

Larkside Practice

Churchfield Medical Centre
322 Crawley Green Road
LUTON Beds LU2 9SB
Telephone (01582) 722143
www.larksidepractice.co.uk

A guide to our services

We are dedicated to working together with our patients, caring for each individual and striving towards health for the whole person

Opening Hours: Monday – Friday
8 a.m. until 6.30 p.m.

Extended Access is provided by our the (Primary Care Network) eQuality PCN

Blenheim Group Practice, Larkside Practice and The Ashcroft Practice working together to build a better health service for our population by ensuring services are safe, accessible and of the highest quality

Weeknights until 8.00 p.m. – pre-bookable appointments
Saturday 9.00 a.m. until 5.00 p.m. – pre-bookable appointments

Patients may also call NHS 111 for medical advice

This service has been commissioned by BLMK ICB

Larkside Practice undertakes the teaching/training of persons intending to become health care professionals



Welcome

Larkside Practice is commissioned under a General Medical Practice Service contract with BLMK ICB (Bedford, Luton and Milton Keynes Integrated Care Board).

Contact details for BLMK ICB

BLMK – Capability House, Silsoe, Bedfordshire, MK45 4HR

Blmkccg.contactus@nhs.net – Telephone 0800 148 8890

Larkside Practice mainly serves the Wigmore, Stopsley, Hart Hill, Crawley and Round Green areas of Luton. Please see the Luton ward map below.



Our clinical team includes 4 GP Partners (who work together as a non-limited partnership), a prescribing nurse practitioner, minor illness nurses, practice nurses, a health care assistant, phlebotomists as well as our Practice Business Manager, Office Manager, Quality Manager, Training Manager and full supporting administration and reception team. We also have a team of long term locums who support the practice.

Our Partners:-

Dr Martin Kunzemann (M)	State Exams Hanover MRCGP Reg 1990
Dr Mazhar Hussain (M)	MB, BS (London) Reg 1998
Dr Sudha Maroju (F)	MB, BS University of Health Sciences Reg 1994, MRCGP, DCH, DRCOG
Dr Tejal Mehta (F)	MB MS (London) 2009 MRCGP, BSC (Hons) Pharmacology 2006
Dr Rabia Younas (F)	MB BS Pakistan 2012, Bachelor of Science 2012, MRCGP, MRCP

Our Team:-

Carole Dickson-Earle (F) BSc Hons Nurse Practitioner (PHC)
Independent Nurse Prescriber

Dawn Boon Minor Illness Nurse / Practice Nurse

Margaret Fortune Practice Nurse

Susan K Doherty Practice Business Manager

We offer full General Medical Practice Services as well as clinics for Diabetics, Asthma, Child Health & Immunisation, Minor Operations, Menopause and Sexual health.

Access

Purpose built premises with automatic front doors, Access suitable for wheelchairs, disabled toilet in the waiting area and a lift. Excellent parking facilities with disabled bays. For patients with hearing problems we have a hearing loop in the reception area. We can arrange interpretation services for those patients where English is not their preferred language. Please let us know you would require this service when booking. For any other additional need please inform the Reception team when booking or on arrival.

Appointments

To book any appointment either in our regular hours or extended access we would ask that you telephone 01582 722143 the practice unless you have additional communication needs whereby you may book via our Reception desk.

Home Visits

Should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. Lack of transport is not a reason for requesting a home visit. They should be requested before 10.00 a.m. if at all possible, to discuss.. Whenever possible we prefer to see you at the surgery as a doctor can typically see 4 patients in the practice in the time it takes to do a single home visit.

Preference of Practitioner

Whilst registered with us we encourage patients to see any of the doctors and clinical staff. However, you may express a preference for a particular doctor. Once a preference has been indicated we will endeavour to comply with the request.

However, there may be times when this is not possible, for example, if the doctor is unavailable, or the services requested are not provided by your preferred doctor.

Should a patient wish to see their preferred doctor then it may result in a longer waiting time for their appointment.

Consultations

Patients not seen within 3 years. Registered patients aged between 16 and 75 who have attended neither a consultation or clinic appointment at the surgery, within the period of three years prior to the date of the request will be offered an appointment. However, at this appointment we will endeavour to ensure that all patient registration information held by the practice is correct.

Patients not seen within 1 years. Registered patients aged 75 and over who have attended neither a consultation or clinic appointment at the surgery, within the period of one year years prior to the date of the request will be offered an appointment. However, at this appointment we will endeavour to ensure that all patient registration information held by the practice is correct. Patients in this category who request a home visit will be assessed by the GP and will be visited if it is inappropriate, as a result of the patient's medical condition for them to attend the practice premises.

Named Accountable GP

All registered patients have been allocated a named GP and any newly registered patients will be allocated a named GP within 21 days of registering. This is for administrative purposes only and you retain the right to see any of our GPs. You will still be able to book an appointment with the GP of your choice.

What does 'accountable' mean?

