



The Mandeville Practice

Patient Information Leaflet

Hannon Road
Aylesbury
Buckinghamshire
HP21 8TR

Tel: 01296 337 546

Fax: 01296 399 597

www.mandevillesurgery.co.uk

Opening Hours

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm
Saturday	Closed
Sunday	Closed

The Surgery Team

Dr Kulsoom Ali (f)
Dr Zoe Blair (f)
Dr Asifa Gohar (f)
Dr Michael Alexander (m)
Dr Kevin Suddes (m)
Dr Nadia Aiseh (f)
Dr Rita Omega-Sheriff (f)

Lead Nurse: Andrea Neill (f)
Practice Nurse: Caroline Hill (f)
Practice Nurse: Linsey Kearney (f)
Practice Nurse: Rebecca Taylor (f)
Healthcare Assistant: Sue Ardley (f)
Healthcare Assistant: Tracey Fogarty (f)
Healthcare Assistant: Margaret Forrest (f)

Practice Manager: Sally Poulton
Assistant Practice Manager: Julie McGraw
Assistant Practice Manager: Nicola Cope
Reception Supervisor: Joan Drew

How to register

Anyone living within the surgery area can register. Patients who wish to register should complete a registration form or pre-register with us online. Please note that to fully register we will ask to see identification documents along with your completed forms.

Named GP

From 1st April 2015 all current and newly registered patients will be allocated to a named accountable GP. This GP is responsible for patients' overall care at The Mandeville Practice. Should you wish to establish who your present accountable GP is then please contact the surgery for further information.

If you have a preference as to whom your accountable GP should be, the practice will make reasonable efforts to accommodate this request.

Appointments

To book an appointment, please telephone the surgery on: 01296 337 546 or alternatively visit: www.mandevillesurgery.co.uk to book an appointment online. If you have registered a mobile phone with the surgery we will send you appointment reminder text messages.

Please mention at the time of booking your appointment:

- If you prefer to see a specific doctor or nurse
- If you need and interpretation service
- If you require a smear or routine contraception
- If you think you may require an intimate examination

The Mandeville Practice offers consultations in a variety of formats including:

- Face-to-face
- Telephone
- Online
- Home visits

Travel Information

The surgery has car parking on-site. Aylesbury train station is a 30 minute walk away. The surgery is also served by bus routes 9 & 786 both within a 6 minute walk.

Access to the Surgery

The surgery has suitable access for patients with mobility issues or disabilities. Should you require further assistance please speak to a member of staff.

Patient behaviour

Physical and verbal aggression towards medical and administrative staff working in the NHS environment unfortunately does occur. This sort of behaviour is not tolerated at the surgery as we operate a zero tolerance policy.

Complaints, comments and suggestions

At The Mandeville Practice, we sincerely hope that our patients are happy with the care and advice they receive, and we welcome your views and comments. We hope that you will raise any concerns with our staff at the time they occur.

Alternatively, please refer to the patient complaints guidance poster available at reception.

Join our Patient Reference Group

We would like to know how we can improve our service to you and how you perceive our surgery and staff. To help us with this, we have a patient reference group so that you can have your say. For further information visit the Have Your Say section of our website or alternatively ask one of our receptionists.

Services we offer

All patients registering with the surgery will be offered a comprehensive 'new patient health check'. Once registered these patients aged 16-75 who have not been seen by a GP in the previous 3 years, or patients aged over 75 who have not been seen by a GP in the past 12 months may request a health check consultation.

Translation policy

If you require the use of a translator please speak to a member of our reception staff.

Home Visits

Home visits are available to registered patients.

It is important to notify us before 10:30am if you are too ill to come to the surgery, as requests for home visits will be assessed on medical need. You will be asked to provide a contact telephone number and a clinician will call you back to discuss your problem and arrange the best course of action for you.

Out of Hours

The Mandeville Practice does not offer out of hours services. If you need urgent medical assistance when we are closed simply call 111 for the Out of Hours service. Other than in an emergency please use the above service before attending an A&E department at a hospital.

Repeat Prescriptions

To request repeat medicine, tick the repeat slip as appropriate and deliver, post or visit: www.mandevillesurgery.co.uk to order your repeat prescriptions online. If posting your repeat prescription, please include a stamped self-addressed envelope if you would like the prescription to be posted back to you. The prescription can be collected from the surgery or be sent to a preferred local chemist, please make this clear when you make your request. The prescription will be ready in three working days. From time to time we require you to see the doctor or the nurse for a medication review before a repeat prescription can be issued. This is to ensure that you get the medications that are most appropriate. To check for your medication review date please refer to the repeat slip. You are also able to order repeat prescriptions online, please ask reception for log on details and visit our website. The Mandeville Practice now provides an Electronic Prescription service.

