

# Patient Information Leaflet

Stony | Medical  
Centre

**Market Square  
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[www.stonymedicalcentre.co.uk](http://www.stonymedicalcentre.co.uk)

## Partners

### **DR. SARAH GRINYER (f)**

MA (Cantab) BM BCh (Oxon) (1990) DRCOG.MRCGP

### **DR. PATRICA REGIS (f)**

MB BS (2002) MRCGP Certificate in Diabetes Care (Diploma) Warwick

### **DR. AMIT GOYAL (m)**

MB ChB (2004) DRCOG MRCGP PGDip Derm

### **DR. MAHMOOD ATAB (m)**

MB ChB DGM MRCGP Cardiff Diploma in DM

### **DR. SRIDEVY RAJU (f)**

DRCOG DFSRH MRGCP Certificate in Diabetes Care (Diploma) Warwick

## Associates

### **DR. BALASUBRAMANIAM SWARNALASHMI (f)**

MBBS DRCOG MRCGP

# The Practice

## **The Practice**

This is a practice of 5 partner Doctors and 1 salaried Doctor.

## **Vision**

Stony Medical Centre will strive to provide a high quality General Practitioner service to the patients of our practice.

The patients of Stony Medical Centre will have a registered doctor and through this we aim to provide a high quality service based around an old fashioned approach valuing continuity of care.

We have local knowledge and are committed to provide a locally service in a safe and holistic environment.

Stony Medical Centre will work hard to protect the rights of our patients to receive a high quality service that is available to all. In this financially climate we will work hard to maintain the ability for all to receive GP care by developing other services that will allow us to support GP services for our patients.

We intend to work to ensure we reside in a building fit for purpose, that meets the needs of the community, the patients and our staff. Our future premises should provide Stony Medical Centre with the potential to deliver new services that will support our desire to provide high quality general practitioner services to all.

We will continue to work with training organisations to remain a centre of excellence for the doctors of the future.

We will respect all our patients irrespective of age, ability/disability, ethnicity, gender or sexual orientation, treating them with courtesy and professionalism at all times and we expect and trust that our patients will return this courtesy to all staff and other users of the building.

## **Stony Patient Group**

The groups remit is to work with the practice to affect and improve all manner of patient experiences. If you are a patient of this practice you are welcome to join and/or contribute the group. They can be contacted by reception or via email: [stonypatientgroup@hotmail.com](mailto:stonypatientgroup@hotmail.com).

# Opening Hours, Catchment & Services

## The Building

The building in which we work is owned and managed by NHS Property Services based in Welywn Garden City, Hertfordshire.

In addition to the Doctor's Practice, the District Nursing Team and a Health Visiting Service (all employed by CNWL) also drop in and use the building. Further a community midwife, employed by MK Hospital offers booked appointments in the building. Other permanent tenants of NHS Property Services using the facilities are Paediatric Physio, a private Physio provider and Occupational Health.

## Normal Hours

Reception and the telephone lines are open from 08.00-18:30 Monday to Friday.

Morning routine appointments are available from 08:30 each day and afternoon routine appointments start at 14:00. A Duty Doctor is available from 08:00 until 18:30 Monday to Friday for emergencies and depending on the nature of the illness may book an appointment for you at any time during those hours.

## Extended Hours Surgery

08.00 – 12:00 Saturday (GP & Nurse)

## Catchment Area

We currently accept new patient registrations from the following areas:

- ◆ Beachampton ◆ Calverton ◆ Cosgrove ◆ Deanshanger ◆ Galley Hill
- ◆ Old Stratford □ Potterspury ◆ Stony Stratford ◆ Wicken
- ◆ Wolverton ◆ Wolverton Mill ◆ Yardley Gobion

## Other Services Offered

In addition to core GP services we also offer the following specialist services:

- ◆ Immunisations Clinics ◆ Travel Immunisations ◆ Family Planning
- ◆ Cervical Smears ◆ Well Person Clinics ◆ Minor Surgery
- ◆ Respiratory Clinic ◆ Diabetes Clinic ◆ Heart Clinic
- ◆ Smoking Cessation ◆ Warfarin Management
- ◆ Private GP Services may be available upon request

# Appointments

Appointments may be made by telephoning or by visiting the practice during core surgery hours (08:00-18:30 Monday to Friday).

## **Booking an appointment with the Doctor**

When requesting an appointment you will be asked whether your need is an emergency. If so, you will almost certainly be looked after by the **Duty Doctor**.

If your need is not urgent, you will be cared for by your **usual Doctor**. If you don't know who your usual Doctor is, the reception team will be happy to advise you.

