

# Patient Information Leaflet

Stony | Medical  
Centre

Market Square  
Stony Stratford  
Milton Keynes  
MK11 1YA

Telephone: 01908 260382

Fax: 01908 560913

[www.stonymedicalcentre.co.uk](http://www.stonymedicalcentre.co.uk)

## Partners

### **DR. SARAH GRINYER (f)**

MA (Cantab) BM BCh (Oxon) (1990) DRCOG.MRCGP

### **DR. HAYLEY JENKINS (f)**

MB BS (1999) MRCGP DCH DRCOG DFFP PGCME LOC MCC

### **DR. ASSAD HAMID (m)**

MB.BS (1997) MRCP MRCGP

### **DR. PATRICA REGIS (f)**

MB BS (2002) MRCGP Certificate in Diabetes Care (Diploma) Warwick

### **DR. AMIT GOYAL (m)**

MB ChB (2004) MRCGP DRCOG

### **DR. MAHMOOD ATAB (m)**

MB ChB DGM MRCGP

## Associates

### **DR. SAMANTHA HOWELL (f)**

MBChB hons nMRCGP DFSRH LOC(SDI) LOC(IUT)

### **DR. MONICA KHIANI (f)**

MM BS MRGCP DFFP

# The Practice

## The Practice

This is a practice of six partner Doctors and two salaried Doctors working from an NHS owned Health Centre in Market Square, Stony Stratford, the first purpose built Health Centre in Milton Keynes, having opened in 1974.

We believe that a group practice such as ours provides a choice of personal care from Doctors with a wide range of medical interests.

We believe in providing continuity of care via our usual doctor system.

## Patient Support & Influence

### Friends of Stony Stratford Health Centre (FOSS)

FOSS was formed several years ago to help maintain and improve the facilities and environment from which we provide health care for residents of Stony Stratford and the surrounding population of North Bucks and South Northants. They have raised several thousand pounds and purchased items of equipment for most departments within the Health Centre.

### Stony Patient Group (PPG)

The groups remit is to work with the practice to affect and improve all manner of patient experiences. If you are a patient of this practice you are welcome to join and/or contribute the group. They can be contacted by reception or via email: [stonypatientgroup@hotmail.com](mailto:stonypatientgroup@hotmail.com).

### Patient Reference Group (vPRG)

Our virtual group consist of subscribed patients willing to respond to online surveys. Each survey is sent out via email with a link to a web page for completion. The surveys can be done at a time of day. They should take no more than 10 minutes to complete each time and we expect to send no more than 5-10 surveys per year.

Surveys focus on the surgery, the services we provide and, in the future, the services we may be commissioning on your behalf. Surveys will be sent to your registered email address for as long as you are happy to participate. **You can choose to opt out at any time.**

If you are interested in participating in this PRG please follow the link on the home page of the practice website.

# Members of the Team

## **Doctors**

Our list of patients is shared proportionally between our Doctors. When registering with the practice you will be assigned a usual Doctor. This is the Doctor who you will consult with you for your health needs. S/he will get to know you and your history and will provide you with continuity of care. Requests to change your usual Doctor should be made in writing care of the Assistant Practice Manager.

## **Teaching**

Our Practice participates in the advanced training of well qualified Doctors who may specialise in General Practice. The additional Doctor(s) works with us for up to one year and share in all aspects of general medical care in liaison with the partners. Occasionally we have medical students in the Practice; you will always be informed about such attachments.

## **Practice Nurses**

Our experienced team of Practice Nurses can advise on and treat a wide variety of health matters and minor injuries, and are available every week day. They maintain our emphasis on preventative care by helping to run the Doctors specialised clinics.

## **Receptionist**

The Receptionists are generally the first members of the team you will come into contact with. They are here to welcome and help you by providing information and arranging appointments, a role which can occasionally be very difficult. Please be assured that all information is treated in the strictest confidence and all staff are bound by contracts of confidentiality.

## **Patient Services Manager & Business Manager**

Gill Hulf manages all the patient related services including managing the Reception and Admin teams. In the first instance Gill will be happy to talk to you about any suggestions or comments you may wish to make on the facilities or standards of care provided throughout the Practice.

Our Business Manager, Mrs Judith Williams, is responsible for the running of the Practice as well as developing new services and funding streams.

# Opening Hours, Services & Access

## Normal Hours

Reception and the telephone lines are open from 08.00 – 18:30 Monday to Friday.

Morning routine appointments are available from 08:30 each day and afternoon routine appointments start at 14:00.

A Duty Doctor is available from 08:00 until 18:30 Monday to Friday for emergencies and depending on the nature of the illness may book an appointment for you at any time during those hours.

