

# MANOR VIEW PRACTICE INFORMATION LEAFLET

BUSHEY MEDICAL CENTRE, LONDON ROAD, BUSHEY, HERTS, WD23 2NN

Drs: Nicola Harris, Deborah Gordon, Ketan Bhatt, Sonal Shah, Haroon Rauf, Kirsty Moore,  
Shermila Skandakumar, Shiv Korla, Tasneem Rashid



Practice Manager  
Ms Liz Webb



Opening Hours: 8:00am - 6:30pm  
Appointments (Book, Cancel, Amend): 01923 247446  
Appointments (Hard of Hearing): 01923 247447  
Cancellations (text & voice message only): 07531 262447  
Emergencies: 01923 225224  
Website: [www.manorviewpractice.co.uk](http://www.manorviewpractice.co.uk)

## **Registering with the Practice**

Our practice area goes from Bushey Arches to the Alpine in Bushey Heath and from Watford Heath in Oxhey to Hilfield Lane in Aldenham. You will be allocated a named GP at the point of registration but will be at liberty to consult whichever doctor you prefer in our practice. However there may be circumstances such as an emergency, for which you will be given an appointment with the first available doctor.

## **Outer Boundary**

The practice has introduced an outer boundary which goes from Deacons Hill to Vivian Close and from Riverside Road to the beginning of Prestwick Road. If patients already registered with the practice move into this outer boundary they will be able to stay registered with the practice.

## **Patients' Rights and Responsibilities**

Patients' rights and responsibilities are set out in the practice charter as follows:

### **Your rights are:**

- To be registered with the practice if you are in the practice area.
- To be offered a health check when you register with the practice.
- To be informed of your named GP.
- To be asked for your consent, prior to treatment, in line with NHS consent procedures.
- To have appropriate medication prescribed.
- To be referred to a consultant if your doctor thinks it is necessary and to have a copy of the referral letter if you wish.
- To have access to your medical records subject to legal limitations.
- To choose whether you take part in medical research or medical student training.

### **Your responsibilities are:**

- To treat members of staff in the same way that you would wish to be treated.
- To arrive on time for your appointment.
- To cancel your appointment if you are unable to keep it.
- To request a home visit before 10am wherever possible.
- To tell us if you have changed your name, address or telephone number, in order for us to update our records.
- To ask for visits outside surgery hours, only in a real emergency.

## **Newly Registered Patients**

We offer a new patient screening to any patient who would like to have one. If you would like a new patient screening check, then please ask at reception. We ask that any patient who has any on-going medical problems or is on any repeat medications to have a new patient health check. This can assist the practice in assessing your current status while we wait for your notes to arrive from your previous GP (which can sometimes take several weeks). Your height, weight, blood pressure, urine etc. will be checked and recorded.

## **How to see your Doctor at the Surgery**

The surgery offers a wide range of appointments from 7:00am to 5.50pm. Most of these are 10 minute appointments. You may see any doctor in the practice but it is preferable to see one doctor consistently, especially for one episode of illness. Appointments are always available on the day. Please let us know if you cannot keep your appointment. If you arrive more than 10minutes late for an appointment, the doctor may ask you to rebook.

**WE REQUEST PATIENTS TO RING FIRST THING IN THE MORNING IF AN APPOINTMENT IS NEEDED.**

GP appointments may **ONLY** be booked **24 HOURS IN ADVANCE** OR **ON THE DAY**. These can be booked via:

- 1) A receptionist
- 2) Online using 'Patient Access' (permitted to anyone over the age of 16)

GP telephone appointments are available for patients who do not require a face to face consultation. Nurses' appointments are available to be booked 6 weeks in advance. If you would like further details regarding Patient Online Access, please register with a receptionist or register online at [www.manorviewpractice.co.uk/doitonline.aspx](http://www.manorviewpractice.co.uk/doitonline.aspx)

### **Extended Hours Surgeries**

The practice offers some routine appointments outside normal surgery hours. Appointments are available from 07.00 – 07.45am on week days. We also offer appointments on the 1st Saturday morning and 3<sup>rd</sup> Sunday morning of each month from 8.30 – 10.45am. These appointments are intended for patients who work and are unable to attend during normal surgery hours. These appointments are routine appointments which must be booked in advance, they are not for emergencies and patients cannot just walk in and ask to be seen.

