


# Patient Information Leaflet

## Westcroft Health Centre

1 Savill Lane, Westcroft

Milton Keynes, MK4 4EN

 01908 520545



[www.westcrofthealthcentre.com](http://www.westcrofthealthcentre.com)

### **GP Partners**

Dr Suneth Godagama BSc (Hons) MBB

Dr Asmaa Ali MCB hB MRC GP

Dr Nina Patel MBCHB MRCGP DRCOG DFSRH

Dr Sujith Godagama MBBS MRCGP

### **Salaried GP's**

Dr Abdul Saad MBBS MRCGP

Dr Rachana Rai MBBS, MRCGP

Dr Haniyyah Tahir MB MCh BAO

# **Welcome to Westcroft Health Centre**

Westcroft Health Centre is a partnership of four doctors who are part of a large multi-disciplinary health care team.

Working alongside the partners are three salaried GP's.

The practice population is continually growing and is now over 16,200 patients. The doctors, practice team and community team work closely together to provide a high quality service that is sensitive to patient needs.

The practice consulting rooms are mostly situated on the ground floor (one on the first floor) with excellent waiting room facilities. We are fully equipped with facilities for the disabled.

The community mental health team are located on the first floor which has lift and stair access.

## **Practice Aims**

- ❖ Promote Health
- ❖ Prevent disease where possible
- ❖ Give the best treatment for diseases as they present
- ❖ Treat patients courteously and maintain confidentiality at all times

## **New Patients**

The Doctors welcome new patients who live within our practice area.

When you register at Westcroft Health Centre you are registered with the Practice, however, there will be a named partner on your medical records who will deal with any correspondence, results and requests for prescriptions. You are however, free to consult with any GP or Nurse.

## **Practice Area**

The practice accepts registrations from patients living in:

Emerson Valley	Oakhill	Tattenhoe
Fairfield	Oxley Park	Tattenhoe Park
Kingsmead	Shenley Brook End	Westcroft
Medbourne	Shenley Wood	Whaddon
Nash	Snelshall	Whitehouse

## **Data Protection**

The practice is fully computerised and complies with the Data Protection Act. The practice will only use or pass on information about you if it is clinically required or in the interest of public health. When transferring data, identifiable information is removed. Personnel working in the NHS have a legal duty to keep information confidential. This applies to all patients regardless of age, sex, gender and race.

All of the GP's and staff have had a Disclosure and Barring Service check carried out.

Patients can request access to their medical records. Applications to do so should be made in writing to the Business Manager who will pass the request to the GP with whom you are registered. A fee will be charged to cover administration costs.

## **Suggestions, Complaints or Compliments**

We try to give all our patients the best care and attention. If you have any suggestions to improve our service then kindly write to the practice. The practice has an E-mail address to send comments to [westcroftmc@nhs.net](mailto:westcroftmc@nhs.net). Should you have the need to discuss complaints please write to the Business Manager.

## **Care Quality Commission**

The surgery is fully registered with CQC.

### **Agreed Principles Between Doctors and Patients**

- ❖ New patient health checks must be attended to be registered at Westcroft Health Centre.
- ❖ Appointments are made for one person at a time. Please do not bring anyone else to see the doctor unless they have their own appointment.
- ❖ Should you present with multiple problems your doctor may ask you to make another appointment to discuss them.
- ❖ Patients arriving more than 10 minutes late for their appointment will be asked to re-arrange it.
- ❖ If you no longer need a previously booked appointment, please cancel at least 1 hour before the start time.
- ❖ Patients who do not attend three or more appointments with a doctor or nurse without prior cancellation may be removed from our practice list.
- ❖ Patients who make inappropriate use of any service, in particular emergency services when the surgery is closed, may be removed from the practice list.
- ❖ The practice aims to treat all our patients with respect and dignity. We expect the same courtesy to be extended to our staff.
- ❖ The Practice operates a zero tolerance policy in respect of verbal and physical abuse towards staff. Any incident will result in the patient being removed from our practice list.
- ❖ Any complaints or suggestions should be addressed to Mrs Lynda Young, Business and Finance Manager.

## **Surgery Opening Hours**

Monday	08:00 - 18:30
Tuesday	07:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	07:00 - 18:30
Friday	08:00 - 18:30
Weekend	<i>Closed</i>
Bank Holidays	<i>Closed</i>

## **Extended Hours Appointments**

The practice offers our patients extended hour's appointments on a Tuesday and Thursday morning between 07:00 and 08:00, these are pre bookable appointments only.

