**ASPLANDS**

**&**

**WOBURN SURGERY**

***Asplands Medical Centre***

***Asplands Close, Woburn Sands***

***Milton Keynes***

***MK17 8QP***

*Open: Monday to Friday 8.00am – 6.30pm*

***Woburn Surgery***

***Eleanor Close, Woburn***

***MK17 9QU***

*Open: Monday to Wednesday 8.00am – 6.30pm*

*Thursday & Friday 8.00am – 1.00pm*

**Appointments and Emergencies**

**Asplands Medical Centre: 01908 582069**

**Woburn Surgery: 01525 290214**

For information about how we process your data please see our Privacy Notice on our website or on the noticeboard in the practice.

**REGISTRAR BIRTHS & DEATHS**

Milton Keynes (Bucks Residents) 01908 372101

Ampthill (Beds Residents) 0300 300 8089

Births & Deaths occurring in Central Beds

**HOSPITALS**

Milton Keynes General 01908 660033

Bedford Hospital South Wing 01234 355122

**OTHER USEFUL NUMBERS**

Path to Recovery (P2R) 01234 352220

(Drug & Alcohol Advisory Service)

Alcoholics Anonymous 0800 917 7650

*www.alcoholics-anonymous.org.uk*

Relate 01908 609500

Contraception & Sexual Health 0300 300 3030

*www.icash.nhs.uk*

Childline 0800 1111

Samaritans 116 123

*Please use our advice and help zone on our website for further useful contacts*

[**www.asplandsmedicalcentre.co.uk**](http://www.asplandsmedicalcentre.co.uk)

**ABOUT OUR SERVICES**

**Ante Natal Clinics**

Antenatal clinics are held by our Milton Keynes Hospital midwives on Thursdays and Fridays. Other arrangements are made for women who have chosen to deliver at a different hospital. Please ask at reception for details.

**Child Immunisations**

Babies and children are immunized during the Child Immunisation Clinics that are run by the Practice Nurses on Tuesdays at 12.30pm – 2.00pm and Fridays 9am - 10am at Asplands. Please book an appointment for baby immunisations. Please make sure mum and baby have had their 6 week check before booking 8 week immunisations.

**Travel**

Please contact the surgery to ask about the procedure for booking travel vaccinations. We offer a comprehensive list of vaccinations for our patients and we are a registered Yellow Fever Centre. Please complete and hand in a travel form well in advance of travelling.

**Cervical Smears**

All women under 50 should have a smear at least every 3 years from age 25 and then 5 yearly from 50 to 64. They are performed by the practice nurses and sometimes by doctors. We are unable to perform the test unless you have had an invitation from NHS England. Contact the surgery if you think you should have been invited.

***Physiotherapy Service***

*A physiotherapy service is available when appropriate – referred by your GP*

*We have a First Contact Practitioner who has appointments on Tuesdays all day and Thursday mornings for musculoskeletal problems which you can book via reception or an online consultation. You can also self refer for physio via our website*

***Counselling and Mental Health Service***

Working with Ascent PCN we have Skye, a mental Health Link Worker and Victoria, a Mental Health Nurse to support patients with Mental Health related problems. They can be booked via reception.

**Minor Surgery**

This is performed by the GPs, and your GP will let you know when to book in.

**Coils and Implants**

A dedicated clinic for fitting of coils and fitting and removal of contraceptive implants is available with a female GP and an HCA.

**INFORMATION ABOUT THE PRACTICE**

Because the majority of the practice’s patients are residents in Bedfordshire, the practice is a member of Bedfordshire Clinical Commissioning Group.

**Patients with disabilities**

We have suitable access for all patients with physical disabilities visiting the practice and facilities for patients with hearing difficulties. Please let reception know if you have any particular needs.

**Videoed Surgeries**

As a training practice some of the patients have participated in video recording to allow analysis of consultation techniques by our trainee GP’s. Every patient is asked before their consultation is videoed and asked to sign a consent form. Anyone who does not wish to be videoed can of course refuse. The trainee making the recording will explain what it will be used for and confirm that it will be destroyed.

