

**red****ouse**  
S U R G E R Y

**241 Queensway, Bletchley**

**Milton Keynes, MK2 2EH**

**Telephone: 01908 375111 Fax: 01908 370977**

**www.redhousesurgery.co.uk**

**Partners:-**

**Dr Paul Staten - MBBS MA (Cantab) DRCOG MRCGP  
(London 1979)**

**Dr Nigel Fagan - MBBS DRCOG MRCGP  
(London 1984)**

**Dr Nigel Bunting – MBBS BSc DRCOG MRCGP  
(London 1990)**

**Dr Lucy Marchand – BM MRCGP DRCOG DFSRH LoC IUT LoC SDI  
(Southampton 1998)**

**Dr Huda Muhsin – MBChB DRCOG MRCGP DFSRH Diploma in Diabetes Care  
(Baghdad 1995)**

**Salaried GPs: -**

**Dr Sophie Ellis – BSc MBBS DCH DRCOG DFFP MRCGP  
(London 1995)**

**Dr Lilian Nwogu – MBBS MRCGP  
(Nigeria 2004)**

**Dr Amina Rahman – mB ChB DRCOG DFFP MRCGP  
(Manchester 2002)**

**Dr Samarin Salman – MB BS MRCGP  
(Pakistan 2000)**

## **The Surgery**

The surgery is located at 241 Queensway, Bletchley near the centre of town. Parking is at the rear of the surgery. Access and services are available for disabled patients. We are a five Partner PMS practice: 2 full time males, 1 part time male, 2 full time females with 4 salaried GP's: 4 part time females. We run a group practice and you may see whichever doctor you choose. We are a fully computerized practice and it is important that the data is kept up to date. We would therefore, be grateful if you could tell us promptly of any change of address etc.

### **Surgery Hours**

The Surgery opening hours are Monday to Friday 8.30 am to 6 pm.

In the case of an emergency outside surgery hours please telephone the surgery on 01908 375111 which will divert you to the out of hours service. The telephone number for out of hours is 111. If the surgery is closed for any other reason a message will give details of how to contact a doctor in an emergency. You can also attend the walk in centre which is at Milton Keynes Hospital Campus, Standing Way, Eaglestone, Milton Keynes.

### **Appointments**

Appointments to see the Doctor can be made by calling or telephoning the surgery on 01908 375111.

Appointments are available for the doctors from 8.30 am until 11 am in the morning and from 2 pm in the afternoon onwards. The surgeries are staggered throughout the afternoon. Nurses appointments are available from 8.30 am until 6 pm daily.

The majority of our appointments are booked on the day of the request with only a few bookable in advance. "Early Bird Surgeries" are available by pre booked appointment only to see the doctor or practice nurse. Appointments with GP's will be between 7.00 – 8.00 am and nurses between 7.00 – 8.30 am each Thursday morning. Appointments are for one person only. You may book appointments up to 4 weeks in advance.

Please ensure you arrive in time for your appointment. If your appointment becomes unnecessary please ensure it is cancelled. You can do this by telephoning the Practice. Patients who frequently DNA (do not attend) appointments that they have made including emergency appointments may be removed from the practice's list if they continue to frequently DNA after a warning letter. Cancelling an appointment ensures that the DNA is not recorded.

**Emergencies take priority at all times.**

## **Home Visits**

If you need to see the doctor but are housebound, you will be able if necessary to talk to one of the doctors to discuss the problem and arrange a suitable time to visit. You will have to leave a telephone number and the doctor will call you after surgery. It would help if you could call before 10.00 am. Later calls which are not urgent may have to be held over until the next day.

## **Repeat Prescriptions**

Requests for repeat prescriptions can be made by calling at the surgery, by postal request or by fax. You are also able to request repeat prescriptions from our website [www.redhousesurgery.co.uk](http://www.redhousesurgery.co.uk). We are unfortunately unable to take requests for prescriptions on the telephone or e-mail.

