

Westcroft Health Centre

1 Savill Lane, Westcroft, Milton Keynes, MK4 4EN

Tel. no: 01908 520545

Fax no: 01908 520975



Practice Leaflet 2016

Practice area: The practice accepts registrations from patients living in Emerson Valley Fairfields, Kingsmead, Medbourne, Oakhill. Oxley Park, Shenley Brook End, , Shenley Wood, Snelshall, Tattenhoe, Tattenhoe Park, Westcroft, Whaddon, Whitehouse.

The practice was established in 1999 to meet the health needs of a rapidly expanding population in the western area of Milton Keynes.

Dr Suneth Godagama joined the practice in 2008 , Dr Asmaa Ali in 2009 and both Dr Sujeth Godagama and Dr Nina Patel in 2016. The practice population is continually growing and it is projected that there will eventually be 14,000 patients. The Doctors, Practice Team and Community Team work closely together to provide a high quality service that is sensitive to patient needs.

The practice consulting rooms are situated on the ground floor with excellent waiting room facilities. We are fully equipped with facilities for the disabled. The Health Visitors and the Community Mental Health Team are located on the first floor which has lift and stair access.

Practice Aims

- ❖ Promote health
- ❖ Prevent disease where possible
- ❖ Give the best treatment for illnesses as they present
- ❖ Treat patients confidentially and with courtesy

GP Partners

Dr Sineth Godagama:(m)
Dr Asmaa Ali: (f)

Dr Sujith Godagama (m)
Dr N Patel (f)

Practice Management

The Practice Manager is responsible for the management of the practice with the support of an Assistant Practice Manager and a team of Receptionists and Administrators. The Practice Medical Secretary deals with medical referrals, medical reports and private medical examinations.

Practice Manager

Lynda Young

Minor Illness Nurses

Sue Grigg

Laura Day

Our minor illness nurses are able to triage, examine and assess patients with minor illnesses along with being able to prescribe medications.

Lynda Hewitson

Lynda Hewitson is our lead diabetic nurse.

The Practice Nurses undertake many clinical duties including:-

- Dressings
- Child immunisations (We recommend a full immunisation programme and development assessments as indicated for all pre-school children. Parents are sent an invitation for these by Child Health Services. It is advisable if the child can be brought by one of the parents because of the legal aspects of consent. If someone other than the parent accompanies the child for immunisation, written consent by a parent is required. Always bring the child's "Red Book" to appointments.).
- Travel advice and vaccinations
- Chronic disease management - Asthma, Heart disease, Diabetes, Hypertension, COPD
- Family Planning
- Smoking cessation advice
- Blood pressure readings, ECG, Breath tests

Phlebotomist/HCA

The above offers a venepuncture service every day. We offer a free NHS Health Check for patients aged 40-74 yrs old. Please contact Reception to make an appointment.

Community Team

Midwife:

Tuesday	13:00hrs – 17:00hrs
Wednesday	13:00hrs – 17:00hrs
Thursday	13.00hrs – 17:00hrs

Initial appointments are booked directly with the Midwife. Follow-up appointments with the midwife are booked by the Reception team

Health Visitors:

A member of the Health Visiting Team will contact families who have children under five years old when they register with the practice to discuss any health issues or concerns. For further details about Health Visiting services see below.

Health Visitor direct dial: 01908 340984 and 01908 340985

District Nurses:

Provide nursing care to patients in their own homes who are unable to attend the surgery. They can be contacted by telephoning the Surgery.

The Community Team are part of our Primary Health Care Team, however the Health Visitors and District Nurse are employed by the NHS Milton Keynes and the Midwife is employed by Milton Keynes Hospital Trust

Surgery Opening Hours

Monday to Friday 08.00hrs to 18.30hrs

The surgery holds evening surgeries from 18:30 – 20:30hrs on Tuesday evenings when GP and Nurse Appointments are available to be booked in advance.

Staff Training

The practice closes from 12pm to 5 pm for staff training, once a month. The dates are publicised in the surgery prior to closure and on the practice web site.

How to Register with Westcroft Health Centre

You must live within the practice catchment area - complete a purple NHS registration form (GMS1), together with the practice new patient health questionnaire and provide two forms of identification as proof of your address i.e. utility bills or bank statements with your name and current address on, and your birth certificate or passport. Registrations are dealt with on Tues / Wed / Thurs after 14:00hrs.

Change of telephone number

If you change your telephone or mobile number please let the Surgery know. You must be aware that if you have put embargoes on anonymous calls on your phone the Surgery, whose calls are always anonymous, will be unable to contact you.

Change of address

Please let us know if you change address. If you leave our practice area you may need to re-register with a GP who covers your new address, dependant on the distance from Westcroft Health Centre.

Appointment System

When you register at Westcroft Health Centre you are registered with the Practice, however, there will be a named partner on your medical records who will deal with any correspondence, results and requests for prescriptions. You are; however, free to consult with any GP or Practice Nurse.

Please do not take offence if a member of staff asks you to give an indication of the purpose of the appointment when booking an appointment, this is to allow sufficient time to be allocated for your needs and ensure that you are booked with the right clinician to deal with your problem.

The GP surgery times: 08:30hrs – 12:00hrs and 15:00hrs – 17:30hrs

In addition the GP's hold clinics for Post natal, Baby checks, Joint Injections, IUCD fitting and Implanon fitting.

GP Consultations are by appointment only

Westcroft Health Centre operates a 10 minute appointment system for routine consultations that can be booked 4-6 weeks in advance. Appointments can be booked online in advance. We also offer telephone consultations with a GP.

Late arrival for appointment

Please arrive in good time for your appointment.

Please use the self-check-in screen, on your left as you enter the premises, this will save queuing at the reception desk and immediately indicates that you have arrived for your appointment.

