



**Budbrooke Medical Centre**

Slade Hill

Hampton Magna

Warwick

Warwickshire CV35 8SA

**Appointments & Enquiries**

**Tel 01926 403800**

**Dispensary**

**Tel 01926 403881**

**Fax 01926 403855**

Surgery Opening Hours:

**Mon, Weds & Fri – 0800 – 1800**

**Extended Hours Clinic on Monday from 1830 - 2000**

**Tues & Thurs – 0800 - 1700**

Website

**[www.budbrookemedicalcentre.co.uk](http://www.budbrookemedicalcentre.co.uk)**

**Dr Henry White (Proprietor)**

**BA,MB BS MRCP DRCOG DCH**

**GMC 2580797**

**Dr Angela Brady MBBS, MSc DCH, DRCOG, MRCP**

**GMC 4194523**

**Dr Rupinder Sumra MB, ChB, MRCP, DCH, DRCOG, DFFP**

**GMC 3454224**

**Dr R Penfold MB ChB DFFP DFRH**

**GMC 6146577**

## **About Us**

Welcome to Budbrooke Medical Centre in Hampton Magna. 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 are available to you

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

## **Supporting Staff**

Sarah Davies	Practice Manager
Jennifer Creighton	Finance Manager
Jennifer Creighton	Dispensary Manager

## **Dispensers**

Jenny, Lynne, Amy & Sam

## **Patient Co-Ordinators**

Lisa, Kristine, Jemma, Julie, Magdalena, Tara & Erin

## **Medical Secretary**

Angela

## **Healthcare Assistants**

Lisa, Amy, Erin & Julie

## **Nurses**

Sally Bell	Practice Nurse
Joy Chand	Practice Nurse

The Practice holds a contract with NHS England Area Team to provide General Medical Services. Further details of general medical services in this area may be obtained from them at the following address:

Wildwood, Wildwood Drive, Worcester, Worcestershire, WR5 2LG

Website: <http://www.england.nhs.uk/mids-east/mids-east-3/ahw-at/>

Telephone: 0113 825 3099

**Practice Area** – Check your eligibility to join our Practice at our website: [www.budbrookemedicalcentre.co.uk](http://www.budbrookemedicalcentre.co.uk)

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

## **THE TEAM**

The Doctors work closely with all Practice Staff, Nurses, District Nurses and Health Visitors who are attached to our Surgery.

Our Surgery Team consists of a Practice Manager, a team of Receptionists and a secretary who endeavour to deal with requests as efficiently as possible. At certain times of the day (especially early morning), the reception desk is particularly busy and delays may occur, although we try to minimise these as far as possible.

Our **Practice Nurses** provide a wide range of services including immunisations, dressings, health checks, cervical smears, ear syringing etc. Please make an appointment at reception.

Our **Community Midwives** work in association with the Doctors, providing care during pregnancy and immediately afterwards. The attached **Health Visitor**, along with one of her colleagues will provide advice on health care, working mainly with families with small children. In particular they are involved in assessing the development of babies and young children, and ensuring that all are fully immunised. **To contact them directly, phone 01926 497968.**

### **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.

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

### **Discrimination**

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

### **Federation**

We are now part of South Warwickshire GP Federation along with 34 other practices to help improve the service to our patients.

## **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**

If you need medication regularly, we will give you a computerised prescription request form (the right hand side of your prescription) you will need to indicate on the form which items you require. Repeat prescriptions can be ordered by one of the following methods:

Placing a completed repeat request form in either the box outside the front door or the box in the entrance hall

By post (please include a SAE envelope if you wish us to return your printed prescription by post)

By using the secure online interface Patient Access. To use this you will first need to register. Ask at reception for details.

We **DO NOT** accept repeat prescription requests over the telephone.

If you have lost the right hand side of your prescription please ask for another form & make sure that you give us the exact names and strengths of the drugs that you require.

