



WALNUT TREE HEALTH CENTRE AND TRAINING PRACTICE

PRACTICE LEAFLET

Blackberry Court, Walnut Tree, Milton Keynes MK7 7PB

Tel: 01908-691123

Fax: 01908-396270

Website Address: www.walnuttreehealthcentre.co.uk

We operate an internet booking service for certain types of appointments and also for requests for Repeat Prescriptions. If you wish to register for this service please ask at Reception.

If you are interested in our Patient Participation Group please ask about details.

General Practitioners

Dr Triona Withanage	MUDr, nMRCGP, Post Grad Cert in Med Ed
Dr Khatereh Emambakhsh	MD (Tehran 1995), nMRCGP, DFSRH
Dr Nancy Murray	State Exam Med (Essen 1994)

Practice Pharmacist: Geraldine Sharratt

Practice Manager: Diane Mitchell

Reception Manager: Julie Lyman

Finance Manager: Jayne Atack-Lee

Nurse Practitioners Amy Wong and Janet Thornley (Post Grad Cert Med Ed)

Practice Nurses Karen Freeman, Rebecca Mouch

Health Care Assistant Lynn Malins

Phlebotomist Annie Mortimer

Welcome to Walnut Tree Health Centre. In addition to providing our patients with Primary Care Medical Services we are also a Training Practice for General Practitioners and Undergraduate Medical Students. You will often find a GP Registrar or other trainees working within our practice. Trainees are assessed by the Oxford Deanery (Post Graduate) or Buckingham University (Undergraduate) who will audit the practice for suitability and also patient medical notes for quality and medical supervision purposes.

We request that all patients show our staff and partners respect at all times in the same way that we respect and care for the welfare of our patients.

OPENING TIMES

The Practice is open between the following times:

Monday	8am – 6.30pm
Tuesday	8am – 6.30pm
Wednesday	8am – 6.30pm
Thursday	8am – 6.30pm
Friday	8am – 6.30pm

Please note that Doctors, Nurses, HCA's and Phlebotomists offer clinics at a variety of times during the opening period of the practice.

Surgery times for GP's are outlined below. Morning surgery normally starts at 8.30am. Afternoon surgeries normally start at 3.30pm. These may be varied from time to time. In addition to our regular GP Partners we also offer a number of Locum GP clinics during the week.

GP	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Triona Withanage	Morning and Afternoon	Morning and Afternoon	Morning and Afternoon	Morning and Afternoon	Not available
Dr Khatereh Emambakhsh	Morning and Afternoon	Not available	Morning and Afternoon	Not available	Morning and Afternoon
Dr Nancy Murray	Morning and Afternoon	Morning and Afternoon Not available	Not available	Morning and Afternoon	Morning and Afternoon

We also provide an evening surgery for GP and Nurse appointments, times below.

Monday	6.30pm to 9.15pm
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When the practice is closed the phones are diverted to the Out-of-Hours Service 111 after 6.30pm Monday to Friday and during the weekend.

If you have a medical emergency you should either call the surgery on 01908 691123 which will be automatically diverted to the Out of Hours 111 Service when the practice is closed or the Ambulance Service 999 should the problem be a medical emergency.

HOW TO SEE A DOCTOR

The practice offers patients a choice of how to make an appointment. Patients can be given access to the on-line internet based service for booking their own appointments for which they will need to ask for details at reception as access to the relevant web site is by way of a secure user id and password.

Alternatively patients can call the surgery by phone or visit the practice between 8am to 6.30pm, Monday to Friday.

Advanced Booking:

Appointments can be booked up to 4 weeks in advance. These appointments are for 10 minutes and can be either face to face or telephone consultations.

Appointments available the same day:

Each doctor has a limited number of face to face and telephone consultation appointments that are available for their patients on request the same day.

If you have booked a telephone consultation the GP will contact you on the phone number you have provided later that day.

PLEASE ENSURE YOU HAVE YOUR PHONE AVAILABLE AS THE GP WILL ONLY PHONE ONCE.

Once the GP has spoken to you they may ask you to attend the practice for a face to face appointment with either themselves or another GP, Minor Illness Nurse, GP Registrar or Practice Pharmacist depending on availability of appointments and the nature of your problem.

Emergency Appointments:

Once all appointments for the day have been booked and you have an urgent medical requirement **that cannot wait until the following day** the Receptionist will take your details and you will be contacted by the Duty Doctor by phone.

