

Buckden & Little Paxton Surgeries



Information for Patients

Drs Irwin, Goodwin, Fagnoli, Leonard & Brinkhurst

The Surgery, Mayfield, Buckden PE19 5SZ

Tel: 01480 810216

Fax: 01480 810745

The Surgery, 40 High Street, Little Paxton PE19 6EY

Tel: 01480 210444

Fax: 01480 218962

www.bandlp.co.uk

Welcome to Buckden & Little Paxton Surgeries

A very warm welcome to Buckden and Little Paxton Surgeries. We look forward to being of assistance to you. We aim to provide a wide range of services, most of which have been detailed in this handy booklet. The medical services are provided at surgery sites depending on which you live closer to. Little Paxton is a smaller surgery and was acquired in January 2006.

It would be appreciated, where possible, if those prospective patients living in the villages within our practice area, other than Little Paxton, could register at and attend the surgery at Buckden rather than Little Paxton. We have a greater number of appointments at Buckden for all aspects of our service and for those patients living further than 1.6km from a pharmacy, you shall also be able to obtain any medication the doctor prescribes from our Buckden dispensary.

At time of print, clinics and time schedules were correct. However, times may change so please verify details at your local surgery reception.

HOW TO SEE YOUR DOCTOR

Surgery Opening Times

Please note that we offer routine appointments in the evening on a Monday only from 6.30pm - 8.15pm for those who are unable to make it during daily opening times.

	Monday	Tuesday	Wednesday	Thursday	Friday
Buckden	8am - 8.15pm	8am - 6pm	8am - 6pm	8 am - 2pm	8 am – 5pm
AM	Dr Irwin Dr Fagnoli Dr Leonard	Dr Brinkhurst Dr Fagnoli	Dr Irwin Dr Goodwin Dr Brinkhurst	Dr Irwin Dr Goodwin Dr Brinkhurst	Dr Goodwin Dr Fagnoli
PM	Dr Irwin Dr Fagnoli Dr Leonard	Dr Irwin Dr Brinkhurst Dr Fagnoli	Dr Irwin Dr Goodwin Dr Brinkhurst	CLOSED 2.00pm	Dr Goodwin Dr Fagnoli
Little Paxton	8am - 6pm Closed for lunch (12.30 - 2pm)	8am - 12.30pm	8am - 6pm Closed for lunch (12.30 - 2pm)	8am - 12.30pm	8 am – 5pm Closed for lunch (12.30 - 2pm)
AM	Dr Goodwin	Dr Irwin	Dr Leonard	Dr Fagnoli	Dr Brinkhurst
PM	Dr Goodwin	CLOSED 12.30pm onwards	Dr Leonard	CLOSED 12.30pm onwards	Dr Brinkhurst

Both sites are closed Saturdays, Sundays and all bank holidays.

Buckden Surgery is closed Thursday afternoons from 2 pm though emergency appointments can still be accessed via the usual surgery number. The dispensary closes at 1pm on Thursday afternoons.

Little Paxton Surgery is closed Tuesday and Thursday afternoons from 12.30 pm.

THE TEAM

Doctors

Dr David Irwin (Male) MBBS (1984) London MRCGP DRCOG
GMC: 3003374 (Partner)

Dr Paul Goodwin (Male) MBBS (1987) London MRCGP DRCOG
GMC: 3252659 (Partner)

Dr Paolo Fagnoli (Male) MBChB (1993) Johannesburg DFFP DipDerm
GMC: 4167972 (Partner) (Cardiff) MRCGP

Dr Rachel Leonard (Female) MBChB (2000) Birmingham MRCGP DRCOG DFFP
GMC: 4723930 (Salaried Doctor)

Dr Kevin Brinkhurst (Male) MBChB (2002) Birmingham MRCGP DRCOG DFFP
GMC: 6048809 (Salaried Doctor) DCH