## Extended Hours Surgery

07:30 – 08:00 Monday & Tuesday (Nurse)

18:30 – 19:30 Wednesday (GP)

18:30 – 19:30 Friday (GP)

08.00 – 12:15 Saturday (GP)

## Other Services Offered

In addition to core GP services we also offer the following specialist services and/or clinics:

- ◆ Seasonal Flu Immunisations to qualifying groups
- ◆ Child Development & Immunisations Clinics
- ◆ Travel Immunisations
- ◆ Family Planning
- ◆ Cervical Smears
- ◆ Antenatal and Mothercraft classes (via Health Visiting Team)
- ◆ Minor Surgery
- ◆ Asthma Clinic
- ◆ Diabetes Clinic
- ◆ Heart Clinic
- ◆ NHS Health Checks
- ◆ DVT Assessment Service
- ◆ Private GP Services may be available upon request

# Registration Process

Please visit the practice in person advising the receptionist that you wish to register with us.

We currently accept new patient registrations from the following areas:

- ◆ Beachampton ◆ Calverton ◆ Cosgrove
- ◆ Deanshanger ◆ Galley Hill ◆ Old Stratford
- ◆ Potterspury ◆ Stony Stratford
- ◆ Wicken ◆ Wolverton ◆ Wolverton Mill ◆ Yardley Gobion

You will be required to complete a Department of Health registration form. In addition we will require each registering member of your family to complete a New Patient Questionnaire (we have a shorter form especially for children).

All members of your household aged 18 or over will be required to provide proof of ID, ideally a passport or photo driving licence **and** two forms of proof of address such as:

- Driving licence
- Utility Bill
- Bank Statement
- Rental / Housing agreement

All the documents must be dated within the last 3 months.

Please note, unfortunately we will not be able to process your registration without the above.

## Registered Doctor

We believe in providing continuity of care and therefore each patient has a registered doctor who will provide the majority of your non emergency care.

We will always try and accommodate a request for a change of doctor (list size permitting). If you wish to change your registered doctor please make your request in writing to the Assistant Practice Manager.

# Appointments

Appointments may be made by telephoning or by visiting the practice during core surgery hours (08:00-18:30 Monday to Friday).

## Booking an appointment with the Doctor

When requesting an appointment you will be asked whether your need is an emergency. If so, you will almost certainly be looked after by the **Duty Doctor**.

If your need is not urgent, you will be cared for by your **usual Doctor**. If you don't know who your usual Doctor is, the reception team will be happy to advise you.

## Emergency Appointments

When requesting treatment for an emergency (i.e. you would like to be dealt with on the same day) you will be asked to provide a brief overview of what is wrong with you to the receptionist. She will pass this information to the Duty Doctor who will then be able to prioritise your care. In the first instance, the Duty Doctor will telephone you and together you will agree the best course of action.

## Routine, non-urgent appointments (bookable in advance)

When requesting a routine, non-urgent appointment the receptionist will endeavour to accommodate your preference for timescale and timing. If it is not possible to find an appointment that is suitable for you, she will ask your usual Doctor to telephone you. All the Doctors have access to appointments that are not available for the administrative team to release. If your usual Doctor needs to see you, s/he will make an appointment available for you. The receptionist will, of course, discuss this with you at the time of booking.

## Home Visits

Home visits are shared by all available GPs. Please contact the practice by 10:00 if a home visit is required.

# Advice, Results & Prescriptions

## Telephone Advice

The surgery provides a telephone service, offering patients the opportunity to speak with their usual doctor on the telephone. To book a call please leave your number and as much information as possible about the problem with the receptionist and she will arrange for the doctor to ring you back.

## Test Results

Test Results will only be given to the patient (except for children under 16). They can be obtained by telephoning the surgery between 10a.m. and 6p.m. on week days. Please allow 3 – 5 working days for test result to come back but be aware that some results may take longer.

## Prescriptions

If you are on regular medication, and after consultation with your Doctor, repeat medication may be requested. This can be by personal attendance at reception during opening hours, by letter, by fax on 01908 560913, or via our website.

**Please note that for safety reasons we are unable to take telephone requests for repeat medication.**

Please allow 2 working days before collecting the prescription from the health centre, or 3 days if you prefer to nominate a local pharmacy collect the dispensed medication from. Some of the pharmacies will provide a home delivery service for housebound and elderly patients.

## Out of Hours Emergencies

When the surgery is closed an answer phone message will advise you to contact MK Urgent Care Services (previously MKDOC) on 01908 201022.

Alternatively you can contact NHS Direct on **0845 4647** or log on to [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) at any time. Your call will be assessed and the appropriate action advised.

# Other Healthcare Options

## Self Help

You can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.

Please refer to our website for an up to date list of items we recommend you keep available at home.

[www.stonymedicalcentre.co.uk](http://www.stonymedicalcentre.co.uk)

Please link as follows: Clinics & Services\Other healthcare options.

## Other Local NHS Services

**NHS Direct** - offers free expert health information and advice 24-hours a day on 0845 4647 or at their website, [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk). For deaf people and those heard of hearing, a telephone service is available on 0845 606 4647. If English is not your preferred language, you can choose to use a confidential translation service.

