

# **Cranfield and Marston Surgery**

## **Patient Information Booklet**

Cranfield Surgery  
137 High Street  
Cranfield  
Bedford  
MK43 0HZ

Tel 01234 750234

Marston Surgery  
59 Bedford Road  
Marston Moretaine  
Bedford  
MK43 0LA

Tel 01234 766551



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

## **WELCOME TO CRANFIELD & MARSTON SURGERY**

Our surgeries offer comprehensive healthcare for you and your family. This booklet provides information about the services we offer and introduces the people involved in the running of the Surgery.

The Practice originally consisted of one surgery at Cranfield but due to a rapidly growing population a second surgery at Marston Moretaine was opened in 2002.

## **OUR TEAM**

### **Our GP Partner**

Dr Imran Ismail (male) MB BS University of London 2000  
MRCP Part 1

### **Physician Associate**

Claire Alajooz

### **Our Nursing Team**

Claire Baxter-McGreish  
Emma Thomson

### **Our Operations Manager**

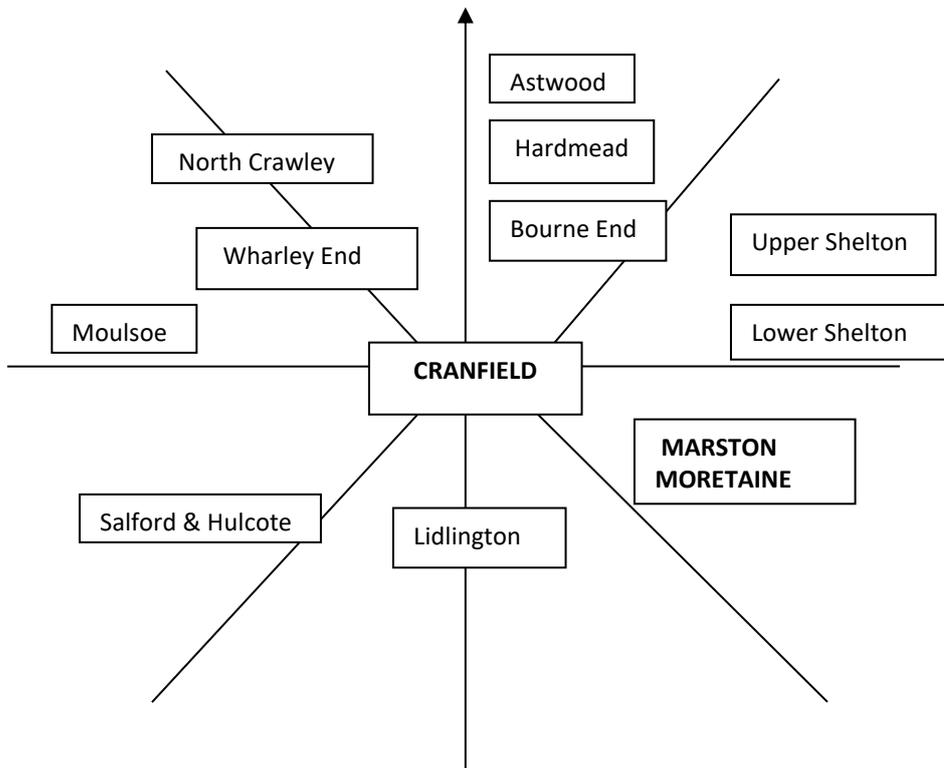
Lisa Marotta

### **Our Support Team**

In addition to our clinical staff the practice is supported by our team of receptionists, administrators, secretary and cleaning staff. Along with a Physiotherapist, Mental Health Link Worker and a Social Prescriber.

## THE PRACTICE AREA

The practice covers a rural area and villages in our catchment area are shown below.



## **The Practice Staff**

### **Operations Manager**

Responsible for the day to day running of the practice, she will be able to assist you with non-medical aspects of your health care, complaints and any issues concerning the delivery of services to patients.

### **Senior Receptionists**

Responsible for the day-to-day running of front desk services and reception staff.