## **Out of Hours Calls - Emergencies**

If you require urgent medical attention, outside of normal surgery hours, you can telephone NHS 111 Emergency Service. They will assess you, provide advice and direct you to the local service that can help you best. NHS 111 is available 24 hours a day, 7 days a week and calls are free, including mobiles.

If you feel the problem is a life or death emergency please telephone 999 for an ambulance.

## **Staff Training**

The practice closes from 2:30pm to 6:30pm for staff training, once a month. The dates are publicised in the surgery prior to closure and on the practice web site.

## **GP Consultations are by appointment only**

You can request an appointment via the AccuRx triage form on the practice website. The form opens at 7:30am and remains open until the practice has reached capacity. Westcroft Health Centre operates a 10 minute appointment system. We also offer telephone consultations with a GP.

Please do not take offence if a member of staff asks you for further information regarding the purpose of the appointment. This is to allow sufficient time to be allocated for your needs and ensure that you are booked with the right clinician to deal with your problem.

## **Home Visits**

You are expected to come to the surgery if you need to see the doctor or nurse unless you are elderly, infirm or housebound. Please do not ask the doctor to call unless you are genuinely too ill to come to the surgery. Home visit requests will be triaged by the duty doctor as normal through the AccuRx triage system.

The attending clinician will normally ring you to advise the time they will be attending.

## **Practice Management**

The Senior Management team are responsible for the management of the practice with the support of a team of receptionists, administrators and medical secretaries.

## **Nursing Team**

Our Nurse Practitioners are registered nurses who have additional education and training in a speciality area such as minor illness. Nurse Practitioners maintain close working relationships with Doctors and consult them as needed. Nurse Practitioners can treat acute (or short term) illnesses such as upper respiratory infections, ear infections, rashes and urinary tract infections. They can also assist with management of chronic illnesses such as asthma, diabetes and many others.

Our Practice Nurses undertake many clinical duties including

- ❖ Travel advice and Vaccinations
- ❖ Dressings
- ❖ Chronic disease management
- ❖ Child Immunisations
- ❖ Flu Vaccinations
- ❖ Family Planning

Our Health Care Assistant (HCA) supports the Nursing Team by undertaking the following clinical duties:-

- ❖ Blood tests
- ❖ Blood Pressure Readings
- ❖ ECGs
- ❖ H-pylori (Breath) tests
- ❖ Simple dressings and wound care
- ❖ Flu vaccinations

## **Community Team**

The Community Team are part of our Primary Health Care Team, however the Midwife is employed by Milton Keynes Hospital Trust.

### **Midwife**

Initial appointments are booked directly with the Midwife. Follow-up appointments with the midwife are booked by the Reception team.

## **Primary Care Network (PCN)**

### **Southwest PCN Team:**

We work together with other local surgery's Westfield Road, Parkside and Bedford Street. This is called a Primary Care Network, by working together we hope to achieve health improvements for our patients at a larger scale. Our network currently employs a variety of staff which include:

**Social Prescribers:**

A social prescriber delivers a high standard of patient care, working collaboratively with the Primary Care Network members to meet the needs of patients and supporting the practices.

Social Prescribing helps people connect with services, support, and activities in the local community to improve their health and wellbeing

The service is open to adults over the age of 18 for whom non-medical interventions may be particularly effective in reducing demand for health services, generally where poor health is being caused by social isolation, lifestyle, or other underlying issues.

**Pharmacists:**

Pharmacists are qualified experts in medicines, and can help our patients in a range of ways. This includes carrying out structured medication reviews for patients with on-going health problems, advice for those on multiple medicines and improving patient safety and outcomes through a person-centred approach. Counselling patients to improve understanding of their medication and improve compliance.

We develop and work on projects across the network; this means we can share best practice across the network, learn and develop better ways of working and pass on the knowledge.

**Mental Health Worker:**

This is a Primary Care led service for non-urgent wellbeing/mental health care for adults registered within the South West PCN.

The purpose is to offer assessment and support for patients with non-urgent mild to moderate mental health needs including signposting or referral on to other services.

**Integrated Community Support Team (ICST) :**

The Integrated Community Support Team (ICST) delivers personalised physical health and social care assessment to all over 18s from the PCN.

