

PATIENT INFORMATION LEAFLET

PUTNOE MEDICAL CENTRE

93 Queens Drive, Putnoe, Bedford MK41 9JE

Website: www.putnoemedicalcentre.co.uk

Telephone numbers	Opening Hours
General Enquiries, Appointments and Registrations: 01234 319992 / 01234 319993 Emergencies and Home Visits: 01234 319991 Surgery Email: putnoemedicalcentre@nhs.net Private Work email: bedspmc.private.work@nhs.net	<u>Medical Centre Reception</u> Monday 08:00 – 20:00 Tuesday 08:00 – 18:30 Wednesday 08:00 – 20:00 Thursday 08:00 – 18:30 Friday 08:00 – 18:30 Saturday 08:30 – 17:00* * For booked appts only, limited reception service available <u>Walk In Centre Opening Hours</u> Monday to Friday: 08:00 to 14:00 Weekends: 08:00 – 17:00 Bank Holidays: 08:00 – 17:00
When the Practice telephone lines are closed (6.30pm-8am) the local Out of Hours (OOH) GP service is provided by Herts Urgent Care (HUC). Please telephone 111.	

CARE QUALITY COMMISSION RATINGS

Putnoe Medical Centre was inspected by the Care Quality Commission on the 18 October 2016. They published their report on the 31 March 2017 and rated our services 'Good' in all areas.

Their ratings were as follows:

SERVICES		PATIENT GROUPS	
Safe	Good	Older People	Good
Effective	Good	People with Long Term Conditions	Good
Caring	Good	Families, children and young people	Good
Responsive	Good	People of working age	Good
Well-led	Good	Vulnerable people	Good
		People experience mental health problems	Good

The full Report can be found on the CQC Website:

www.cqc.org.uk/location/1-546916558/reports

Introduction

At Putnoe Medical Centre we aim to provide our patients with the highest possible standards of medical care and to treat our patients with respect and courtesy.

This leaflet explains the range of medical care that we offer from booking an appointment with one of our team of doctors or with one of our practice nurses and the range of special clinics and services that we offer.

Further information is made available on the television in the waiting room and is regularly updated on our website at putnoemedicalcentre.co.uk

We are a group practice, and your name is registered with the practice and whilst we are required to allocate you to a named GP you can ask to see a GP of your choice, but we cannot guarantee that you will always be able to see your preferred GP.

Putnoe Medical Centre Statement of Purpose

At Putnoe Medical Centre we are committed to providing high-quality, compassionate care to all our patients. We aim to meet the healthcare needs of our community by offering a comprehensive range of services through our general practice and walk-in centre, ensuring that everyone has access to the care they need in a timely and supportive environment.

We always strive to provide high-quality, compassionate care by adhering to the following core principles:

- **To always show our patients kindness and courtesy**
- **To build positive relationships with our patients through mutual respect**
- **To ensure we have appropriate numbers of staff with the right skills and knowledge**
- **To provide a safe and caring environment**
- **To provide effective and responsive care to meet our patients' needs**
- **To support our patients to lead healthier lives and involve them in decisions about their health**
- **To listen and respond to feedback from patients and staff to improve our services**
- **To treat all patients equally irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity, or marital or civil partnership status**
- **To regularly review the care we provide**
- **To work effectively with other healthcare providers**
- **To be responsive to changes and opportunities within the NHS**

Our **general practice** services offer ongoing, comprehensive care for patients of all ages, with a focus on preventative healthcare, chronic disease management, and promoting overall well-being. Registered patients benefit from personalised care plans, while non-registered patients can access urgent medical assistance and receive guidance on registering with us if they wish to establish long-term care.

Our **Walk-in Centre** ensures that anyone, regardless of registration status, can access prompt care for minor illnesses, injuries, or urgent non-emergency conditions. We aim to minimise wait times and provide quick, effective treatment in a welcoming and supportive environment. At Putnoe Medical Centre, we are driven by a commitment to providing the highest standards of healthcare in a compassionate, inclusive, and responsive manner. Whether through scheduled appointments or walk-in visits, we prioritise the health and well-being of our patients, ensuring that everyone receives the care they need in a respectful and professional environment.

For an in-depth statement of purpose, please visit our website.

Putnoe Medical Centre Staff

GP Partners	GMC Number
Dr Bharat Mehta (male) Diabetes, Dermatology, Minor Surgery, GP Trainer	6086710
Dr Sudha Elangovan (female) Women's Sexual Health and Walk In Centre Lead	5199699
Dr Amjad Khan (male) Respiratory and Prescribing Lead	4479767
Dr Ankur Khandelwal (male) (Based at Linden road surgery)	6150077
Dr Sagar Kanungo (male) (Based at Linden road surgery)	7071760
Dr Christopher Haggart (male) Practice Innovations, CQC Registered Manager	7293752
Dr Tajvir Gill (male) Primary Care Network Clinical Director, GP trainer	7071699

Salaried & Locum General Practitioners	GMC Number
Dr Jenny Wilson (female)	3139336
Dr Tunde Ogunyiluka (male)	4752497
Dr Mohamed Kasem (male)	6118618
Dr Inga Venciene (female)	7766012
Dr Mayuran Chandran (male)	7494983
Dr Masood Sadat (male)	7547804
Dr Bianca Luu (female)	7606888
Dr Sharanya Rajan (female)	7628450
Dr Christopher Jenkins (male)	7599784

Registrar GPs	GMC Number
Dr Hadi Bikbachi (male)	7710858
Dr Oyinkansola Oduyemi (female)	7700172
Dr Timothy Kearns (male)	7843920

Meet Our Practice Teams

Our surgery is made up of different teams who each play a vital role in supporting your care. Here's a guide to what each team does.