**Patient Participation Group**

Asplands Medical Centre and Woburn Surgery Patients Participation Group (PPG) represents the interests of the patient community to the Practice. It provides feedback to the Practice and acts as a ‘critical friend’. It also aims to improve communication between the Practice and patient community. You can find out more about its activities on the PPG page on the website or on the Practice notice boards. Please ask reception for details about how to join them.

**Comments, Compliments and Complaints**

We aim to give you the highest possible standard of service and deal promptly with any problems that may occur. Our Practice Manager Mrs Nicky Hall welcomes constructive comments and suggestions or complaints. Please direct these to her, preferably in writing. If you prefer not to contact the surgery you can contact NHS England on 03003112233 or email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net).

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**INFORMATION ABOUT ASCENT PCN**

Ascent PCN is a Primary Care Network (PCN) made up of Asplands Medical Centre, Fishermead Medical Centre and Walnut Tree Medical Centre.  We are working together with a range of local providers across primary care, community services, social care and the voluntary sector.

We will be working with Clinical Pharmacists, Social Prescribers, Health and Wellbeing Coaches and First Contact Practitioners to deliver a holistic approach to healthcare, with a strong focus on prevention and personalised care.  This will be supported by Care Co-ordinators working at each medical centre.

**THE DOCTORS**

**Dr. Ingrid Wallace:** MRCGP DCH DROGG (London 1989). Dr. Ingrid Wallace joined the practice in 2005 as a part time partner. She enjoys a broad range of interests. She was a course organiser, involved in the training of general practice and is a GP trainer. She is trained in family planning and sexual health, fitting coils and implanon. She is also able to undertake a range of joint injections. Home life consists of four children, a dog and a husband.

**Dr. Hari Durairaj**: MBSS MRCGP DFFP (Chennai, India 2000). After a rich medical experience in the subcontinent, he has undergone further training for about 4 years in General Practice in Bedford and joined the surgery in 2006. He loves all aspects of the job and developing further skills in sports medicine and primary care education.

**Dr. Carol Freeman:** MB ChB (Glasgow 1997) BScMRCGP DFFP. Dr. Carol Freeman has been working for the practice since 2007. Prior to this she was a partner in Ampthill for 5 years. She now works part-time to allow her time with her young family.

**Dr. Samantha Howell:** MB CHB (Hons) (Liverpool 2004). Dr Howell joined the practice in March 2013. Her special interests include family planning and medical education. She lives locally and has a keen interest in photography.

**Dr. Peter Robinson:** MB MChir MA MRCGP DCH (Cambridge 2007). Dr Robinson joined the practice in June 2013. After qualifying he worked in various hospital specialities including care of the elderly, stroke/neurology, orthopaedics, colorectal surgery, endocrinology, oncology/haematology, urology, A&E and paediatrics. He is a long suffering Liverpool fan and goes back to see them whenever he can.

**Dr. Roger Norman:** MBBS MRCS MRCGP (Barts and London Medical School 2004) Dr Norman undertook several years of surgical training before entering GP training. His special interests include surgical conditions, minor surgery and ENT.

**Dr. Jenny Cusack:** MBChB MRCGP (Aberdeen Medical School 2009) Dr Cusack continued to do her foundation years and general practice training there before moving to the area. She is developing a special interest in family planning and sexual health. Her spare time is spent entertaining her children and her dog.

**Dr Richard Darnton** (Manchester 1999) MBChB DFFP DRCOG FRCGP MInstLM MMedSc Dr Darnton was a GP partner in Leeds before relocating to Bedfordshire with his family in 2011. Nowadays, much of his week is spent working at The University of Cambridge where he is the Director of Studies in General Practice. He is a GP trainer and a Royal College of General Practitioners examiner.

**GP Registrars**: In addition there is usually at least one doctor undertaking their advanced training in general practice working with us. All are qualified doctors, who have considerable hospital experience. They work at Asplands for up to 12 months.

**Practice Nursing Team:**

Appointments can be made at reception. Practice nurses and HCAs carry out: dressings, immunisations, smoking cessation advice, give prescribed medication via injection the nurses also carry out smears. In co-operation with your GP they monitor diabetes, asthma, coronary heart disease, HRT and female contraception.

**Acute Illness**

We have four nurses and a paramedic practitioner who run acute illness clinics for which they have been trained to diagnose and prescribe for.

