

GENERAL HEALTH ADVICE

NHS Direct 0845 4647

Out Of Hours Care

Milton Keynes Urgent Care Services
Hospital Campus
Standing Way
Eaglestone
Milton Keynes
MK6 5LD

Please telephone the practice 01908 609240 and you will be connected to the Urgent Care Services

BROUGHTON GATE HEALTH CENTRE

Glyn Valley Place
Broughton
Milton Keynes
MK10 7EF Telephone: (01908) 874444
www.thepracticeplc.com

Services provided
The health centre is open 7 days a week from 8.00am to 8.00pm
Taking new registrations from any area of Milton Keynes.
Fast access to health information, advice, and treatment for non registered patients **no appointment necessary.**

SUGGESTIONS AND COMPLAINTS

Things go wrong in the best run organisations. We hope that there will not be many complaints, but if you feel something is going wrong, or could be done better, we want to know. In our experience most problems between medical staff and their patients are due to poor communication. If you have a problem, please inform the practice manager in writing. We also like to know when things go well so please let us know.

CONFIDENTIALITY

Patients' records on file or on computer are confidential. Information held on computer is protected under the Data Protection Act. Sometimes auditors or other health care professionals may require access to patient records; if you object to this please inform the practice manager in writing.

HEALTH VISITORS

Pebbles Sure Start Children's Centre
The Willows School
Newlyn Place
Fishermead
Milton Keynes

Telephone: (01908) 690739

FISHERMEAD MEDICAL CENTRE PATIENT INFORMATION

Fishermead Medical Centre
Fishermead Boulevard
Fishermead
Milton Keynes MK6 2LR

Tel: (01908) 609240

Fax: (01908) 695674

www.fishermeadmedicalcentre.co.uk

Doctors

DR A B BERGER M.B., B.S., GPwSI
The Royal London Hospital 1975
University of London

DR M KANSAGRA M.B., Ch.B., M.R.C.P.
The University of Wales 1982

DR A Kerawalla M.B., B.S., M.R.C.P.
University of Bombay 1982

SURGERY HOURS

Monday to Friday 8.00am to 6.30pm

CONSULTATION HOURS

By appointment only
Tuesday, Thursday & Friday 9.00am to 11.30am
4.00pm to 6.00pm

Monday & Wednesday 9.00am to 11.30am
4.00pm to 8.00pm

WEBSITE

www.fishermeadmedicalcentre.co.uk for repeat prescriptions, change of address, registration & information

A GUIDE TO THE APPOINTMENT SYSTEM

Routine appointments

You can book an appointment with the GP of your choice in advance. The waiting time is generally about three to five working days but may be longer during certain periods.

Appointments available on the day

You can request to see a GP on the day. These appointments are released at 8:00 a.m.

Urgent appointments

If you have a genuine urgent medical need to see a GP there are appointments reserved for this during the morning and evening sessions. These are by appointment only and are released at 8.00am and 2.30pm.

An urgent medical need is something that cannot wait until the next day. Urgent medical need does not include minor illnesses e.g. sore throats, colds, repeat prescriptions or sick certificates.

Consultations are by appointment only. If you have a medically urgent need to see a GP we will endeavour to see you the same day. We ask you to cancel your appointment as soon as you realise you are unable to keep it. Patients who fail to turn up for their appointments are preventing other patients from receiving the care they need.

REPEAT PRESCRIPTIONS

48 hours' notice is required for repeat prescriptions.

You can order your repeat prescription online www.fishermeadmedicalcentre.co.uk

Telephone requests between 9.00 - 11.00am on (01908) 609240 option 2.

A written request can be brought to reception between 8.00am and 6.30pm

By post your request to the practice allowing four days for this service. If you would like your prescription posted back to you please enclose a stamped, self-addressed envelope.

You can also order your repeat prescription through Cox & Robinson Chemist.

Cox and Robinson also provide a delivery service if you are unable to collect your medication. Please arrange this directly with the chemist. If you are on regular medication your doctor may agree to you having repeat medication for a limited time without an appointment.

HOME VISITS

Home visits are for housebound patients and those genuinely too ill to travel to the practice. It is perfectly safe to bring a child with a rash or temperature to the practice. Home visits take up a lot of the doctor's time; we can see four or five patients at the practice in the time it takes to make one call. It would be helpful if requests for home visits could be made before 10.00am. Please try to get to the practice if you can. The receptionist will ask for brief details of your problem and for your telephone number.

TELEPHONE ADVICE

The doctors and practice nurses are always happy to give telephone advice. We prefer not to be interrupted when we are with patients and so, unless the problem is very urgent, you may be asked to phone back at a more convenient time.

RESULTS OF TESTS/INVESTIGATIONS

Please telephone for results between 12.00pm - 3.30pm. In order to maintain confidentiality the results will only be given to patients themselves or to parents of minors.

SICKNESS CERTIFICATES

If you are off work for less than seven days you are responsible for your own self-certification on form SC2 (available from reception or any post office). If your employer will not accept an SC2 we can issue a private medical certificate for which we charge a fee. After seven days you will be entitled to an NHS medical certificate.