Practice Manager

Adele Slaney

Nurse Practitioner

Denise Richardson

Practice Nurses

Sharon Libby

Lynette Heaton-Jacques

Victoria Fowlds

Lymphoedema Nurse

Veronica Williams

Phlebotomists/Surgical

Assistants

Hazel Evans

Ros Abbey

Nicki Brown

Penny Lusha

Dispensers

Jayne Charles (Head)

Jennie Allwright

Teresa Emery

Denise Warner

Receptionists

Caroline Beck (Head)

Sharon Sira

Linda Payne

Lorraine Cronin

Ann Bangs

Victoria Richardson

Karen Harper

Louise Watcham

Health Visitor

Alison Murray

Medical Secretaries

Iona Marks

Nicky Smalley

Natalie Lamb

Sue De Keyzer

IT Lead

Claire Thompson

Admin Assistant

Chloe Stefanelli

Courier

Malcolm (Mac) Cox/George Fullam

REGISTERING

We welcome new patients who live within our practice area, (please see boundary map on the back cover). We are able to take on new patients within our inner practice boundary area and continue to offer our services to those existing patients within the outer boundary and to those who move from the inner to the outer boundary area.

As it often takes some time for records to be forwarded from your former practice, newly registered patients will be asked to complete a health questionnaire.

All newly registered patients over 40 are encouraged to see a member of the nursing team for a brief medical check and discussion regarding their health. If you are on repeat medication you will be required to see a doctor to review this.

Medical treatment is available from the date of registration. Please contact reception for further information.

OUT OF AREA REGISTRATIONS

Should an existing patient move outside of our inner or outer catchment area and wish to remain registered, our GPs now have the option to keep the patient on as an 'Out of Area' patient but without any obligation to provide home visits. This option only applies to existing patients who may be moving out of our area. It does not apply to patients unknown to the practice who wish to register from outside our catchment area. It also only applies to areas where a local GP Surgery has signed up to offer home visits should these be necessary.

Out of area registration is voluntary for GP practices meaning patients may be refused because it is considered by their usual GP to be clinically inappropriate or impractical on a case-by-case basis. If accepted, the patient will attend the practice and receive the full range of services provided as normal at the surgery but will not be eligible to home visits by the GPs of Buckden and Little Paxton surgeries. More details are available on request.

Named Accountable GP for all patients

As part of a national programme, from April 2015 all practices are required to provide their patients with a named GP who will have overall responsibility for the care and support that the surgery provides to them.

At Buckden and Little Paxton surgeries, patients have been allocated a named GP (also called their usual GP) and they will be the GP with this responsibility. If you wish to know who your named GP is please ask a member of staff.

If you wish to change your named GP, please let us know and we will try to accommodate your request. You may continue to request to see any GP for your appointments.

APPOINTMENTS

Appointments may be made by telephoning 810216 for Buckden patients or 210444 for Little Paxton patients.

Routine appointments may be made in advance, which will enable us to offer you an appointment at a time more suitable to your requirements. We make every effort to ensure that your appointment will be with your usual doctor. However, this is sometimes not possible and an explanation as to why it is not possible will be offered. If you cannot keep an appointment, please inform us as soon as possible as this will assist us when we are busy, avoiding wasted appointments.

Emergency appointments are available on the day of need. Please note the receptionists may ask what the problem is about to ascertain which health professional can deal with it most appropriately. It is advisable you keep seeing the doctor you normally see to maintain continuity of care. However, for emergency appointments you are allocated at random or to the duty doctor. Doctors will see you as close as possible to your allocated emergency appointment time, but due to complexities of other sick patients this can be delayed.

Appointments can also be booked directly via the internet. To do so you will need to obtain your online codes from the reception desk; photographic identification will be required.

TELEPHONE APPOINTMENTS

There are pre-bookable telephone appointments available with a doctor both before surgery starts and after. These appointments are available to book online or via the reception team. Telephone appointments are useful for those patients who do not require a face-to-face consultation but would benefit from a GP's medical advice or a discussion concerning test results, for example.

