



HUC

NHS
URGENT TREATMENT CENTRE
AND TOWN CENTRE GP SURGERY

Services provided by



NHS

when it's

Town Centre Surgery Patient Information

Open 8am - 8pm Monday to Friday

Town Centre Surgery

14-16 Chapel Street

Luton LU1 2SE

Telephone 01582 709290

Email enquiries.tcgp@nhs.net

www.towncentresurgeryluton.nhs.uk



THE SOCIAL ENTERPRISE MARK
TRADING FOR PEOPLE AND PLANET

Welcome to Town Centre Surgery

We would like to welcome you to our practice. This booklet contains information of the services we provide. Our helpful team are available to answer any questions you may have and we welcome feedback and suggestions.

Registration

We are currently accepting new patients. Please visit our website and follow the steps on how to register online.

Should you not have access to be able to do it this way, please come to the practice and collect the registration pack to complete and hand back in to our helpful reception staff. This contains:

- a registration form
- a new patient questionnaire
- a consent form for access to Enhanced Summary Care Record (see below)
- and an information sheet.

You do not need proof of address to register. Please note it can take up to 4 weeks from the date we accept your submission to be fully registered. You will receive a welcome letter in the post when your registration is complete. You will also be offered an appointment with our Healthcare Assistant for a new patient health check.

Disabled Access

Disabled access is available at Town Centre Surgery.

Summary Care Record

If you are registered with a GP practice in England you will have a Summary Care Record (SCR), unless you have previously chosen not to have one. It includes important information about your health:

- Medicines you are taking
- Allergies you suffer from
- Any bad reactions to medicines

You may need to be treated by health and care professionals that

do not know your medical history. Essential details about your healthcare can be difficult to remember, particularly when you are unwell or have complex care needs. Having an SCR can help you if you need healthcare as the staff involved in your care make better and safer decisions about how best to treat you. You can choose to have additional information included in your SCR, which can enhance the care you receive. This information includes:

- Your 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
- Who should be contacted for more information about you

If you would like to have additional information included in your SCR, please ask at reception for a form. Once the form is completed we will update your SCR to reflect your request. If you wish to opt out at any time, please ask at reception for a form.

Appointments

You can book appointments in a number of ways:

- by telephoning the surgery on 01582 709290 and speaking to our helpful reception team
- by visiting the surgery website www.towncentresurgeryluton.nhs.uk and booking online (providing you have registered for our online booking system SystemOne Online)
- by registering for the NHS App (you must be over 13)

Please let us know if you cannot attend an appointment so that we may offer it to someone else. If you fail to attend more than three appointments in twelve months without notifying the practice, you could be removed from the practice list.

Reminder Texts/Cancelling your appointment

Appointment confirmation and reminder text messages will be sent to your mobile phone if you sign up to receive SMS services from the practice. You can sign up when you register or at any time afterwards. If you no longer wish to receive text messages from the practice, please notify us in writing.

When the surgery is closed

When the surgery is closed and/or you have an urgent health care need, please contact NHS 111 by phone or online.

In the event of a life-threatening emergency, please dial 999.



111.nhs.uk

Online Services

All new patients will be offered access to online services when registering. If you are an existing patient and would like to register for our online services, you will need to come to the practice with photographic identification. Once registered, each patient will be given a username and a password to access our online services.

Access for children up to the age of 11 will be through a parent who is living at the same address and has parental responsibility for the child. Once the child has reached 11 years of age, access will be switched off as per data protection guidance. It will then be down to the GP, the parent and child to discuss access to the child's records.

The following services are available online:

- Repeat prescriptions
- Appointments booking/cancellations
- Text reminders for appointments/cancellations
- Test results
- Patient surveys

Surgery Services

In addition to GP, Nurse, Pharmacist and Healthcare Assistant appointments, we offer telephone appointments and the following clinics and services to help patients manage and improve their health:

- Minor illness clinics
- Alcohol advice
- Asthma and COPD clinics
- Cervical screening
- Contraception - including coil clinics
- Diabetic clinic - open to all patients with diabetics for assessment, advice and management of symptoms.
- Immunisations
- NHS health check—heart health risk assessment and advice
- New baby eight week check
- Antenatal and postnatal care
- Stop smoking support
- Travel
- Phlebotomy

Non NHS Services

The NHS may not cover certain things; for instance, visitors from abroad may not always be eligible for free treatment when being referred to hospitals (although emergencies are always covered).