PLEASE ENSURE YOU HAVE YOUR PHONE AVAILABLE AS THE GP WILL ONLY PHONE ONCE.

The GP will decide whether your request is urgent for today and treat you appropriately or may ask you to call back the following day if your requirement can wait.

Cancelled Appointments

If you are unable to attend an appointment please contact Reception to let us know even if the appointment is the same day as we always have patients requiring appointments on the day.

Patients who fail to attend Travel Appointments will not be able to book a further Travel Appointment within the next 6 months.

Patients who fail to cancel Asthma Review appointments will not be able to order repeat medication until they attend the practice.

The above policies are implemented to protect those patients who require access to the practice by reducing time and tax payer's money wasted by patients who fail to attend their appointments.

WHAT IS A NURSE PRACTITIONER?

Our Nurse Practitioner, Mrs Janet Thornley, is specially trained in Minor Illness and able to prescribe. If you have a minor problem such as a cough, sore throat, ear ache, rash, skin complaint, urinary tract infection, eye problems, sprains and many other minor conditions please ask for an appointment with Janet.

HOME VISITS

If you are too ill to attend the surgery and need a home visit please contact the surgery as early as possible.

WHEN THE SURGERY IS CLOSED

Please telephone the surgery on 01908 691123 as usual and you will automatically be directed to the Out-of-Hours 111 Service to obtain medical attention.

REPEAT PRESCRIPTIONS

When you register with Walnut Tree Practice, if you already require a regular repeat medication, you will need to make an appointment with a doctor to authorise and arrange our repeat prescription service.

Patients are now offered the choice of registering for our on-line repeat prescription request service in conjunction with making on-line appointments or may use the service on our own web site www.walnuttreehealthcentre.co.uk which does not require any further registration to gain access.

Alternatively patients can continue to use the following process:

1. Tear off the right hand side of the previous prescription and present it to Reception or drop into the collection box which can be found in reception.
2. Request access to our internet based Repeat Prescribing Service.
3. Request your preferred Pharmacy to order any regular medication you might need on your behalf.

Please allow 2 working days for us to process your request. Your prescription will then be available for collection at Reception.

Please also note that the practice offers the electronic transfer of prescriptions to pharmacies. This is currently only for non-restricted drugs. If you are on restricted drugs you will have to either collect your prescription from reception or ask for your prescription to be collected by the pharmacy of your choice.

DELIVERY OF PRESCRIPTIONS OR MEDICATIONS

We have an arrangement with our local chemists Asda, Boots, Cox & Robinson and Tesco in that they collect prescriptions from the Health Centre if you specifically request this service, and they can also arrange a delivery of medications to patients who are immobile. Patient's requesting medication for home delivery should allow an extra working day for the medication to reach them.

PRACTICE AREA

Our practice area covers Walnut Tree, Wavendon Gate, Brownswood, Old Farm Park, Caldecotte, Walton Park. Unfortunately, it is not possible to accept patients from outside these areas.

CHANGE OF ADDRESS

Please notify the practice if you change your address or telephone number as soon as possible.

In the case of change of address the practice requires proof of the new address and we ask that this be supplied when you submit your new address details.

SERVICES OFFERED

Walnut Tree Practice offers a full range of general medical services.

Child Health

Child health and immunisation clinics are held several mornings a week. The Health Visitors offer a child health clinic on Thursdays 9.30 – 11am at Wavendon Gate Pavilion, Wavendon Gate MK7 7RZ.

Minor Surgery

General Practitioners with the Practice Nurses/HCA's are able to offer simple minor surgery and some joint injections.

Minor Injury

We are able to help patients who have the following types of injuries:

- Sprains – to hands, arms, legs and feet
- Minor Bruises
- Minor Burns – scald and blisters
- Lacerations and Minor Head Injuries – bump to the head as long as no loss of consciousness, cuts, wounds, scratches.
- Eyes – non penetrating foreign body removal, superficial eye injuries
- Removal of foreign body
- Whiplash

Smear Tests

All women aged between 25 to 49 years will be offered a smear test every 3 years and women aged between 50 to 64 years will be offered a smear test every 5 years.

Breast Screening

This is offered to all women over the age of 50 every 2 years. Breast Screening Unit will send you an appointment automatically.

