

Harrold Medical Practice

Comments & Complaints Procedure

The doctors and staff try very hard to provide every patient with the highest possible standard of Health Care within the resources available to the practice.

We know, however, that we are not perfect and sometimes, despite our best efforts, things do go wrong or, from the patient viewpoint could simply be improved.

Without patients making us aware of their difficulties we would be unable to correct the cause or change for the better the methods by which we operate.

For these reasons the practice has established a formal yet uncomplicated procedure for patients to express their concerns to us in a confidential way.

If you would like a copy of the document that sets out the procedure our receptionists will be happy to provide you with this.

Caroline Rigg
Practice Manager



Telephone : 01234 720225

Fax : 01234 720603

www.harroldmedicalpractice.co.uk

**Peach's Close Harrold
Bedfordshire MK43 7DX**

**Dr Giles Limond
Dr Geetha Rangasamy
Dr Vishal Jaiswal
Dr Roger Bailey (locum)**

The practice is a member of
The Bedfordshire Clinical Commissioning Group

Practice Area

Bedfordshire

Bletsoe
Carlton
Dungee
Felmersham
Harrold
Hinwick
Milton Ernest
Oakley
Odell
Pavenham
Podington
Radwell
Sharnbrook
Souldrop
Stevington
Turvey

Buckinghamshire

Cold Brayfield
Lavendon
Newton Blossomville

Northamptonshire

Bozeat

We can only accept patients who live within our boundary area. To check if you are in our area either speak to our reception team or use the postcode checker on the practice boundary page of our website.

How to register

If you would like to register with the practice please call into the surgery to pick up the necessary paperwork, or alternatively log onto our website www.harroldmedicalpractice.co.uk and register online. You are free to consult the doctor of your choice.

The Partners at the Harrold Medical Practice are committed to doing everything possible to protect staff, patients and visitors from unacceptable behavior and their zero tolerance of any incident that causes hurt, alarm damage or distress.

Useful Telephone Numbers

- Alzheimer Link Service 01234 353132
- Asthma Helpline (national) 0845 7010203
(9-5pm Monday to Friday)
- Breast Cancer Care Helpline 0808 8006000
- British Heart Foundation 020 7935 0185
- Childline 0800 1111
- Cruse 01234 340321
- Diabetes UK Careline 020 7637 6112
- Healthlink 01234 270123
- Meningitis Helpline 0808 800 3344 (24 hours)
- National Aids Helpline 0800 567123 (24 hours)
- National Drugs Helpline 0800 77 66 00 (24 hours)
- Plan B (Drugs & Alcohol) confidential advice and support for 13-25 year olds 01234 344911
- Relate 01234 356350
- Samaritans 08457 90 90 90
- Victim Support 01234 842891

Local Hospitals

- Bedford General
Kempston Road Bedford MK42 9DJ 01234 355122
- Luton & Dunstable
Lewsey Road Luton LU4 ODZ 01582 491122
- Milton Keynes General
Standing Way Eaglestone Milton Keynes
MK6 5NG 01908 660033
- Northampton General
Cliftonville Northampton NN1 5BD 01604 634700

PRIVATE SERVICES

The following services are available at the practice,
please telephone reception to enquire re cost and to book an appointment

**** Acupuncturist** - Dr Sharmala Bandaranaike, DSAC; MBAcC; Ac.(Peking); MAMA (UK) MAcF (Sri Lanka) Sharmala qualified in Ayurveda Medicine in Sri Lanka and as an Acupuncturist there and in China. Sharmala worked for 15 years at the country's leading Naturopathic Clinic at Tyringham where she was the senior consultant.

Appointments available on Wednesday afternoon and
Saturday morning

****Podiatrist** - Mr Graeme Paterson, Bsc SRCh FpodA, Graeme offers a wide range of services including routine foot and nail care, provision of orthoses and a full range of ambulatory foot surgery.

Appointments available on Saturday morning

Please ring our reception team to book an appointment for any of the above services.

WELCOME TO THE HARROLD MEDICAL PRACTICE

We would like to welcome you to the practice, serving the
population of Harrold and the surrounding villages.

All of our doctors offer general medical, maternity, contraceptive and
child health surveillance services.

We aim to provide a high level of medical care and to be friendly, approachable
and accessible. Above all we are respectful of all our patients.

We offer parking facilities for the disabled and our premises are on one level
offering easy access for wheelchairs, prams etc.