We require 2 working days notice on all repeat prescription requests.

Prescriptions can be collected or if an SAE is left with the request it can be posted back.

## **Test Results**

Please telephone for results of blood tests or x-rays after 11 am. Blood test results are normally received within two to three days although some may take longer. X-ray results are normally received within ten days.

## **New Patients**

All new patients registering with the Practice are asked to complete a GSM1 form at the surgery and a simple medical questionnaire, so that the doctors have some information about you immediately. All new patients registering at the surgery are asked to bring their medical card or NHS number or name and address of previous doctor.

Persons aged 16 years and over will need the following documentation:

- Your current medical card (if available), or NHS number
- Photographic proof of identity (eg passport, driving licence or immigration papers)
- Proof of current address (eg utility bill or bank statement)
- Under 16's – birth certificate, red baby book, NHS card/number

## **Change of Name/Address**

Please let us know if:

- You move – if this is out of our area you will need to register at a different Practice.
- You change your telephone number or any new phone numbers, as we may need to contact you.
- Your name changes.

## **Named GP for patients registered after April 2015**

From April 2015 the practice is required to provide all patients with a named GP who will have overall responsibility for the care and support that our surgery provides to you. When you register with the practice you will be notified of your named GP by the reception team. This does not prevent you from seeing any other GP in the practice. If you have a preferred GP please inform reception and they will try and accommodate your request but please note that you can only register with one of the partners of the surgery.

## **Named GP for patients registered before April 2015**

All patients were allocated a named GP when they registered with the practice. If you are unsure who your registered GP is please contact the surgery and one of the reception team can give you this information. If you have a preferred GP we will try and accommodate your request but please note that your named GP must be one of the partners in the practice. This does not prevent you from seeing any other GP in the practice.

### **Practice Area**

Our Practice Covers – Far, Old and Central Bletchley (south of Watling Street) Caldecotte, Emerson Valley, Fenny Stratford, Furzton, Great Brickhill, Little Brickhill, Newton Longville, Simpson, Stoke Hammond, Tattenhoe, Walton, Walton Park, Water Eaton (excluding Lakes Estate).

We accept change of address from patients moving from our core area above to the following areas: Bow Brickhill, Brownswood, Kents Hill, Old Farm Park and Walnut Tree.

### **Chaperones**

The practice will always give due consideration to patients' privacy during examination and treatment. Whenever possible a chaperone will be offered or the patient could bring a relative or friend. If a chaperone is not available: another consultation could be arranged when the nurse is available or another chaperone could be offered.

### **Protected Learning Time**

Once a month the Surgery closes from 12 noon until 5 pm. This is in accordance with a Government initiative call "Protected Learning Time". Notices of closure of the surgery are posted around the Surgery and on the front and back doors. Emergency care is provided by the local deputizing service.

## **Other Services**

**Health Promotion:** We are actively engaged in health education and disease prevention and are always happy to discuss this with you. In particular we can arrange advice on smoking and immunizations.

**Diabetic Clinic:** For routine diabetic checks.

**Asthma/COPD/CHD clinics:** Diagnosis and management of asthma/COPD and secondary prevention of CHD.

**Family Planning:** We are able to advise and provide full contraceptive care.

**Minor Surgery:** Minor surgical procedures can be carried out under local anaesthetic in the surgery.

**Minor Illness:** Our nurses can advise on and treat a wide variety of health matters and minor illnesses and injuries and are available every week day.

**Child Immunization Clinic:** Regular child immunization clinics are held at the surgery.

**Travel Clinic:** For advice and immunizations for foreign travel. We are a Yellow Fever Centre.

**Smoking Cessation Advice:** One to one consultations for support and advice on smoking cessation.

**Antenatal clinics:** are held on Mondays, Tuesdays, Wednesdays and Thursdays according to which doctor you are seeing. The midwife has antenatal clinics on Monday morning and Thursday afternoon.

