

**KMS - Neath Hill Health Centre
1 Tower Crescent
Neath Hill
Milton Keynes
MK14 6jy**

Tel: 01908 200529

Fax: 01908 696096

Website: www.neathhillhealthcentre.co.uk

Welcome to Neath Hill Health Centre

Vision statement

"To provide an unrivalled healthcare service, admired for everything we do"

Values statement

Our values:

- Collaboration
- Patient-focused
- Respect
- Innovation

Accountability statement

Collaboration: Effective teamwork is an essential component of general practice. We achieve this through effective communication, demonstrating a positive attitude and respecting each other at all times.

Patient-focused: We strive to involve our patients at every stage of their journey with us, ensuring that we provide safe and effective care which meets the requirements of the patient.

Respect: We are all different and have different needs, yet respect is mutual. We must show respect, understanding and compassion for others at all times regardless of the situation.

Innovation: We are committed to improving the level of service offered to our patients. We are constantly seeking new ways of working to enhance service provision and the patient experience, introducing new technologies and methods of working to meet the expectations of our patient group.

The Primary Health Care Team

Lead GP

Dr E Caswell

Surgery: Monday & Tuesday a.m. & p.m.

Locum GP

Dr T Ayorinde

Surgery: Monday & Thursday a.m. & p.m.

Locum GP

Dr S Parikh

Surgery: Wednesday a.m. & p.m. & Friday a.m.

Locum GP

Dr T Khondaker

Surgery: Friday a.m. & p.m.

Practice Nurse

Helen Gibbins

Practice Nurse runs clinics every day and can advise on a wide variety of health matters, with an emphasis on health promotion.

Phlebotomist/Assistant

Elena Georgieva

Works alongside the Practice Nurse

Clinic: Monday 09:00-13:30, Wednesday 09:00-13:30 & Thursday 09:00-13:30

Midwife

Clinic: Tuesday mornings.

Health Visitors

A Health visiting team is attached to the surgery; they are registered nurses who specialise in working with children, their families and the community as a whole. Health Visitors offer a service to every one of all ages whether registered with a doctor or not. You can refer to them whenever you have a concern or query about your own health and well-being or that of your family. Child Health clinics are held at the Health Centre every Thursday 1-3pm.

District Nurses

Provide full nursing assessment and treatment for the chronically sick, terminally ill and the housebound.

Practice Manager

Denise Moreton is responsible for the administration of the practice. She will be happy to hear your comments on the facilities or standards of care provided throughout the practice.

Reception and Administration

Our receptionists are fully trained and try to do a very difficult job well. They may have to ask you some necessary questions, concerning your registration or the urgency of your request for medical assistance in order to help the practice run smoothly and safely. All our receptionists are bound by the same rules of confidentiality as the doctors and nurse.

Practice Access & Facilities

The practice has ample parking. There are no steps at the entrance and automatic doors give patients easy access. A toilet on the ground floor is designed for use by the disabled.

New Patient Registration

Our list is open and you may register provided that you are living within the practice catchment area:

Neath Hill, Downs Barn, Downhead Park & Great Linford

We will require each registering member of your family to complete a new patient questionnaire.

All members of the household aged 18 or over will be required to provide proof of ID and proof of address.

Documentation Required For Registration:

- › One proof of identification – photo ID
- › Passport
- › Drivers Licence
- › British Birth Certificate

- › One proof of current address – dated within the last three months
- › Tenancy Agreement
- › Mortgage Agreement
- › Utility Bill
- › Bank Statement
- › Council Tax Bill

We have pre-registration forms for you to complete which can be collected from the health centre between 8am and 6pm. Please return the forms fully completed and required documents between **12-1pm** or **5:30-6pm Monday to Friday**.

Confidentiality

We ask you for information about you so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again. We may use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone. Sometimes the

law requires us to pass on information: for example, to notify a birth. The NHS Central Register for England & Wales contains basic personal details of all patients registered with a general practitioner. The Register does not contain clinical information. You may be receiving care from other people as well as the NHS. We may need to share some information about you so that we can all work together for your benefit. We only ever use or pass on information about you if there is a genuine need for it in your and everyone's interests. Whenever we can we shall remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law.

Everyone working in the NHS has a legal duty to keep information about you confidential. Anyone who receives information from us is also under a legal duty to keep it confidential.