Please allow two full working days (allowing for public holidays) from the time of your request before collection of your medication. On the run up to Bank holidays especially Christmas and Easter the dispensary is very busy so please allow enough time for your repeat medication. Previously requested repeat prescription medication can be collected at any time during the surgery opening hours.

## **Accessible information**

We want to get better at communicating with our patients. We want to make sure 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 lipread 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 – 5.00pm.

This information will be recorded on your medical record in a standardised way and highlighted to ensure we have information on your communication needs.

## **Appointments**

For routine appointments you will be able to see a doctor within 48 hours during the working week. If you phone before 10.00 the doctors are more likely to be able to see you the same day. Appointments can be made either by telephone or on line via the website or at the reception desk. Patients that feel they need medical advice on the day will be offered an appointment or telephone advice that day. It is preferable to book an appointment in advance if you wish to see, or wish to discuss an on-going health problem with the same doctor. Whilst the practice strives to ensure that you see the doctor of your choice, this may not always be possible. **Please phone and cancel your appointment if you are unable to keep it, so it can then be given to another patient**

## **Extended hours**

Monday's we offer extended hours. On Mondays we have GP appointments from 6.30pm until 8pm and nurse appointments from 6.30pm until 7.30pm

## **Advice**

If you are not able to come into the surgery or have a query which you think can be dealt with by telephone then please contact the surgery and a telephone consultation will be made for you on that day. You may also email enquiries to [enquiries@budbrookemc.nhs.uk](mailto:enquiries@budbrookemc.nhs.uk)

## **Full registration**

If you live in our practice area and would like to register with us, please bring in your medical card and the card of any other family members who wish to register with our practice. If misplaced, you will need to fill out an application form, for each applicant. You will be required to provide your post code, and name and address of your previous G.P. and NHS number. Or alternatively you can register via our Website. Please be aware that children over the age of 14 must register at the practice or on line themselves.

You will need to make an appointment to see our Practice Nurse for a routine medical check and you will need to bring a specimen of urine with you to your appointment. Children under five years of age do not need to have a medical but parents will be asked for details of all immunisation dates. This is part of our regular procedure before seeing a Doctor. Do bear in mind, however, that you will be registered with the practice rather than an individual GP.

## **Temporary Patients**

If you have family or friends staying with you for less than three months, and they require medical advice, please telephone the surgery between Monday and Friday 8.00am-6.30pm

## **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.

## **Comments and Suggestions**

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.

## **Allocated / Named GP**

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

## **OTHER SERVICES**

### **Test Results**

We receive the results of pathology tests, x-rays and other correspondence from hospital department late in the morning. These then have to be checked by a doctor. As different tests take differing times to process, your doctor will give you an indication of when your results will be available which, is no more than 10 days. You should always check your results

### **Minor Surgery**

We offer a range of minor surgical procedures at the surgery. You should consult a Doctor about any moles, lumps or bumps that concern you, as these may be suitable for removal at the surgery.

### **Travel Vaccinations**

Our Nurses offer a full advisory service for those travelling abroad. Please book in with the Nurses eight weeks before you are due to travel.

## **Flu Vaccinations**

This is recommended for everyone over 65 years of age and for patients with chronic medical conditions such as, heart disease, diabetes, and chest or kidney problems.

## **Cervical Smears**

We recommend that all our female patients should have a smear. Every three years from age 25 -49 and every five years from age 50 – 65. The purpose of this test is to prevent cancer of the cervix. The Practice Nurses carry out this procedure. Please make an appointment at the Reception if you have received a reminder letter.

## **Specialist and Hospital Care**

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where you would like to go. The doctor will then refer you to the consultant of your choice or the consultant with the shortest waiting list.

## **NHS Health Checks**

Free NHS health checks for people aged 44-74 with **NO** underlying health condition. Please ask at reception for a leaflet.

## **CLINICS**

### **Antenatal Clinics**

If you think you may be pregnant, please make an appointment with the Doctor so that your antenatal care can be arranged.