**Three Year Health Check:** Any registered patient who has not been seen by a GP or nurse at the practice in the previous 3 years may ask for a health check. During this check all appropriate examinations and investigations will be undertaken by a health care professional.

**Patients 75 years and over:** Any registered patient 75 years of age or over who has not been seen by a GP or nurse at the practice in the previous 12 months may ask for a health check. During this check all appropriate examinations and investigations will be undertaken by a health care professional.

### **The Health Care Team**

In addition to the Doctors, the following are members of the team.

#### **Practice Nurse**

The Practice Nurses undertake the following procedures:

1. Health promotion
2. Blood pressure checks
3. Taking blood samples
4. Immunisations for children and adults (both for travel and routine)
5. Cervical smears
6. ECG's
7. Ear syringing
8. Dressing and removal of sutures
9. Disease Management

**Health Care Assistant (HCA)** undertakes diagnostic tests in conjunction with the practice nurse, e.g. blood tests, ECG's, blood pressure checks.

**The Phlebotomist** takes blood samples.

#### **District Nurses**

There is a team of District Nurses who are available to see you in your home and help with the following if you are housebound.

1. Dressing and removal of sutures.
2. Injections
3. Advice on nursing and caring for the disabled or elderly patient at home.

4. Advice on incontinence and supplying of pads and other aids.
5. Assessment of nursing needs for the individual.

### **Health Visitors**

The Health Visitors are Registered General Nurses with additional training in Midwifery and Community Nursing. They work in the community mainly with patients registered at this surgery. They are able to discuss and advise in confidence, on a variety of topics either in your own home or at the surgery. Any member of the family can make use of their services by contacting them direct on 01908 365501 which has an answerphone facility for messages.

Health visitors conduct regular Child Health Clinics each week at the surgery. Please ask at reception for details.

### **Community Midwife**

There is one Community Midwife who works with the Doctors to provide care for mothers before and after delivery and care for their baby during the first four weeks of life. Clinic times are available from the practice on request.

### **Physiotherapist and Counsellor**

There is a physiotherapist and counsellor who work with the Doctors to provide advice and treatment. Referrals to these services are made by the doctors.

## **Practice Office Staff**

**Receptionists** will make appointments for patients to see the Doctors and Practice Nurse. They can give patients the results of laboratory tests and if medically required arrange transport for hospital admissions.

**Practice Administration Staff** - There are a number of administrative staff who carry out the secretarial work and can help with hospital appointments and other general enquiries.

**Practice Manager** - If you have any questions about administration or non-medical aspects of your health treatment, the Practice Manager may be able to help you.

### **Personal Information**

We ask for information about you so that you can receive proper care and treatment. This information remains confidential and is stored securely by the Practice in accordance with the provisions of the **Data Protection Act 1998**.

## Procedure for Compliments/Complaints and Suggestions

We operate a zero tolerance for both physical or verbal abuse.

If you have any cause for concern or are unhappy with any aspect of your care, please discuss them with your Doctor or the Practice Manager. We operate an in-house “complaints procedure” and documentation regarding this can be obtained from the practice manager. There is also a suggestion/comments box located by the front reception on the wall which we are happy for you to use.

However, should you prefer to write to NHS England their contact address is:

NHS England  
PO Box 16738  
Redditch  
B97 9PT                      Tel: 0300 311 22 33  
Email: [england.hsmcomplaintsteam@nhs.net](mailto:england.hsmcomplaintsteam@nhs.net)

If you would like to make a complaint, compliment, comment and/or suggestion about the services commissioned by Milton Keynes CCG please contact the Complaints Manager:

The Complaints Manager  
GEM Commissioning Support Unit  
Francis Crick House  
Summerhouse Road  
Moulton Park  
Northampton  
NN3 6BF                      Tel: 0800 587 0879 (during office hours)  
Email: [advice@northants.nhs.uk](mailto:advice@northants.nhs.uk)