THE MAIN REASONS FOR SHARING INFORMATION ARE:

Provision of health care, treatment and looking after the health of the general public, managing and planning within the NHS for example: making sure that our services can meet patient needs in the future. Paying your doctors, other staff, and the hospital which treats you for the care they provide, auditing accounts. Preparing statistics on NHS performance and activity (where steps will be taken to ensure you cannot be identified). Investigating complaints or legal claims, helping staff to review the care they provide to make sure it is of the highest standard. Training and educating staff (but you can choose whether or not to be involved personally)

Research approved by the Local Research Ethics Committee. (If anything to do with the research would involve you personally, you will be contacted to see if you are willing to take part.)

Teenager Confidentiality

It does not matter how old you are, for free confidential information and advice, contact your GP / Nurse, Brook Advisory Centre: 0808 8021234 and Youth Access: 020 8772 9900.

Violent or abusive behaviour

We look forward to looking after you through good times and sometimes sad times; however, we will not tolerate violence or abuse. This practice supports the NHS 'Zero Tolerance Campaign'. We aim to treat all our patients courteously irrespective of race, colour, creed or sexual orientation and we expect patients to behave towards our staff in a similarly respectful manner. In the unlikely event that a person was to behave in a threatening, abusive, violent or discriminatory manner towards our staff or other patients, then they risk immediate removal from our practice list and premises.

The Practice Nurse Clinics

You can make an appointment with reception to access the following nursing care:

Cervical smear test – we offer the test to all women aged 25-64

Asthma management

Diabetes management

COPD management/spirometry

Travel vaccination

Childhood vaccination

Contraception and advice

Wound care/dressings

Lifestyle advice

Weight management
Exercise referral scheme
Sexual health advice
Suture removal
ECG's
Blood pressure monitoring and advice
NHS Health Checks
C-card scheme
Chlamydia screening (under 25s)
Support to help you stop smoking
Ear syringing

Free NHS Health Check

This check is part of a new national scheme to help prevent the onset of stroke, heart disease, diabetes and kidney disease. Everyone between the ages of 40 and 74 who has not been diagnosed with the conditions above will be invited for a check once every five years. If you are outside the age range and concerned about your health, you should contact your GP. For more information visit www.nhs.uk/nhshealthcheck or call the NHS Health Check helpline on 0845 850 9850.

Well man / Well woman check-up

If you are aged between 16 & 73 and have not attended the surgery in the last 3 years you may request an appointment for a well man or well woman check-up. If you are aged 75 & over, this applies if you have not attended the surgery in the last 12 months.

Smoking Cessation Clinic

Tuesday 16.30 - 18.00

This is a one to one basis and will provide support and advice to successfully help you quit smoking. Please ring reception to make an appointment.

Asthma Clinic

Tuesday pm

Individual appointment with the practice nurse, asthma review appointment is to help learn about asthma, and its treatments so that you can manage your own or your Childs asthma effectively

Diabetic & Cardiac Clinic

Thursday pm

Individual appointment with the Practice Nurse, this is for patients who have diabetes or a heart problem to help them learn about and manage their own condition and to monitor their health with regular check-ups.

Travel Vaccinations

Our Practice Nurse offers travel advice and vaccination service to all patients who are travelling abroad on holiday or business. Appointments are available on a Monday, Wednesday & Friday afternoon.

Please make an appointment at least eight weeks before your holiday to ensure adequate cover.

Influenza Vaccination

In accordance with the Department of Health recommends flu vaccination each year for everyone in these groups:

People who:

have diabetes • are pregnant • are aged 65 and over or those with some long-term conditions affecting:
the lungs • the heart • the kidneys • the liver • the brain or nervous system
the immune system • the spleen or if you are the main carer for an elderly or disabled person

Pneumococcal Vaccination

Can be given any time of the year and is recommended for those with lung disease, heart disease, diabetes & immunosuppression.

Children's vaccination

Childhood immunisation clinic is run on a Wednesday morning, but appointments can be made at other times with the Practice Nurse.

Breast Screening

Milton Keynes breast Screening Service

Contact Telephone Numbers:

Screening Office (appointments) 01908 243429

Enquiries 01908 243778

The programme is required to invite all eligible women before their 53rd birthday.

All eligible women aged 50 to 70 will automatically be sent an appointment by the screening office when the practice is due to be screened.

Women who are over 70 or DNA their appointment(s) are welcome to ring the screening office direct for an appointment.

