



Arbury Medical Centre

Tel: 024 76 388555

Fax: 024 76 352396

www.arbury.nhs.uk

Opening times:

Monday - Friday 8am-6.30pm

Lunchtime Closure 1pm-2pm

**Telephone lines close 12.30pm-2pm
each day**

Saturday & Sunday - Closed

**Please note the surgery doors close
6.15pm but the telephone lines
remain open until 6.30pm.**

GP's:

Dr R Akhtar

Dr A Ahmad

Dr R Ladele

Dr Syeda

Practice Nurses:

Peter Hodder

Sharon Leicester

Karla Thompson

Guwinder Kaur

Practice Manager:

Tina Storer

Deputy Practice

Manager:

Joanne Moulton

Useful Telephone Numbers:

Urgent Lunchtime Number	07841679982
Emergency Out of Hours	111
George Eliot Hospital	024 76 351351
University Hospital	024 76 964000
Adult Social Services	01926 410410
Crisis Team	0300 200 0011
Police (local)	024 76 641111
CRUSE Bereavement Care	024 76 670714
Samaritans	116 123
Alcohol/Drug Advisory	024 76 641100
Macmillan Team (local)	024 76 865228
Warwickshire North CCG	01926 493491
Health Visitor	024 76 350517
Midwife	024 76 383708
IAPT (Counselling)	024 76 671090
Family Planning	024 76 651418

Welcome to Arbury Medical Centre

Arbury Medical Centre's aim is the diagnosis and treatment of illness for its registered patient population. We promote health education, offer a range of national and local screening programs, promote primary prevention, offer childhood immunisations and travel vaccinations. We aim to offer a high standard of care involving patient participation promoting good health and wellbeing.

We work closely with other healthcare colleagues, specialists and local Hospitals in secondary and community care as well as our Practice Nurses in the management of chronic illness, such as asthma, diabetes and cardiac care.

We have a Patient Participation Group to ensure that patient needs and the Practice are always heading in the same direction.

We want to know what you think about your surgery and the services that you receive. If there are any suggestions for how we could improve, we would be very grateful for them. Your feedback is essential to us for us to make improvements that will benefit you and the rest of our patient population. You can complete a Friends and Family Test at the surgery or through our Practice website; www.arbury.nhs.uk and participate in our Satisfaction Survey.

On-Line Services

Advances in technology now means that patients can now do some things from the comfort of their home such as order a repeat prescription, make or cancel a GP appointment, update their contact details, inform us of lifestyle changes (smoking/alcohol intake etc) and access some aspects of their medical record.

You will need to complete an application form given at the Practice and you will be asked for ID verification. An activation code will then be emailed to you to enable you to access these services.

Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Prescriptions for taking medication abroad
- Private sick notes/Duplicate sick notes
- Some travel vaccinations/certificates
- Various patient requested letters/forms

Fees charged are based on the British medical Association suggested scales and the Practice staff will be happy to advise you. Our fees are published and reviewed annually.

Repeat Prescriptions



If you are on long term medication it may be possible for you to get your repeat prescription without seeing the doctor or nurse by using the repeat prescription order form which is attached to your prescription.

We are unable to accept requests for prescriptions over the telephone due to the possibility of errors.

Please contact our reception 2-3 weeks before your medication runs out to make an appointment if you have been informed that you will need a medication review before your next prescription is issued.

There is an Electronic Prescription Service which you should arrange through a pharmacy or dispenser of your choice. This allows us to send your prescription electronically to them which means you do not need to collect the paper prescription from us, instead you go directly to them for collection of your medication. Please ask your pharmacist for more information.

Please allow two full working days for prescriptions to be processed and remember to take weekends and bank holidays into account.

POD - NHS Prescription Ordering Direct

The old system of ordering repeat medication through the chemist is no longer running. Patients are required to order their repeat medication via the POD (NHS Prescription Ordering Direct), a service set up by the Medicines Optimisation Team at Warwickshire North Clinical Commissioning Group.

The NHS POD will provide a method for patients to order their repeat prescriptions enabling increased patient empowerment and the ability to take control of their own repeat medication requirements. The aim is to ensure that patients are receiving the correct quantity of medication that they need in a timely manner to reduce the amount of prescription waste in our area. Unused prescription medicines cost the NHS £4 - £6 million every year in Warwickshire North alone.

To order your next repeat medication you will need to ring the NHS POD on **024 76246 025** or, if you prefer, you could register to order your medication direct with the surgery through the online system or visit the surgery to request your repeat. This service will not affect your medication being processed by your chemist or how it is delivered. Please remember to order your medication in plenty of time, at least 72 hours in advance is advised.

