

PRIORY MEDICAL PRACTICE

INFORMATION FOR OUR PATIENTS

Welcome to our Practice. The doctors are part of a team providing care for you and your family. We hope you find this information sheet useful. Please keep it safely for quick reference.

If you would like to know which areas are covered by our Practice, please visit our website www.priorymedicalpractice.co.uk where you can input your postcode to check.

**For Appointment's, Home Visit's and Emergencies
Telephone 01234 262040
48 The Glebe, Clapham, Bedford MK41 6GA
www.priorymedicalpractice.co.uk**

THE DOCTORS

Dr Kam Kirkbride-Jamu MBChB (1990 Aberdeen) DFFP

Dr Anureet Mom MBChB. DRCOG MRCGP

The Doctors are general partners and trade as the Priory Medical Practice which is not a limited partnership.

OTHER MEMBERS OF OUR TEAM

Our Receptionists

Will help you with any administrative or non-medical aspect of your health or treatment. They are trained to do this sympathetically and in complete confidence.

The Practice Manager

Deals with the day to day running of the Surgery.

The Paramedic Specialist Practitioners

Can see you for minor illnesses.

The Practice Nurses

Pre-booked appointments are available in morning, early afternoon and evening surgeries throughout the week and our Nurses will help you with minor injuries, dressings and removal of sutures. They are also available for advice on travel, immunisation, dietary problems, alcohol problems, smoking cessation and cervical smears. Clinics are also held to review chronic illnesses e.g. Diabetes, Asthma, etc.

The District Nursing Team

Provides nursing care and treatments to housebound patients and those recently discharged from hospital.

The Midwife

Will share antenatal care with your doctor and will also care for you and your baby for the first 10 days after birth.

New Patients and Registration

If you live in our practice area and would like to register with us please complete our registration forms that are available from Reception or you can start your initial registration on-line at www.priorymedicalpractice.co.uk. You will then need to make an appointment with the Nurse for a New Patient Health Check.

Surgery Opening Hours

Reception is manned from 8.00 am – 6.30 pm Monday to Friday. Closed during 1pm – 2pm for lunch

CONSULTATIONS WITH THE DOCTOR

The Doctors hold surgeries at the following times:

Morning surgeries are held Monday to Friday with :Dr Kirkbride-Jamu and Dr Mom from 8.00 am to 10.30am. **To book a Call and Attend appointment please telephone on the day between 8.00am and 10.30am and arrive before 10.30am.**

Patients are requested to telephone the surgery between 8.00am and 10.30am on the morning they wish to see their Doctor.

Afternoons by appointment.

The Doctors may not be available for some sessions to see patients when they are on leave, study leave, due to illness or undertaking non-clinical work.

The Practice does offer extended hours at a location in Bedford, please ask our Reception staff.

Home Visits

Please do not ask for a visit if you can come to the Surgery.

If you are too unwell to travel, please telephone before mid-day except in an emergency. Please give all the details requested by the Receptionist so that the Doctor can assess the urgency of your case.

Telephone Advice

If you wish to speak to your Doctor please telephone and if the Doctor cannot speak to you directly the Receptionist will take a message and your call will be returned. Please remember the Doctors are usually out on home visits between 12.00 and 3.00pm.

Summary Care Record

We would like to offer all our patients the choice to have a Summary Care Record with Additional Information (SCR-AI). This is part of the NHS long term plan for 'integrated systems to be countrywide by 2021' and for 'empowering the person'. When a patient consents to having an SCR-AI, the record is updated and kept up to date. It can then be viewed by clinicians in other services like hospitals, pharmacies, ambulance service with the patient's consent at that point of care.

You can find out more by following this link –

<https://www.youtube.com/watch?v=tTEVnxzijAs>

you will then have enough information to consent to having an SCR with Additional Information if you wish.

Emergencies – Out-of-hours – Ring 111

Outside opening hours your call will be diverted to NHS 111, who will give advice or connect you to the Doctor on call. NHS 111 are contracted by the Bedfordshire Clinical Commissioning Group to provide this service.