Women aged 50 to 70 who join the practice are welcome to ring the screening office to discuss when they will be screened.

Cervical Screening (smear test)

Recommended every three years for women aged 25 to 49 and every five years for women aged 50 to 64. Please make an appointment with the Practice Nurse.

Testicular Self-Examination

Cancer of the testicles is rare, but is the most common cancer in men aged 15 – 45 a simple, regular self-check could help you detect early signs of the disease. If you do notice changes, it's important to act right away.

Test Results

Please telephone between 12 noon - 12.30 for the results of any tests you have undergone. The telephone is not so busy at this time and the reception staff are more

able to assist. The receptionist cannot discuss results but will simply pass on a message from the doctor as to whether the test is normal or if your doctor needs to discuss it with you. It can take up to five days for us to receive your blood test result; X-Ray results take between 7-10 days, although some other tests may take longer.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this information or they are not capable of understanding the results.

Interpreter Service

If you or a member of your family requires an interpreter, please speak to the Receptionist who will arrange for a member of the language service to be available at the time of your appointment.

When the surgery is closed:

Training Days

Training is a vital part of providing the best possible service to our patients. In line with other surgeries in Milton Keynes we are closing the Health Centre for one afternoon from 13:30 to 18:30 each month except August & December to concentrate on this training. If you require urgent medical assistance please call the free phone service on 111.

If you have a life threatening medical emergency such as chest pains and / or shortness of breath dial 999

Out of Hours

If you require urgent medical assistance which cannot wait until the surgery re-opens, please call the free phone service 111.

Alternatively you can attend the 24 Hour Urgent Care Centre at Milton Keynes University Hospital, Standing Way, Eaglestone, MK6 5NG

NHS 111

It's not a 999 emergency. But you need medical help fast. There's now NHS 111 number to call.

What is NHS 111?

It is a new NHS telephone number being introduced to help make it easier for you to access local health services. You can now call 111 when you need medical help fast, but it is not a 999 emergency. You will be assessed, given advice and directed straightaway to the local service that can help you best. That could be A&E, an Urgent Care Centre or Minor Injuries Unit, an out of hours GP, community nurse, emergency dentist or a late opening pharmacist. You can ring the 111 number 24 hours a day, 7 days a week, 365 days a year. Calls from landlines and mobile phones are free and there is a Typetalk service (18001 111) for the deaf and hard of hearing.

Why should I use it?

NHS 111 is a fast and easy way to get the right help - wherever you are, and whatever the time. It can also help us free up 999 and local A&E departments so that they can focus on emergency cases.

How does it work?

111 will get you through to a team of highly trained advisers, who are supported by experienced nurses. They will ask you questions to assess your symptoms, and give you the health care advice you need or direct you to the right local service. The NHS 111 team will, where possible, book you an appointment or transfer you directly to the people you need to speak to.

If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you.

Calls to 111 are recorded. All calls and the records they create are maintained securely, and will only be shared with others directly involved in your care.

When do I use it?

You should use the NHS 111 service if:

- You need medical help fast, but it is not a 999 emergency;
- You think you need to go to A&E or another NHS urgent care service;
- You don't know who to call for medical help or you don't have a GP to call; or
- You require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP or local pharmacist in the usual way. If a health professional has given you a specific number to call when you are concerned about your condition, please continue to use that number. For immediate, life-threatening emergencies, continue to call 999.

More information:

Calls to NHS 111 are free, including mobiles, 24 hours a day, to access the NHS 111 service via a textphone call 18001 111. They also have a confidential interpreter service, which is available in many languages. Simply say the language you wish to use when they answer your call. You can find out more at www.nhs.uk/111

There is also an Easy Read version of the NHS 111 leaflet you can download and leaflets in the following languages:

Arabic, Bengali, Czech, Chinese, Farsi, French, Hindi, Latvian, Lithuanian, Polish, Portuguese, Punjabi, Russian, Slovak, Somali, Spanish and Urdu

Care Quality Commission (CQC)

The Care Quality Commission is the independent regulator of all health and social care services in England. It is their job to make sure that care provided by hospitals, GP surgeries, dentists, ambulances, care homes and services in people's own homes and elsewhere meets national standards of quality and safety.

How our registration with the CQC will benefit patients:

They protect patients by tackling poor care and unsafe care services.

Patients can be assured that practices are inspected regularly and are meeting the standards they should be able to expect. The information they publish will help patients make informed choices about where they receive care and what they can expect.