Medication Reviews

If your repeat prescription shows that it is the last issue available to you, a note will be attached asking you to make an appointment with the person indicated to review your medication/health. Please contact our reception 2-3 weeks before your medication runs out to make an appointment and do not run out of medication. Not attending medication reviews on time may delay your issue of repeat medication. Attending a review is a patient safety matter.

Do not stockpile unwanted drugs at home – return them to your chemist, and do not order drugs that you do not need - this costs the NHS millions every year..



Test Results

If you have had a blood or urine test, please telephone the surgery **after 11:00** 3-5 days later and the receptionist will give you the result as directed by the doctor or nurse. The receptionist will not be able to discuss the results in any way.

Some results, e.g. X-Rays, MRI scans, ultrasounds, can take at least 7 days or more. The surgery will only contact you if the test results are very serious and the doctor wishes to see you urgently within 2-3 days, otherwise it is the responsibility of the patient to contact the surgery for their results.

If your test was requested by a consultant at the hospital, please note the results will go to them and not the surgery.

Results for under 16s can usually be given to parent. Young persons aged 16-18 should ring for their own results or be able to give verbal permission to pass results to a parent or guardian.

Home Visits

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception **between 08:30 and 10:30am.**

You may only request a home visit if you are housebound or your medical condition prevents you from visiting the practice. Your GP will only visit you at home if an assessment deems that your medical condition requires it and will also review its urgency.

Please note problems with transport is not a reason for requesting a home visit.



Summary Care Record

There is a new Central NHS Computer System called the Summary Care Record (SCR). It is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had.

Storing information in one place makes it easier for healthcare staff to treat you in an emergency, or when your GP practice is closed. This information could make a difference to how a doctor decides to care for you, for example which medicines they choose to prescribe for you.

Only healthcare staff involved in your care can see your Summary Care Record.

Over half of the population of England now have a Summary Care Record. You can find out whether Summary Care Records have come to your area by looking at our [interactive map](#) through our website or by asking your GP.

It is not compulsory to have this and if you choose to opt out of the scheme then you will need to obtain, complete and return a form from the surgery or you can do this through the Practice website.

Clinics & Services

Contact the surgery to enquire whether you are eligible for these clinics or services and how you can access them.

- **Chronic Disease Management - Diabetes, Asthma, COPD etc**
- **Over 75 Health Check**
- **NHS Health Check (age 40 - 74 with medical exclusions)**
- **Cytology (smear test)**
- **Family Planning**
- **24 hour Ambulatory Blood Pressure Monitoring**
- **Learning Disability Annual Health Checks**
- **New Patient Medicals**
- **Travel Vaccinations including Yellow Fever Centre**
- **Childhood Immunisations**
- **Weight Management**
- **Vaccinations - Seasonal Flu, Pneumococcal, Shingles, Whooping Cough, Men C ACWY Freshers, Testosterone, Zoladex/Prostap, B12, etc**
- **Minor Surgery**
- **Minor Injury (by GP appointment)**
- **Diabetic Retinal Screening**
- **AAA Screening**
- **Phlebotomy**
- **IAPT counselling**
- **Antenatal Booking Clinic**
- **Medication Review**
- **Wound Care including suture/clip removal**
- **ear syringing**
- **72 hour ECG**
- **Smoking Cessation**
- **Dietary advice – eg cholesterol**



Travel Vaccinations

If you require any vaccinations relating to foreign travel you will first need to complete a travel risk assessment which you ask about at reception. You will then need to make an appointment with the Practice Nurse to discuss your travel arrangements (which countries and areas within countries you are visiting and what vaccinations are required). There is further information about countries and vaccinations required on the links through our Practice website.

It is important to make this initial appointment at least 6 weeks before you travel as a second appointment will be required with the practice nurse to actually receive the vaccinations. These vaccines have to be ordered as they are not a stock vaccine. Your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to be effective.

Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge as not all travel vaccinations are included on the NHS. Sometimes patients may not have left enough time for us to purchase vaccinations or have appointment availability in time for their travel. Therefore there is an alternative local service provider, **George Eliot Medical Centre, Foleshill Road, Coventry**. Please note, this is a private clinic and patients will be charged per vaccine; appointments are needed on 07843 679205.

Appointments

At Arbury Medical Centre we provide 4 types of appointment:

- **Advance Routine Appointments** - bookable for up to 2 weeks ahead for GPs and 4 weeks for Practice Nurses and Nurse Practitioner
- **Online Appointments**(Please contact reception to register for this service) –routine appointments are available online to pre-book
- **Routine on the day**- bookable from 08:00 each day.
- **Urgent / Same Day** - Arbury Medical Centre's doctors have agreed the criteria for issuing an urgent appointment. If you request an urgent appointment you should expect to be asked far more detailed questions by the receptionist. We hope that you will understand the need for this detailed questioning to ensure that every request for 'emergency' appointments are truly urgent and clinically necessary. Each request is then reviewed by the Duty GP.