### **Receptionists**

Our staff are here to help you and are trained to represent the doctors. Their duties include making appointments and taking messages including requests for home visits.

### **Medical Secretary**

Co-ordinates all referrals and provides medical reports and general practice secretarial support.

## **Nursing Team**

### **Advanced Nurse Practitioners – (Where applicable)**

Nurse practitioners are registered general nurses who have undertaken specialist training and education. They work closely with the doctors and are able to diagnose and prescribe and refer to any member of the Primary Health Care Team when necessary. Advanced Nurse Practitioners can also give advice over the telephone to patients who are unable to attend the practice.

### **Practice Nurse**

Our Practice Nurses are a key part of the practice clinical team; they work independently and liaise with the doctors where necessary. They all hold relevant, recognised professional qualifications and run various health promotion clinics including asthma, diabetes, well woman/well man, coronary heart disease, etc. Some procedures can only be performed when there is a doctor on the premises: this rule is observed in the interest of your safety.

## **Health Care Assistant/Support Workers – (Where applicable)**

Our Health Care Assistants are able to check blood pressures, ear syringing, dressings, and removal of sutures and carry out new patient checks. Our Health Care Assistants will also act as a chaperone and assist the doctors or nurses during clinics.

## **Primary Health Care Team**

### **District Nurses**

District Nurses are registered nurses with an additional qualification in Community Health Nursing. They are supported by community staff nurses. The district nurse team work primarily in the patient's own home and undertake a varied workload, eg wound assessment and management, support and care of patients with varying medical conditions, continence assessment and advice.

### **Health Visitors**

Health Visitors are registered nurses who have undertaken further specialist training in child health, health education and health promotion. They are available to families with children under 5 and are able to offer advice and support over a wide range of problems relating to all aspects of health, eg research-based advice on best practice in child care, smoking cessation and a healthy lifestyle for all.

### **Community Midwives**

Run antenatal clinics in the practice.

### **Carers**

If you would like to be registered with us as a carer, or a patient with a carer, please let a Doctor, Nurse or Patient Care Advisor know. Further information of support available can be found on the Carers in Bedfordshire website [www.carersinbeds.org.uk](http://www.carersinbeds.org.uk)

## **Facilities at the Surgeries**

- We operate a no smoking policy.
- Please switch off all mobile phones.
- Toilets, including a toilet for wheelchair users.
- Baby changing facility in the disabled toilet.
- Private room for confidential discussions.
- There is parking at the back entrance and easy access to consulting rooms and toilets. Please note - The users of the Car Parks do so at their own risk. The Management will not accept liability for any accidents, damage or loss incurred.
- Health information leaflets in the waiting area.

Please tell a member of the team if you would like the use of a private room.

**Please keep all your personal belongings with you at all times.**

## REGISTERING WITH THE PRACTICE

### New Patients

We will only accept patients from our catchment area (see page 4). Registration forms can be obtained from reception or via the practice website. Patients aged over five years will be offered a health check with our Practice Nurse or Health Care Assistant. It is important that you attend your registration appointment so that we can ensure we have the correct medical information for you and can offer appropriate healthcare advice and support. Details of children under five years will be passed to the Health Visitors for Child Health Surveillance. Details of children between the ages of 5 and 16 will be passed to the school nurse.

### Temporary Residents

We are prepared to see patients who are temporary residents in the area should medical advice be required. Please attend the morning surgeries. Please advise the reception team on arrival that you are a temporary resident as you will need to complete temporary registration forms prior to seeing the clinician.

## ACCESS TO HEALTHCARE SERVICES

### Office Hours

Cranfield Surgery	Monday , Wednesday and Friday	8.30am - 6.00pm
	Tuesday and Thursday	8.30am - 1.00 pm
Marston Surgery	Monday	08.30 – 20.00
	Tuesday – Friday	8.30am - 6.00pm

The surgeries will open the doors at 8.15 am.

