

Patient Information

Fishermead Medical Centre is a team of three family doctors and is part of a large multi-disciplinary health care team. This patient information leaflet is intended to help you get the best from the many services available in the surgery. Visit our website www.fishermeadmedicalcentre.co.uk for further information, to order repeat prescriptions, to notify us of a change of address or to register as a patient with us.

Doctors

DR M KANSAGRA	MB ChB MRCP
DR K ALI	MBBS DCH DFFP
DR M ALEXANDER	BA BM BS DCH

Nurses

Nurse Lisa	- Asthma, COPD, Diabetes, Care Planning, Dressings, Smears, Travel Vaccinations
Nurse Theresa	- Nurse Prescriber, Asthma, COPD, Care Planning, Diabetes, Dressings
Nurse Marie	- Child Immunisation clinics, Dressings, Smears

Opening Hours

The surgery is open at the following times:

Monday:	8.00am to 6.30pm
Tuesday:	8.00am to 6.30pm
Wednesday:	8.00am to 8.30pm
Thursday:	8.00am to 6.30pm
Friday:	8.00am to 6.30pm
Weekend:	Closed

Consulting Times - By appointment only

Booked consultations are available at the following times:

Monday:	9.00am to 12.00pm	3.30pm to 6.00pm
Tuesday:	9.00am to 12.00pm	3.30pm to 6.00pm
Wednesday:	9.00am to 12.00pm	4.00pm to 8.15pm
Thursday:	9.00am to 12.00pm	3.30pm to 6.00pm
Friday:	9.00am to 12.00pm	3.30pm to 6.00pm
Weekend:	Closed	

A Guide to the Appointment System

All consultations are by appointment only. If you require a chaperone or translator please ask at reception.

Routine appointments

You can book an appointment with the GP of your choice in advance. The waiting time is generally about three to five working days but may be longer during certain periods. You can also book GP appointments online once you have an online account.

Appointments available on the day

You can request to see a GP on the day; these appointments are released at 8:00 a.m.

Urgent appointments

If you have a genuine urgent medical need to see a GP there are appointments reserved for this during the morning and evening sessions. These are by appointment only and are released at 8.00am and 2.30pm. An urgent medical need is something that cannot wait until the next day. Urgent medical need does not include minor illnesses e.g. sore throats, colds, repeat prescriptions or sick certificates.

Telephone Advice Consultations

The doctors and practice nurses are always happy to give telephone advice. Your details will be taken and a doctor/nurse prescriber will telephone you during the day, usually at the end of clinic.

Urgent Care Appointments

These appointments are released at 8am. The Urgent Care Nurse Prescriber also triages appointments using a telephone consultation and, after discussion with you will decide your best care pathway.

Home Visits

Home visits are for housebound patients and those genuinely too ill to travel to the practice. It is perfectly safe to bring a child with a rash or temperature to the practice. Home visits take up a lot of the doctor's time; we can see four or five patients at the practice in the time it takes to make one call. **It would be helpful if requests for home visits could be made before 10.00am**, the receptionist will ask for brief details of your problem and for your telephone number. Please try to get to the practice if you can.

Results of tests/Investigations

Please telephone for results between 12.00pm – 3.30pm. In order to maintain confidentiality the results will only be given to patients themselves or to parents of minors.

Sickness certificates

If you are off work for less than 7 days you are responsible for your own self-certification on form SC2 (available from reception or any post office). If your employer will not accept an SC2 we can issue a private medical certificate for which we charge a fee. After seven days you will be entitled to an NHS medical certificate.

Repeat Prescriptions

48 Hours' notice is required for repeat prescriptions. You can order your repeat prescription using the following options:

- Online at www.fishermeadmedicalcentre.co.uk
- Complete the counterfoil of your previous prescription and pop this in the red letterbox at the reception desk
- Telephone requests between 9.00 – 11.00am on 01908 609240 option 2 for housebound/vulnerable patients
- Your prescription can be sent electronically direct to the pharmacy of your choice

Cox & Robinson and Hot Chemist also provide delivery services if you are unable to collect your medication. Please arrange this directly with them

Cox & Robinson 01908 669590
Hot Chemist 01908 803499

If you are on regular medication your doctor may agree to you having repeat medication for a limited time without an appointment, although a medication review with a doctor will be carried out on a regular basis.

Out Of Hours Care

If you have a life threatening medical emergency please dial 999

If you require urgent medical assistance which cannot wait until the surgery re-opens, please call 111 (calls to the NHS 111 service are free from both landline and mobiles)

Or
visit The Urgent Care Centre, Hospital Campus, Standing Way, Eaglestone, Milton Keynes, MK6 5NG Tel: 01908 303030

Or
Visit your local pharmacist who will be able to help you with minor ailments

Health Visitors

Can be accessed at:
Pebbles Sure Start Children's Centre
The Willows School
Newlyn Place
Fishermead
Milton Keynes
Tel: 01908 605775

Midwives

Midwifery team hold clinics here every Tuesday
and Thursday

Child Immunisation Clinic

Immunisation clinic every Tuesday at the surgery

Confidentiality

Patients' records on file and computer are confidential. Information held on computer is protected under the Data protection Act. Sometimes auditors or other health care professionals may require access to patients' records; if you object to this please inform the practice manager in writing.

Attending a Booked Appointment

You will receive a text message to remind you of your appointment. If you cannot attend your appointment for any reason please let us know as soon as possible, we can then offer the appointment to someone else. We monitor patients who fail to attend, and patients receive warning letters and may be removed from the practice list if booked appointments are regularly missed.

Zero Tolerance Policy

Fishermead Medical Centre operates a zero tolerance policy with regards to threatening, violent or abusive behavior. 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. Any behavior, verbal or physical, which causes staff to feel uncomfortable, embarrassed or threatened, is totally unacceptable and will be dealt with in accordance with our policy guidelines.

Suggestions and Complaints

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

General Data Protection Regulations

General Data Protection Regulations (GDPR) is a piece of legislation that supersedes the Data Protection Act. It applies to the UK and EU and covers anywhere in the world in which data about EU citizens is processed. Our Data Protection Officer is: **Gaynor Flynn**, Information Governance Manager, Beds Luton & Milton Keynes ICS, Steppingley Hospital, Froghall Road, Steppingley, Bedford, MK45 1AB