

Out of Hours:
Always call 111 for medical
emergencies when the
surgery is closed.



Please visit our practice

Website for much more information
regarding the services offered at the
surgery and lots more useful infor-
mation on health related issues.

www.stopsleyvillagepractice.co.uk



 Stopsley Village
Practice

The logo consists of a stylized 'S' inside a circle, followed by the text 'Stopsley Village Practice' in a serif font.

26 Ashcroft Road, Stopsley,

Luton, LU2 9AU

Telephone: 01582 722 555

Fax: 01582 418145

www.stopsleyvillagepractice.co.uk

Patient Information Booklet

STOPSLEY VILLAGE PRACTICE

Stopsley Village Practice is based in Stopsley—once a village, now a pleasant residential suburb on the eastern edge of Luton. The practice area covers the adjacent outlying areas of Luton. In addition, about 5% of the patients live in two or three nearby villages just over the Hertfordshire border.

PARTNERS AND STAFF

Doctors:

Dr Piers Tomlinson BSc (1993) BM (1994) DRCOG (1998) MRCGP Southampton University (male, full-time)

Dr Irshad Shaikh MBBS (1989) MRCPI (2001) University of Karachi (male, full-time)

Dr Nighat Azhar MBBS (2001), DFSRH (2010), MRCGP (2012) Frontier Medical College, Bahria University (female, full-time)

Dr Shazia Tahseen MBBS (1995), DFFP (2001), DRCOG (2002), MRCGP (2005), PG medEd (2009) Dow Medical College, Karachi University (female, full-time)

Anita Asamoah—Practice Nurse

Caroline Disspain—Health Care Assistant

Shirley Duffy—Health Care Assistant
Practice Manager—Currently Vacant

OPENING HOURS

Surgery Hours (excluding Public Holidays):

Mondays—Friday 8.00am to 6.30pm

Saturday—8.30am to 11.30am

(Extended Hours Surgery)

Note: Extended Hours surgeries are by prior appointment only and are intended for patients whose work commitments make it difficult to attend surgery during the normal working week.

CLINCS

Diabetes Clinic

Maternity Care (Thursday afternoons)

Children's Immunisations

Travel Immunisations

Phlebotomy (Blood Tests)

Family Planning

Smoking Cessation

Minor Surgery

COMPLAINTS

If you wish to make a complaint, the practice will make every effort to resolve this locally at the time, and if possible, with the person concerned. Where this is not possible, patients will be offered the following options:

Putting their complaint in writing address to the Practice Manager

Making an appointment with / or speaking to The Assistant Practice Manager who will discuss any concerns.

If you wish to put your complaint in writing, please email the surgery at: stopsley.practice@nhs.net

You will receive a response within 3 working days to any written complaint and a full investigation into the complaint will be carried out within 10 working days wherever possible. Where this has not been possible, you will receive regular updates on the progress of the complaint.

DISABILITY NEEDS

The Surgery has an external ramp for wheelchair access.

A Wheelchair is also available in the surgery for use by patients on the premises.

Patients that require additional help of any kind should speak to a Receptionist and we will try to provide as much help as possible.

With prior notice arrangements can be made to provide an interpretation service for the deaf. The surgery also has a Hearing Loop for the hearing impaired.

Visit our Website: stopsleyvillagepractice.co.uk

Making Appointments

Receptionists

Our receptionists are trained to do a difficult job well. If you need an urgent appointment they will ask you questions that you may find irritating. This is necessary for them to assess the urgency of your situation - they are not just being nosy. This process allows the practice to run smoothly and provide an efficient service for our patients. Please treat our receptionists with courtesy and do not blame them if, for example, the doctor is delayed.

Seeing The Doctor

It is the policy of the practice that patients see their regular doctor whenever possible. Patients may make a request to see another doctor and, if time is available, this wish will be granted. Our surgery is run on an 'open access' and routine appointment system; Monday is 'open access' all day; consequently, appointments can only be made on the day. Tuesday through to Friday provides a mix of appointments with 'open access' appointments available in the mornings and pre-booked routine appointments and Urgent appointments available in the afternoons.

Appointments can be made at the surgery or by telephoning 01582 722555. Our receptionists will inform you which doctors are available for that day. Urgent medical cases will be seen the same day; otherwise, patients will be offered the earliest available appointment.

Please Note: The doctors will not see patients for Dental problems. Patients are expected to consult their local Dentist.

Telephone Appointments

If you wish to receive general advice on a health issue, we would recommend that you contact NHS Direct on 0845 4647. If, however, you would like to talk to your doctor on a specific issue, then make a request to our reception staff. If the doctor is not immediately available, they will ask for your telephone number and brief details of the nature of the problem and they will get the doctor to telephone you when time is available. Sometimes the receptionist may suggest that you speak to a nurse instead of the doctor.

