

# Larksfield & Arlesey Medical Practice



LARKSFIELD &  
ARLESEY  
MEDICAL  
PARTNERSHIP

GP Surgery



## Practice Information Leaflet

[www.larksfieldandarlesey.co.uk](http://www.larksfieldandarlesey.co.uk)

Larksfield Medical Practice, Arlesey Road , Stotfold , Hitchin  
SG54HB

**01462 732200**

Arlesey Medical Practice , High Street , Arlesey , SG15 6SN

**01462 732200**

## The Partners



**Dr P Moodley**  
**Dr M Jahngir**  
**Dr A Hafeez**

## Clinical team

**G.P's** – Dr L Skinner ( F), Dr A Chandrayan ( F ), Dr Hafeez ( M ), Dr Whittaker ( M) Dr Thaloth (M), Dr Adejobi ( F )

**Specialist G.P Sessions** – Coil and Implant clinics Dr Nederstrom

**Nurse Practitioners :**  
Bethany Kingham, Keally Leigh, Angela Barrington

**Paramedics / Urgent Care practitioners :**

Vicky Hill, Luke Chapman, Daniel Murphy.

Diabetes Nurse – Nicola Taylor

**Practice Nurses :** Pixie Headland , Kelly Buttigieg, Jane Mance

**Healthcare Assistants:** Dale Ashby, Jane Tear

Additional Roles: First contact practitioner / Pharmacist / Care co-ordinators / Social Prescribers / GP assistants / Emergency Care Practitioners.

## Management & Administration Team



Practice Manager – Suvanna Al-shahrani  
Senior administrator – Gemma Clarke  
Reception Manager- Fran McCluskey

We have the following teams based at our surgery to support the doctors with patient care  
Receptionist Team

Medicines Management Team Lead  
Medicines Management Team  
Administrative Team  
Medical secretary Team Lead  
Medical Secretary team  
Data Quality Team

## Overview

Larksfield Surgery is a purpose-built premises with a large car park for both staff and patients. Arlesey Medical Practice which is our branch surgery is based in Arlesey community building located next to the library and nursery school .The practice covers are variety of areas and you can access this information on our website .

The practice has suitable access for all patients, and adjacent to the waiting room there are patient toilets, a separate toilet for disabled patients and baby-changing facilities. Within the car park there are designated spaces for disabled patients at both sites.

Our reception areas both offer a portable induction loop for use by patients; please ask a receptionist for further information.

## How to Register

We are pleased to accept all patients from Arlesey , Stotfold, fairfields and the surrounding areas .The quickest way to register is on our website or you can collect a registration form from our reception area . **We advise you do this after 11am as the surgery is open for appointment access from 8am.**

We offer appointments by calling the practice at 8am, or using your online services at this time - You can register online, and further information can be found at [www.larksfieldandarlesey.co.uk](http://www.larksfieldandarlesey.co.uk)

We also use a triage system from 12:30 for non-urgent appointments these can be booked anytime between on the day or within 5 working days.

Patients can book appointments by attending the practice at 8am though we ask this is only used for those that do not have access to any other option to avoid long queues and heavy footfall into the practice.

We recommend you register for online services .Once you are registered with us, you will be able to book appointments online, order repeat prescriptions and access your health record .

If you change address or change your name, please ensure you contact the practice as soon as possible you can do this online; this will enable us to update your records. You can amend your address or contact number online at <https://www.larksfieldandarlesey.co.uk/navigator/change-of-personal-details/>

If you have any questions about the registration process, please speak to a member of staff who will be able to help you. **We advise that you do this after 11am**

## Hours of Business

Monday, Tuesday, Wednesday ,Thursday, Friday: 08:00 – 18:30

**The practice is open for appointments from 8:30am please try to avoid contacting the practice for routine enquires before 10am, This enables our staff to deal with on the day appointment requests and avoids delays to patients.**

We occasionally close on an afternoon for staff development and essential training for our staff . The dates are uploaded on to our website ,during this time calls will be diverted to another local service.

Our practices have a range of multi-disciplinary clinical staff who can see and treat you . Your appointment does not always require a GP. Appointments are available to book in advance and on the day. Before booking online please read our website information regarding online booking and try to book with the right clinician. Where possible please do book online – this frees our telephone lines and reduces our queues and improves access for patients who are unable to use online services.

We have a mixture of appointments available with our G.Ps. Should you have complex or multiple health concerns, please ask the reception staff to arrange a double appointment for you; this will help us to adhere to our appointment schedule and avoid undue delays to other patients.

**To book an appointment, please try our online services first where possible.**

## Home Visits requests

Home visit requests are at the discretion of our duty team and are usually for those patients who are housebound or have significant health issues and are not mobile. Should you require a home visit please call us between 9 – 11 am. A clinician will then telephone you to discuss your request.

## Our Services

Along with the routine appointments, the practice offers the following services:

**Family Planning** – All of our GPs and the Practice Nurse offer a full range of family planning services.

**Immunisations** – The nursing team are responsible for the administration of both adult and child immunisations. The practice nurse has set vaccination clinics, which are held at both sites for childhood immunisations , flu and travel where we have capacity . If you are unable to attend these clinics, please enquire by telephoning reception after 11am and book an alternative appointment.