**MK NHS Walk-in Centre** located in the hospital grounds is open 7 days a week, 365 days a year between 07:00 & 22:00. The team can treat patients with minor injuries and illnesses. You do not need an appointment.

**Your local pharmacist** will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details call NHS Direct on 0845 4647.

**Accident and emergency/999** - Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.



# Complaints

## Making a Complaint

The practice has a complaints leaflet. Please ask at reception for a copy. This will guide you through our complaints process in detail.

We believe that most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing, as soon as possible after the event and ideally within a few days. We will endeavour to acknowledge your complaint within 3 working days and within that acknowledgement outline a timeframe for our formal response.

Please send your written complaint to Gill Hulf, Patient Services Manager, Stony Medical Centre | Market Square | Stony Stratford | Milton Keynes | MK11 1YA.

## The Building

The Health Centre is owned and managed by MK Community Health Services (MK CHS). Any concerns about the building can be reported to the practice or sent directly to MKCHS at: Trust HQ | Standing Way | Eaglestone | Milton Keynes | MK6 5NG | Tel: 01908 243933 | Fax: 01908 694919 | E: [communications@mkchs.nhs.uk](mailto:communications@mkchs.nhs.uk)

# Discrimination &/or Abusive Behaviour

**Discrimination** - Anybody found to be discriminating against any of our staff because of race, gender, sexuality or disability will be treated severely and this may result in the patient being asked to register elsewhere. Similarly anybody found to be discriminating against a fellow patient will be dealt with equally severely.

**Abusive Behaviour** - In line with NHS policy we do not tolerate any sort of abuse against our staff or other users of this building. Abuse, whether it is violent, threatening or verbal, will be dealt with most severely and as such may result in the police being called and the abusive patient being removed from our practice list.

# Keeping your Data Safe

All staff and visitors to the practice are governed by the practice's Security in Practice – Data Management policy and must adhere to the Data Protection Act of 1998.

Its Principles are as follows:

- Personal data shall be processed fairly and lawfully and subject to conditions.
- Personal data shall be obtained for specified and lawful purposes and not further processed in any manner incompatible with that purpose.
- Personal data shall be adequate relevant and not excessive for the purpose.
- Personal data shall be accurate and where necessary, kept up to date.
- Personal data shall not be kept for longer than necessary for the purpose.
- Personal data shall be processed in accordance with the rights of the data subjects.
- Appropriate security to prevent unauthorised or unlawful processing or accidental loss or destruction of, or damage to the data.
- Personal data shall not be transferred outside of European Economic Area unless similarly protected.

## The Building

### **Disabled Access**

The practice is located on the first floor of an NHS owned Health Centre. There is a lift available for the use of all visitors to the practice.

Also located on the first floor is a large disabled toilet, with baby changing facilities.

### **Other Users of the Building**

In addition to the Doctor's Practice there is a full time District Nursing Service and a Health Visiting team provided by MK Community Health Services (MKCHS).

MK Hospital NHS Trust's Community Midwife and Children's Physiotherapy services also access the building and see their patients within it.

Finally, an adult Physiotherapy service, commissioned by MK CCG, sees patients referred by any MK GP in rooms located on the ground floor.

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# Commissioners

## **NHS Milton Keynes and Northamptonshire**

NHS Milton Keynes and Northamptonshire is your local leader of the NHS.

As a Primary Care Trust (PCT) cluster, we work with our local Clinical Commissioning Groups to commission (or buy) a range of services on your behalf such as hospital and dental services, optometry, pharmacy, mental health services, the Ambulance Service and community services such as district nurses and health visitors.

We work closely with local partners, patients and the public to improve health, reduce inequalities and integrate health and social care services.

### Contact Details:

Francis Crick House | Summerhouse Road | Moulton Park Industrial Estate | Northampton | NN3 6BF

Tel: 01604 651100 | E: [communications@northants.nhs.uk](mailto:communications@northants.nhs.uk)

## **Milton Keynes Community Health Services**

Milton Keynes Community Health Services (MKCHS) is responsible for providing NHS community and mental health services across Milton Keynes and specialist dental services across Buckinghamshire.

They provide a wide-range of community and mental health services, which are currently managed in four service directorates:

- Adults and older people's services
- Joint mental health services
- Children's and secure settings services
- Patients safety and standards services

### Contact Details:

Trust HQ | Standing Way | Ealestone | Milton Keynes | MK6 5NG  
Tel: 01908 243933 | Fax: 01908 694919 | E: [communications@mkchs.nhs.uk](mailto:communications@mkchs.nhs.uk)

# Patient Rights and Responsibilities

## **Patients' rights to General Medical Services:**

Patients have the rights to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a health check on joining the practice
- receive urgent care at any time from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agree
- have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential.

## **Patient Responsibilities:**

- Courtesy to the staff at all times - remember they are working under doctors' orders.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment.
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 48 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
- Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.