### Doctor's Consultations

We are able to offer a consultation on the same day because we operate an open surgery system at Cranfield and Marston Surgeries in the mornings. To promote the safety of patients and staff, the practice will limit capacity at morning clinics. The walk-in surgery provides 16 routine appointments per clinician on a first come, first served basis. Please be prepared to wait as these clinics can be busy. We open the doors at 8.15 and open the reception hatch at 8.30. Please note that we are unable to see patients who arrive for open surgery after 11 am.

We will manage emergencies on the day and will do our utmost to ensure patients are seen in as timely a manner as possible. We also offer on the day telephone appointments when our open surgeries are full for those patients who need same day medical assistance.

In the afternoons consultations are by appointment. We provide pre-bookable appointments as well as offering on the day appointments which are released at 1 pm for booking by telephone only. Late evening surgeries are also available on a Monday evening from our Marston Surgery.

For emergencies after 6.00 pm please contact the Surgery for details of how to seek medical help. From 6.30 pm the out of hours service will provide medical cover – information is available by calling our phone number, by calling the surgery number and waiting to be transferred, or by calling 111.

## Chaperones

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the Practice staff present during your consultation please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and it will be arranged. If we do not have a chaperone available at the time we will re book your appointment so that a chaperone can be present.

## Home Visits

Please attend the surgery if you are able to. The facilities available at the surgeries make it possible to provide a comprehensive service. If you are too ill to travel, please ring the surgery before 10.00 am to request a visit. You will receive a telephone call from the doctor after they have finished their clinics and arrangements will be made to either visit or provide you with the medical help you require.

If you require urgent/immediate medical assistance please make sure that you make this clear to the receptionist who takes your call.

If you have a dog that is not familiar with visitors, please ensure that it is securely locked away.

## Out of Hours

The out-of-hours service should only be used for **medical emergencies only** which cannot wait until the next available daytime surgery. BEDOC provide emergency medical cover at weekends and overnight when the surgery is closed. The surgery also participates in an extended access service where an appointment can be made direct through the Practice. The hubs for extended access within this locality are at Flitwick Surgery, Flitwick and Asplands Surgery, Woburn Sands. The opening times are from 18:30-20:00 Monday to Friday and from 08:00-14:00 Saturday and Sunday. Alternatively, you can call 111 for the Urgent Care Centre.

Please telephone **01234 750234 or 01234 766551** and you will be given the number of BEDOC who run the out-of-hours service in our area. The service runs from 6.30 pm - 8.00 am Monday – Friday, and from 6.30 pm Friday - 8.00 am Monday. (Bedoc contact number is **111**)

## Medical Help & Advice

You can call the NHS 111 service by dialling 111 when you need medical help. NHS 111 is a fast and easy way to get the right help whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Please only call 999 in the case of an emergency.

## NHS Walk in Centres

Information about local NHS walk in centres can be found on our timetables which are available at reception or via the website.

## **SERVICES IN THE SURGERY**

### **Minor Illness & Practice Nurses**

Please contact the surgery to make an appointment with one of our Nurses. Our nurses are able to manage the following in their healthcare clinics

Dressings/Wound care	Stitch removal
INR	Child Immunisations
Travel advice	Minor injury
Cervical smears	Diabetes checks
Asthma and COPD checks	New registration medical
Heart Save monitoring	Stroke monitoring
Well Man/Woman screening	Minor illness

They also assist the doctors in minor surgery and are available to offer professional advice.

### **Phlebotomy/Warfarin clinic**

Patients are referred to Bedford Hospital for routine blood tests. As well as blood tests for diagnosis, blood tests for drug monitoring will be recommended eg, INR for warfarin dosing/medication reviews.

### **Maternity Care - Antenatal Clinics**

We hold weekly antenatal clinics in conjunction with our community midwives at all sites.

### **Family Planning**

You may see your own doctor in normal surgery hours.

### **Diabetic Checks**

Specialist Practice Nurses perform health checks for diabetic patients which include blood pressure, urine and blood tests. They also provide advice on diabetic control, diet and smoking.