TELEPHONE ADVICE

You can talk to any of the doctors or nurses for advice. They may not be able to talk to you during surgery unless your problem is urgent. The receptionist will be happy to take a message and arrange for a doctor or a nurse to ring you back. Normally this is during the course of the day. If it is URGENT and cannot wait, then please make sure you make the reception staff aware of this.

EMERGENCIES

If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (tel:999) before calling the surgery.

HOME VISITS

Telephone your usual surgery number before 10.00am. Home visits are available when medically necessary at the doctor's discretion. They are for patients who are too ill or unable to come to the surgery, such as the terminally ill or housebound. Please do not ask for home visits just for convenience. If you need a home visit speak to the receptionist who will ask you about your problem so that the doctor can be given the information needed to plan visits, enabling them to see those patients with the most serious problems first. If you are calling for someone else who needs to see a doctor quickly, please say so.

RESULTS

Please note that the onus is on the patient to ring for results. Please ring reception after 1.00pm to enquire about your results at Buckden. Call after 11.00am at Little Paxton. On the afternoons that Little Paxton is closed, please ring the Buckden reception.

WEEKENDS AND NIGHT COVER

The Urgent Care Cambridgeshire (UCC) is responsible for the on-call service. If you need a doctor outside normal surgery hours - from 6.00pm - 8.00am on weekdays and all weekend and bank holidays - telephone 01480 810216. Your call will be received and forwarded either to the surgery doctor on-call, or the UCC on-call service or NHS 111, depending which service you choose.

DISPENSING

All medicines can be dispensed from Buckden surgery to patients living more than one mile from a pharmacy. **WE OFFER A DELIVERY SERVICE FOR PATIENTS WHO ARE UNABLE TO COLLECT THEIR MEDICATION FROM US DIRECTLY;** please enquire at the dispensary. The Health Service Regulations on this matter are very strict and this service can only be offered to those patients who register as dispensing when they join the practice or move house. For further information, please telephone the surgery and a member of our dispensary staff will be pleased to answer your enquiries. Non-dispensing patients who have multiple medical problems with disabilities can get special permission to have their medication dispensed to them from the surgery; please enquire at the dispensary.

Dispensary opening hours are:

Monday - Wednesday 8.00am – 6.00pm

Thursday 8.00am – 1.00pm

Friday 8.00am – 5.00pm

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered via our website; please ask at reception for your unique web-password. You will need to provide photographic ID to access this service. Alternatively, please send or take your repeat slip to the surgery at least two working days before you require them, likewise with our telephone repeat prescription service. Two full days are required before a doctor can complete/action prescriptions requested from a third party such as a hospital consultant. Dispensing patients registered at Little Paxton may need to allow longer. Remember to allow for extra time with weekends and Bank Holidays - these are not working days.

CLINICS

Details of primary medical services in the area may be obtained from:
NHS Cambridgeshire (formerly the PCT)
Lockton House, Clarendon Road, Cambridge CB2 8FH.
Tel: 01223 725400.

Antenatal Clinic

All patients are seen by the midwife at clinics in Buckden Surgery on a Tuesday by appointment.

Baby Clinic

Buckden patients - Tuesday 1.30 - 3.00pm in the Millennium Hall on alternate weeks - no appointment is necessary.

Little Paxton patients - Friday 9.30 - 11.00am in the Community Centre on Gordon Road on alternate weeks - no appointment is necessary.

The baby clinics are run by the health visitor for weighing/measuring and for an opportunity to discuss other problems eg sleeping, feeding and child health worries. To contact the health visitor please call 01480 810645 and leave a message and she will get in contact with you.

NHS Health check

The NHS Health Check is your chance to get your free midlife MOT.

For adults in England aged 40-74 without a pre-existing condition, it checks your circulatory and vascular health and what your risk of getting a disabling vascular disease is. It will take around 20 minutes and is based on straightforward questions and measurements such as age, family history, height and weight with a simple blood test to measure your glucose and cholesterol levels. Please contact reception to book your health check.

Respiratory Clinic (Asthma and COPD)

Buckden - Monthly, run by practice nurse, Sharon Libby.