### **Travel Immunisations –**

Travel Clinics are not available when we are short of staff or have high demand on essential services.

The nursing team are usually able to offer a range of advice regarding travelling abroad and the required vaccinations / medications. You will be asked to submit a travel form detailing your destination and dates of travel, this must be submitted a minimum of 8 weeks prior to travel. Once an assessment has taken place you will be contacted by a member of the nursing team and an appointment made for vaccinations. We offer

Hepatitis A, typhoid and Tetanus vaccines as part of the free NHS travel vaccine service. You may be signposted to a travel centre if additional vaccines are required.

**Minor Operations** – We currently do not offer this service

**Cervical Smear Testing** – This is carried out every three years for women aged 25 – 50 and every 5 years from age 50 - 65, the tests are undertaken by the nursing team. You will be contacted by the practice when you are due a test; this is a preventative test, aimed at stopping cancer before it starts.

**Chronic Disease Management** – We hold a range of clinics to help our patients manage the following:

- Asthma
- Hypertension
- Diabetes
- Heart disease
- Kidney disease
- Mental health

We also offer the following services:

- Antenatal
- Baby clinic
- Post-natal checks
- Smoking cessation referrals

You can self refer here –

[About Smokefree - SmokefreeBedfordshire \(thestopsmokingservice.co.uk\)](http://thestopsmokingservice.co.uk)

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

**In case of an emergency, dial 999 and ask for the ambulance service. Chest pain and shortness of breath are classed as emergencies. Please do not wait for a GP appointment or come to the practice to avoid any delay in urgent treatment**

## Out of Hours

When the practice is closed, patients are advised to contact the NHS 111 service for all non-life-threatening cases. The 111 operatives will advise you accordingly.

Within this area, we are covered by two local walk-in centres is located at

New Queen Elizabeth 11 Hospital ,Howlands, Welwyn Garden City AL7 4HQ and can be reached on 01438 314333. Opening Hours are Monday to Sunday 8am -10 pm.

Bedford Hospital, Bedford MK42 9DJ he Urgent Treatment Centre (UTC) is located next to the A&E Department in the Cauldwell Centre.

Additionally, there is a GP walk-in service located at

Putnoe walk-in Centre,93 Queens Drive, Bedford, MK41 9JE. Please do not telephone before attending, opening hours are Monday to Friday 08.00-14.00

Enhanced services offered by Beddoc – Bedford On Call

Weekends and Bank Holidays 08.00-17.00

## Prescriptions

Repeat prescriptions can be ordered in the following ways:

**(Please note our Reception Team are not able to take requests over the phone due to safety reasons unless you are registered as housebound and have no other way of submitting a repeat)**

In person – By ticking the required medications on your prescription and placing it in the dedicated box, located adjacent to the Stotfold Pharmacy or in the Surgery prescription box located in Reception area, the postbox by the front gates at Larksfield Surgery can be used if the practice is closed.



Online – Please log in and order via our website [Prescriptions Larksfield & Arlesey Medical Partnership \(larksfieldandarlesey.co.uk\)](http://Prescriptions Larksfield & Arlesey Medical Partnership (larksfieldandarlesey.co.uk))

For medication queries regarding repeat prescriptions if you are unable to source medication due to shortages new medication, please submit a general prescription question using our website

If online blocks you from ordering medication submit a custom request by ticking the box and manually writing what you need or request from our website (please do not stop taking your medication)

**Please allow upto 48 hours (excluding weekends and bank holidays) when ordering repeat prescriptions.**

Should you run out of your medication when the surgery is closed, visit your local pharmacy who may be able to give you an emergency supply.

Urgent requests for medication should be made by speaking to a member of the pharmacy team at your local pharmacy .

If you are unable to speak to the pharmacy team you can request an urgent prescription for the following items only by completing a form at reception

If you require urgent medication which is on your repeat medication list your local pharmacy can normally issue a few days supply while you arrange your prescription with us . We are only able to issue urgent requests for the below. Otherwise please allow - 72 hours for requests.

**Drug Type**  
***Antibiotics***

***Cancer patients***  
***Anti-convulsants***

**Examples**

*Amoxicillin, doxycycline, clarithromycin, co-amoxiclav, phenoxymethylpenicillin, ciprofloxacin*

*Palliative medication*

*Carbamazepine (Tegretol), lamotrigine (Lamictal), levetiracetam (Keppra), phenytoin,*

<b>Anticoagulants – “blood thinners”</b>	sodium valproate (Epilim), topiramate (Topamax) Warfarin, rivaroxaban, apixaban, edoxaban, dabigatran, acenocoumarol
<b>Reliever asthma inhaler (usually blue but not always)</b>	Salbutamol, terbutaline, ipratropium
<b>Steroid tablets</b>	Prednisolone, hydrocortisone, dexamethasone, deflazacort
<b>Adrenaline auto-injectors</b>	EpiPen, Jext, Emerade
<b>Anti-Parkinson’s drugs</b>	Co-careldopa (Sinemet), Co-beneldopa (Madopar), ropinirole, pramipexole, rotigotine
<b>Immunosuppressants</b>	Azathioprine, methotrexate, mercaptopurine, sulfasalazine, leflunomide, ciclosporin, tacrolimus, sirolimus
<b>Strong (opioid) painkillers</b>	***Buprenorphine patches, fentanyl patches, morphine, oxycodone,
<b>Insulin and related medication and testing devices</b>	Novorapid, Lantus, Tresiba, Fiasp, Levemir, Humalog, Humulin I/M3, testing strips, needles