Patients can communicate directly with CQC if they have concerns about their care or want to give feedback. Their judgements are patient-focused and they check if patients' experience of care is what they should be able to expect. Patients should experience consistent standards of care, whether they're receiving health or social care, because the essential standards apply to all health and social care services. Patients will know that they're being treated by staff with the right qualifications to do so.

Sickness Certificates

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the [HMRC website](#).

Evidence that you are sick

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay). It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise. You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP. Statement of Fitness for Work - 'Fit Note' The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury. For more information see the [DirectGov website](#) (where this information was sourced)

Community Pharmacist Minor Ailments Scheme

This scheme offers advice and/or treatment for a wide range of conditions: These include: Cough • Sore Throat • Headache • Fever • Nasal Congestion • Hay fever • Allergies Diarrhoea • Vaginal Thrush • Threadworm • Athlete's Foot • Insect Bites or Stings • Mouth Ulcers • Nappy Rash • Pain • Constipation

What does this mean?

The scheme means that you don't need to wait for an appointment to see your doctor about any of the problems listed above. You can choose to go to see your pharmacist who can give advice and treatment. If you don't pay for your prescription your pharmacist will be able to supply any medicines you might need free of charge. You will need to sign the back of the Pharmacist's prescription form and show proof of your exemption like you do on a doctor's prescription.

Useful Telephone Numbers:

Local Pharmacies

Jardines Neath Hill	01908 605635
Boots CMK	01908 607327

Hospitals:

Milton Keynes General	01908 660033
Bedford General	01234 355122
Northampton General	01604 634700

Others:

Brook Advisory	01908 669215
Registrar of Births and Deaths	01908 372101
Citizen's Advice Bureau	01908 604474
Community Drug and Alcohol	01908 668663
Relate Marriage Guidance	01908 310010
The Saxon Clinic	01908 665533
Social Services	01908 691691
Police	0845 8505505
Age UK	01908 557885

Fees for Non-NHS Services

Certain services provided are not covered by the NHS and you may be asked to pay a fee. Some examples are:

Pre-employment Medicals Insurance Medicals
Private Medicals e.g. HGV, Fitness to Drive Medicals
PSV, Taxi, Racing Driver etc. Private Prescription
Private Medical Certificates

Repeat Prescriptions

How do I order a repeat prescription?

Repeat prescriptions can be ordered in the following ways:

Re-order Form:

Place it in the red prescription box in reception or post through the health centre letter box.

Register for SystemOnline Access:

See our on-line services for further details.

Post:

Please enclose an SAE if you would like us to send your prescription to you.

Please allow at least 48 hours for the repeat prescription to be issued. If your repeat prescription goes direct to your nominated pharmacy, please allow 72 hours before collecting.

Further guidance notes for patients using Systmonline

A link to Systmonline can be found on the Surgery website you can also go to the Systmonline website directly <https://systmonline.tpp-uk.com> it is a secure site so you do need to include the https, and systm is deliberately spelt without an 'e'.

Although the website is secure, users need to ensure their own precautions on other potential security breaches such as access via unsecured wireless connections or shared computers.

As with all computer login details and passwords please keep your details safe and away from prying eyes.

Opening Hours:

Monday	8.00am – 18:30pm
Tuesday	8.00am – 18:30pm
Wednesday	8.00am – 18:30pm
Thursday	8.00am – 18:30pm
Friday	8.00am – 18:30pm
Saturday	Closed
Sunday	Closed

Booking an Appointment

Appointments can be booked either in person, or phoning the surgery: 01908 200529 from 8am to 18:30pm

Pre-bookable Appointments

The Practice provides pre-bookable appointments Monday to Friday.

Booking 'on the day'

We release the majority of Doctor's appointments 'on the day'.

Telephone Advice

Your doctor will be able to give you advice over the telephone, when not consulting. When you call, you will be asked brief details of your problem and this information will be passed to the doctor who will ring you back at the end of surgery. The practice nurse is also happy to give you advice over the telephone between 12.00 – 12.30.

Home Visits

Housebound patients and those too ill to attend the Health Centre may request a home visit by calling 01908 200529. You will be asked for brief details of the problem so the

Doctor may judge the urgency of the visit. Please attend surgery if at all possible; we have better facilities for your treatment.

Making a Complaint

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it. If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right anything that has gone wrong.