Appointments can be accessed either online (you need to register for this service), in person at the practice, or by telephone. We have a number of incoming telephone lines into the surgery and a queuing system is in operation, however if you do get the engaged tone,

please redial. We strive to answer your calls quickly but at peak times this is dependent on the volume of incoming calls. We appreciate patient patience when this occurs.

In order to help us provide you with the best possible service, we ask you to note the following:

- We request that if you no longer require your appointment, you inform the surgery as soon as possible so that another patient may benefit from the appointment.
- Each appointment is for ONE person only. If you wish for another person to be seen at the same time, please inform the receptionist when making the appointment so that a second appointment may be made.
- Patients must expect the doctor to prescribe the most appropriate therapy for their medical conditions. In line with national and local policy, this may involve the use of 'generic' preparations instead of a particular brand.
- It is accepted medical practice to only prescribe drugs when absolutely necessary and patients should remember that this does not mean that the doctor has failed to treat the condition appropriately if no medication is offered.
- If you are 10 minutes late for your appointment it may not be possible for you to see the Doctor or Nurse and you may be asked to book another appointment.
- Your 10 minute appointment time is allocated for you to discuss one problem with the doctor. If you have multiple problems to discuss with the doctor please ask for a longer appointment when booking with the receptionist or book another appointment.

Zero Tolerance

The NHS operate a zero tolerance policy with regard to violence and abuse and the Practice has the right to remove violent patients from the list with immediate effect in order to safeguard Practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their immediate removal from our patient list and record the incident in the patient's medical records.

Other arrangements to manage your health will be arranged via NHS England.



Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicably as possible.

To pursue a complaint please contact the Practice Manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

Data Information Sharing

Why we collect information about you:

Your doctor and other health professionals dealing with your care will keep records about your health and any treatment or care you receive from the NHS. These help ensure that you receive the best possible care. These records may be written down or held on a computer. Your record may include:

- Basic details about you such as your address and next of kin.
- Any consultations or clinic visits you have had.
- Notes about any treatment or care you have received.
- Results of investigations such as blood tests.
- Relevant information from other health professionals who are caring for you.

These records are kept up to date and accurate.

How your records are used to help the NHS:

Your information may also be used to help us;

- Assess the needs of the general population.
- Make sure our services can meet patient needs in the future.
- Review the care we provide to ensure it is of the highest standard.
- Teach and train healthcare professionals.
- Conduct health research and development.
- Pay your GP for the care we provide.
- Audit NHS accounts and services.
- Prepare statistics on NHS performance.
- Investigate complaints, legal claims or untoward incidents.

Some of this information is held centrally, but this is used for statistical purposes stringent measures are taken to ensure that individual patients cannot be identified. Anonymous statistical information may also be passed to organisations with a legitimate interest, including universities, community safety units and research institutions.

Where it is not possible to use anonymized information, personally identifiable information may be used for essential NHS purposes. These may include research and auditing services. This will only be done with your consent, unless the law requires information to be passed on to improve public health.

How we keep your records Confidential:

Everyone working for the NHS has a legal duty to keep information about you Confidential. We will only pass or use information about you if others involved in your care have a genuine need for it, such as Social Services. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others are at risk or where the law requires it.

We must pass on information when;

- We encounter infection diseases which may endanger the safety of others such as meningitis or measles (but not HIC/AIDS).
- A formal court order has been issued.
- There is a new birth.

Access to Medical Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

Freedom of Information

Information about the General Practitioners and the Practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the Practice Manager.

If you would like to know more about how we use your information or if for any reason you do not wish to have your information used in any other ways described above please speak to the Practice Manager.

Patient Participation Group

The Patient Participation Group (PPG) was formed to enable patients to have their say and put forward suggestions on ways to improve the services offered by Arbury Medical Centre and discuss local and national health matters that affect our patient population.

The PPG is drawn from patients registered at the Practice and is open to all irrespective of gender, age, race, religion, sexuality or disability. We are actively encouraging all patients to consider taking part. The group is chaired by its nominated patient representative, facilitated by the Practice Manager and a GP Partner, who also attend meetings.

The PPG meets every 12 weeks to review progress on outstanding issues and to address any new concerns identified. If you would like to be a member but would find it difficult to make time to attend our meetings and would like to be contacted occasionally by email please contact the surgery or go on the Practice website for the application form.



Please note that due to the COVID-19 Pandemic some of the information in this leaflet is currently suspended. We hope that we will resume normal services as soon as possible. For any enquiries regarding current services etc please contact the surgery. Thank you.

