

Patient Information Leaflet

Stony | Medical
Centre

**Market Square
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Milton Keynes
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www.stonymedicalcentre.co.uk

Partners

DR. SARAH GRINYER (f)

MA (Cantab) BM BCh (Oxon) (1990) DRCOG.MRCGP

DR. HAYLEY JENKINS (f)

MB BS (1999) MRCGP DCH DRCOG DFFP PGCME LOC MCC

DR. ASSAD HAMID (m)

MB.BS (1997) MRCP MRCGP

DR. PATRICA REGIS (f)

MB BS (2002) MRCGP Certificate in Diabetes Care (Diploma) Warwick

DR. AMIT GOYAL (m)

MB ChB (2004) MRCGP DRCOG

Associates

DR. SAMANTHA HOWELL (f)

DR. RICHARD COLLINS (m)

MB BS (1997) MRCGP

The Practice

The Practice

This is a practice of five partner Doctors and two salaried Doctors working from the PCT owned Health Centre in Market Square, Stony Stratford, the first purpose built Health Centre in Milton Keynes, having opened in 1974.

We believe that a group practice such as ours provides a choice of personal care from Doctors with a wide range of medical interests.

We believe in providing continuity of care via our usual doctor system and approach.

The Building

In addition to the Doctor's Practice there is a full time District Nursing Service, a Health Visitors team and a visiting midwife. We also have access to speech therapy, an orthoptist, podiatry and physiotherapy within the Health Centre.

All of these additional service providers are managed by the Primary Care Trust of Milton Keynes Hospital however they all work alongside the Doctors for the benefit of the patients.

Friends of Stony Stratford Health Centre (FOSS)

FOSS was formed several years ago to help maintain and improve the facilities and environment from which we provide the health care for residents of Stony Stratford and the surrounding population of North Bucks and South Northants. They have raised several thousand pounds and purchased items of equipment for most departments within the Health Centre.

Stony Patient Group

The groups remit is to work with the practice to affect and improve all manner of patient experiences. If you are a patient of this practice you are welcome to join and/or contribute the group. They can be contacted by reception or via email: stonypatientgroup@hotmail.com.

Opening Hours, Catchment & Services

Normal Hours

Reception and the telephone lines are open from 08.00 – 18:30 Monday to Friday

Morning routine appointments are available from 08:30 each day and afternoon routine appointments start at 14:00. A Duty Doctor is available from 08:00 until 18:30 Monday to Friday for emergencies and depending on the nature of the illness may book an appointment for you at any time during those hours.

Extended Hours Surgery

18:30 – 19:30 Tuesday to Thursday

08.00 – 12:15 Saturday

Catchment Area

We currently accept new patient registrations from the following areas:

- ◆ Beachampton ◆ Calverton ◆ Cosgrove
- ◆ Deanshanger ◆ Galley Hill ◆ Old Stratford
- ◆ Potterspury ◆ Stony Stratford
- ◆ Wicken ◆ Yardley Gobion

Other Services Offered

In addition to core GP services we also offer the following specialist services and/or clinics:

- ◆ Child Development & Immunisations Clinics
- ◆ Travel Immunisations
- ◆ Family Planning
- ◆ Cervical Smears
- ◆ Well Person Clinics
- ◆ Antenatal and Mothercraft classes
- ◆ Minor Surgery
- ◆ Asthma Clinic
- ◆ Diabetes Clinic
- ◆ Heart Clinic
- ◆ Private GP Services may be available upon request

Appointments

Appointments may be made by telephoning or by visiting the practice during core surgery hours (08:00-18:30 Monday to Friday).

Booking an appointment with the Doctor

When requesting an appointment you will be asked whether your need is an emergency. If so, you will almost certainly be looked after by the **Duty Doctor**.

If your need is not urgent, you will be cared for by your **usual Doctor**. If you don't know who your usual Doctor is, the reception team will be happy to advise you.

Emergency Appointments

When requesting treatment for an emergency (i.e. you would like to be dealt with on the same day) you will be asked to provide a brief overview of what is wrong with you to the receptionist. She will pass this information to the Duty Doctor who will then be able to prioritise your care. In the first instance, the Duty Doctor will telephone you and together you will agree the best course of action.

Routine, non-urgent appointments (bookable in advance)

When requesting a routine, non-urgent appointment the receptionist will endeavour to accommodate your preference for timescale and timing. If it is not possible to find an appointment that is suitable for you, she will ask your usual Doctor to telephone you. All the Doctors have access to appointments that are not available for the administrative team to release. If your usual Doctor needs to see you, s/he will make an appointment available for you. The receptionist will, of course, discuss this with you at the time of booking.

Home Visits

Home visits are shared by all available GPs.

Advice, Results & Prescriptions

Telephone Advice

The surgery provides a telephone service, offering patients the opportunity to speak with their usual doctor on the telephone. To book a call please leave your number and as much information as possible about the problem with the receptionist and she will arrange for the doctor to ring you back.