Please provide your police reference number if your medicines have been lost or stolen this can be obtained by reporting the incident through 101

Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located adjacent to the pharmacy or in the Surgery prescription box located in Reception area, the postbox by the front gates can be used if the practice is closed.
- Online – Please log in and order via our website [Prescriptions Larksfield & Arlesey Medical Partnership \(larksfieldandarlesey.co.uk\)](http://Prescriptions Larksfield & Arlesey Medical Partnership (larksfieldandarlesey.co.uk))
- For medication queries regarding repeat prescriptions, if you are unable to source medication due to shortages, any new medication queries please submit a general prescription question using our website which will go to the Medicines Management Team or fill in a Medicines Management query slip.
- If online blocks you from ordering medication submit a custom request by ticking the box and manually writing what you need or request from our website (please do not stop taking your medication) [Prescriptions Larksfield & Arlesey Medical Partnership \(larksfieldandarlesey.co.uk\)](http://Prescriptions Larksfield & Arlesey Medical Partnership (larksfieldandarlesey.co.uk))

## **Training**

Although we are not a training practice, we will on occasion have student nurses, and other allied healthcare professionals working on-site. You will be advised if this is the case and asked if you are happy for them to be present when you are being seen.

It is our aspiration to become a training practice, which will see qualified doctors training to be GPs present in the practice for prolonged periods of time. We will communicate this to our patients when the time comes.

## **Complaints & Comments**

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint regarding your care, please download a form from our website or call into reception after 11am and collect a complaints form. Forms need to be handed back into reception or posted to Larksfield Medical practice for attention of the practice manager. The complaints manager is our Practice Manager. All complaints should be addressed to the practice in the first instant.

On our website you can access information about the complaint process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner, and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well, we would very much appreciate your feedback you can do this online.

## **Patient Responsibilities**

Our receptionists are here to help and will always try to accommodate your requests and give you an appointment with an appropriate clinician. The team will do their utmost to assist you. Our team work incredibly hard, and we ask patients to treat them respectfully understanding the boundaries of their roles and the high demand we currently face in Primary care . The practice have a guideline contract of care which you can read at the end of this document

We request that you arrive promptly before your appointment, ideally five minutes early and where possible use the check in screen on arrival. If you are unable to keep your appointment, please cancel this online or telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen. We advise you to call after 11am for cancelling appointments in advance

Appointments cancelled with less than 24 hours' notice constitute as a 'Did Not Attend' (DNA) and will be recorded in your health record. Three DNAs within a twelve-month period will be discussed with the management team and it may result in your being asked to register at another practice.

## **Referrals Information**

Should you see a clinician who has referred you from our practice your will be sent the following information from the secretary team when your referral is processed . Please do not contact the surgery to chase your referral, Patients are now sent all the information regarding their referral and must follow this up themselves. You can find more information regarding this and referrals on our website

## **Zero Tolerance**

This practice operates a zero-tolerance policy, and the safety of staff and other patients is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and are likely to be removed from the practice list.

A good patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not something we take lightly.

## **Patient Information**

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

You are able to access your health record online; please register online for this service . Should you not be able to register online you can request a copy of your medical records using a Subject Access Request form. Please see our website for further information or call into reception after 11am and collect a form .

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national

data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

## Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice. Further information about our PPG is available online at <https://larksfieldandarlesey.co.uk/practice-information/patient-participation-group-ppg/>

We want to proactively engage with our patients and at all times maintain an effective working relationship between the practice and our patients.

## Contract of Care

### Contract of Care

The clinical and non-clinical team within our services aim to provide the highest possible care to our patients. The aim of this Contract of Care is to ensure that you understand the practice policies, why such policies are in place and then follow them. We particularly recommend that you read closely the details relating to our Appointment, Repeat Prescribing and Behaviour expectations.

<b>Your responsibilities:</b>	<b>Service responsibilities:</b>
Comply with recommended treatment inclusive of medicines compliance	Offer access to quality medical services
Participate in appropriate screening and prevention programmes	Provide you with an appointment telephone or face to face as appropriate with the right clinician first time or signpost you to a suitable alternative service in line with our appointment's procedure

Commit to a healthy lifestyle with support from the Practice if required.	Enable you to pre-book relevant appointments
Treat all members of our team with dignity and respect at all times.	Treat you with dignity and respect at all times.

Information about all the services we provide are detailed on your local practice. If you do not have access to the internet, please ask at reception for a service leaflet. Before deciding that you wish to join one of our services, we ask that you review this information in order to decide whether you can follow the policies presented by the us in line with the General Medical Services GP contract.