

Dr SP Hughes and Partners

*Drs Hughes, Sulakshana, Gurram, Randall
and Narayanan*



**The Surgery, Hexton Road,
Barton-Le-Clay**

**Health Centre
Gooseberry Hill, Luton**

www.bartongroupsurgeries.co.uk

PARTNERSHIP DOCTORS

DR SIMON P HUGHES	BSc MBBS 1985 (London) DA MRCGP
DR AVANTI SULAKSHANA	MBBS 2000 (London) BSc, DFFP, DRCOG, MRCGP.
DR CHANDRA GURRAM	MRCS 2006 (Edinburgh) MRCGP
DR KATE RANDALL	MBBS 2005 (London) MRCGP BPharm Hons
DR ANU NARAYANAN	MBBS, 1994 (London) MRCOG DFFP

MAIN SURGERY

HEXTON ROAD, BARTON-LE-CLAY, BEDFORDSHIRE MK45 4TA

(Half day closing: Wednesday)

Appointments 01582 528700 Enquiries 01582 528701

Dispensary 01582 528711 Fax 01582 528714

The surgery is shut between 12.30 and 1.30 although the telephone lines remain open. Dispensary is shut between 12.30 and 2.30

BRANCH SURGERY

**THE HEALTH CENTRE, GOOSEBERRY HILL, LUTON, BEDFORDSHIRE
LU3 2LB**

Telephone: 01582 528721

Fax 01582 528719

(Half day closing: Friday)

**It is important to note that we are a TWO SITE Practice and you
MUST be able to travel to either site for appointments**

WEBSITE

www.bartongroupsurgeries.co.uk

THE PRACTICE

Our practice is well established covering the rural area of Barton-Le-Clay and surrounding villages. There is a branch surgery at Gooseberry Hill covering parts of Northern Luton.

The aim of the practice is to provide good family medicine in conditions conducive to matching the high expectations of our patients.

In addition of our normal service there are facilities for minor surgical operations, ECG's, full medical examinations, and vaccinations for travel abroad. We are also a centre for Yellow Fever Vaccinations. Both surgeries have ample facilities and disabled people are well catered for. The surgery is fully computerized.

REGISTERING WITH THE PRACTICE

Patients wishing to register with the practice may do so if their address is within the practice catchment area. Practice policy is to register complete households only..

CONFIDENTIALITY

All staff working within the NHS have a legal duty of confidentiality towards patients which is written into their Contract of Employment. No information concerning a patient will be given to a third party without the consent of the patient involved. We adhere strictly to the Data Protection Act.

PRACTICE STAFF

Practice Manager

- Responsible for administration of the surgery and its personnel, both medical and administrative.

Secretary

- Responsible for all matters relating to patients' letters, making hospital appointments, and general enquiries.

I.T and Administrative Manager

- Responsible for updating the computer information and data entry, and the admin staff.

Reception Manager

- Responsible for the running of the reception and the reception staff who cover the surgeries form 8.30 – 6.30p.m each day. Their duties include making appointments, dealing with telephone queries, general filing and co-ordinating messages between district nurses, midwives, health visitors and doctors.

Minor Illness Nurses

- These nurses have undergone a period of special training and clinics are held at both surgeries.

Nurses

- There is a team of practice nurses who are available on a rota basis during surgery hours. General nursing duties such as dressings, ear syringing, and removal of stitches, infections and travel advice are also part of their duties.

Dispensers (Barton Only)

- Dispensers and a dispensary assistant are responsible for the issuing of medicines prescribed by the doctors.

CHANGE OF ADDRESS

If you change house or change telephone number, please let the reception staff know immediately so that your records can be amended.

HOW TO MAKE AN APPOINTMENT TO SEE A DOCTOR or NURSE

If you wish to see a doctor or nurse, please telephone the reception and book an appointment. If you wish to see a specific doctor, inform the receptionist, although this may entail a longer wait.

Emergency appointments are available each day. Please inform the receptionist if you feel your need is urgent.

We endeavour to see urgent cases within one working day of the request being made.

Please tell the receptionist if you are booking an appointment for contraceptive services or smears, as a slightly longer appointment is needed.

APPOINTMENTS

Pre bookable and emergency appointments are available at both sites every day.