Test Results

Test Results will only be given to the patient (except for children under 16). They can be obtained by telephoning the surgery between 10a.m. and 6p.m. on week days. Please allow 3 – 5 working days for test result to come back but be aware that some results may take longer.

Prescriptions

If you are on regular medication, and after consultation with your Doctor, repeat medication may be requested. This can be by personal attendance at reception during opening hours, by letter, by fax on 01908 560913, or via our website.

Please note that for safety reasons we are unable to take telephone requests for repeat medication.

Please allow 2 working days before collecting the prescription from the health centre, or 3 days if you prefer to nominate a local pharmacy collect the dispensed medication from. Some of the pharmacies will provide a home delivery service for housebound and elderly patients.

Out of Hours Emergencies

When the surgery is closed an answer phone message will advise you to contact MK Urgent Care Services (previously MKDOC) on 01908 201022.

Alternatively you can contact NHS Direct on **0845 4647** or log on to www.nhsdirect.nhs.uk at any time. Your call will be assessed and the appropriate action advised.

Members of the Team

Doctors

Our list of patients is shared proportionally between our Doctors. When registering with the practice you will be assigned a usual Doctor. This is the Doctor who you will consult with you for your health needs. S/he will get to know you and your history and will provide you with continuity of care. Requests to change your usual Doctor should be made in writing care of the Assistant Practice Manager.

Teaching

Our Practice participates in the advanced training of well qualified Doctors who may specialise in General Practice. The additional Doctor(s) works with us for up to one year and share in all aspects of general medical care in liaison with the partners. Occasionally we have medical students in the Practice; you will always be informed about such attachments.

Practice Nurses

Our experienced team of Practice Nurses can advise on and treat a wide variety of health matters and minor injuries, and are available every week day. They maintain our emphasis on preventative care by helping to run the Doctors specialised clinics.

Receptionist

The Receptionists are generally the first members of the team you will come into contact with. They are here to welcome and help you by providing information and arranging appointments, a role which can occasionally be very difficult. Please be assured that all information is treated in the strictest confidence and all staff are bound by contracts of confidentiality.

Practice Manager & Assistant Practice Manager

Our Practice Manager, Judith Williams, is responsible for the running of the Practice as well as developing new services and funding streams.

Gill Hulf manages all the patient related services including managing the Reception and Admin teams. In the first instance Gill will be happy to talk to you about any suggestions or comments you may wish to make on the facilities or standards of care provided throughout the Practice.

Other Healthcare Options

Self Help

You can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.

Please refer to our website for an up to date list of items we recommend you keep available at home.

www.stonymedicalcentre.co.uk

Please link as follows: Clinics & Services\Other healthcare options.

Other Local NHS Services

NHS Direct - offers free expert health information and advice 24-hours a day on 0845 4647 or at their website, www.nhsdirect.nhs.uk. For deaf people and those heard of hearing, a telephone service is available on 0845 606 4647. If English is not your preferred language, you can choose to use a confidential translation service.

MK NHS Walk-in Centre located in the hospital grounds is open 7 days a week, 365 days a year between 07:00 & 22:00. The team can treat patients with minor injuries and illnesses. You do not need an appointment.

Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details call NHS Direct on 0845 4647.

Accident and emergency/999 - Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Useful Telephone Numbers

PATIENT INVOLVEMENT	
Stony Medical Centre Patient Group Stony Medical Centre's patient participation group	Email: stonypatientgroup@hotmail.com
Friends of Stony Stratford Health Centre (FOSS) Fundraising group supporting all users of the Health Centre	In writing care of The Health Centre

SUPPORT SERVICES	Milton Keynes	Northants
Age UK (previously Age Concern)	01908 562830	01604 611200
Carer's Support	01908 231703	01604 624088 01604 232500
Citizen's Advice Bureau	0870 126 4050	0844 855 2122
City Counselling	01908 231131	
Council (inc Social Services)	01908 691691	01604 236828
Police – Non Emergencies	0845 8 505 505 (CMK)	03000 111 222 01604 700700
Registrar of births/deaths	01908 372101	01604 233500

PHARMACIES OFFERING A PRESCRIPTION COLLECTION SERVICE	Milton Keynes	Northants
Boots Stony Stratford	01908 561210	
Cox & Robinson (Stony Stratford)	01908 564444	
Jardines (Deanshanger)	01908 569998	

HEALTH SERVICES & ADVICE	MK	Northants
Brook Advisory	01908 669215	
NHS Direct (Medical Helpline)	0845 46 47	0845 46 47
Stony Stratford Health Centre (to contact Health Visitors, District Nurses, Physio etc)	01908 565555	01908 565555
Willen Hospice	01908 663636	
General Hospital	01908 660033	01604 634700

This leaflet is designed to help you get the best out of the services we provide, which we hope you will find convenient, accessible and relevant to your needs.