### **Asthma and COPD Checks**

Our patients are offered regular appointments with the specialist asthma/COPD nurse. The nurse provides an assessment and full explanation of treatment, including teaching correct inhaler techniques.

### **Heart Save Clinic**

These clinics are run by specialist clinicians. The patients who need to attend this clinic will be assessed for risk of Coronary Heart Disease and will be referred by their GP.

### **Stroke**

We are now offering an annual check-up with the Practice Nurse for patients with a past history of stroke or transient ischaemic attack (mini stroke). Patients will be invited to attend this clinic.

## **Minor Surgery**

Minor surgical procedures are carried out at the Practice by appointment. You may need to have an assessment with the doctor prior to making your minor surgery appointment.

## **Physiotherapy**

A Service provided by Circle MSK one afternoon a week by appointment only. A Physiotherapist can help with all soft tissue injuries, Arthritis, Sprains, ligaments and much more.

## **Child Health Clinic**

Developmental checks and immunisations are performed.

## **Child Immunisation Clinics**

We offer weekly child immunisation clinics at Marston Surgery. The Practice urges all parents to have their children fully immunised.

## **Minor Illness Clinic**

Our Minor Illness Nurses have undergone specialist training and are now able to run minor illness clinics for illnesses such as viruses, rashes etc. They are able to prescribe a variety of medications.

## **Travel Clinics**

Please fill out a holiday vaccination form prior to making an appointment so that your holiday vaccination needs can be assessed. These forms are available at Reception or on our website. Please call the surgery a week after handing in your form to book your appointment. Please make an appointment at least eight weeks in advance of your holiday to ensure adequate vaccination cover. A charge will be made for certain immunisations and vaccinations, which are not covered by the NHS. Cranfield Surgery is not an authorised Yellow Fever Vaccination Centre.

We do our best to ensure we have supplies of most vaccines however due to the cost of vaccines we are only able to keep small amounts of stock. From time to time there are manufacturer and supply difficulties which may affect our ability to provide travel vaccinations. If this is the case you will be advised to attend a local Travel clinic where there will be a charge for vaccinations.

## **Influenza Vaccination**

We offer a flu vaccination from September/October every year to those patients who are at particular risk of influenza. These include patients over the age of 65 years, diabetics and those with chronic chest, heart or kidney problems. We do not recommend a routine vaccination for fit and healthy adults. This scheme has now been extended to include children within certain age limits – please ask at reception to see if you or your child is eligible. We do not recommend a routine vaccination for fit and healthy adults.

## **NHS Health Checks & Lifestyle Advice**

We offer support for those who wish to give up smoking or who wish to lose weight. We also provide health checks for patients who are aged between 40 and 74 to identify risk factors and improve health with early intervention and lifestyle advice.

## **Outreach Services**

A Mental Health Link Worker clinic is held at Marston Surgery one day a week. This service is available to our patients following a GP referral

A Social Prescriber is available to our patients one day a week. This service is available to our patients following a GP referral

## **GENERAL INFORMATION**

### **Disabled Access**

Car parking and disabled facilities are available at all surgeries. A bell is provided at the front entrances should you need assistance. Marston surgery provides access to the first floor via a lift. If you experience any problems, please speak to our Reception Staff, who will do their utmost to assist you.

### **Non-NHS Examinations**

The doctors perform life insurance and pre-employment medical examinations by appointment; also HGV, PSV and other statutory medicals outside the sphere of the NHS. Charges will be as recommended by the BMA. Please allow at least three weeks for completion of these reports.

### **Carers**

If you care for a relative or friend or family member please let us know. We have information available for carers in our waiting rooms and on our website.

### **Interpreters**

If required, an interpreter can be organised to accompany the patient during a consultation with the doctor. Prior notice will be required to book this for you.

### **Repeat Prescriptions**

You can request a repeat prescription by handing in the tear-off slip from your last issued prescription, by completing a repeat prescription request form which is held at reception or online by visiting our website [www.cranfieldandmarstonsurgery.co.uk](http://www.cranfieldandmarstonsurgery.co.uk)

It is best to order your prescription when you have two week's supply left.