Please restrict your calls to genuine emergencies.

Patient responsibilities

You can help us by :

- **Being on time for your appointments;**
- **Letting us know if you need to cancel;**
- **Calling for a home visit before 12;**
- **Ringling for the results of tests after 2.00pm;**

Patient Information

You should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you and if you would like to see your summary record please contact our Reception Desk to register for our on-line service, you will need to bring some form of identification with you in order for the Receptionist to issue you with a password.

Your personal medical information will only be divulged to a third party with your written consent.

How to keep your records confidential :

Everyone working for the NHS has a legal duty to keep information about you confidential.

We have a duty to :

- Maintain full and accurate records of the care we provide to you.
- Keep records about you confidential, secure and accurate.
- Provide information in a format that is accessible to you (i.e. in large type if you are partially sighted).

We **will not** share information that identifies you for any reason, unless :

- You ask us to do so;
- We ask and you give us specific permission;
- We have to do this by law;
- We have special permission for health or research purposes or
- We have special permission because the interests of the public are thought to be of greater importance than your confidentiality.

OUR GUIDING PRINCIPAL IS THAT WE ARE HOLDING YOUR RECORDS IN THE STRICTEST CONFIDENCE

Your Data Matters to the NHS.

You can obtain more information about how your data may be used and about your Summary Care record. Please visit the following for more information and how to opt out should you wish to do so.

<https://www.priorymedicalpractice.co.uk/practice-information/summary-care-records/>

or

nhs.uk/your-nhs-data-matters

Violent / Abusive Patients

Patients will be immediately removed from the practice list in accordance with the Violent Patient Policy. This applies to all patients who have either threatened violence, performed any violent act or have been abusive, to any Doctor, Nurse or member of the practice staff.

NHS 111

Offers free expert health information and advice 24 hours a day on **111** or at their website www.nhsdirect.nhs.uk which also offers an enquiry service. For deaf people and those hard of hearing, a telephone service is available on **111**. If English is not your preferred language, you can choose to use a confidential translation service.

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 or injuries requiring stitches, go to your nearest Accident and Emergency Department or call **999**. Accident and Emergency Departments are open 24 hrs a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Repeat Prescriptions

For prescription queries only please telephone **01234-214862** between 9.30am to 1pm, Monday to Friday.

Repeat prescriptions are printed by computer and a list of your regular medications will be provided to you with your prescription. When you want a repeat prescription tick the items you require on the slip. You can either place it in the box provided at Reception or post it to us, enclosing a stamped, self-addressed envelope if you wish it to be returned by post. Alternatively, you can order your prescription by registering for our on-line service by visiting our Reception Desk with a proof of identification and a password will be issued to you. However you order your prescription it will be available for collection 48 hours after ordering (this excludes weekends and Bank/Public Holidays).

Prescriptions dispensed by the Practice will normally be available the next business day after 2pm unless you are informed otherwise.

Arrangements with Chemists to Collect Prescriptions

Patients who wish to have their repeat prescriptions collected by a nominated chemist, need to make such arrangements with the chemists themselves and then simply let us know which chemist we are required to add to their record.

Results of Tests

It is your responsibility to obtain your test results.

These are usually available by telephone or attendance approximately one week after tests are performed.

X-rays and scans however can take a minimum of two weeks to reach us.

PLEASE CONTACT THE SURGERY AFTER 2.00PM TO OBTAIN YOUR RESULT.

Access to our Surgery

Free parking is available in our on-site Car Park.

SERVICES AVAILABLE

Antenatal Clinic – Tuesdays from 1.00 – 4.00pm.

If you think you are pregnant please book an appointment with our Midwife, you can do this at our Reception Desk.

For healthier babies don't smoke or drink!

Child Immunisation Clinic

Every Monday from 8.45am – 10.30am.

You will be advised by the Health Authority when your child's immunisations are due, immunisations at the clinic are from birth to school age. Your doctor will carry out development checks at 8 weeks and the Health Visitor at 8, 18 months and 3 years.

