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| |  | | --- | | Buntingford and Puckeridge Medical Practice   **The GP Partners**  Dr Michael Partington  Dr Will Nicolson  Dr Kumar Mukherjee  Dr Anushka Fowell  **Practice Business Manager**  Teresa Davidson Contact Details **The Medical Centre**  White Hart Close Buntingford Herts SG9 9QS  Phone: 01763 271362  **The Surgery**  Station Road  Puckeridge  Herts SG11 1TF  Phone: 01920 823860  **For more information, visit our website at:**  **www.buntingfordandpuckeridgemedicalpractice.co.uk** | |  | |  |  | |  | | --- | | **Buntingford & Puckeridge**  **Medical Practice**  [**www.buntingfordandpuckeridgemedicalpractice.co.uk**](http://www.buntingfordandpuckeridgemedicalpractice.co.uk)  **The Medical Centre**  White Hart Close, Buntingford, Herts SG9 9DQ  Tel No: 01763 271362  **The Surgery**  Station Road, Puckeridge, Herts SG11 1TF  Tel No: 01920 823860  We are two practices, The Medical Centre in Buntingford and The Surgery in Puckeridge. With patients' needs at the heart of everything we do, we aim to provide traditional family medical services in a caring and friendly environment. | |  | |  | | E&N Herts NHS  [Subtitle] | |

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| **The Medical Centre Team**  **The Doctors**  Dr Mukherjee, Dr Page, Dr Rees, Dr Brunisholz, Dr Woods    **The Nursing Team**  Noemia Garcia Cabanas, Sammi Croft, Karen Ferriera  Health Care Assistant - Shelley Hayden  **The Administration Team**  Operations Support Manager – Amy Devereux  Practice Administrator - Jane Wheable  Practice Secretary – Natasha Christodoulou  Practice Secretary – Louise Fattore  **The Reception Team**  Reception Supervisor – Sarah Rider  Reception Admin Team - Andy Leopold, Leanne Thomas,  Elizabeth Dickens, Sally Kupelian, Gabriella Hutter,  Carly Howard, Sarah Parker, Nicole Bradshaw, Tracey Cassling, Guiseppina Dawes, Helen Horner  **The Surgery Team**  **The Doctors**  Dr Nicolson, Dr Partington, Dr Fowell  Dr Taylor, Dr Chin  **The Nursing Team**  Caroline Sherar, Karen Wood  **The Administration Team**  Operations Support Manager – Amy Devereux  Practice Administrator – Sue Mansfield, Catherine Cullen  Practice Secretary – Maureen Phillips  Practice Secretary – Debbie Palmer  **The Reception Team**  Reception Supervisor – Sarah Rider  Michelle Causon, Heather Swaby, Angela Travers,  Kate Weldon, Sue Taylor, Debra Stevens, Sue Evans, Sylvie Walker,  Stella Brookes  **Teresa Davidson is The Practice Business Manager** |  |  | **New Patients - How to Register** If you live within our practice area, you are welcome to register with us and our reception team will be happy to guide you through the registration procedure and check that you are living within our catchment area.  To register, you will need to complete a registration form (GMS1 form) and a new patient health questionnaire. Both forms are available from reception or can be downloaded from our website: [www.buntingfordandpuckeridgemedicalpractice.co.uk](http://www.buntingfordandpuckeridgemedicalpractice.co.uk).  **Please note that you cannot complete the registration process online as we require a signature, photo ID and proof of residence.**  Once you have completed both forms, we ask that you come to the surgery with the completed documentation, which must be signed by the person registering (for children under 16 years of age, a parent can sign the form on their behalf). We ask that you provide photo ID and proof or address (e.g. a bank statement, utility bill etc.) and we will need the details of your previous GP. If you are registering a baby we will need the baby's NHS Number (which can be found in the child's Red Health Record book) and we will need to see a copy of their birth certificate.  A receptionist will check all the completed paperwork, make sure that you are living within our catchment area and your registration will usually be processed within five working days.    **Privacy Notice**  Patient confidentiality is taken very seriously by all those who work with and for The Buntingford and Puckeridge Medical Practice. Information may be shared with other health professionals when appropriate and necessary, but only with those involved in your direct care. This is usually with a patient’s knowledge and consent.  Patients’ personal data is protected at all times in line with current data protection laws and you have the right to opt out of sharing your personal data. Please ask at Reception for more details of how. |
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| **What to do when the surgery is closed**  In a medical emergency - if someone is seriously ill or injured and their life is at risk - **call 999**.    **A&E Departments** deal with genuine life-threatening emergencies. There are A&E departments at Addenbrooke’s (01223 245151), The Lister (01438 314333) and Princess Alexandra Hospital (01279 444455).  **Call NHS 111** to speak to a trained advisor about non-life threatening medical issues.  **Minor Injuries Units** (MIUs) – These units can treat cuts, sprains, minor fractures and injuries. There is a MIU at The Herts & Essex Hospital  (tel: 01279 655191) and Cheshunt Community Hospital (tel: 01992 622157).  **Urgent Care Centres** – These centres can treat minor injuries and urgent minor illness. There is a UCC at the New QEII Hospital (Tel: 01438 314333).  Your **local pharmacy** (Buntingford Pharmacy, Lloyds or Ridge House Pharmacy) may be able to help you with common minor illnesses.  