Services available to all patients

- General Medical Services
- Minor Surgery
- Influenza & Pneumococcal Vaccination
- Women's & Men's Health
- Vaccinations/Immunisations
- Contraceptive Advice
- Dressings and Suture Removal
- Maternity Services
- Childhood Immunisations
- Home Visits dependent on medical need
- Minor Illness and Chronic Disease Management
- Signposting to other agencies
- New Patient Health Check
- Health Promotional Advice
 - Alcohol, Diet & Exercise
- Chlamydia Screening
- Cervical Cytology Screening (Smears)
- Family Planning
 - Including Emergency Contraception
- Smoking Cessation
- Travel Vaccinations

Patient Information

The practice will not pass any information from which the identity of a patient can be ascertained to third parties besides other providers of healthcare, for example should a referral to secondary care be made. Our patients have the right to know how their information will be shared.

Patients come first

The Mandeville Practice offers clinical services to NHS patients who need to be sure of the very highest standards. But it's how we do what we do that makes the difference. We aim to deliver genuinely caring and thoughtful patient centred services. From first referral through diagnosis to effective treatment we promise true professionalism. No patient will be discriminated against on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. At the practice, patients come first.

In return, the surgery asks that all patients ensure they keep their appointment with The Mandeville Practice. If you are unable to make an appointment please telephone or visit the surgery website to cancel your appointment.

About The Practice

The Practice U Surgeries Ltd trading as The Practice Group is a primary care company providing innovative community based healthcare for NHS Aylesbury Vale CCG.

NHS Aylesbury Vale CCG - Second Floor, Aylesbury Vale District Council, The Gateway, Gatehouse Road, Aylesbury, Buckinghamshire, HP19 8FF

NHS England South Central - Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxford, OX4 2LH

Directors: Bruce Macfarlane, Dr Jeremy Rose, Allan Johnson, Roy Hastings & Cynthia Brinkley.

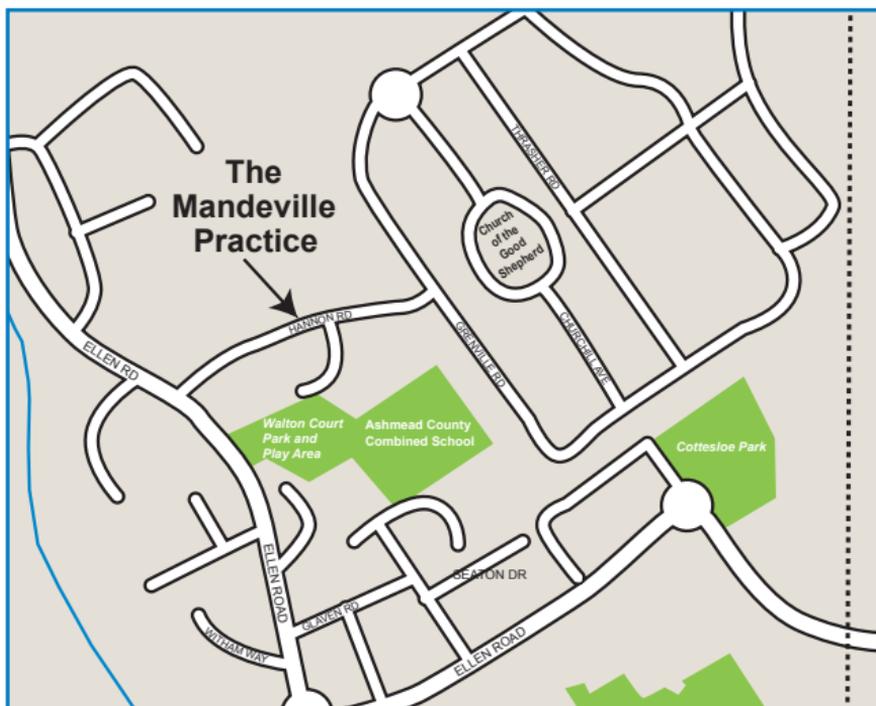
Registered office: Rose House, Bell Lane Office Village, Bell Lane, Little Chalfont, Amersham, Buckinghamshire HP6 6FA

Registered in England and Wales 05770108

www.thepracticegroup.co.uk

Information in this leaflet is correct at the time of going to press. We continually seek to improve our services, and therefore all the very latest information will be available on our website.

Where we are



The Mandeville Practice
Hannon Road
Aylesbury
Buckinghamshire
HP21 8TR

Tel: 01296 337 546
Fax: 01296 399 597

www.themandevillesurgery.co.uk