Screening Programmes

The practice nurses can give advice on womens' health problems, cervical smears, or for advice before becoming pregnant. . We recommend cervical smears every 3 - 5 years, according to National Guidelines which can be performed at the surgery. Breast screening by mammography is available every 3 years for women aged 50-64 years and patients are invited to attend by the Breast screening service directly, this appointment is not however at the surgery but you will be advised on location when you book your appointment.

There is also a nationwide Bowel Cancer Screening Programme which offers screening every two years to men and women aged 60-69 (this is in the process of being extended to people aged up to 74 years) once again you will be invited directly by this service.

Family Planning

All forms of contraception are available. We can also signpost you to an appropriate NHS service.

Remember to check your Rubella (German Measles) immunity **before** becoming pregnant, please see one of our Practice Nurses.

Injection Clinic

The Injection Clinic is held each month and is performed by Dr Mom, from 2.00pm. Please discuss this with your Doctor who will arrange for you to be given an appointment.

Cryotherapy Clinic

The Cryotherapy Clinic is held at the Surgery on the last Wednesday of each month and is performed by Dr Kirkbride-Jamu from 3.30pm. Please discuss this with your Doctor who will then arrange for you to be given an appointment.

Diabetes and Asthma Clinics

These are led by our nursing team and offer advice and general health check-ups.

Smoking Cessation

If you wish to give up smoking, please discuss this with your Doctor. We offer dedicated smoking cessation sessions with our Practice Nurses.

Health Promotion Checks (HPCs)

We believe in health promotion and disease prevention. We carry out basic health promotion checks in which we enquire about your smoking and drinking habits and the amount of exercise you take. We check your weight, height and blood pressure and analyse a sample of your urine. Cholesterol checks are available. Advice can be given on changing your lifestyle.

Patient Health Checks

The doctors and nurse will make opportunistic enquiries about your lifestyle when you attend for other problems, but if you do want a health check at any time please make an appointment. We recommend that you have one at least every 5 years.

Chaperone Policy

You can see the Doctor or Nurse with a chaperone. We can provide a member of clinical staff to chaperone you. It would be helpful if you could let us know if at all possible at the time of booking your appointment that you would like a Priory Medical Practice chaperone so that we can make someone available.

Change of Name, Address and Telephone Number

Please remember to notify us of any change in your personal details or you might find yourself removed from our practice list by the Primary Care Services England. If you change your name please supply a copy of Deed Poll, Marriage Certificate, Passport, Driving Licence or bank statement / utility bill (which must be no older than 6 months). Any change of address we prefer in writing but we are happy to take this along with any telephone number change over the telephone.

Non-NHS Services

Medical examinations and certificates for special purposes can be arranged by appointment. These are not part of the Doctor's NHS duties and charges will be incurred. Please ask at Reception.

The Accessible Information Standard

The Standard is a legal requirement which has been established to ensure that people who have a disability, impairment or sensory loss are issued information that they can access and understand and that they can also receive any communication support they need.

As a Practice we whole heartedly support this and are happy to hear from you, if for example, you require letters from us in a larger print.

Complaints and Suggestions

We welcome your suggestions on how to improve our service. If you have any complaint about the practice, please address it either to the Practice Manager or Doctors. We will aim to provide an initial response within three working days and a formal review within fourteen working days of receiving any complaint. Please see our website for details of how to proceed if you are not happy with the Practice.

The area served by the Priory Medical Practice is in the district covered by Bedfordshire Clinical Commissioning Group at Capability House, Silsoe, Bedfordshire MK45 4HR

www.bedfordshireccg@nhs.uk

WE RECOMMEND:

Tetanus Booster every ten years (5 doses in total give lifelong immunity) ;
An annual influenza vaccination for the elderly and long term sick;
Travel immunisations to be effective need to be given at least six weeks prior to departure;
Keeping active and exercising regularly;
Eating a low fat, high fibre diet;
No smoking.
Avoid excessive amounts of alcohol

YOUR HEALTH IS YOUR RESPONSIBILITY AS WELL AS OURS!

Reviewed September 2022