Dr M Giles Limond

MBBS
MRCGP
DFFP

Dr Geetha Rangasamy

MBBS, MRCP, DRCOG, DFSRH, MRCGP

Dr Vishal Jaiswal

MBBS BSc (Hons)

SURGERY INFORMATION

The reception/dispensary opening hours are

Monday to Friday- 8.30am to 6.30pm

Saturday - 8.30am to 1.00pm
(no telephone availability)

- Surgery times and appointments -

- Bookable Surgeries -

-Weekdays -

Bookable appointments range from :
8.30am-12.30pm and 1.30pm-5.30pm

Urgent Same Day

Monday to Friday—Telephone lines open from 8am

This clinic provides appointments with a Doctor or Minor Illness Nurse if you have an urgent medical problem that cannot wait for the next bookable appointment.

If you do require an Urgent Same Day Appointment you will need to phone the Practice (01234 720225) and speak to a member of the Reception team who will allocate you with a booked same day appointment slot with the Doctor or Minor Illness Nurse (the Receptionist can advise if the minor illness nurse can help you with your medical problem). Our phone lines will be open from 8.00am. We have a number of same day urgent appointments available, so please do not worry if you cannot get through on your first attempt.

Appointment times given are approximate due to the unpredictability of urgent medical problems.

We respectfully request that patients not requiring an urgent same day appointment, where possible, avoid phoning in between the hours of 8am-10.30am.

This clinic is not designed for on-going complicated medical problems, medication reviews or routine procedures, all of which should be dealt with during a normal booked appointment.

The minor illness nurse can prescribe

GP Extended Access Service

Routine pre-booked appointments available to all registered patients.

Appointments available evenings and weekends at London Road and Riverfield Drive surgeries in Bedford.

Monday to Friday 6.30pm-8.00pm

Saturday 8.30am-2.30pm and Sunday 8.30am-11.30am

Please contact Harrold Surgery if you would like to be seen in one of the above clinics.

Phlebotomy Clinic - Monday, Wednesday, Thursday and Friday

by appointment only

Home Visits

Home visits are for those patients too ill to travel to the surgery for a consultation or the housebound. We ask that requests for home visits are made by phoning reception **before** 11.00am.

Chaperone

If you would like a Chaperone present during your consultation, then please advise the receptionist when checking in. A copy of our Chaperone Policy is available upon request.

Insurance Reports/Forms and Medicals

The practice receives many requests for completion of BUPA/PPP, travel forms and insurance reports (for mortgage and life cover). This work has to be fitted in around surgeries, home visits, daily post/results and we do ask that you be patient if the form is not completed as quickly as you would like.

We would like to remind patients that before arranging a private appointment you must first discuss this with the doctor as he/she will need to sign the form to state the date on which it was decided to refer you for your treatment.

There is a charge for completion of the above paperwork and our prices are displayed on the practice notice board.

Equipment Loan

We have various items of medical equipment available for loan as follows :
Crutches, walking frames and walking sticks, glucose testing machines, blood pressure machines, and TENS (pain relief) machines.

Friends of Harrold Medical Practice

The Friends are a registered charity and have provided a variety of equipment through patient donations to the practice to enhance the services provided for the patients of the practice. If you would like more information, or would like to join the Friends, please contact Brenda Alexander on 01234 881473.

The Friends have a bookcase in the surgery where donated books are sold. If you have any good quality paperback books that you would like to donate, our receptionists will be pleased to take these. We must ask that these are in good condition in order for us to sell them.

Bedfordshire Hearing Advisory Service

BHAS visits the practice once a month to offer a free service to wearers of NHS hearing aids, to assist with any problems you may have with your hearing aid. They can provide hearing aid batteries and re-tubing of your ear mould if necessary. Hearing aid batteries are also available from our reception, please remember to bring along your book so supply can be recorded. We do not require you to return used batteries, but kindly request that you dispose of them responsibly.

Repeat Prescriptions

Repeat prescription requests - you will be given a slip with your medication which should be used when re-ordering more medication. You can hand deliver, post or fax your repeat request but unfortunately, for safety reasons, we are unable to accept telephone requests for repeat medication.

You can use the online service to order your repeat prescriptions. We need a minimum of three working days to process your request to allow for printing, ordering and the making up of your prescription. We have an arrangement with the Post Offices in Turvey and Lavendon to act as a collection point for medication for patients who have difficulty in getting to the practice. If you would like to make use of this service please speak to a member of our dispensary team.

Travel Clinics

The practice nurse provides a full immunisation and vaccination service for our patients travelling overseas. She can advise upon the recommended protection for each country of destination, together with the timing of treatment for the maximum effectiveness. Patients will be counselled as to the possible side effects and contra-indications of the various prophylactic drugs. We require patients to complete a travel Questionnaire prior to starting travel vaccinations (the Questionnaire is available in Practice or on the online pages of the website). Please contact us as soon as your travel itinerary is known as certain vaccinations require to be initiated well in advance of planned travel dates (minimum of 4 weeks prior to travel).

