

Sundon Medical Centre New Patient Welcome Information



Sundon Park Road, Luton, LU3 3AH
Telephone: 01582 571130

Website: www.sundonmedicalcentre.co.uk
Opening Hours: Monday – Friday 8am-6pm

OUR MISSION STATEMENT: TO PROVIDE
professional, caring,
comprehensive healthcare
services
THAT PATIENTS HAVE CONFIDENCE IN



Sundon Medical Centre

Welcome

Information about who we are and the services we provide.

We are a team of five GP Partners, two Practice Nurses, two Healthcare Assistants, a Practice Manager, a Reception Team, Admin Team and Dispensary staff. We are committed to providing high quality general medical services to patients in our practice area. We also offer a range of clinics for patients with diabetes, asthma and Chronic Obstructive Pulmonary Disease, and perform Minor Surgery.

We have two branch surgeries, one in **Harlington Village (LU5 6PB)** and the other is **Sundon Park Health Centre (LU3 3EP)**.

At Sundon Medical Centre we aim to treat all our patients with care and competence, and in a timely, friendly and confidential manner. Sundon Medical Centre is a training practice. This means we often have GP Registrars, who are doctors specialising to become a GP, working with us for a 6 to 12 month period. At times we also have medical students with us.

CLINICAL STAFF

Clinicians:

Dr Haydn Williams
Mr Khalid Mahmood
Dr Edwina Kruszewska
Dr Arun Thiruvengadam
Dr Musaab Al-Saeedi

Practice Nurses:

Dionne Kennelly
Patricia Koranteng

Healthcare Assistants:

Lynsey Wheeldon
Sareena Yasmin

Management:

Practice Manager:
Sharlene Clarke
Deputy Manager:
Nicola Smith



CLINICIANS



PRACTICE
NURSES



MANAGEMENT

HEALTHCARE
ASSISTANTS

Sundon Medical Centre

Part of Hatters Health Primary Care Network

We are part of **Hatters Health Primary Care Network** (PCN) which is a collaborative between six Luton GP Practices: *Bute House Medical Centre, Dr Mirza & Partners, Leagrave Surgery, Lister House Surgery, Oakley Surgery & Sundon Medical Centre.*

PCNs are groups of surgeries that work together on initiatives for their combined populations of patients; for example, the delivery of COVID vaccinations. PCNs build on the core of current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. Clinicians describe this as a change from reactively providing appointments to pro-actively care for the people and communities they serve.

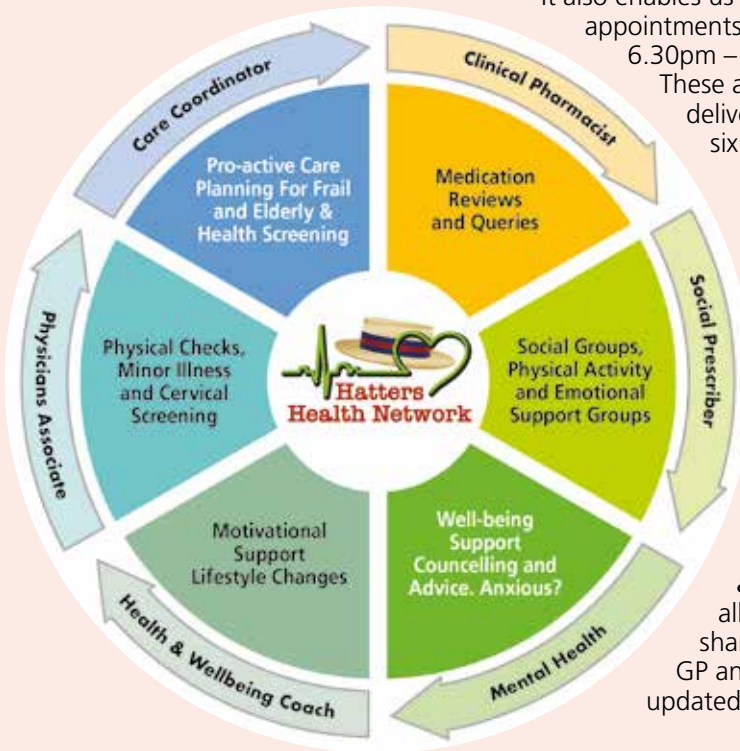
Working together as a PCN provides the opportunity to recruit additional professionals including *Clinical Pharmacists, Health & Wellbeing Coaches, Social Prescribers, Care Co-ordinators, Physician assistants and Physios.* This allows you to access an experienced professional who will be best placed to support you.

