems, please call before 8:30am or use online services or the NHS App to book an on the day appointment.



WHAT TO DO WHEN THE PRACTICE IS CLOSED

GP Out Of Hours (OOH) services, i.e. Monday to Friday, 18:30hrs to 08:00hrs and throughout the weekend and bank holidays, are currently commissioned, by Bedfordshire CCG, from **Herts Urgent Care (HUC)**

Therefore, if you need urgent medical advice when the Healthy Living Centre is closed, please contact the 24 hour helpline providing health information and advice or visits, on 111 (Calls to 111 are FREE)

In the event of an accident or emergency, always dial 999



The areas in Marston Vale & South of Bedford covered by the surgery

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healthy living centre
wootton vale

NHS

a centre for innovation in integrated healthcare

Clinical Director

Dr Lindsay Mackenzie - Female

Doctors

Dr Jasprit Bhamrah - Female

Dr Gurpreet Ghir - Female

Dr Charles Heaney - Male

Dr Adnan Khan - Male

Dr Kate Konning - Female

Dr Nikunj Patel - Male

Dr Afshan Shah - Female

Dr Ramesh Soma - Male

Business Director

Mr Richie Short

Named GP for all patients

Every patient at this practice is assigned to one of the GP partners / salaried GPs. However, this assignment in no way affects your choice of GP that you may prefer to see, or who may be available at a time that you prefer. It is important to be clear that you do not need to wait and only see your named GP.

**Fields Road, Wootton, Bedford,
MK43 9JJ**

Telephone Number: 01234 762500

Email: woottonvale.info@nhs.net

Web site: www.woottonvale.com

WOMEN'S HEALTHCARE PRACTITIONER

Anne-Marie Duranthon - Independent Nurse Prescriber

20 minute appointments are available on Tuesday afternoons for advice and treatment on contraception, fertility, ante-natal care, menopause and general gynaecology.

NURSES

Clinical Manager & Specialist Nurse - Christine Jarratt

Specialist Nurses & Independent Nurse Prescribers -

Cara Garney Sarah Bailey

Our nurses run minor illness clinics and manage chronic disease including diabetes and respiratory disease.

Treatment Room Nurse - Megan

Typical tasks undertaken by Megan are: wound care; ECG; Spirometry; suture removal; smoking cessation; blood pressure monitoring; urinalysis; Health Checks & diet and weight advice, assisting with minor surgery and some chronic disease management reviews.

HEALTHCARE ASSISTANTS

Josie

Tasks undertaken by Sam are: phlebotomy (every Thursday morning), ECG's, smoking cessation, 24 hour blood pressures, blood pressure monitoring, weight monitoring, lifestyle advice, urinalysis, NHS Healthchecks, Diabetic pre checks, chronic disease management reviews.

HEALTHCARE COORDINATOR

Anne

HCC's offer weight management and dietary advice, smoking cessation support, and support for other lifestyle changes and social issues. They are also your named point of contact for any enquiries or concerns you may have, and deal with correspondence and referrals relating to you.

CLINICAL PHARMACIST / TECHNICIAN

Sehrush Hussain and Aden Strong

ADMINISTRATION TEAM

Hayley (Practice Manager)

| | | |
|----------|---------|-------|
| Beverley | Caitlin | Chloe |
| Irene | Jane | Janet |
| Kerry | Leanne | Linda |
| Maddie | Rina | Susan |

Your friendly helpdesk team are here to guide you through our innovative surgery to book your appointments, deal with day to day correspondence, including repeat prescriptions, and to answer any queries. **01234 762500**

ALLOCATED COMMUNITY NURSING STAFF



Health Visitors

Health visitors provide advice and support the health and wellbeing of your whole family from antenatal visits until your child goes to school, to ensure that your child is developmentally, emotionally and socially ready for school entry and has the best possible start in life. The Wootton Duty Health Visitor can be contacted Monday to Friday, between 9am and 5pm on 01525 631244.

Midwife



Our Midwife, Jenny Kay, visits the Practice every Wednesday and Thursday morning from 10:00 until 12:30 for pre - booked appointments. These should be booked through the surgery. When you are 7 weeks pregnant, please book an appointment with the midwife through the surgery. You do NOT need to book with a GP. You can reach the midwifery team Tel: 01234 795747. Please leave your name, telephone number and the name of your GP.

District Nursing Team

The community Nursing Service provides scheduled/planned care to housebound patients who have complex nursing needs. This service also supports and manages end of life pathways.

- 08.00-22.00 is covered by Community Service core Teams
- 22.00-08.00 is covered by Rapid Intervention Team

They can be contacted via OneCall Tel: 0845 602 4064

REPEAT PRESCRIPTIONS



If you need a repeat prescription you will need to give us your request at least **72 working hours** before you need more medication. In most cases you will have a B-side to your prescription and merely need to tick the appropriate drug required. Requests **must** be made in

writing and left at the surgery helpdesk. You can also order repeat prescriptions using the online services on www.woottonvale.com or by the NHS App". Telephone requests **cannot** be taken. Please inform us, when making your request, if you wish to collect your prescription from the surgery or directly from the pharmacy. Prescription requests can no longer be made via the pharmacy.



CHAPERONES

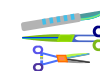
All patients are entitled to have a *CHAPERONE* present for any consultation. Please request this at the time of booking or speak to the receptionist or clinician. Please note that the clinician may also use a *CHAPERONE* where appropriate.

CLINIC SESSIONS

These will be built around the needs of our patients. Please refer to our session timetable which you can collect from the surgery or view/download from our website – www.woottonvale.com

Baby Clinic is held on Fridays. New babies will be invited to attend for their childhood immunisations, whilst older babies and young children will be sent reminders when their immunisations are due from the Child Health department and parents / carers should book these in as soon as possible.

Travel Vaccination Clinics are available. You will need to collect complete and return a travel vaccination form, giving details of your destination(s), at least 6 weeks prior to your date of departure. This form gives us the necessary information to decide which vaccinations you will need and ensure sufficient time for immunisations to be fully effective before you travel.



Minor surgery sessions are offered on Tuesday afternoons. We also have the facility to photograph skin lesions to determine necessity of removal.

Flu Season - during this time, (September to January), we hold regular flu clinics, so please contact the surgery to book our flu vaccination

We host specialist sessions provided by outside visiting professionals both NHS and private and will add to these as the demand grows. So far these include **Gynaecology, Dermatology, Hearing Advisory service and Parkinson's Nurse.**

ANNUAL REVIEWS



Please attend for your annual chronic disease reviews that you will be invited to attend. If you are receiving prescriptions for medication from us we hold a clinical responsibility to ensure that you are taking the correct medication, at the correct time and that this is appropriate for your condition. We will not withhold any prescriptions if you do not attend but you will only be given a 28 day prescription until you do. The correct medication is one of the most important treatments for your condition and this does need to be reviewed. This is to ensure that you receive the optimum treatment to maintain your quality of life. Diabetes, Asthma, COPD (Respiratory), Cardiac, Rheumatoid, Stroke, Hyperthroidism and Hypertension are all conditions that will require annual reviews, some will involve a blood test prior to the review.

CONSULTANT REFERRALS

If the clinician would like you to have a hospital referral, there is a computerised direct referral system and we will assist you in choosing which hospital you would like to be seen at, in line with the Department of Health (DoH) patient choice initiative.

"EXTENDED HOURS" APPOINTMENTS

We are able to offer our patients appointments with a range of clinicians outside our normal practice hours. These are provided by BEDOC from London Road Surgery (MK42 0NT) and Riverfield Drive Medical Centre (MK41 0TF)