### **WATFORD EXTENDED ACCESS (WEA)**

Patients registered with us are also able to be seen at another GP practice in Watford or Three Rivers, 7 days a week. Please ask the receptionist for further details.

### **Automated System for Appointments**

The practice offers patients an automated appointment system which can be used to check or cancel appointments telephone 01923 247446.

### **Receptionists**

The receptionists administer the appointment system and ensure that surgeries run as smoothly as possible. Our receptionists attempt to facilitate contact between you and your doctor and put into effect the policies of the practice which are designed to offer an efficient and personal service.

### **Online Appointments**

The practice offers patients the chance to book or cancel appointments on-line and also request prescriptions on-line. Patients will need to register to use this facility, please ask at reception. The use of the service is only permitted to anyone over the age of 16. Parents/guardians cannot register their children under 16. Each adult aged 16 or over must request their own registration, unless they have been assessed as lacking capacity and access is to be granted to a parent/ guardian/carer acting in their best interests. In such cases, if you have a legitimate reason to have access, registration will be considered on a case by case basis and you should put your request in writing to the Practice Manager/GP.

### **Walk in Centre**

Your nearest walk in centre is located in Hemel Hempstead Hospital telephone 03000 332233.

### **Website**

The practice has a website, with latest news and other health links, the address is: [www.manorviewpractice.co.uk](http://www.manorviewpractice.co.uk)  
This can be viewed in alternative languages.

### **Patient Participation Group**

We have a patient participation group, if you are interested in joining please ask at reception for a sign up form, see our website for details, or email the group direct on [mvppg1@gmail.com](mailto:mvppg1@gmail.com)

### **Blood Urine and Other Samples**

These must be left at the practice reception area before 10.00am Monday to Friday for delivery to the lab. Containers can be obtained from the receptionists. If your doctor asks you to telephone for a result, please do so in the afternoon after 2:00pm.

### **Change of Address**

Please let the practice know if you change your address, landline telephone number or mobile telephone numbers even if you stay within the practice area.

### **NHS Herts Valleys Clinical Commissioning Group (CCG)**

Our practice is part of HVCCG. Their address is Hemel One, Boundary Way, Hemel Hempstead Herts, HP2 7YU.  
Tel: 01442 898 888. You can obtain info from them about additional services that may not be provided by our practice.

## Paediatric Surveillance

Babies and young children are invited for routine immunisations and checks on growth and development. Child health surveillance services are provided by Drs Deborah Gordon and Kirsty Moore in association with the Health Visitors.

## Minor Surgery

Minor surgery services are offered by the practice. Conditions requiring minor surgery may be dealt with during normal appointment sessions or a special appointment may be made for a minor operations clinic which is run by Dr Haroon Rauf. Patients will be asked for their consent prior to treatment, in line with NHS consent procedures.

## Parking

Free parking is available at the Medical Centre, however is limited.

## Disabled Patients

The practice premises are suitable for access for disabled patients. There is a lift which will accommodate a wheelchair from the ground floor entrance hall to the reception area and consulting rooms on the first floor.

## Repeat Prescriptions

Requests for repeat prescriptions must be made directly to the surgery by patients or their carers and take 72 hours.

This can be done in any of the following ways:

1. In person at the reception desk.
2. By letter with a stamped addressed envelope if you would like it posted back.
3. By fax on 01923 213270.
4. Online prescriptions (must register for this facility & only permitted to anyone over the age of 16).

**Please inform us if you do not consent to a third party collecting your prescriptions.**

We are not a dispensing practice.

## Electronic Prescription Service

The practice is set up to use Electronic prescription services (EPS2). In order for patients to use this service they need to either speak to their usual pharmacy who will get them to sign a nomination form, or you can speak to reception or your GP. In many, and eventually most cases, electronic prescriptions will replace paper ones.

## Summary Care Record and Care Data

If you do not wish your data to be uploaded to the national shared electronic record, then please ask the receptionist for an SCR opt out form to complete.