How to Complain

Most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. If your problem cannot be resolved this way and you wish to make a formal complaint you should address your complaint to the Complaints Manager preferably in writing as soon as possible after the event and be as specific and concise as possible. And ideally within a matter of days or at most a few weeks, as this helps us to establish what happened more easily. In any event, this should be within 12 months of the incident or as soon as the matter first came to your attention.

Complaining on behalf of someone else

We keep strictly to the rules of medical confidentiality. If you wish to make a complaint and are not the patient involved you must have their permission to do so. A third party consent form will be required unless the patient is incapable (because of illness) to complete this

What we do next

We shall acknowledge your complaint within three working days of receipt and will investigate the issues raised and respond. If we expect a delay we will explain the reason for the delay and tell you when we expect to finish. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so. When the investigations are complete your complaint will be determined and a final response sent to you. Where your complaint involves more than one organisation (e.g. Social Services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with. The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

If you are dissatisfied with the outcome you may refer the matter to:

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP
Telephone: 0345 0154033

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

Who else can I complain to?

NHS England

NHS Commissioning Board, PO Box 16738, Redditch, B97 9PT

Telephone: 0300 311 2233

Email: nhscommissiononhboard@hscic.gov.uk

The Independent Complaint Advocacy Service (ICAS)

This is a national service that supports people who wish to make a complaint about their NHS care or treatment. It is a free and confidential service that is independent of the NHS and tailored to individual client need.

SEAP ICAS

1st Floor rear, Clarendon House, 9-11 Church Street, Basingstoke, Hampshire, RG21 7QG

Telephone: 0845 6008616 (local rate) or 01256 463758

Email: aylesbury.icas@seap.org.uk

NHS Complaints Advocacy Service **POhWER**

Telephone: 0300 456 2370

Email: pohwer@pohwer.net

Web: <http://www.pohwer.net/in-you-area/where-you-live/milton-keynes>

The Care Quality Commission

CQC National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Personal Details

How Do I Update My Personal Details?

In order for us to ensure your contact details are up to date, it is important you notify us of any change of address or telephone number as soon as possible. We would be grateful if you could take a few minutes to complete our online questionnaire.

Personal Details Update Form

Please Note: If you do not wish to complete the online form there is a form available at reception. **If your new address is outside the practice catchment area, you will need to register with a local GP.**

Carer's

Are you a Carer?

We are interested in identifying all patients that are carers or have carers regardless of age especially those people who may be caring without help or support. We know that carers are often "hidden" looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer. Caring for someone is an

important and valuable role in the Community, which is often a 24 hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

Who are Young Carers?

It is any young person from the age of 5 to 19 who looks after a family member who is ill or disabled. A young carer may help their brother into his wheelchair, or help their mum get into and out of the shower. They may give their Nan her medicine, or help their Uncle calm down if he's had too much to drink. The practice works alongside Carers Milton Keynes who specialise in supplying advice and support to carers of all ages. We can provide you with further information or you can contact them direct on 01908 231703 or via their website on www.carersmiltonkeynes.org

Summary Care Record

A new Central NHS Computer System is coming soon, called the Summary Care Record (SCR). The Summary Care Record will help emergency doctors and nurses help you when you contact them when the surgery is closed. Initially, it will contain just your medications and allergies. Later on as the central NHS computer system develops, (known as the 'Summary Care Record' – SCR), other clinical staff that work in the NHS and are treating you will be able to access it, provided you give your permission each time. In the future the SCR could also contain information from hospitals, out of hour's services, and specialist's letters. These can only be added with the agreement of your practice. Your information will be extracted from practices such as ours and held on a secure central NHS system. As with all new systems there are pros and cons to think about.

When you speak to an emergency doctor you might overlook something that is important and if they have access to your medical record it might avoid mistakes or problems, although even then, you will be asked to give your consent each time a member of NHS Staff wishes to access your record. If you are medically unable to give your consent then the clinician will make a judgement on your behalf, however access without your consent will raise an alert on the system. On the other hand, you may have strong views about sharing your personal information and wish to keep your information at the level of this practice. Connecting for Health (CfH), the government agency responsible for the Summary Care Record have agreed with doctors' leaders that all new patients registering with this practice should be able to decide whether or not their information is uploaded to the Central NHS Computer System. For further information visit the Connecting for Health Website If you choose to opt out of the scheme, you will need to complete a form and bring it along to the surgery.