You can also book and cancel routine Doctor's appointments using the on-line service. Ask Reception and they will issue you with a user name and password.

HOME VISITS

If you are able, please come to the surgery. The doctors can see more patients and can provide a more comprehensive service from the surgery. If you are too unwell to travel, please telephone before 10.30 a.m to request a visit. It is helpful to the doctor if you can give a brief description of your illness to the receptionist.

EMERGENCY CALLS (OUT OF HOURS)

When the surgery is closed, in a genuine emergency, please telephone the normal appointment line 01582 528700 for Barton and 01582 528721 for Gooseberry Hill. A recorded message will tell you how to contact the out of hours emergency service. Please have a pen and paper ready to take down the number.

If the situation is not an emergency but medical advice is necessary, you have the option to telephone 111. This is a 24 hour, confidential, nurse-led telephone service for advice and information on health matters.

REPEAT PRESCRIPTIONS

Repeat prescriptions should be requested in writing either by fax, letter or personally. You can hand in either your computer slip or complete one of the forms that can be found at both surgeries. Requests can be made in advance and left at the surgery. Or you can request repeat medication using the on-line service. Ask Reception for a user name and password to access on-line services.

Barton

Fax 01582 528714

Gooseberry Hill

Fax 01582 528719

Please allow 2 working days or 48 hours (not including weekends) after ordering for your prescription to be issued.

Repeat prescriptions are generally issued for a period of one month on a monthly basis in accordance with advice from the Department of Health. Treatment is normally reviewed six monthly and you may need to make an appointment to see a doctor.

Barton Dispensary – We are only allowed to dispense to patients who live in the surrounding villages and to temporary residents, not Barton patients.

SERVICES PROVIDED

ENHANCED SERVICES

In accordance with the GP contract, details of the enhanced services that the practice participate in have to be available to patients. These can change on a yearly basis. Details of the current services that we participate in may be obtained from the Practice Manager.

MATERNITY

The clinic is taken each week by the community midwife. The majority of our patients have shared care between the practice and local hospitals. The first appointment should be with a doctor. Patients are allocated a double appointment so please let reception know you are booking as a maternity patient.

Barton: Monday 1.00 – 3.30p.m

Gooseberry Hill: Wednesday 9.00a.m – 10.45a.m

CHILDHOOD IMMUNISATION CLINIC

Every Tuesdays between 1.30p.m and 2.30p.m at Barton.

CHILD HEALTH CLINICS

On alternate Tuesdays a clinic is held by a doctor from the practice for routine, pre-booked health checks for babies and children. Appointments are sent out automatically when children reach the appropriate ages. Child health clinics are held at Barton for all patients of the practice. There is no separate clinic at the branch surgery at Gooseberry Hill. If travelling is a real problem please contact the surgery to make alternative arrangements.

MINOR ILLNESS CLINIC

A minor illness clinic runs every morning and afternoon at both surgeries. The Minor Illness Nurses have undergone a special period of training and are qualified to undertake many of the consultations previously carried out by a doctor.

FAMILY PLANNING

All forms of family planning advice as well as cap and coil fittings and implants are offered. At present these are carried out either during or at the end of surgery hours. Please inform the receptionist when making an appointment for these services so that we can allocate you the necessary extra time.

CERVICAL SMEARS

Appointments for cervical smears at present are offered at five yearly intervals in accordance with the local health Authority policy. Some patients may need to have more frequent tests for medical reasons. Patients will automatically receive a reminder for their next appointment.

MINOR SURGERY

A variety of minor operations are carried out at the Barton Surgery. If the doctor feels that your operation is suitable to be dealt with by the practice, they will tell you how to arrange an appointment.

YELLOW FEVER

We are a Yellow Fever centre. Appointments may be booked in reception for this service.

HEALTH PROMOTION PROGRAMME

A significant number of nurse appointments are allotted to health promotion. These are available to monitor problems such as high blood pressure and raised cholesterol and to give advice on weight control, stopping smoking and a healthy lifestyle. In accordance with the national protocol, we endeavour to see all our patients over 75 on an annual basis.

ASTHMA AND DIABETES CLINIC

The nurses run clinics for patients with asthma or diabetes who are seen yearly or more often if deemed necessary. Similarly they regularly see patients with diabetes whose care may be shared with one of the local hospital diabetic clinics.

