



WALNUT TREE HEALTH CENTRE & 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 joining 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: Emma Jacobs

Deputy Practice Mgr: Mary Harrold

Reception Manager: Julie Lyman

Patient Care
Coordinators: Kylie Jordan
Amanda Meadows

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.

We aim to offer a friendly, professional, patient centred service to all of our patients in a comfortable and safe environment.

In addition to providing our patients with Primary Care Medical Services we are also a Training Practice for General Practitioners, Junior Doctors 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 audits 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	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

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 Access A Health Care Professional

There are three ways to make an appointment to see a Health Care Professional at Walnut Tree Health Centre:

1. [Online](#) via our booking system - you will need to register at reception to enable this facility (please bring photo id)
2. By telephone - Call 01908 691 123 to make an appointment.
3. In person, at the surgery

Appointment System

We understand that it can be frustrating when you can't get an appointment. At Walnut Tree Health Centre we have trained our reception team to signpost you to the most appropriate health care professional as quickly as possible. After a few questions you may be offered:

1. A face to face appointment with a GP at the Practice
2. A telephone consultation with one of our GPs - if you and the GP decide you need to see a doctor, they will make a face to face appointment for you. Please ensure you have your phone with you as the GP will only be able to call once.
3. A GP appointment at either this Practice (Monday evening) or another GP Practice in the evening or at the weekend. The Practice is part of the Prime Minister's access fund allowing more appointments for residents of Milton Keynes outside of "normal working hours"

4. An appointment with one of the Children's Primary Care Team Nurses - who can see all children who are unwell with common illnesses from 10 days old up to the age of 18 at a local hub centre
5. An appointment with our Advanced Nurse Practitioner for minor illnesses
6. An appointment with our Specialist Long Term condition nurse
7. An appointment with our Practice Nurse or Health Care Assistant for well being checks and treatment room services
8. An appointment with our Phlebotomist for a blood test

Advanced Booking:

Appointments can be booked up to 6 weeks in advance with a doctor of your choice. These appointments are normally for 10 minutes. Please note that if you are more than 10 minutes late for any appointment it is unlikely you will be seen.

Canceling Appointments

It really helps us if you let us know 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 to ensure that the condition is monitored safely.

In the past year nearly 1400 appointments have been missed, it really helps us to help you if patients let us know they won't be able to attend. Thank You.

WHAT IS A NURSE PRACTITIONER?

Our Nurse Practitioner, 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 book an appointment via Reception with our smoking cessation advisor..

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

We can offer most patients aged over 16 a HIV quick test. This is a simple test. If it proves positive you will be referred for further testing and support if required.

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 PoHwer. They support people who wish to make a complaint about their NHS care or treatment. The Helpline is open 8:30am to 5:30pm Monday - 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.

**IF YOU REQUIRE A COPY OF THIS LEAFLET IN LARGE PRINT
PLEASE ASK RECEPTION**