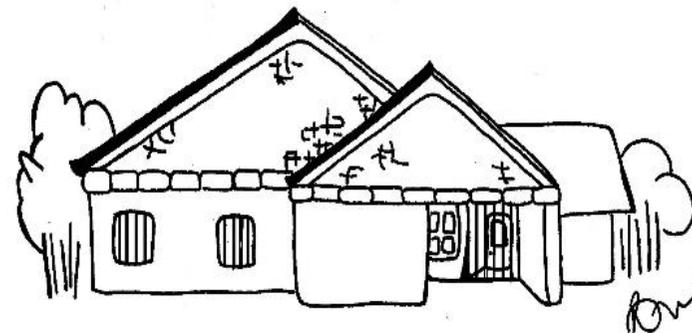


Ethos

We focus on combining the life of traditional family medicine with the latest technology and best practice.

CQC Registered: Good Overall



Budbrooke Medical Centre

Slade Hill
Hampton Magna
Warwick
Warwickshire CV35 8SA

Appointments/Enquiries & Dispensary
Tel 01926 403800

Emergency On call GP
Tel 07934496277

Surgery Opening Hours:
Mon-Fri – 08:00- 13:00 & 14:00 – 18:00
Extended Hours Clinic on Tuesday from 18:30 – 20:00
Extended Access SWGP on Tuesday and Wednesday 18.30-21.00

Telephone Opening Hours:
Mon-Fri – 09:00 - 18:30
13:00 – 14:00 (Phone lines are off)

Website
www.budbrookemedicalcentre.co.uk

About Us

Welcome to Budbrooke Medical Centre. We hope that this leaflet will help to explain to you how our practice works and enable you to make the most of the services which we can provide for you.

We are a small dispensing practice based solely in Hampton Magna.
Dr Henry White is the Senior Partner in the Practice.

Doctors

Dr Henry White (GMC2580797 BA MB BS MRCGP DRCOG DCH) - Proprietor

Dr Ruth Penfold (GMC6146577 MBCHB, BSC (HONS) DFSRH) – Salaried

Dr Rupinder Sumra (GMC3454224 MC CHB MRCGP DCH DRCOG DFFP) - Salaried

Dr Oliver Denton GMC6030019 – Long Term Associate

Dr Muhammad Ali GMC7486025 – Long Term Associate

Supporting Staff

Sarah Davies	Practice Manager
Jennifer Creighton	Finance Manager
Amy Boundy	Research Lead
Georgia Stannard	Project and PM support

Dispensers

Amy Lyons – Dispensary Manager
Amy, Lisa, Nikki, Bali & Sue – Dispensers
Molly & Ali – Dispensary assistance

Senior Patient Co-Ordinator – Reception & Admin

Lisa Northall

Patient Co-Ordinators – Reception & Admin

Kristine, Lucy, Katie, Yvonne, Sarah & Claire

Medical Secretary

Angela & Claire

Healthcare Assistants

Seona, Lisa & Amy Lyons

Nurses

Sally Bell	Practice Nurse
Ruth Mullineux	Practice Nurse

Out of Hours

For Urgent Calls Outside Normal Hours Please Telephone 111 (after 6:30pm Mon-Fri, weekends & bank holidays)

The surgery number is available Monday to Friday, except bank holidays on 01926 403800 until 6.30pm.

REMEMBER, for life-threatening emergencies you should go to the nearest accident and emergency department or dial 999.

Surgery times

Doctor	Monday	Tuesday	Wednesday	Thursday	Friday
Dr White	NO SURGERY	8am - 8pm	8am - 1pm	NO SURGERY	8am - 1.30pm
Dr Penfold	9am - 6pm	8am - 1pm	8am - 6pm	NO SURGERY	8.30am - 6pm
Dr Sumra	9am-6pm	NO SURGERY	8:30am - 6pm	8:30am - 5pm	NO SURGERY
Dr Ali	8am – 6pm	NO SURGERY	No Surgery	8:30am – 6:30am	9am – 6pm
Dr Denton	NO SURGERY	2pm – 6pm	NO SURGERY	NO SURGERY	NO SURGERY

THE PRACTICE PHONE LINES WILL BE CLOSED FROM 13:00 TO 14:00

Social Media

We have a Facebook, Twitter & Instagram page for Budbrooke.

On here we make sure we update everyone on all the latest practice news and health guidance and information.

Make sure to give us a follow.