### **Child Health Advice**

Run by our Practice Nurses for childhood immunisations

### **Family Planning Advice**

We offer Pill checks, Depo-Provera, High Vaginal Swabs, Chlamydia Screens, issue Levonelle for Emergency Contraception and Coil Checks (6 weeks post insertion and annual reviews), Nexaplon and Coil fittings. If you would like to discuss Nexaplon and coil fittings please make an initial consultation with Dr Sumra.

**Phlebotomy** – Tuesday, Thursday & Friday mornings

**Other Clinics -Asthma, COPD, CHD, Diabetic, Hypertension, Stroke**

### **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

### **Additional Services**

INR

Cervical screening

Contraceptive services, including coil fittings

Travel Vaccinations and immunisations

Child health surveillance

Maternity services

Minor surgery, warts, moles etc

Registered patients aged 16-75 who have not been seen for 3 years may request a consultation

Registered patients aged over 75 years who have not been seen in the last 12 months may request a consultation. (If you're unable to attend the surgery for these checks because of your medical condition a home visit may be arranged)

### **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.



## **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 however; the Practice does have the right to refuse an individual if it considers it is in the best of interest of the individual or the Practice. Please speak to the Practice Manager if you wish to join.

## **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.

## **Training**

The practice does undertake Health Care Professional training and also persons intending to become a Health Care Professional

## **Visit our Website**

The Surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff.

You will find us at [www.budbrookmedicalcentre.co.uk](http://www.budbrookmedicalcentre.co.uk)

## **Patient access**

To register with patient access you need to fill in the forms available from reception and return them. Then go to [patient.emisaccess.co.uk/account/login](http://patient.emisaccess.co.uk/account/login) and follow the instructions

## **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.

## **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

## **Patients Rights**

Patients with a problem considered medically urgent will be seen on the same day. Patients will be provided with information about the services provided in the Practice via the Practice booklet.

Protocols will be followed for the management of common chronic conditions when appropriate.

NHS treatment would be readily available locally when this is feasible.

If the Practice/patient relationship breaks down, patients have the right to register with another Practice. The Practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

## **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
- Requests for visits and advice during out of hours should be for true emergencies only
- Patients should be aware that home visits are made at the Doctors' discretion
- Let us know if you move house or change your telephone number

## **Texting messages**

Following feedback from our patient participation group we will be introducing text messages, reminding patients of their appointment. Please ensure we always have an up to date telephone number in your medical records if you would like to use this service along with your consent.

## **Mobile Telephones**

Please remember to switch off your mobile telephone when you are in the Surgery for the comfort of the other patients.

## **Useful Numbers**

Age Concern	0800 009 966
Alcoholics Anonymous	0845 769 555
Autism	0845 070 4004
Carers Direct	0800 802 0202
Coventry Hospital	024 76602020
Eating disorders	0845 634 1414
Macmillan	0808 808 2020
Midwives	01926 495321
Meningitis	0808 800 3344
Out of Hours (NHS 111)	111
Pregnancy Advice	0845 300 3737
Shelter	0808 800 4444
Samaritans Coventry	024 7622 2550
Warwick Hospital	01926 495321

## 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, mon/wed/fri until 6pm & tues/thurs until 5pm. Please call 07934 496277 if you require to speak to a GP before 6.30pm

If you think that your problem cannot wait you should call the emergency surgery out-of-hours service by telephoning 111. Please remember that this service is for use in urgent situations that cannot wait until the surgery re-opens

If you have something minor such as a cough/cold your local pharmacy will be able to help you.

**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- 5pm	8am-1pm	NO SURGERY	10am-1.30pm
Dr Brady	8am-5pm	8am-12pm	NO SURGERY	8.40am-5pm	8.30am-1pm
Dr Penfold	8am-6pm	8am-12pm	2.30pm-6pm	NO SURGERY	8.30am-6pm
Dr Sumra	8am-6pm	NO SURGERY	8am-5pm	09am-5pm	NO SURGERY

**THE PRACTICE PHONE LINES WILL BE CLOSED FROM 12:30 TO 13:30**