The named accountable GP takes responsibility for the co-ordination of all medical services and ensures they are delivery to each of their patients where required. This arrangement has been introduced to reassure patient that they have one GP within the practice who is responsible for ensuring that work is carried out on their behalf.

Does the requirement mean 24 hour responsibility for patients?

No. The named GP will not:

- Take on responsibility for the work of other doctors or health professionals
- Take on 24 hour responsibility for the patient, or have to change their working hour
- Be the only GP or clinician who will provide care to that patient

Can patients choose their own named GP?

Patients have been allocated a named GP by the practice. However, if a patient requests a particular GP, reasonable efforts will be made to accommodate their preference.

Do patients have to see the named GP when they book an appointment with the practice?

No. Patients are free to choose to see any GP or nurse in the practice.

If you would like to know who your named accountable GP is, or you have a preference as to which GP you are allocated please contact the Surgery for more information.

Patient Rights and Responsibilities

Patients have the right

- To receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.
- To access NHS services and not be refused access on unreasonable grounds
- Not to be unlawfully discriminated against in the provision of NHS services including on grounds of gender, race, religion or belief, sexual orientation, disability (including learning disability or mental illness) or age
- To be treated with a professional standard of care, by appropriately qualified and experienced staff, in a properly approved or registered organisation that meets required levels of safety and quality
- To be treated with dignity and respect, in accordance with their human rights
- To accept or refuse treatment that is offered, and not to be given any physical examination or treatment unless valid consent has been given
- To privacy and confidentiality and to expect the Practice to keep their confidential information safe and secure
- To access their own health records
- Express a preference for using a particular doctor within the practice

- To make about their NHS care and to be involved in discussions and decisions about their healthcare, and to be given information to enable them to do this

Patient Responsibilities

- To make a significant contribution to their own, and their family's, good health and well-being, and take some personal responsibility for it
- To treat NHS staff and other patients with respect and recognise that causing a nuisance or disturbance on NHS premises could result in being de-registered from the practice
- To provide accurate information about their health, condition and status
- To keep appointments, or cancel within reasonable time
- To follow the course of treatment which they have agreed, and talk to their clinician if they find this difficult
- To participate in important public health programmes such as Vaccination and Screening
- To ensure that those closest to them are aware of their wishes about organ donation
- To give feedback – both positive and negative – about the treatment and care they have received, including any adverse reactions they may have had.
- To ensure that all your contact information is kept up to date
- One patient to one appointment

Zero Tolerance

The practice supports the government's "Zero Tolerance" campaign for health service staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. The staff understand that ill patients do not always act in a reasonable manner and will try to take this into consideration when trying to deal with a misunderstanding or complaint. However, aggressive behaviour, be it abusive or violent, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

Unacceptable Behaviour

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff

- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot.
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently
- We ask you to treat your GPs and their staff courteously at all times.

Removal From the Practice List

We value and respect good patient-doctor relationships based on mutual respect and trust. When trust has irretrievably broken down, the practice will consider all factors before removing a patient from their list, and communicate to them that it is in the patient's best interest that they should find a new practice. An exception to this is in the case of immediate removal on the grounds of violence e.g. when the Police are involved.

Removing other members of the household

Because of the possible need to visit patients at home, it may be necessary to terminate responsibility for other members of the family or the entire household to ensure the safety of practice staff. The prospect of visiting patients that is the residence of a relative who is no longer a patient of the practice, or the risk of being regularly confronted by the removed patient, may make it difficult for the practice to continue to look after the whole family. This is more likely where the removed patient has been violent or displayed threatening behaviour, and keeping the other family members on the practice list could put doctors or their staff at risk.

Summary Care Record

This is about storing information in one place and which makes it easier for healthcare staff to treat you in an emergency, or when the practice is closed.

Who will be able to access my medical record and what will they use it for?

A qualified healthcare professional will be able to access your GP medical record. This will usually be for the specific problem you are presenting with, and will allow the professional assessing you to have quicker, easier access to relevant information about you.

PCN Pharmacists may access your records when, for example, undertaking prescription reviews or answering any queries about your medication. This is to ensure that medicines are prescribed safely, efficiently and effectively.

Other staff within the practice, such as receptionists, will also have access to your medical record to carry out tasks such as processing prescriptions, delivering test results and directing you to the most appropriate healthcare professional.

All healthcare professionals accessing your records will normally be employed by either one of the GP Practices within the PCN or by BLMK ICB.

Information which can be accessed, where there is a need, includes:

- personal information, such as name, date of birth, gender;
- allergies;
- medication;
- hospital admission, attendances and referral dates;
- vaccinations and immunisations;
- test results, including measurements such as blood pressure;
- diagnoses (current and past problems);
- treatment and medical procedures

What information will be blocked from viewing?

No information will routinely be blocked from viewing unless you specifically ask for information to be hidden. For example, it may be possible to hide particularly sensitive information such as sexually transmitted diseases, termination of pregnancy, etc. from certain individuals. Please contact the Practice Business Manager if you wish to discuss this further or have any questions.