Network Staff

Advanced Physiotherapist - Lucy McCann - Wednesday & Tuesday - Telephone and face to face appointments

Social Prescriber - Tracey Bugg - Tuesday & Friday - Telephone and face to face appointments

Clinical Pharmacist – Bhavna Sharma – Wednesday & Thursday AM – Telephone and face to face

Frailty Nurse - Andrea Hughes
Wellbeing Coach – Claire Torres
Cancer Care Specialist – Hayley

Medical Students

Are predominately from Warwick Medical School, they are not qualified doctors but undertaking training and examinations in medicine. Students are highly vetted and under the same confidentiality agreements as all other medical staff. Under the supervision of supporting GP's, students are asked to review patients to take a history and discuss a diagnosis with a GP and the GP will ask them to complete a consultation with the patient. This allows for the medical students to learn from experience.

Registrar

We are a training practice. These doctors are qualified but have decided to specialise in general practice. To be a GP you must be qualified in that speciality, registrars are currently in their GP training and their supervisor is Dr White.

Training

The practice does undertake Health Care Professional training and also persons intending to become a Health Care Professional. The practice also shuts periodically for protected learning time which allows all staff clinical and admin to undergo training. These PLT's mean the practice is shut from 12.30pm. They are advertised in the practice and on our social media pages.

Patients Responsibilities

- Patients should attend their appointments at the arranged time. If this is not possible they should notify the surgery as soon as is possible
- Patients should be aware that individual appointments are for one person only
- Let us know if you move house or change your telephone number
- Please see the NHS constitution - [NHS Constitution for England - GOV.UK](https://www.nhs.uk/constitution)

CLINICS & Services

Family Planning Advice

We offer Pill checks, Depo-Provera, High Vaginal Swabs, Chlamydia Screens, issue Levonelle for Emergency Contraception and Coil Checks

Core services

General management of medical conditions
Health promotion advice
Emergency care if appropriate
Referral for other services, if appropriate
Urgently required care for temporary residents

Nurses & HCA

Bloods
Dressings
Stocking fittings
Flu, B12 , Pheumo, Shingles, Men ACWY
Depo injections
Cancer injections
Coil checks
Over 75s health checks
Nurse triage
Asthma Review
CKD Review
COPD Review
LD Review
Dibetic Review
Hypertension
Urine Dip
Doppler
Mental health HC's
ECG's
Foot checks
Blood pressure
INR
Cervical screening
Travel Vaccinations and immunisations
Child health surveillance
NHS Health checks
Referral management
Covid long term
Weight management

Family Planning Advice

We offer Pill checks, Depo-Provera, High Vaginal Swabs, Chlamydia Screens, issue Levonelle for Emergency Contraception and Coil Checks

Violent patients - Zero Tolerance

The NHS operates a Zero Tolerance Policy with regard to violence and abuse. The Practice has the right to remove patients from the list with immediate effect in order to safeguard Practice Staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse, which leads to fear for a person's safety.

The patient is notified in writing of their removal from the list and a record is made in the medical notes about the removal and circumstances leading to it. NHS England is responsible for providing further medical care for such patient.

Discrimination

Our Practice does not discriminate on the grounds of race, gender, social class, age, religion, disability or medical condition.

Complaints

The Practice believes that complaints should be viewed positively and seen as a mechanism for monitoring and improving the quality of the services it provides. However, if you have any concerns about any aspect of our service, please let us know. We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a formal complaint, we would like you to let us know the details of your complaint as soon as possible or within 12 months of the incident occurring or within 12 months of discovering that you have a problem.

Please ask one of our receptionists for a complaints leaflet which is also displayed in the waiting room.

Comments, Suggestions & Feedback

Following the results of our Patient Participation Survey we have installed a suggestions box. We are happy to accept and consider comments and suggestions from our patients. There are also facilities on our website to send us feedback and suggestions.

For continuous improvement and change culture – to get patient feedback is essential, whether positive or negative so we can change things. For example one patient fed back that they required some additional equipment in our patient toilet, for their condition to help with urine sampling. These were simple changes, we did them straight away, but we ate positive this feedback helped other patients and we want all patients to tell us when we can improve.

There are feedback forms in reception, on our website or email the practice manager on Sarah.Davies@budbrookemc.nhs.uk.

Freedom of Information - Publication Scheme

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the Practice intends to routinely make available.

Your Data

Access to patient information

Confidential patient data will be shared within the practice health care team and with other health care professionals to whom you are referred for care. Your data may be used by those clinical teams providing your care for the essential purpose of clinical audit.

It may also be required for the broader purposes of public health and audit research. Data disclosed will be kept to the minimum required to serve the purpose and where necessary be anonymous before disclosure. Confidential and identifiable patient information will not be disclosed otherwise without explicit consent, unless;

- It's a matter of life and death or serious harm to you or to another individual.
- It's overwhelmingly in the public interest to do so.
- There is a legal obligation to do so

In all of these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement. All individuals with access to your data have a professional and/or contractual duty of confidentiality.

If you are concerned about any of the ways in which your confidential data is being dealt with, further information is available from the Practice Manager. You are entitled to register an objection, which will be respected if this is possible.