Please allow at least **two working days** for your prescription to be processed.

**Please note we are only able to accept telephone prescription requests from housebound patients.**

### **Online Services**

We are now able to offer online services which include the ordering of repeat medication and booking of appointments. Please complete the form available on our website or at reception. Once your identity has been verified, (you will need to provide us with two forms of identity – one photo ID and an alternative proof of address) you will be given log in details and a password to access online services.

### **Laboratory Tests and Results**

Please hand laboratory specimens into reception before 12.30 pm on weekdays. The courier arrives at lunchtime to take sample to the hospital for testing. Unfortunately if they arrive after the collection the hospital will be unable to process your tests.

The results of most blood tests, urine tests and x-rays, etc can be given over the telephone. In order to maintain confidentiality results will only be given to the patients themselves, or to parents of children (under the age of 16). Please telephone the surgery after 3.00 pm for results. Sometimes the receptionist will ask you to make an appointment with your doctor to discuss the result.

Test results take time to reach us, so please do not ring before you have been asked to do so.

### **Research**

The Practice participates in studies and surveys from time to time to improve patient care.

You may be invited to participate in research studies occasionally. Your participation in any aspect of research is optional.

### **Staff Training**

We will, along with other local practices, close for staff training from time to time. These closure times are advertised on our website as well as in our surgeries. The aim of the training is to allow doctors and staff to have protected learning time for their continued professional development.

### **Confidentiality**

All members of staff respect your confidentiality absolutely and under no circumstances divulge anything to others, without your consent, be it employers, school, police or other members of your family.

Computerised records are kept and you have the right of access to these under the provision of the Data Protection Act. A fee is payable for a copy of your medical record. Requests must be made in writing.

### **Patient Participation Group**

We have an active and supportive patient participation group. They meet on average once a quarter and are consulted on health service development in the practice and the locality. If you are free to get involved you would be most welcome. For further information and contact forms please contact our PPG Chair at [candmppg@mail.com](mailto:candmppg@mail.com)

### **Patients' Responsibilities**

Help us to help you.

- Please let us know if you change your name, address or telephone number.

- Please do everything you can to keep appointments. Please tell us as soon as possible if you are unable to attend your appointment so that the appointment can be given to another patient.
- Please only ask for home visits when the patient is too ill to visit the surgery.
- Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice in the hope that you will act on it.
- We ask that you treat the doctors and staff with courtesy and respect.
- Please do be considerate towards your fellow patients and switch off your mobile phones whilst you are in the building.

## **NHS Zero Tolerance**

The NHS zero tolerance is a nationwide campaign to stop violence against staff working in the NHS.

The campaign has been initiated by the Secretary of State for Health, and has the full support of the Home Secretary, the Lord Chancellor and the Attorney General. Violence means any incident where doctors or their staff are abused, threatened or assaulted in circumstances arising from their work, involving an explicit or implicit challenge to their safety, well-being or health. Staff working in the NHS do so to care for others. They do not go to work to be victims of violence.

Those few patients in Bedfordshire who are violent or abusive to doctors or to their staff will in future only be treated at the Secure Treatment Scheme run by the local health service in Luton.

## **Complaints and Comments**

The Operations Manager is responsible for the administration of the practice. The Operations Manager would be happy to hear your views and suggestions about the services offered by the practice.

If you have any complaints about any aspects of the service we offer please discuss the difficulties as soon as possible. A copy of the complaints procedure can be obtained from reception.

## **Useful Telephone Numbers**

Cranfield Surgery	<b>01234 750234</b>
Marston Surgery	<b>01234 766551</b>
Bedford General Hospital	<b>01234 355122</b>
Milton Keynes Hospital	<b>01908 660033</b>
Cranfield Chemist	<b>01234 750238</b>
Marston Chemist	<b>01234 764222</b>
BEDOC (Out of Hours)	<b>0345 850 0734</b>
NHS 111	<b>111</b>