Remember if you are off sick from work, you can self-certify for up to seven days. If you are off work for longer, you will need to speak to a GP about a sick certificate.  **Choose if data from your Health Record is shared for research purposes**  Your health records contain a type of data called confidential patient information. This data can be used to help with research and planning.  You can choose to stop your confidential patient information being used for research and planning.  The national data opt-out was introduced on 25 May 2018, enabling patients to opt out from the use of their data for research or planning purposes, in line with the recommendations of the National Data Guardian in her Review of Data Security, Consent and Opt-Outs.  Patients can view or change their national data opt-out choice at any time by using the online service at www.nhs.uk/your-nhs-data-matters or by calling 0300 3035678. |  |  | **Opening Hours**  **Both surgeries are** open Monday to Friday, from 8.30am to 6.00pm. The switchboard is closed to routine enquiries daily between 1 and 2pm to allow staff to concentrate on administrative work.  **Appointments**  Appointments are available from 8.30am to 5.00pm.  We operate a daily triage system for urgent medical problems from 8.30-9.30: you will need to telephone the practice at 8.30am and give some brief medical details so that the duty doctor can triage the appointments. If the duty doctor feels you need to be seen the same day a receptionist will call you back and you will be offered an appointment or telephone call for **later that morning.** Please make sure that we have your up-to-date contact details and that you are able to come to your triage appointment during morning surgery.  **Prescriptions**  Repeat prescription requests should be requested online. Requests for children can be requested in writing.. **Please allow three working days for your prescription to be processed – pleaser note this does not include the time required by the Pharmacy to dispense.** Please note we cannot accept prescription requests by phone for medico legal reasons.  **Image result for prescription clipartHome visits**  If you need a home visit, because you are housebound or too ill to come to the surgery, please call reception before 10am so that your name can be added to the daily triage list. The duty doctor will allocate the home visits.  **Consultations** with doctors, nurses and our health care assistants are by appointment only. Appointments can be booked up to 5 weeks in advance. Appointments can be booked by telephoning the surgery or online via our website (see online services).  **Please remember to cancel your appointment if you no longer need it, so that other patients can make use of the appointment slot.** |
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| |  | | --- | | **Surgery Hours**  **The doctors’ surgeries run between the hours of 8.30am and 5.00pm.** There is an evening surgery on a Monday at The Medical Centre and on a Tuesday and Wednesday evening at The Surgery.  **Nurse Clinics**  **Nurse appointments are available every day.** The practice nurses can advise and help with a wide range of health topics. They can deal with issues such as chronic disease management, cervical smears, smoking cessation, childhood immunisations, travel advice and vaccinations. For travel advice please complete a travel questionnaire six weeks before you travel so that the nurse can check your medical record and advise you accordingly.  **Health Care Assistants**  **Our Health Care Assistants (HCAs) work alongside the nursing team and provide a broad range of services such as blood pressure checks, dressing and wound care and lifestyle and dietary advice. Appointments with the HCAs are available on a daily basis.**  **There are a variety of other services available at both surgeries and details can be found on page 3.**  **Please note that appointments for some of the other services are not made by The Medical Practice.**  **Online Services**  You can gain access to online services through our website which allows you to book, cancel and amend appointments as well as request medication.  Please note if you are looking to register for online services you will need to come into the surgery with ID documentation - this only needs to be done once. | |  | |  |  | **Other Services We Offer**  **Phlebotomy Clinic**  We currently have a daily phlebotomy clinic for blood tests. Appointments are available via reception.  **Antenatal Care**  The local midwives run an antenatal clinic on a Wednesday morning at The Medical Centre and on a Friday morning at The Surgery. If you are pregnant you will need to see the midwife who will arrange a referral to the hospital of your choice.  **Test Results**  Please call the surgery after 11am when the phones are quieter to obtain results. The reception staff will provide results which have been reviewed by the doctor.  **Other available Services**  **District Nurses**  The Practice works closely with the district nursing team who help care for patients who are confined to their home or who need home nursing assistance. Referral to the district nurses can be made via the surgery.  **Private Medicals/Reports & Claims Forms**  Much of the work involved in completing private medicals or medical reports is not covered by the NHS and so such work is undertaken at the doctors’ discretion and outside of normal surgery hours. Such work therefore takes longer to complete and may involve a fee. Please ask at reception for more details. |
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