## Referral Letters

Patients are entitled to copies of their referral letters to the hospital. If you are being referred and would like a copy of your letter, please make your GP aware of this, or enquire at the reception desk. Patients are asked to collect these letters from the practice themselves.

## Screening Service

The practice likes to meet all new patients and we do offer a screening service to new patients. You can make an appointment when you register.

## Health Visitors

Health Visitors give advice and help particularly with expectant mothers, parents and young children and the elderly. The Health Visitors can be contacted on 0208 515 8239.

## Home Visits and Emergencies

**If you wish the doctor to visit you at home please telephone 01923 225224. Please telephone between 8.30am and 10am unless it is an emergency.** It is quite safe to bring children with temperatures or rashes to the surgery. Arrangements can be made to isolate infectious children from other patients.

## When the Surgery is Closed

Outside surgery hours and at weekends, please telephone 111 and select the Hertfordshire option, if you require urgent medical assistance between 6.30pm and 8.00am Monday to Friday, at weekends and Bank holidays. Call 999 in an emergency. Chest pains and/or shortness of breath constitute an emergency.

## Antenatal Care

All the doctors in the practice provide maternity medical services in association with our community midwife. Arrangements to attend the antenatal clinic are made by your doctor.

### **Smoking Cessation**

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We offer a stop smoking support service. Appointments are available Mon-Fri.

### **Family Planning**

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All the doctors provide contraceptive services. Coils and caps are usually fitted in one of the clinics run by Dr Deborah Gordon in normal surgery by arrangement. Dr Kirsty Moore also does coils and ring pessaries in normal surgery time. If you wish to have a cervical smear, please state this when making your appointment. Sexually active women should normally have a smear every 3 years up to the age 50, every 5 years up to 65. A recall system is in operation. We also offer implanon insertion and removal, speak to a receptionist for details and to make an appointment.

### **Menopause Service**

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Advice about menopause problems and hormone replacement therapy is provided by Dr Deborah Gordon in a normal surgery appointment.

### **Chaperones**

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The practice has chaperones available for appointments with either a doctor or nurse, please ask at reception should you wish to use this service.

### **Interpreters**

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Should a patient require an interpreter for any appointment this can be arranged, please ask at reception.

### **Practice Nurses**

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There are three practice nurses and two Health Care Assistants who may be seen by appointment. Amongst the services they provide are:

- Routine immunisation and travel immunisation advice, as well as administration of vaccines.
- Cervical smears.
- Dressing and removal of stitches.
- Blood pressure screening, urine testing and measurement of height and weight.  
*(Please feel free to see the nurse if you have not had your blood pressure checked in the last five years).*
- Advice about diet and weight loss.
- Blood taking (tests arranged by your doctor).
- Rubella (German Measles) screening and vaccination. Please discuss this with your doctor if you are a female of child bearing age and do not know if you are immune to Rubella.
- Screening of the elderly.
- COPD/ Asthma clinic by appointment.
- Minor illness Clinic. Three of our nurses are trained in minor illnesses and you may be offered an appointment with her rather than a doctor if this is appropriate.
- Diabetic Clinic by appointment.
- NHS Health checks

### **Access to Patients Data**

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The practice has a computer system with terminals in the reception area, consulting rooms and treatment room. The practice is registered under the Data Protection Act and confidentiality of the information on the computer/medical records is carefully safeguarded across the whole primary health care team. Occasionally anonymised data held on the computer may be used for research and audit purposes. Should you not wish your details to be used for such purposes would you please inform a receptionist. You may receive prescriptions printed by the computer which are always checked by a doctor. If you wish to see the information which the computer holds about you, please ask your doctor.

### **Privacy Policy**

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We understand the importance of keeping your personal information safe and secure. You can check our Privacy Notice on our website [www.manorviewpractice.co.uk](http://www.manorviewpractice.co.uk) or via Reception.

### **Compliments and Complaints**

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The practice welcomes compliments and complaints as this is a chance for us to learn and improve the services we provide. We have an in-house complaints procedure, which conforms to national criteria. Please ask any of the practice team for details or an explanatory leaflet.