Flu vaccinations

Each year we provide these to patients that we know are particularly at risk during the winter time and the vaccinations programme will normally start in late September/early October. All patients over the age of 65 are considered at risk, patients under 65 in the following clinical "at risk" groups, Diabetes, Asthma/COPD, Coronary Heart Disease, Chronic Kidney/ Disease, Chronic Liver Disease, patients with lowered immunity (due to cancer, organ transplantation, splenectomy, HIV, chemotherapy/radiotherapy or on a high dose of corticosteroids), the main carer of an elderly or disabled person. Patients will receive an invitation letter in September.

Patient Confidentiality

We appreciate that a lot of information we hold is personal to you the patient. This information is recorded on our computer system and the practice is registered under the Data Protection Act. We will ensure at all times that patient confidentiality is maintained by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it may be necessary that medical information about you is shared between members of the practice team.

Emergencies

If the routine lines of 01234 720225 are engaged, in the case of an emergency only, there is a dedicated daytime emergency line 01234 721015 (**Monday-Friday 8am-6.30pm**).

Out of hours cover

Out of hours (06:30pm—8am Monday to Friday) and (6:30pm Friday to 8am Monday) (plus all public holidays). If you require a doctor outside of surgery hours please telephone 111.

111 is the NHS non-emergency number which is fast, easy and free. By calling 111 you will get to speak to a highly trained advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobiles.

In a genuine emergency you should call 999 .

Speaking to the Doctor -

If you would like to speak to a doctor, please ring reception, leaving a contact telephone number in order that the doctor can return your call.

General Enquiries

Between 8.30 and 10.30am the receptionists are often very busy making appointments for the morning surgery. Please phone us after 10.30am if you have a general enquiry that you would like to make.

Results

Pathology test results can be obtained by phoning the practice. Blood results take approximately 5 working days. For all abnormal results the practice will make contact with the patient. To ensure confidentiality, results will only be given to the patient concerned.

NHS Health checks

All patients aged between 40-74 and who are not on an established disease register will be invited for a NHS Health check This involves a fasting blood test followed by a screening medical with one of our practice nurses. (Patients suffering from diabetes, heart disease including high blood pressure and high cholesterol, kidney disease, stroke or dementia , and those taking a statin, are excluded from the health checks because you should be under regular review with the GP).

The Practice Team

Practice Manager

Caroline Rigg is responsible for the overall management of the practice and the standards of service that we offer to our patients. She welcomes comments you may like to make about the practice or being informed of any problems that you might experience.

Reception

Our reception staff welcome patients and answer the telephone from 8.00am onwards. We run a computerised appointment system and it is vital that patients book in at reception on arrival. We now have an automated check in system (computer screen by reception desk). If the receptionist is busy and you have a booked appointment you may use the automated system to check yourself in. If you fail to check in then we are not aware that you are here.

Messages are sent to the doctors, nurses and other staff members via e-mail. Reception log all incoming calls, recording the date, time and nature of the call.

Practice Secretary

Any queries relating to a hospital referral are dealt with by our practice secretaries who will liaise with the doctor concerned.

Practice Nurses

The practice employs three part-time practice nurses:

- Penny Fullam—Penny runs our anti-coagulation, hypertension, diabetes and travel clinics . Penny also provides general nursing.
- Julie Ilugbuhi—Julie runs our Minor Illness Clinics, Monday, Wednesday, Thursday and Friday. Julie also provides childhood immunisations, cervical smears, health checks, dressings etc.
- Denise Marocco—Denise has a specialist interest in Asthma and COPD (chronic obstructive pulmonary disease).

Dispensary

Our dispensary staff will be pleased to answer any queries you may have with your medication and the opening hours are as follows :

Monday, to Friday	8.30am-6.30pm
Saturday	8.30am-1.00pm

If you need to speak to dispensary it would be greatly appreciated if patients could try and avoid morning surgery, and call after 10:30

Attached Practice Team Members

In addition to our own staff you will be able to receive help and advice from other health care workers who are attached to the practice as below :

District Nurses

The team of district nurses are specially trained to provide skilled nursing care to housebound patients of all age groups and advice to their home carers. They can be contacted at the practice by leaving a message with our reception staff.

Health Visitor

The Health Visitor specialises in advice on all aspects of child development and behavior by means of regular child health clinics, screening sessions and home visits. Health Visitor contact numbers;

Bedfordshire: 01234 310392
Buckinghamshire: 01234 713911
Northamptonshire: 01933 235365

Midwife

A Community Midwife from Bedford Hospital runs antenatal clinics every Thursday afternoon at the practice. From 1st April these clinics will run on Monday afternoon.