It also enables us to provide appointments on Saturdays and from 6.30pm – 8pm on weekdays.

These appointments may be delivered from any of our six practice sites.

As a PCN Hatters Health also provide a number of educational evenings for patients – details of these are available on our website and you will also receive text message alerts from us. **You may be contacted to attend an appointment at any of our practices,**

all information will be shared with your registered GP and your clinical records updated.



Sundon Medical Centre

Services

EXTENDED HOURS SERVICE

In addition to usual working hours, appointments with a GP, Practice Nurse and/or Healthcare Assistant are available on a Saturday morning. Extended access is run by the PCN so you may be offered an appointment at one of the above surgeries.

PRACTICE NURSE

Our Nurses run Asthma, COPD, Hypertension and Diabetic Clinics. They can advise you about contraception and will do cervical smears, give vaccinations, wound checks and lifestyle advice.

HEALTHCARE ASSISTANT

Many routine procedures will be done by our Healthcare Assistants. These include blood and urine testing, dressings, ECG, smoking cessation and many other tasks.

LONG TERM CONDITIONS

The management of long-term conditions such as Diabetes, Asthma or COPD is quite different than an acute illness. It involves more time for your questions, so you learn about the condition and how to manage it in part by yourself, regular reviews and advice on prevention and early treatment if things change. If you have a long-term condition, we recommend patients see the Practice Nurse at least once a year. At other times you will also be reviewed by one of the doctors. Please always bring your inhalers or your insulin device and blood glucose results with you.

CHILD HEALTH AND IMMUNISATIONS

All new babies are invited to see our Practice Nurse and GP for well-baby check and first immunisations at eight weeks. An appointment will be sent to new parents shortly after maternity discharge.

ADOLESCENTS

Booster jabs are required between 13 and 18 years which will be provided by the School Nursing Service. You can see our Practice Nurse for health matters and advice.

MINOR SURGERY

Many minor skin operations can be done under local anaesthetic in our treatment room. The clinics also include Haemorrhoid banding and Vasectomy. Please discuss this with any of our doctors who will then arrange for you to be given an appointment.

STOPPING SMOKING

Our Healthcare Assistant – Lynsey, is trained to give professional advice and support to increase your chance of success when you are thinking of giving up smoking, with or without patches or tablets.

CONTRACEPTION

Our doctors are trained to give confidential family planning advice and provide a full range of contraception. Family planning clinics are held at the Harlington Surgery for coil fittings/removal or a long-term contraceptive implant.

PHYSIOTHERAPY

If you have a new musculoskeletal pain, our receptionist can book you directly in with our (PCN) Physiotherapist who is based at Sundon Park Health Centre, Tenth Avenue, Luton, LU3 3EP.

CANCER SCREENING

We encourage our patients to participate in the NHS cancer screening programmes. Cervical screening tests are every three years for women from the age of

25 years, with samples taken by the nurse or doctor at the surgery. From the age of 50 women will be invited by letter for breast screening. Home sample kits for the bowel cancer screening programme are sent out through the post to male and female patients aged 60 to 69.

SELF REFERRALS

Did you know that there are some NHS health services you can access without needing an appointment with your GP? This is called self referral and could help you find the care you need quicker and more easily than going through the surgery.

ANTENATAL CLINIC (MIDWIFE)

If you find you are pregnant, you can make a self-referral to the Maternity Service at the Luton & Dunstable Hospital. You can complete the referral form via the website:

www.bedfordshirehospitals.nhs.uk
or call **01582 491166**.

URGENT EYE CARE SERVICE (CUES)

New eye problems can be dealt with directly by the Urgent Eye Care Service by calling **0800 316 9200**.

TOTAL WELLBEING

If you would like support to improve your emotional health, you can contact Luton Total Wellbeing on **0300 555 4152** or refer yourself via their online assessment – www.totalwellbeingluton.org They can help with low mood and depression, anxiety, stress, obsessive compulsive disorder (OCD), Post Traumatic Stress Disorder (PTSD), sleep problems, panic attacks and panic disorder, low self esteem, health anxiety or hypochondriasis, social anxiety, phobias, post natal depression and anxiety, body dysmorphia and long term physical health conditions and chronic pain. This service is for 18+ year olds.

ONLINE ACCESS

On-line access allows you to book appointments with a GP, request repeat prescriptions for any medications you take regularly and to look at allergies and adverse reactions within your medical record. You will also have access to medical notes dating back to 31st October 2023.