FLU VACCINATION

This is offered to all patients over 65 years and those at risk, i.e those with asthma, diabetes and kidney or heart disease. If you are uncertain as to whether you fall in a risk category, please ask your doctor.

COMPLAINTS

We operate an in-house complaints procedure.

If you have a complaint about any of the services provided, please contact the practice manager either in writing or make an appointment to speak to her. We also welcome your constructive suggestions regarding the practice.

PATIENT PARTICIPATION GROUP

We have an active Patient Participation Group called BARGOOSE who have dedicated notice boards at both surgeries. The names of the Committee members are given on both notice boards, along with copies of the most recent newsletter. Full details are also available on our website

www.bartongroupsurgeries.co.uk

ZERO TOLERANCE

Patients who are violent, use threatening behaviour, who are abusive or show sexual or racial discrimination towards the doctors or staff at the surgery may be removed from the practice list immediately. Such patients are referred to the PCT, who will be informed of the circumstances leading to the removal.

OUR PRACTICE CHARTER

Our Pledge

1. To provide health care on the basis of clinical need.
2. We will aim to see 80% of patients within half an hour of appointment time.
3. An explanation will be given if there is a wait of more than 30 minutes.
4. Practice staff will at all times be courteous and all records will be kept in accordance with the Data Protection Act.

What We Expect From Our Patients

1. To behave in a courteous manner when dealing with practice staff.
2. Only to ask for a home visit when unable to visit the surgery because of the medical condition.
3. To keep appointments and arrive punctually.
4. If you do wish to cancel an appointment, then please contact the surgery to do so and give as much notice as possible.
5. To make a separate appointment for each member of the family wishing to see the doctor.

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SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor:

Burns:

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Colds:

Even in this day and age there is still no magic cure for the common cold. Rest, take plenty of drinks. If you have a headache or are feverish, take an aspirin or paracetamol. Do not bother to take any antibiotics you may have in the house – these will have no effect!

Diarrhoea:

In adults diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken.

In both of the above cases, consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and giving cooled boiled water. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Gastroenteritis:

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up.

Large quantities of water, orange juice, or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day, or in the case of babies or young children, six hours.

Sprains:

Firstly apply a cold compress containing ice if possible, for 15 to 30 minutes to reduce the swelling. Apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

Nosebleeds:

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or food for 24 hours. If symptoms persist, consult your doctor.

Minor Cuts and Grazes:

Wash the wound thoroughly with water and a little soap. To stop the bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn:

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over exposure to the harmful effects of the sun.

Insect Bites and Stings:

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Chickenpox:

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine in aqueous cream may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

Measles:

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date. *Immunisation can prevent this disease and we strongly advise all children receive the MMR vaccine to protect against Measles, Mumps and Rubella.*

Mumps:

Symptoms are swelling of the glands in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

Immunisation can prevent this disease

Disclaimer:

We have made every effort to ensure that the information contained in this brochure is correct at the time of printing and take no responsibility for changes of information supplied by other organisations.

INFORMATION WE HOLD ABOUT YOU

The main reasons for which your information may be needed are:

- **Giving you health care and treatment**
- **Looking after the health of the general public**
- **Managing and planning the NHS – for example**
 - Making sure that our services can meet patients needs in the future
 - Preparing anonymous statistics on NHS performance and activity
 - Investigating complaints or legal claims
- **Helping staff to review the care they provide to make sure it is of the highest standard**
 - Training and educating staff
- **Research approved by the Local Research Ethics Committee**
(If anything to do with the research would involve you personally, you will be contacted to see if you are willing).

If at any time you would like to know more about how we use your information please ask to speak to Mrs Gill Hiscox Practice Manager.

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www.bartongroupsurgeries.co.uk

How we use your medical records

Important information for patients

- This practice handles medical records in-line with laws on data protection and confidentiality.
- We share medical records with those who are involved in providing you with care and treatment.
- In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.
- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- You have the right to be given a copy of your medical record.
- You have the right to object to your medical records being shared with those who provide you with care.
- You have the right to object to your information being used for medical research and to plan health services.
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office.
- For more information ask at reception for a leaflet OR visit our website www.bartongroupsurgeries.co.uk