If you would like to feedback or have a complaint regarding the Community Health Services, e.g. health visiting, district nursing and mental health services, their contact address is:

Rachel Lewis  
Milton Keynes Community Health Service  
Trust Headquarters  
Standing Way  
Eaglestone  
Milton Keynes  
MK6 5NG                      Tel: 01908 243568  
Email: [complaints@mkpct.nhs.uk](mailto:complaints@mkpct.nhs.uk)

If you would like to feedback or have a complaint regarding Milton Keynes Hospital there is a Patient Advice and Liaison Service (PALS) employed by the Trust to resolve problems on the spot and provide health information to patients, carers and families and highlight any gaps in the service to Trust management, their contact address is:

Patient Experience Team  
MKPCT Trust Headquarters  
The Hospital Campus  
Standing Way  
Eaglestone  
Milton Keynes  
MK6 5NG           Tel: 01908 243633 or 01908 243181  
Email address: [complaints@mkhospital.nhs.uk](mailto:complaints@mkhospital.nhs.uk)

You can contact our local NHS Complaints Advocacy Service (POhWER), their contact details are:

POhWER  
PO Box 14043  
Birmingham  
B6 9BL           Tel: 0300 200 0084   Fax: 0300 456 2365  
Email address: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

You can also contact the healthcare watchdog at the address below.

The Healthcare Commission  
Finsbury Tower  
103-105 Bunhill Row  
London  
EC1Y 8TG           Tel: 020 7448 9200

It is also our duty to advise you that you can seek independent review of this matter from the Parliamentary and Health Service Ombudsman. Requests for independent review should usually be made within a year of the event giving rise to your concerns. You can contact the Ombudsman on:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP           Tel: 0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)



# **PATIENT CONFIDENTIALITY**

We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. Your doctor is responsible for their accuracy and safe-keeping.

From time to time, it may be necessary to share information with others involved in your care. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private. All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example is a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

## ***YOUR INFORMATION MAY BE USED FOR:***

- *Continuing health care and treatment*
- *Safeguarding the health of the general public (this will be anonymised)*
- *The managing and planning of our service (to ensure we meet patient needs)*
- *Auditing, Statistics*
- *Research purposes*
- *Investigating complaints or legal claims*
- *To review current practice to provide high quality care*
- *To provide training and continuing education to raise standards of care.*

**Where possible all personal identifiers will be removed.**

## **ACCESS TO HEALTH RECORDS**

You have a right to ask for access to your medical records. This includes information held on our computers and our manual systems. To see this information you need to make a request in writing, please speak to the Practice Manager for further information. In some circumstances a fee may be payable.

## Summary Care Record – your emergency care summary

The NHS in England is introducing the Summary Care Record, which will be used to help provide high quality emergency care. You have a choice as to whether or not you want to benefit from this new development.

Your Summary Care Record will contain information about medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had so that those caring for you have the information they need to treat you safely. It will be available to authorized healthcare staff providing your care anywhere in England, but they will ask your permission before they look at it.

You have a choice:

- **If Yes you would like a Summary Care Record** - you do not need to do anything and a Summary Care Record will be created for you.
- **If No, You do not want a Summary Care Record** - an opt out form can be supplied by Reception Staff. **Please complete the form and hand it to a member of the GP practice staff.**

If you want more information please visit the website [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk) or telephone the dedicated NHS Summary Care Record Information Line on 0300 123 3020.

**You can choose not to have a Summary Care Record and you can change your mind at any time by informing your GP practice.**

If you do nothing within 12 weeks it will be assumed that you are happy with these changes and a Summary Care Record will be created for you. Children under 16 will automatically have a Summary Care Record created for them unless their parent or guardian chooses to opt them out. If you are the parent or guardian of a child under 16 and feel that they are old enough to understand, then please share this information with them.

Written September 2004

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