Private Fees

We can also provide certain services outside the NHS, such as LGV or Taxi medicals, insurance examinations and support letters for which a fee is payable. We do not countersign passports. Our charges for these are displayed in the waiting room, on our website and are available on request.

Prescriptions

If you are on regular medication you may discuss with the GP having them through the repeat prescription service which allows you to get medication without having to see the GP each time you run out. You will still have to come for medication reviews at a time determined by your GP and your repeat medication may be limited if you do not attend for a review.

Electronic Prescription Service (EPS) is a fast and convenient way for most repeat prescriptions to be sent directly to your pharmacy of choice without you needing to come to the practice. Some Controlled Drugs and other medications cannot be sent via EPS. If you have a nominated pharmacy on your practice held record this service is available to all patients. Your GP can also send prescriptions for short courses, such as antibiotics.

Accountable GP

In line with NHS England and British Medical Association requirements, all patients are allocated to a named, accountable GP at the point of registration. Patients can and should feel free to choose to see any GP or other clinician in the practice.

Meet the team

Our GPs have overall responsibility for our patients' health and wellbeing. Our GPs are supported by a dedicated team of employed nurses, who look after many of our chronic disease clinics including Diabetes, Asthma and COPD. The nursing team are also responsible for the child immunisation and cervical screening programmes at the practice.

Our Healthcare Assistant delivers our phlebotomy service and health promotion including health checks and life style advice.

We aim to treat all our patients promptly, courteously and in complete confidence. We respect your right to privacy and keep your medical records confidential and secure, following the Code of Practice on Confidentiality and Disclosure of Information.

Nurses:

- Claire Devlin (f), Advanced Nurse Practitioner
- Caroline Heritage (f), Practice Nurse
- Anna Hunnisett (f), Practice Nurse
- Sharon Archibald (f), Healthcare Assistant

Management team

Our Practice Management team are responsible for the practice administration and overall smooth and efficient running of the practice. If you have any suggestions regarding the practice, please contact the team.

- Melissa Gunning (f), Practice Manager
- Faye Walsh (f), Assistant Practice Manager

Reception and Administration team

We have a dedicated team of receptionists and administrators who work hard to support the smooth running of our practice and helping you with queries, appointments, referrals, prescriptions and many other administrative duties. Please bear with us if we are busy, we endeavour to help patients as efficiently as possible.

Home Visits

If you are too ill to visit the surgery and feel you may need a home visit, please telephone the surgery before 10am. You will initially be called by one of our GPs who will determine the appropriate next steps.

Carers

If you provide care on a regular basis for a child, relative, partner or neighbour who is unable to manage alone due to illness, disability, frailty, mental distress or impairment, please tell us so that we can make a note on our patient records and provide

you with any support you may need. For more help and support, please also take a look at the Carers in Bedfordshire website www.carersinbeds.org.uk

Access to patients records and confidentiality

HUC is required to comply with the NHS Confidentiality Code of Conduct. This means that all our staff are required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared.

All our staff and clinicians are trained in information governance. The organisation holds information about you in accordance with the Data Protection Act 2018 and the General Data Protection Regulation 2018 (GDPR). Patients may request sight of their own records by contacting HUC at dpo@huc.nhs.uk

Patients's rights and responsibilities

Being a patient attending a busy GP practice can be anxious and worrying time for you. We aim to make your time here as efficient as possible. The following should help to explain what you, as a patient can expect from our staff and what we, the staff can expect from you.

Our responsibilities to you:

- To treat you with dignity, respect and courtesy at all times.
- To treat you as an individual, and to discuss with you the care and treatment we can provide.
- To give you the most appropriate care by suitably qualified staff.
- To give you full information on the services we offer.
- To provide you with emergency care when you need it.
- To refer you to a suitable service when necessary.
- To give you access to your health records, subject to any law.

Your responsibilities as a patient:

- To treat all staff with dignity, respect and courtesy at all times.
- To tell us if you are unsure about the treatment we are offering you.
- To ask for a home visit, only when you are unable to attend the practice through illness or infirmity.
- To request such a visit if at all possible before 10am.