**Health Care Assistants**

Health Care Assistants carry out blood tests, NHS health checks, ECGs, some dressings, removal of stitches and flu immunisations, smoking cessation advice and Vitamin B12 injections.

**Medical Students**

As a Training Practice that feels it is important to invest in the Healthcare Professionals of the future we also host Year 3 Medical Students from Buckingham University who come here to learn consultation skills. An appointment with them is slightly longer and the diagnosis and any medication are completed by a supervising GP.

We are also training student nurses and they will join us for a few weeks at a time to develop their skills within General Practice, under the supervision of one of our qualified nurses.

**Staff working with our practice in the community**:

Midwife: Niamh Lawrence

**ASPLANDS & WOBURN HEALTH CARE TEAM**

**Practice Manager:** Nicky Hall

**Assistant Practice Manager:** Sue Hawker

**Care Co-Ordinators:** Rebecca Scott

Hannah Walton

Emma Barklamb

**Office Administrator:**  Kim Thorpe

Sharon Lee

Amiee Madden

Emma Barklamb

**Medical Secretaries:** Dawn Buckingham

Eleanor Fairclough

Debbie Greenlees

Louise Horne

**Receptionists:**  Karen Green *Senior Receptionist*

Nicola Crisp *Senior Receptionist*

Gaye Crosby

Mary Metcalfe

Terry Medcalf

Deb White

Terri Wardley

Jackie Morel

Mandy Layton

Deb Robinson

Sandy Dale

**Financial Assistant:** Tracey Fennell

**Dispensary Manager:** Laura Brandon

**Dispensers:**  Evelyn Burr

Elaine Watt

Alison Stratton

**Prescribing Clerk:** Gail Massey / Jackie Morel

**Practice N Nurses:** Leann Lynch *Lead Nurse*

Linda Bridges *RGN Independent Nurse Prescriber*

Laura Kirkman *Nurse Practitioner*

Carol Pullen *Nurse Practitioner*

Laura Carr

Emma Dennis

Rachel Worsley

**Paramedic Practitioner:**  David Bottle

**Health Care Assistants:** Amanda McGee

Berenice Wells

Rebecca Scott

**Phlebotomist:** Kerry Mepham

**Housekeeper:** Michelle Banbury

**HOW TO SEE YOUR DOCTOR**

Today, General Practice provides a much greater range of services than previously. Your GP might not be the best person to see about a problem, so you may be referred to another clinician within the practice or another member of the Health Care Team.

**Appointments**

Complete an on-line Engage Consult consultation via our website anytime of the day to request or cancel your own appointment.

Appointments with doctors, nurses or other clinicians can also be made over the telephone (telephone lines close between 1-2pm). Please note that appointments are usually 10 minutes only – if you have more than one problem, please ask for longer.

**Telephone Advice**

The doctors and nurses are pleased to give telephone advice: you will be asked to leave a contact number and an appropriate clinician will contact you.

**Home Visits**

Doctors or nurses may visit you at home if your illness prevents you travelling to the surgery. Please contact the surgery **before 11.00am** if you think you may need a home visit.

***Extended Access***

Appointments, available to book by calling our reception can sometimes be made for between 6.30pm and 7.30pm weekdays, and 8.00am to 5.30pm on Saturdays. These appointments are for a variety of clinicians and may take place via telephone or at a site in Milton Keynes, including the Urgent Care Centre.

**Out of Hours Medical Care**

For Out of hours care call 111 who will direct you to the correct service.

**NHS DISPENSARY**

Asplands dispensary is open Monday to Friday 8.30am - 6.30pm (closed between 2:00 and 3:00pm).

Woburn Surgery dispensary is open Monday to Wednesday 8.30am – 1.00pm and 2.00pm -6.30pm and Thursday and Friday 8.30am – 1.00pm. This is for patients who live more than 1.5 miles from a pharmacy.

**REPEAT PRESCRIPTIONS**

If you need regular medication, you can obtain your prescription in the following ways:

By ordering online via Systmonline or NHS App

By repeat request slip which can be left in the letterbox at either surgery or left at the chemist on Woburn Sands High Street for Asplands patients. Please make sure your name and date of birth are visible and you only request the medication you need.