Ante-Natal Care

Pregnancy care is available from your own doctor and the community midwife. Ante-Natal clinics with the midwife are held on Tuesdays. We liaise closely with the obstetricians at Milton Keynes Hospital.

Contraception

We offer a wide range of contraceptive options, including oral contraception, injections, implants and fitting of intrauterine devices. Please specify if you are particularly interested in this service and an appropriate appointment will be offered by the Reception staff.

Travel Vaccination

For advice on vaccination requirements prior to travelling abroad, please make an appointment with one of the practice nurses at least 8 weeks prior to departure. Some travel vaccinations are available on the NHS, some are not. The nurse will advise which vaccinations you need and how much, if anything, they will cost. Please note that travel appointments use substantial amounts of nursing time. If you fail to attend a planned appointment we will not re-book patients within the next 6 months. Patients will have to attend private travel clinics operated by either Newport Pagnell or Boots.

NHS Health Checks for those aged 40 to 74 years

The practice is part of the national program. Patients will be invited by the practice to attend a health check once every 4 years.

Stop Smoking

We offer a stop smoking service within the practice please ask at Reception for when the clinics are running.

INR Anti-coagulation Clinics

We offer local testing for patients who use warfarin. Clinics are held Monday and Thursday mornings.

HIV Testing for newly Registered Patients

Within the first 6 months of registering with the practice patients aged from 16 to 65 can be tested for HIV. This is a simple test. If it proves positive you will be referred for further testing to verify a positive HIV test.

Private Fees

The practice is happy to carry out other medical services not covered by the NHS. This includes completion of private health insurance forms (BUPA etc.), certification for fitness to work/attend school, HGV medicals etc., but it must be recognised that our NHS commitments take priority. Fees are charged for this work at the minimum BMA recommended rate; a full list of fees is displayed in Reception, or a receptionist can advise you. Please also note these services are provided in addition to NHS Services. Patients will be advised of turnaround times for their requests.

PATIENT PARTICIPATION GROUP

The practice has set up a PPG for patient and practice staff to be involved in helping to direct or provide feedback to the practice regarding a variety of matters ranging from improving current facilities, providing information to patients, services and many more topics. The PPG is in the early stages of development and meets on a periodic basis. If you are interested in joining the group please contact the Practice Manager. As the group develops information regarding PPG activities will be provided on our web site and also in the practice waiting area.

COMPLIMENTS AND SUGGESTIONS

Compliments and suggestions are always welcome. Please send these to the Practice Manager who will forward to the relevant member(s) of the practice.

COMPLAINTS

Walnut Tree Health Centre treats all patients' complaints extremely seriously. Complaints can be the result of misunderstandings or poor communication and it is the aim of the Practice to try to resolve any complaints directly with the patient in the first instance.

Patients may wish to complain either verbally or in writing and these should be referred to the Practice Manager for resolution.

If the patient formally writes to the Practice the Practice Manager will acknowledge receipt of the complaint within 3 working days of receipt giving an indication of when a response should be expected. The Practice

Manager will investigate the complaint and respond with a full explanation or offer a meeting if this seems more appropriate.

Alternatively the patient may wish to complain to the NHS Commissioning Board who commission Primary Care Services at:

NHS Commissioning Board
NHS England
PO Box 16738
Redditch
B97 9PT
Telephone: 0300 311 2233 or by e-mail: england.hsmcomplaintsteam@nhs.net

Should the patient still be unhappy with the responses the complaint can be taken to the Independent Parliamentary and Health Service Ombudsman.

The Ombudsman Helpline telephone number is 0345 015 4033 or by e-mail: phso.enquiries@ombudsman.org.uk

Or write to the Ombudsman at:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank, London, SW1P 4QP

Making a complaint can be daunting but help is available from The Independent Complaints Advisory Service (ICAS).

The Independent Complaints Advocacy Service (ICAS) is a national service that supports people who wish to make a complaint about their NHS care or treatment. They operate a Helpline which is open 8:30am to 5:30pm Monday to Friday and can be accessed by calling 0300 200 0084 or by e-mail: pohwer@pohwer.net or by writing to:

POhWER
PO Box 14043
Birmingham
B6 9BL

CONFIDENTIALITY AND MEDICAL RECORDS

We keep a strict code of confidentiality. Please do not ask for information, e.g. details of appointments booked, or results relating to a relative other than young children; we will be unable to help you. All staff employed by this practice abide by our Code of Confidentiality and we operate a policy on information security.