Little Paxton - Patients are seen by Sharon Libby on an 'as required' basis.

Diabetic Clinic

Ask at reception for details. Diabetic patients have a comprehensive review annually and slight changes to your drugs may be made at your six monthly medication reviews.

Family Planning Clinic

Contraceptive care is provided by all the doctors during normal surgery hours at both sites with the option to be seen by a female doctor if required. We run a strict chaperone policy should the need arise.

Minor Surgery

Provided for all patients from the Buckden surgery premises.

Dr Fagnoli carries out all minor surgical procedures by appointment, usually on a Friday afternoon. Cryosurgery is offered as required by most doctors.

Dermatology Clinics

These are run on Tuesday afternoons. You cannot book these directly but have to be referred into them. Your doctor may refer you to these clinics if necessary for an opinion, particularly if you have difficult dermatology problems or need special medication. The clinics are run by Dr Fagnoli. Private dermatology work is undertaken on a strict case-by-case basis.

Vasectomy Clinics

We run regular no-scalpel vasectomy clinics in our minor surgery suite at Buckden Surgery. Please contact the surgery for more details.

Private Medical Examinations

The doctors are happy to carry out medicals eg for insurance and driving licence, by appointment. Please telephone the surgery for an appointment. Do ask at reception for the charges for these services.

Travel Immunisations/Vaccinations

These are provided at both sites.

Please make an appointment well in advance of your holiday to ensure adequate cover. A travel form needs to be collected, completed and returned well before your appointment. The receptionists will advise you on the next stage. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

Flu & Pneumonia Vaccinations

An influenza vaccination is recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes. Pneumonia vaccinations are also included in certain age groups and for patients at risk.

Please contact the reception team in September for details and to make an appointment for our "Flu Day" held annually in October on a Saturday morning both at Little Paxton and Buckden Surgery. You may be eligible for a home visit if you are unable to attend the surgery to have your flu vaccine administered.

COMMENTS AND SUGGESTIONS

We are happy to accept comments and suggestions from our patients. Please present your views in writing using a slip provided at reception and place in the suggestion box or via our Friends and Family station within reception at either surgery. We are always ready to read your comments online via NHS Choices.

DISABLED ACCESS

At the surgeries, reserved car parking spaces for the disabled are marked near the front door. Wheelchair access to the building is via a ramp at Buckden front entrance. The ramp also allows access to the treatment room from outside in an emergency. Little Paxton front entrance is wheelchair-friendly. Patient services are provided at ground floor level. A disabled patient's WC is provided near the front entrance. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

COMPLAINTS PROCEDURE

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Services Authority. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone who attends the surgery and abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from our practice manager.

RESEARCH

We have now been accredited by the Royal College of General Practitioners (RCGP), as 'Research Ready' and are able to participate in research studies that the Clinical Research Network (CRN) offers to benefit the wider community.

The Clinical Research Network East of England (CRN EoE) is one of a family of national research networks working together with the Comprehensive Local Research Networks to provide a wide range of support to the local research community. Our practice participates in research activity and works closely with the CRN EoE, creating more opportunities for more patients to be involved in research should they wish.

No studies are compulsory and patients may decline any invitation to join a study.

More details can be found at:

<http://www.crn.nihr.ac.uk/can-help/patients-carers-public/how-to-take-part-in-a-study>

TRAINING

We are approved as a training practice; this means that we are involved in training qualified doctors who are at different stages of the training. Whilst Dr. Leonard and Dr. Brinkhurst will be leading, all the GPs are involved in looking after the doctors in training.

BUCKDEN SURGERY PATIENTS ASSOCIATION (BSPA)

Buckden and Little Paxton share a Patients Association and we aim to have a representative from each of the villages with patients on our doctors' lists.

One of our main roles is to provide a means for patients to make positive suggestions about their surgery and healthcare, but we also arrange health education evenings at least once a year and always welcome suggestions for topics. If support for these evenings increases we will increase the number of presentations.