Practice Manager and Deputy Manager

The Practice Manager and Deputy Manager are responsible for the overall running of the surgery. They oversee day-to-day operations, manage staff and resources, and ensure the practice meets NHS standards and delivers high-quality care. They also handle patient feedback, support improvements, and work closely with all teams to make sure the surgery runs smoothly and efficiently.

Private Work Team

The Private Work Administrator acts as a key point of contact for patients and external organisations such as solicitors, employers, and insurance companies. They manage all communications related to private work requests, providing clear information about required documentation, fees, and expected timescales. This involves ensuring that all parties are kept informed throughout the process, maintaining professionalism, accuracy, and confidentiality at all times.

Scanning/Post Team

The Scanning/Post Team manages all incoming correspondence, including letters, emails, and electronic documents. They make sure everything is uploaded into patient records and passed to the right person, such as the pharmacy for medication updates or a GP for hospital letters. Their work keeps records accurate and ensures information is handled efficiently.

Registration Team

The Registration Team looks after patient registrations and ensures records are always accurate and up to date. They process new registrations, update personal details, manage de-registrations, and handle temporary patients. Their work makes sure records follow you wherever you go and that you can access care smoothly.

Secretary Team

The Secretary Team handles hospital referrals and communication between the surgery, hospitals, and patients. They process referral letters, chase up appointments or results, and keep patients updated. They also support GPs with medical reports, forms, and correspondence, making sure everything is properly recorded.

Administration Team

The Administration Team provides essential behind-the-scenes support to keep the surgery running smoothly. They manage records, process forms, organise clinics, and assist both patients and staff with non-clinical queries. Their work ensures the practice operates efficiently and services are well coordinated.

Practice Nursing Team

The Practice Nursing Team provides a wide range of care within the surgery. They run clinics for long-term conditions such as diabetes, asthma, and heart disease, as well as offering services like wound care, immunisations, cervical screening, and health

checks. They work closely with GPs to help patients manage their health and wellbeing.

Minor Illness Nurse Team

The Minor Illness Nurse Team specialises in assessing and treating common health problems that do not always require a GP. They can diagnose and manage conditions such as infections, sore throats, urinary tract infections, rashes, and minor injuries. Although they work prominently in the Walk-in Centre, they also run a Minor Illness Clinic at the practice.

Patient Support Team

The Patient Support Team is often the first point of contact for patients. They answer phone calls, action SystmConnects, deal with reception queries, book appointments, guide patients to the right services, and help with general enquiries about prescriptions, referrals, or test results. Their friendly support ensures patients can access the care they need.

Pharmacy Team

The Pharmacy Team supports patients with their medicines and prescriptions. They review medications, provide advice on how to take them safely, and answer questions about side effects. In addition, they run specialist clinics, offering asthma and diabetes appointments to help patients manage their long-term conditions effectively.

Together, these teams work closely to make sure you receive safe, efficient, and high-quality care.

SystmConnects

If you are looking to book an appointment for a routine issue whether this relates to a new problem, ongoing problem, not fit to work notes or test results then please visit our SystmConnect platform on our website, weekdays from 7:45am. Repeat prescriptions cannot be requested via this service.

NHS App

Patients can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet.

You can use the NHS App to check your symptoms and get instant advice, order repeat prescriptions, view your GP medical record and more. If you experience difficulties using the app, Kathryn, our nominated NHS App Ambassador can be available to assist you. For more information go to www.nhs.uk/nhsapp.

Late Appointments

We offer late appointments with GPs and Practice Nurses on Monday and Wednesday evening. We also offer GPs and Practice Nurses appointments on Saturdays 8:30 – 17:00.

Calls from the Practice to Patients

Please be aware that should anyone within the practice call you, one of the practice's telephone numbers will be displayed. We have made the decision to do this as many people do not wish to accept calls where the caller telephone number is withheld. Please be aware that calls to our receptionists are recorded for quality control and training purposes.

Chaperones

If you would like to be chaperoned by a trained member of staff during your consultation with the doctor or nurse, please let Reception know.

Repeat prescriptions

Please give 3 days' notice when requesting a repeat prescription.

You can order your repeat medication via the NHS App, SystmOnline, by placing your paper request in the surgery letter box or via your local pharmacy.

Bank Holidays and Weekends

Whilst the Walk in Centre is open at weekends and Bank Holidays this service **does not** provide repeat prescriptions. Please ensure you do not run out of your medication at weekends and holiday periods.

Nursing Services

Our team of practice nurses provide a wide range of clinical services both individually and working with the doctors in a range of clinics held within the practice.

These include:

- Asthma and COPD management
- Diabetes management
- Coronary heart disease
- Travel health (6 weeks notice before travel is required)
- NHS health check
- Children's health
- Immunisations
- Women's health & gynaecology
- Cervical smears
- Stop smoking support

Specialist GP Clinics

We also run special clinics for Cryotherapy, Anti Coagulation, Women's Sexual Health, Minor Surgery and Joint Injections.

Urgent Treatment Centre

If you need urgent treatment when the Walk in Centre is closed, you can access care at the Urgent Treatment Centre at Bedford Hospital South Wing. This is open from 11:00am-11:00pm and can also be accessed by calling the 111 service.