Chaperone policy

All patients are entitled to have a chaperone present for any consultation, examination or procedure. This means that someone will else will be there for you during your consultation in addition to the healthcare professional. If you would like a chaperone but have not been offered one, please ask the clinician or enquire at reception.

Zero tolerance

It is our policy to be helpful and polite to all our patients regardless of age, ethnic origin, disability, gender or sexual orientation. We expect the same courtesy from our patients. Discriminatory, unsocial, threatening, violent or abusive behaviour towards staff, other patients or the premises will not be tolerated. The practice will take action in these circumstances. This may involve the police and result in the removal of the patient from our practice list.

Patient feedback

The doctors and staff always strive to give an excellent service to our patients. We recognise that the service is not always perfect and consequently value the ideas, comments and suggestions we received from our patients. We operate a Complaints Procedure as part of the NHS system for dealing with complaints. We don't only want to hear from you when something goes wrong. If you have any comments or ideas regarding the running of the practice, please speak to one of the practice team or complete a feedback form and

put it in our comments box located at the practice reception.

We feel that often the problems that arise between the practice and a patient are due to misunderstandings or are issues that can be resolved within the practice, and for this reason patients are encouraged to talk directly to the practice as we are best placed to investigate and remedy your complaint. Please note that we have a duty of confidentiality to our patients and consent will be necessary if the patient concerned does not make the complaint themselves.

You can give feedback to the practice in the following ways:

- By completing a feedback form and putting it into our comments box or handing it to a member of staff
- By emailing the practice enquiries.tcgp@nhs.net
- By completing the “contact us” form on the practice website
- By writing to us at the practice, address can be found on the cover
- If you would prefer to contact HUC directly instead of the practice you can do so **in writing** at the following address:
HUC
Patient Experience team
The Old Ambulance Station
Ascots Lane,
Welwyn Garden City, AL7 4HL

or **by emailing:** huc.feedback@nhs.net

- By filling out the patient satisfaction survey at <http://bit.ly/HUCSurvey> or by scanning this QR code using your phone.



If however, you feel that the practice is unable to resolve your issues, you may complain directly to:
NHS England, PO Box 16738, Redditch B97 9PT
Tel: 0300 311 22 33 Email: england.contactus@nhs.net

NHS England

NHS England (NHSE) commissions primary care services for local communities for example doctors, dentists, opticians and pharmacy services. For general enquiries and advice about accessing these services, please contact their Customer Contact Centre on 0300 311 22 33 (Monday to Friday 8am - 6pm excluding Bank holidays).

Patient Participation Group (PPG)

What is the Patient Participation Group?

The PPG is a group of patients who meet regularly with the practice management and clinical staff to enhance the practice by representing the patients' views of the services and by suggesting possible improvements.

What does it involve?

PPG meetings are held at the practice approximately once in three months. The purpose of these meetings is to discuss issues affecting your practice and the NHS as a whole, and also to help the practice deliver the best service it possibly can.

We also have a "virtual" PPG which allows patients to be involved using email.

What else does the PPG do?

- Help distribute patient survey forms to patients in the practice (one a year),
- Help with organising patient health events,
- Attend locality PPG events,
- Assist in producing the practice newsletter.

Who can become a member?

Anyone who is a registered patient at the practice can become a member of our PPG. If you are interested, or require further information, please refer to our website or contact our reception team.

Our Directors (as of April 2023)

David Archer – Chief Executive Officer

Dr Sivanthi Sivakumar – Chief Medical Officer

Janice Greenhill – Chief Operating Officer

Sarah Robertson Goldsworthy – Chief Commercial Officer

Sarah Pickup – Chair

Tim Jollyman – Non-executive Director

Conor Burke – Non-executive Director

Tracey Taylor-Huckfield – Non-executive Director

Nigel Hopkins – Non-executive Director

This service is commissioned by

Bedfordshire, Luton and Milton Keynes Integrated Care Board

3rd Floor, Arndale House

The Mall, Luton, LU1 2LJ

Patient Enquiries: 0800 148 8890

Email: blmkicb.contactus@nhs.net



**Bedfordshire, Luton
and Milton Keynes**
Integrated Care Board

Alternative formats: This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages.

Please email the communications team at communications@huc.nhs.uk



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