We also hold a number of fundraising events to provide additional equipment and facilities for all patients. For instance, we funded the new check-in touch screens at Buckden, the automated doors for the main entrance and have provided blood pressure monitors for home use and syringe drivers for home-bound patients.

Acting as a Patient Representative group we attempt to influence and improve the local provision of health and social care by sitting on a Clinical Commissioning Group (CCG) Committee and where relevant writing to CCG Chief Executives, Members of Parliament and Government Ministers. We are not a conduit for complaints as there is a well established procedure for that, should it be required.

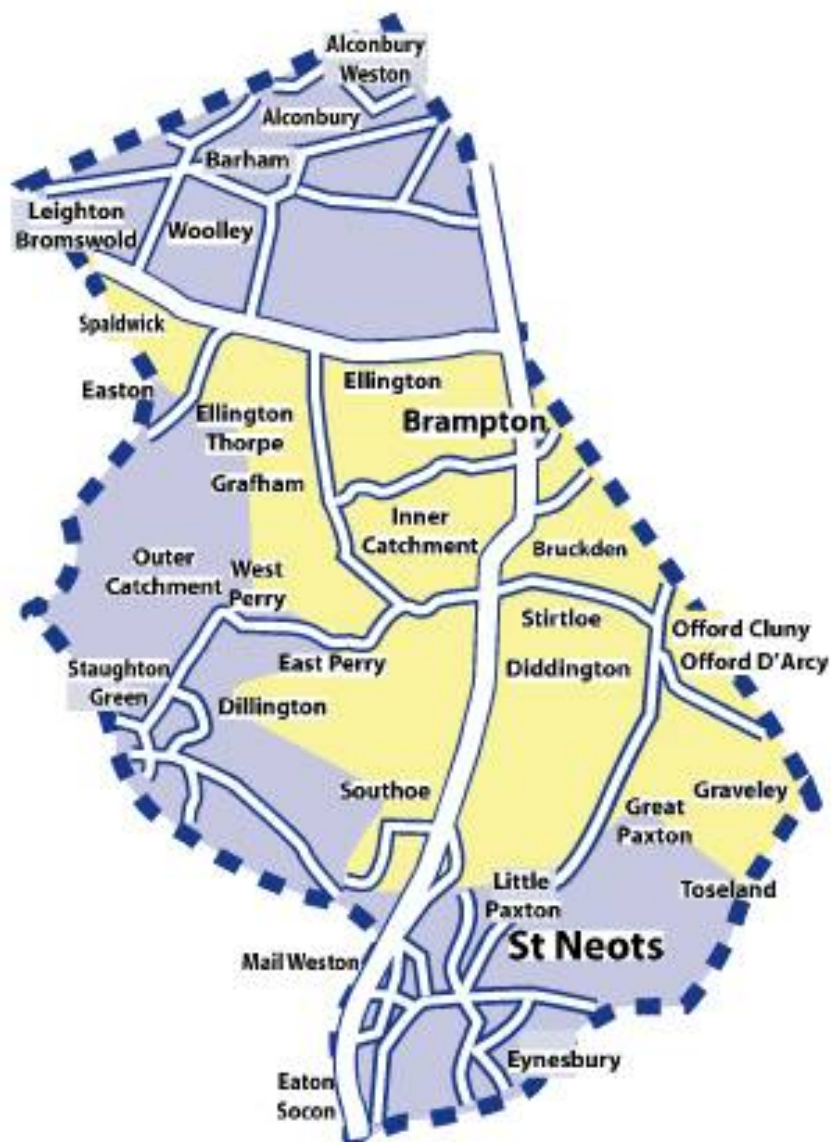
A newsletter appears each month in local village publications giving surgery news and related LCG developments and also features on the surgery website:

www.bandlp.co.uk

The BSPA notice board in the surgery shows a list of the committee members and copies of the minutes of our meetings.

Please do support us - we are there to help all patients.

PRACTICE BOUNDARY



● Practice Inner Boundary ● Practice Outer Boundary