## **GP Access Fund**

We may offer you an appointment via the GP Access Fund service. This service is available to anyone registered with a GP in Milton Keynes and provides bookable appointments, many over the weekend and during the evenings, delivered at one of the local HUB sites. The GPs working at the HUB practices will have access to your medical records and may well be able to see you for a routine matter sooner than your own GP.

## **Emergency Appointments**

When requesting treatment for an emergency (i.e. you would like to be dealt with on the same day) you will be asked to provide a brief overview of what is wrong to the receptionist. She will pass this information to the Duty Doctor who will then be able to prioritise your care. In the first instance, the Duty Doctor will telephone you & agree the next steps.

## **Routine, non-urgent appointments (bookable in advance)**

When requesting a routine, non-urgent appointment the receptionist will endeavour to accommodate your preference for timescale and timing. If it is not possible to find an appointment that is suitable for you, she will ask your usual Doctor to telephone you. All the Doctors have access to appointments that are not available for the administrative team to release. If your usual Doctor needs to see you, s/he will make an appointment available for you. The receptionist will, of course, discuss this with you at the time of booking.

## **Home Visits**

Home visits are shared by all available GPs.

# Advice, Results & Prescriptions

## Telephone Advice

The surgery provides a telephone service, offering patients the opportunity to speak with their usual doctor on the telephone. To book a call please leave your number and as much information as possible about the problem with the receptionist and she will arrange for the doctor to ring you back.

## Test Results

Test Results will only be given to the patient (except for children under 16). They can be obtained by telephoning the surgery between 10a.m. and 6p.m. on week days. Please allow 3 – 5 working days for test result to come back but be aware that some results may take longer.

## Prescriptions

If you are on regular medication, and after consultation with your Doctor, repeat medication may be requested. This can be by personal attendance at reception during opening hours, by letter, by fax on 01908 560913, or via our website.

**Please note that for safety reasons we are unable to take telephone requests for repeat medication.**

Please allow 2 working days before collecting the prescription from the health centre, or 3 days if you prefer to nominate a local pharmacy collect the dispensed medication from. Some of the pharmacies will provide a home delivery service for housebound and elderly patients.

## Out of Hours Emergencies

When the surgery is closed you should contact NHS Direct on **111**. Your call will be assessed and the appropriate action advised.

You can also visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) at any time.

# Members of the Team

## **Doctors**

Our list of patients is shared proportionally between our Doctors. When with the practice you will be assigned a usual Doctor. This is the Doctor who you will consult with you for your health needs. S/he will get to know you and your history and will provide you with continuity of care. Requests to change your usual Doctor should be made in writing care of the Deputy Practice Manager.

## **Teaching**

Our Practice participates in the advanced training of qualified Doctors who wish to specialise in General Practice. The additional Doctor(s) works with us for up to one year and share in all aspects of general medical care in liaison with the partners. Occasionally we have medical students in the Practice; you will always be informed about such attachments.

## **Practice Nurses**

Our experienced team of Practice Nurses can advise on and treat a wide variety of health matters and minor injuries, and are available every week day. They maintain our emphasis on preventative care by helping to run the Doctors specialised clinics.

## **Reception Team**

The Receptionists are generally the first members of the team you will come into contact with. They are here to welcome and help you by providing information and arranging appointments, a role which can occasionally be very difficult. Please be assured that all information is treated in the strictest confidence and all staff are bound by contracts of confidentiality.

## **Practice Manager & Deputy Practice Manager**

Our Practice Manager, Mrs Judith Williams, is responsible for the running of the Practice as well as developing new services and funding streams.

Ruth Lewis manages all the patient related services including managing the Reception and Admin teams. In the first instance Ruth will be happy to talk to you about any suggestions or comments you may wish to make on the or standards of care provided throughout the Practice.

# Other Healthcare Options

## Self Help

You can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.

Please refer to our website for an up to date list of items we recommend you keep available at home.

[www.stonymedicalcentre.co.uk](http://www.stonymedicalcentre.co.uk)

## Other Local NHS Services

**NHS 111** is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. The service is staffed by a team of trained advisers, supported by experienced nurses. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best.



You should use the **111** service if you urgently need medical help or advice but it's not a life-threatening situation.



For immediate, life-threatening emergencies, continue to call 999.

**MK NHS Walk-in Centre** is located in the hospital grounds is open 7 days a week, 365 days a year between 07:00 & 22:00. The team can treat patients with minor injuries and illnesses. You do not need an appointment.

**Your local pharmacist** will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details call NHS Direct on 111.

**Accident and emergency/999** - Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.