Integrated Care Record

Budbrooke Medical Centre works with other health and social care organisations to share information that will form part of your Integrated Care Record. The Integrated Care Record allows health and care professionals involved in your care to view your records to help them understand your needs and make the best decisions with you, and for you. Information we hold about you will be available, to read only, to other Health and care professionals in Coventry and Warwickshire, Birmingham and Solihull, and Herefordshire and Worcestershire when they are involved in your health or social care.

Please visit our website to view the privacy policy

www.budbrookemedicalcentre.co.uk

COVID

Reminder texts have been suspended for all appointments due to the current triage arrangements with telephone calls and additional duties GP's may have to get involved on a day to day base. This then may alter the telephone appointment time. We are currently using a text system called Accrux to communicate with patients.

Masks and social distancing

Please be reminded that masks and social distancing are a requirement unless exempt in a healthcare setting.

Covid security

We offer telephone appointments & face to face screened appointments, text messaging, E consultations, regular staff vaccinations and LF testing, adhere to a strict Infection control policy and have air filters to assist with the social distanced seating area.

Covid Vaccinations – Arden vaccination telephone line: 01926 698302

Long Term Covid Hotline: 024 7736 0153

Practice Information

Practice Area – Check your eligibility to join our Practice at our website: www.budbrookemedicalcentre.co.uk

Non NHS Service comes under Private Medical Services

There may be some services that are not covered by the NHS, and a charge will be made for these. This includes private certificates, insurance claim forms, and fitness to drive medicals etc. We also provide occupational vaccinations & travel immunisations.

Please ask a medical secretary for more information with regards to charges and whether or not an appointment is needed with the Doctor.

Federation

We are now part of South Warwickshire GP Federation along with 32 other practices to help improve the service to our patients. This is to allow the GP's to work at scale.

PCN Network

We are part of a network of local practices called the Arden PCN. We regularly meet to share ideas, resources and staff, for example our network staff are shared between these practices; Henley in Arden, Studley, Alcester, Pool, Arrow & Lapworth.

Disabled Access

The Surgery provides a disabled car park access and a disabled patients WC is also available within the Surgery

Home Visits

Our doctors typically see six patients in the Practice in the time that it takes to do a single home visit. For this reason, we ask our patients to come in to the Practice if at all possible where specialist equipment is available. However, we can visit you at home for those patients who are too ill or infirm to attend the Surgery. Please telephone the Surgery before 10.30 am if you think a home visit is necessary, and give the Receptionist some indication of the problem. The Doctor will then ring you during morning surgery to discuss this request.

Repeat Prescriptions

Please order your repeat prescriptions in advance by emailing enquiries@budbrookemc.nhs.uk or on your online access.

We do not take repeat prescription orders over the phone.

Feedback to amy.lyons@budbrookemc.nhs.uk (Dispensary Manager)

Accessible information

We would like to get better at communicating with our patients, it is important to us that you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

We want to know if you need information in braille, large print or easy read.

We want to know if you need a British Sign Language interpreter or advocate.

We want to know if we can support you to lip-read or use a hearing aid or communication tool.

Please tell the receptionist when you arrive for your next appointment, or call us on 01926 403800 between 8.00am-1.00pm and 2.00pm– 6.00pm, or email us on enquiries@budbrookemc.nhs.uk.

Full registration

If you live in our practice area and would like to register with us, please visit our website www.budbrookemc.co.uk or pop into the practice to pick up paper forms. You will be required to provide your post code, and name and address of your previous G.P. Please be aware that children over the age of 14 must register at the practice or on line themselves. Once your registration has been processed you will receive a text message explaining what to do if you have repeat medication.

New Baby Registrations

When a new baby is registered with the registrar it is very important that you come along as soon as possible to get your baby registered with a GP. It is essential that this registration is done before your baby has their first appointment for a 6 week check. You will have been given their NHS number on leaving the hospitals please bring this with you.

Temporary Patients

If you have family or friends staying with you for less than three months, and they require medical advice.

Allocated / Named GP

Dr White will be your allocated GP at the practice but you are welcome to see any Doctor you wish

Patient Participation Group (PPG)

This is a group that comprises of patients at the surgery who wish to work together with the staff and doctors to help them to meet the needs of their patients, improve services and to share an understanding of issues and opportunities.

This is where we discuss issues affecting your Practice, and help the surgery to deliver the best service it can. They help conduct a practice survey and help with publishing the findings to all patients.

Generally anyone who is a patient within the Practice can become a member.

Jan Davies is the chair of the PPG.

If you would like to join the PPG then please email Lucy on Lucy.Packer@budbrookemc.nhs.uk.

Online Patient Access

To register with patient access you need to fill in forms available from reception and return them.

Then go to www.patientaccess.com and follow the instructions.

Please contact enquiries@budbrookemc.nhs.uk if you have any issues.