How will my information be kept secure and confidential?

Your GP medical record is stored on a secure computer system and access to it is strictly controlled. All of the practices within the cluster, and the local health board, will have signed an agreement to confirm that they will follow the strict controls in place around the computer system itself, and around any staff who are allowed to access the system. Everyone working within the cluster has a legal, contractual and professional duty to keep information about you secure and confidential.

Can I find out who has viewed my medical record?

Every time your electronic GP medical record is accessed an **Audit** log is created. These **Audit** logs are retained so if you are concerned that someone has inappropriately accessed your record, please discuss this initially with the Practice Manager.

Is there a danger someone else could hack into my record or that my information could be lost?

Contracts are in place with the supplier of the clinical computer systems to ensure that they have robust security measures installed. These measures will prevent any information from being accessed without permission, lost or accessed inappropriately by a third party.

Can I opt out?

You have a choice – please inform the Practice if you wish to change your preferences at any time.

You have the choice of what information you would like to share and with whom. Authorised healthcare staff can only view your SCR with your permission. The information shared will solely be used for the benefit of your care.

Your options are outlined below; please indicate your choice on the form overleaf.

- a) **Express consent for medication, allergies and adverse reactions only.** You wish to share information about medication, allergies and adverse reactions only.
- b) **Express consent for medication, allergies, adverse reactions and additional information.** You wish to share information about medication, allergies and adverse reactions and further medical information that includes: Your significant illnesses and health problems, operations and vaccinations you have had in the past, how you would like to be treated (such as where you would prefer to receive care), what support you might need and who should be contacted for more information about you.
- c) **Express dissent for Summary Care Record (opt out).** Select this option, if you **DO NOT** want any information shared with other healthcare professionals involved in your care.

Prescriptions

Larkside Practice is not a dispensing contractor and does not dispense the medications on your prescription. To get your prescribed medications you will need to go to your Pharmacy.

If you are on repeat medication you can order your medication:

- On line via our web site
- Using the dedicated prescription email address
- By placing the prescription in the post box at the entrance to the surgery
- By Post

If you can please use the re-ordering slip attached to your repeat prescription. Remember to tick the items you require.

Please ensure you have a nominated Pharmacy.

Please ensure you allow sufficient time for the prescription to be processed. This is 48 hours within the practice but your Pharmacy may need additional time to get the medication ready.

Please remember that we do not take prescription requests by telephone.

Only order the medicines you need.

If you have stopped taking a medicine please ensure that you inform the surgery.

Be responsible with your medicines

Do not take other medicines without checking with your Doctor or Pharmacist. They may interfere with your regular medicines and cause you harm.

Know the names of your medicines and what they are used for.

Return unused, unwanted and out of date medicines to your Pharmacist for safe disposal.

Regular medication reviews are given to all patients who are taking repeat medication.

New Patient Registration

To register with Larkside Practice you will need to come into the surgery to obtain the necessary registration pack. To enable you to register with Larkside Practice you must live within our catchment area. You must be entitled to free NHS treatment. If you have previously been registered with a GP you will need your NHS Number.

Please note that all registration requests are accepted at the doctors discretion and the practice has the right to refuse a registration request. Any refusal to a registration request will be given in writing.

You do not need to inform your current GP that you are leaving – your notes will be transferred straight to our practice.

Complaints and Comments

Like all GP Practices, we work very hard to provide the very best care and service that we can. Indeed, every day hundreds of entirely satisfactory interactions with patients, relatives and other services take place.

However, we must also acknowledge that healthcare is extremely complex and that things can occasionally go wrong which results in a patient feeling that they have a genuine cause for complaint. If this is so, we would like the matter to be settled as quickly, and amicably as possible.

To have your complaint investigated, you need to complain within 12 months of the event happening, or as soon as you first become aware of the issue you want to complain about. You can speak to a member of the management team initially about your complaint. This may give you the opportunity to resolve any concern you may have without it going through a formal process.

Most complaints are best resolved within the practice and these should be made via the Practice Business Manager.

If you feel you cannot raise your complaint with us you can contact:-

NHS England, P O Box 16738, Redditch, B97 9PT.

England.contactus@nhs.net – FAO The Complaints Manager
0300 311 22 33 – Mon – Fri 8.00 a.m. to 6.00 p.m.

A patient can also seek advice from PALS (Patient Advice and Liaison Services). Their contact number is 0300 1123 9006.

Contacting the Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk/contact-us>

If you are Dissatisfied with the Outcome of Your Complaint

If attempts at resolving your complaint through the practice or NHS England are unsuccessful you have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

Receiving complaints and compliments is important because it lets us know what we are doing right and wrong. Please remember that unless we know about a problem or issue we cannot do anything to change things.

We hope that you have found this leaflet of interest. Our staff will be happy to help you direct you to the appropriate person to help you with any queries or concerns you may have.