Home Visit Appointments

Home visits are made at the discretion of the doctor. You are expected to come to the surgery whenever possible, as this makes best use of the doctor's time and the facilities are better for examination and treatment. Requests for home visits should be made before 10.30am by calling 01582 722555.

The receptionist will need to take a few details on the nature of the problem in order that the doctor may prioritise the urgency of the visits for that day. In some cases the doctor may telephone you back to discuss your request and decide whether a visit is necessary.

Online Appointment Booking

Doctors appointments can now be booked on-line by the patients themselves. In order to do this, patients first need to register their details with the on-line service. If you are interested in using this facility please ask Reception for a Patient Access Request form.

Text Reminders

We have an automated routine that sends appointment reminder messages to patients via the mobile text messaging system. Please ensure that we have your mobile telephone number in order that we may be able to send you these reminders. If we have your mobile number and you do not wish to receive reminder messages, let us know and we can switch the message facility off for you.

Self Check-in

The surgery has an automated self check-in touch screen opposite the reception windows. This is a simple to use system that enables the patient to check themselves into our appointments system. Should you feel uncomfortable about using such a system, you can obtain help, or book in at the reception desk in the traditional manner.

PATIENT INFORMATION

Confidentiality

All the doctors, practice nurses and reception staff have full access to medical records. Confidentiality is maintained at all times.

Disclosure Of Information

Every patient has the right to see copies of their patient notes (or those of their child(ren)) from 1991, but please give us a few days' notice to make them available. A small charge will normally be made to cover the cost of photo-copying when this is requested.

Why We Collect Information About You

Your doctor and other health professionals caring for you keep records about your health and any treatment and care you receive from the National Health Service. These help ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer.

Information Shared With Partner Organisations

The principal partner organisations with whom information may be shared are:

Health Authorities, NHS Trust, Primary Care Trusts, General Practitioners (GPs), Ambulance Services

Your information may also, subject to strict agreements describing how it will be used, be shared with NHS Common Services Agencies such as Primary Care Support Services:

Social Services, Education Services, Local Authorities, Voluntary Sector Providers, Private Sector Providers

PATIENT PARTICIPATION GROUP

The practice has recently created a Patient Participation Group comprising of a small team of patients. The purpose of the group is to help provide objective feedback to the doctors and staff of the practice in order that practical changes can be made in our working methods so as to introduce improvements to the services that we offer.

The group meets at the surgery every three months. It has a formalised structure as well as patient members taking on the roles of Chairman and Secretary. The idea is that if the practice has specific questions or proposals relating to the practice, then we would look to Patient Participation Group for their thoughts and comments. In addition, we would like inputs from the group on the results of patient feedback (e.g. Friends and Family Test) and suggestions on what steps we need to take to improve our ways of working.

If you would like to become a member of the Stopsley Village Practice Participation Group, please ask to speak to The Assistant Practice Manager or email your interest to:

stopsley.practice@nhs.net

SICK CERTIFICATES

A Doctor's DSS Certificate is not required if you are off from work for less than a week. This period is covered by a 'Self Certificate' (SC2) available from your employer. You need to see your doctor if you are off work for a longer period. A fee is charged for private certificates.

Are You a Carer?

If you are please let us know– we may be able to help you

There is a wealth of information on NHS Choices about carers and caring. Below are some links into the site that we hope you will find useful.

Watch this video on: caring for a parent at home

Caring for a parent

Caring can make it difficult to maintain friendships or develop new ones. Tell your friends you're a carer is important so they understand and can support you.

Telling people

Caring for someone can be a full-time job, but it's essential that you take time out for yourself too. Read our guide to accessing breaks and respite.

Taking a break

Do you know your tenancy rights as a carer? Are you aware of all your care at home options? Do you need tips on moving someone around the home?

Housing and carers

Contact Carers Direct

Telephone 0808 802 0202

Office Hours

Lines are open 8am to 9pm Monday to Friday, 11am to 4pm at weekends. Calls are free from UK landlines.

Helpline Information

Benefits for carers

Advice and information on helping the person you look after get the benefits that they are entitled to

Benefits for the person you care for

How your benefits maybe affected after the death of the person you look after and what happens to their benefits

Death and benefits

Advice for when carers find they have to take over the legal affairs of the person they are looking after

Managing someone's legal affairs

Advice for carers and the people they are looking after on claiming a whole host of other benefits unrelated to their disability or caring

Other benefits

Advice on keeping a tight rein on household and personal finance for carers

Personal and household finance

Information on claiming tax credits and whether you might be eligible

Social fund

Tax credits