

PITSTONE HEALTH CENTRE
& PHARMACY

**Yardley Avenue, Pitstone,
Leighton Buzzard, Beds. LU7 9BE**

Telephone

Reception 01296 668800

Surgery Opening Hours:

Monday 9am-12midday 2pm-6pm
Tuesday 9am-12midday 2pm-6pm
Wednesday 8am-12midday closed pm
Thursday 9am-12midday 2pm-6pm
Friday 9am-12midday 2pm-5pm

Evening and weekends 0845 323263

Pharmacy 01525 223181

Dr. Martyn R Jones MBBS, DRCOG
The London hospital 1973

Dr. J. Richard Bell, MBBS, MRCGP, DCH,
DRCOG, DA The London Hospital 1977

Dr Stephanie A. Johnston, MBCh, DRCOG
Manchester 1983

Mrs. Vicky Stump
Practice Manager

PRACTICE AREA

We are part of
VALE OF AYLESBURY PCT
VERNEY HOUSE, GATEHOUSE RD,
AYLESBURY. HP19 8ET
Tel 01296 310000

NHS WALK-IN CENTRE
14-16 Chapel St, Luton, Beds
LU1 2SE Tel 01582 556400

NHS DIRECT 0845 4647
www.nhsdirect.nhs.uk

WELCOME

Pitstone health centre has a branch surgery at
Edlesborough (11 Cow Lane)

Our team looks after both surgeries and includes three GPs, four nurses, practice manager and reception staff.

We offer on site dispensing or attached pharmacy dispensing if appropriate. We aim to treat all our patients promptly, courteously and in confidence. We are a Training Practice linked with our local GP training scheme. The Registrar Doctor will have completed several years of hospital training and will be based at our surgery for a year before going on to their own General Practice. On occasions the consultation may be video recorded. This is purely for purposes of education and may only occur with your consent.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates. If you live in our practice area and would like to register with us, please complete one of our registration forms that are available at reception and make an appointment for a Blood Pressure check. On the form, you will be able state if you have a preference for a particular doctor. Registration however is now with the practice rather than an individual doctor. In general you are responsible for booking the same doctor for the same condition

APPOINTMENTS

Consultations are by appointment only. Patients will be offered the first available appointment with their preferred GP. If not convenient, an appointment will be offered with the next available doctor, our aim is within two full working days.

you can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel
- Booking home visits before 10am
- Booking urgent appointments or leaving messages before 10am
- Ringing for results after 10.30am

Urgent cases are seen on the same day

These appointments are reserved for patients who feel their condition needs same day treatment/review

Please phone before 10am.

MINOR INJURIES

We are happy to triage and where possible treat all minor injuries please phone ahead for advice.

HOME VISITS

On average home visits take four times as long as seeing you in surgery.

If you are not well enough to come to the surgery then please telephone before 10am to request a visit from the duty doctor.

Evening and weekends

Harmony services Tel 0845 450 2530

NHS Direct 0845 4647

REPEAT PRESCRIPTIONS:

Please make requests on the phone after 10.30 am or in writing stating your name, date of birth, and the name and strength of medication required. Please allow two full working days before collection – longer near weekends and Bank Holidays.

Your local Pharmacist

Your local pharmacist will be able to give you free health advice at any time- without an appointment. Prescriptions dispensed by the pharmacy will be available for collection after the same 48hr period.

BLOOD TAKING

Blood tests requested by your doctor are to be booked at reception. If you have not been telephoned by your GP five days after your test, please telephone after 10.30am, for results. Copies of results require 48hrs notice.

PRACTICE NURSES

Our team of fully qualified nurses is able to offer advice and treat minor illness. Other duties include pre pregnancy advice and health promotion, blood pressure, dressings, syringing ears, and removal of stitches, ECGs if requested by GP, childhood and travel vaccinations. They also assist your doctor with minor operations and family planning work. A yearly influenza vaccination is particularly recommended for patients with heart, lung and kidney disease, diabetes and asthma and those over 65yrs.

Smoking Cessation advice available from all member of the team.

DISTRICT NURSES 01296 662704

Home nursing services are provided for the housebound, elderly and chronically sick. If a visit is required please phone before 11am.

HEALTH VISITORS 01296 663784

Our two health visitors are responsible for the care of families in the community, children especially from birth up to school age. They run clinics and parenting classes- please see notice board.

WELL WOMAN CARE

We provide full family planning services. Appointments should be made during normal surgery time. Cervical smears are offered routinely every 3 years to 5years.

MATERNITY CARE

We offer maternity care throughout your pregnancy shared with the community midwife, liaising with the local maternity unit where you have chosen to have your baby. Pre-pregnancy check-ups for first baby are available with the Practice nurse. The midwives hold antenatal clinics at the surgery arrange parent craft classes and also provide post-natal care at home. Please book appointments at reception.

MINOR SURGERY

We undertake many minor surgery procedures. Lumps, bumps, and moles, etc. can all be removed at our surgery. Please book through your doctor directly. Appointments must be reconfirmed 48 hrs in advance.

DISABLED PATIENTS

All main consulting rooms are on the ground floor, however if you do have difficulty with the stairs and have

been given an appointment upstairs please inform reception in advance if possible and arrangements will be made to see you on the ground floor. Anyone with hearing or vision disabilities please notify reception to enable us to give adequate assistance.

COMPLAINTS

Should you be concerned about any matter within the practice we ask that you discuss it with a member of staff at the time it occurs. This way, we can try to resolve the problem immediately. Formal complaints should be made to the practice manager in writing, by telephone or in person by appointment.

Constructive suggestions are welcome. Your PCT have also produced a complaints information leaflet. If you feel you require one please request this from our practice manager.

SICKNESS CERTIFICATES

Doctors are not obliged to issue sick notes for a period of absence from work of less than seven days including weekends. After three days' absence you should obtain a self-certificate from your employer. If your employer insists on a private certificate then please be aware that there is a charge for this service.

NON – NHS WORK

The doctors provide a number of services for which they charge the standard fee recommended by the British Medical Association. Services include passports, private ins claim forms, HGV, private sickness notes, fitness to travel and shot gun licenses.

HERE TO LISTEN, NOT TO TELL

We provide a confidential service to all our patients including under 16s. This means that you can tell others about this visit, but we won't.

The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere – for example at a hospital – it is best if you allow the doctor or nurse there to inform the practice of any treatment you are receiving. If you have any worries about confidentiality please feel free to ask a member of staff.