The practice uses an electronic calling system, please note the television screen in the waiting room where you will find current health information. You will be called to your appointment, over a tannoy, and your name will appear on the television screen advising which consulting room to go to.

Failure To Attend Appointments

Due to the high number of patients failing to attend appointments with any of our Clinicians, patients will be removed from the list if they fail to attend more than two appointments in a Calendar Month.

Home Visits

You are expected to come to the surgery if you need to see the doctor or nurse unless you are elderly, infirm or housebound. Please do not ask the doctor to call unless you are genuinely too ill to come to the surgery. Home visit requests will be passed to the duty doctor who will ring to assess the problem more fully and deem the appropriateness of a home visit during the course of the day.

All home visits are to be requested by **10:30am** each day.

Results of Investigations

Please allow sufficient time for the investigations to be processed at the hospital (between 5-7 days). We **do not routinely** inform patients when their results are **normal**. If the results indicate medical intervention is required we will contact you, so please ensure that we have an up to

date phone number for you on our records. We do not routinely leave messages on answer phones about clinical matters as they are confidential. If we are unable to contact you about your results we will notify you in writing. Please arrange follow-up appointments regarding test results with the GP who requested the tests. If you wish to check on your results, telephone the surgery between 14:00hrs – 16:00hrs.

Repeat Prescription requests

Please allow 48-72 hours when requesting repeat prescriptions. Prescription received after 14.00 will be processed on the next working day. (**NB:** Saturday Sunday and Bank Holidays are not working days)

Methods for requesting repeat prescriptions

- Indicate on your repeat slip which items you require and leave the slip in the prescription box in the waiting room by the self check in screen
- Put your request in writing and mail to the surgery, this will take longer than 48 hours, dependant on postage delay time
- Order your repeat prescriptions online using the request form on the practice website.

Arrangements to collect your Prescription can be made with your chosen pharmacy; it is the patient's responsibility to arrange the collection.

Flu Vaccination

In October and November "flu" vaccinations are offered to all patients over 65 and patients with a chronic disease. See practice notice boards and web site for dates of flu clinics or ask a member of the reception team. We also offer pneumococcal vaccinations to those patients who have not been vaccinated in the past.

Family Planning

We have fully trained Family Planning Practice Nurses and GPs, who can offer advice and provide a coil and implanon fitting service. Please ask a member of the reception team for further information

Family Health Drop-In Sessions

Health Visitors are available in the Polyclinic Room at Westcroft from 10pm – 11.30am on Wednesdays to give health information and advice to families with babies over 1 year old. Drop in session's are also available.

Thursday 09:30hrs – 11:15hrs
Sunshine Children's Centre
Next to: Merebrook School
Furzton MK4 1EZ

1st and 3rd Tuesday of each Month 9:30-11:00
Little Owls Children's Centre
Oxley Park, MK4 4TA

Out of Hours Calls - Emergencies

If you require urgent medical attention, outside of normal surgery hours, you can now telephone NHS 111 Emergency Service. They will assess you, provide advice and direct you to the local service that can help you best. NHS 111 is available 24 hours a day, 7 days a week and calls are free, including mobiles.

If you feel the problem is a life or death emergency please telephone 999 for an ambulance.

Non NHS Services and Charges

Medical examinations for non NHS core services e.g. HGV medicals, insurance medicals, medical forms for fitness centres and adoption medicals, private letters etc are undertaken by arrangement. A fee will be charged for these services and for completion of any forms that are not covered by the NHS. A list of these services and the fees they generate is displayed in the reception area. You will be expected to pay in advance for these services.

Self Certification

You are required to self-certificate for the first 7 days of illness. If your Employer requires a doctor's note to cover illness during this time, you may request a private certificate for which there is a charge (see FEES notice displayed in the Waiting Room). After seven days sickness you need to be seen for medical certification.

Passports

Unfortunately our GP's do not sign Passports.

Suggestions, Complaints or Compliments

We try to give all our patients the best care and attention. If you have any suggestions to improve our service then kindly write to the Practice Manager. The practice has an E-mail address to send comments to westcroftmc@nhs.net. Should you have the need to discuss complaints please write to or arrange an appointment to see the Practice Manager.

Data Protection

The practice is fully computerised and complies with the Data Protection Act. The practice will only use or pass on information about you if it is clinically required or in the interest of public health. When transferring data, identifiable information is removed. Personnel working in the NHS have a legal duty to keep information confidential. This applies to all patients regardless of age, sex, gender and race.

All the GP's and staff have had a Disclosure and Barring Service check carried out.

Patients can request access to their medical records. Applications to do so should be made in writing to the Practice Manager who will pass the request to the GP with whom you are registered. A fee will be charged to cover administration costs.

Care Quality Commission

The surgery is fully registered with CQC.

Abusive and Violent Patients

We do not tolerate physical or verbal aggression in the Surgery and operate a zero tolerance policy. Patients who behave in this way will be sent a warning letter and may be removed from our list if any repeat episodes occur. Any serious episodes of violence or aggression will result in the Police being contacted and immediate removal from the Practice list.

Useful Telephone Numbers

Adult Social Care	01908 253772
Age Concern	01908 550700
Alcoholics Anonymous	08457697555
Benefits Agency	01908 208600
Bereavement Group	01908 231292
Blackberry Clinic	01908604666
Bpas	03457304030
Brook Advisory Service	01908669215
Bucks Health Authority	01189183333
Carers Milton Keynes	01908231703
Child Social Service	01908253169
MK Act	08443754307
Mk Hospital	01908660033
Milton Keynes Council	01908691691
Police non emergency	101
Police emergency	999
Relate	01908 310010
Samaritans	01908 667777
Saxon Clinic	01908665533
Sexual Health Clinic	03003038273
Willen Hospice	01908 663636