ICST assesses patients/families that have: Multiple unplanned hospital admissions; Frequent user of GP services; Frailty and Isolation; New medication education, compliance, sourcing medication; Recently discharged from hospital and not managing well; Support with promoting independence; Struggling carer/family: Struggling around the house with mobility, function, personal care.

The aim of the service is to promote independence, improve quality of life and reduce GP app and hospitalisations.

Under 18s, mental health and addictions is not covered by the service.



**Physician Associate:**

A Physician Associate can assess and manage certain acute and chronic conditions (e.g. BP, diabetes checks and NHS health checks). Provide patients with advice and counselling on health promotion, disease prevention and analyse results of diagnostic tests. Able to take bloods, ECG, and interpretation of results. Evaluate the effectiveness of care management plans etc.

**First Contact Physios:**

To provide high level decision-making and clinical-reasoning skills to assess, diagnose and triage a multitude of patients. To provide a treatment care plan for the patient which is tailored to their individual needs. Educate the patient of their condition and set them exercises accordingly. Provide them with advice on how to manage their pain levels to help them function on a day-to-day basis and provide treatment if it is appropriate. In the event that the first contact physio cannot help the patient they will signpost/refer them to the appropriate services.

**Health & Wellbeing Coaches:**

- Reduce health inequalities.
- Long term conditions
- at risk of developing a long-term condition
- providing support for issues such as weight management, managing chronic pain, or living with depression or anxiety.
- Prescribing lifestyle support (movement, reducing blood pressure and falls prevention). The focus will be on providing group and one to one support to our patients.
- Empower people with the knowledge to make positive lifestyle changes in their everyday lives to be happier, healthier and more balanced.
- Health coaching, motivational interviewing and behaviour change skills to empower people to make positive changes.
- Our health and wellbeing coaches also work together to do regular groups to help improve fitness and well-being.

**Dietician**

As a dietitian, the priority is to promote good dietary health and treat nutritional problems by providing practical advice about food choices and dietary pattern, based on scientific research.

Our dietitians experience encompasses nutrition support; dysphagia; diabetes; functional bowel disorder; allergy and intolerance;

cardiovascular health; liver and renal; weight management and bariatric surgery; pregnancy; paediatrics.

## Change of contact details

If you change your telephone number or address please let the surgery know. If you leave our practice area you may need to re-register with a GP who covers your new address, dependant on the distance from Westcroft Health Centre.

## Results of Investigations

Please allow sufficient time for the investigations to be processed at the hospital (between 5-7 days). We **do not routinely** inform patients when their results are **normal**. If the results indicate medical intervention is required we will contact you, so please ensure that we have an up to date phone number for you on our records. We do not routinely leave messages on answer phones about clinical matters as they are confidential. If we are unable to contact you about your results we will notify you in writing. Please request follow-up appointments regarding test results with the GP who requested the tests. If you wish to check on your results, telephone the surgery between 14:00hrs – 16:00hrs.

## Repeat Prescription requests

Please allow 48-72 hours when requesting repeat prescriptions. Prescription received after 14:00 will be processed on the next working day. (**NB:** Saturday, Sunday and Bank Holidays are not working days)

## Methods for requesting repeat prescriptions

- Indicate on your repeat slip which items you require and leave the slip in the prescription box in the waiting room by the self-check in screen
- Put your request in writing and mail to the surgery, this will take longer than 48 hours, dependant on postage delay time
- Order your repeat prescriptions online using the request form on the practice website.

## Useful Telephone Numbers

Adult Social Care	01908 253772
Age UK Milton Keynes	01908 550700
Alcoholics Anonymous	0800 9177 650

BPAS	03457 304030
Blackberry Clinic	01908 604666
Brook Advisory Service	01908 669215
Carers Milton Keynes	01908 231703
Children's Services	01908 253169
Health Visitors (0-19)	01908 725100
MK Act	0344 3754307
Milton Keynes Bereavement Service	07483 308032
Milton Keynes Jobcentre Plus	01908 455581
Milton Keynes Hospital	01908 660033
Police Emergency	999
Police Non-Emergency	101
Relate	01908 310010
Samaritans	01908 667777
Saxon Clinic	01908 665533
Sexual Health Clinic	0300 3038273
Willen Hospice	01908 663636