If you would like to register for online services, please request the on-line form at the surgery reception desk. Once completed, please return the form to the practice in person along with two valid forms of identification, for example, photo ID: Driving Licence and your passport. Once you are registered for on-line access, the practice will give you the information that will enable you to create an online account.

NHS CHOICES WEBSITE

For information only, the NHS Choices website can provide good information for the care of more minor illness - coughs, colds, tummy bugs - where a child is unhappy at times but still eating, drinking, and active. It can also give you more information after you have seen a doctor or nurse, or help you remember what advice was given.

WHERE TO SEEK HELP IF YOUR CHILD SHOULD BECOME SICK OR INJURED

It can be difficult to know where to go for help when your child is sick. There are several places where help and advice can be found. *Please see below.*

NHS 111

This is a telephone service for urgent care problems. It is available 24 hours a day, seven days a week and is free to everyone. It is also the way you would access GP care out-of-hours. You just dial "1-1-1" on your phone and your call should be answered quickly. Once your call is answered your details and your child's details will be taken and after several questions the call handler will advise you

of the best place for your child to be seen. The NHS 111 call-handler can also hand your call to a clinical advisor if you just need advice. If it is more serious, then the call handler can send you an ambulance, or advise you to attend Accident and Emergency.

ACCIDENT AND EMERGENCY

A&E should not be used for minor illnesses. However, if your child has had

an accident and is in a lot of pain, or is unable to move a leg or arm, then it is sensible to take your child to A&E. If you are not certain it is serious then contact your GP first.

999 AMBULANCE

This is for life threatening emergencies. If you feel an ambulance is needed, call 999 without delay.



When to see your **FCP**

- **First Contact Physiotherapists (FCPs)** are highly trained physiotherapists, usually based in GP surgeries.
- **FCPs** have extensive experience in the assessment and management of musculoskeletal conditions – such as back or neck pain – and see these patients without the need for a GP appointment.
- If you have bone, joint or muscle pain, you can see an **FCP**.

What to expect when you see your FCP

- Your **FCP** will assess and diagnose you.
- Give you expert advice on how best to manage your condition.
- Refer you onto a specialist service if necessary.

How do you book an appointment to see your FCP?

- Simply contact your GP practice and request an appointment to see the **FCP**. The reception team will check that you're suitable and book an appointment for you.



COMMENTS, COMPLAINTS AND COMPLIMENTS

Any comments and suggestions are welcome. You may use our suggestions box in the waiting room or via our website. If you wish to make a formal complaint, please speak to reception as it could be something easily dealt with. If not, please inform the Practice Manager in writing as there is a formal procedure of dealing with complaints should they arise.

APPOINTMENT AVAILABILITY

Sundon Medical Centre have pre-bookable appointments as well as urgent on the day availability. The GP partners have asked the reception staff to explore the reason behind your appointment, needs or query. The team will ask you a series of questions, designed by the doctors, to help you and triage your call. If you are unable to keep your appointment, please let the surgery know. If patients feel they need a longer appointment, double appointments are available, please ask the receptionist.

HOME VISITS

All home visits are at the discretion of the GP who will determine whether the home visit is necessary. Visits are reserved for patients who are genuinely housebound including terminally ill patients. The GP may conduct a home visit if they believe the patient's condition prevents them from travelling to the practice.

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered online, by completing the repeat prescription form or a handwritten request. If you require a repeat prescription, please allow two working days for your request to be processed. If you use our dispensary at the Harlington branch please note that prescriptions take four days to process and that prescription charges must be paid for on receipt. The charges are laid down by government policy. Pre-payment or exemption certificates must be presented. All patients on regular repeat medication need to be seen for a review annually.

CONFIDENTIALITY

Confidentiality is of utmost importance to all of us at the practice. Only doctors and authorised staff have access to your healthcare data. If you wish to see information held about you, please contact the surgery.

CHAPERONE POLICY

It is our policy to offer you the availability of an additional member of staff to be present during an intimate examination. You are also welcome to bring a friend or relative with you.

Sundon Medical Centre

When the surgery is closed – where to seek help and advice

Out of hours is the time between 6pm and 8am, as well as weekends and bank holidays, when the surgery is closed. You will see that there are many ways of getting the right help and advice.

OUT OF HOURS SERVICE

When the surgery is closed you will be asked to ring 111 (*a free phone number*). Their staff will deal with your concern either by giving you advice or for getting a doctor to call you back.

SELF-CARE

Did you know that there is so much else you can do when you are feeling unwell? Self-care Many symptoms can be treated in your home by using a well-stocked medicine cabinet. Selfcare is the best choice for very minor illnesses and injuries, such as simple sore throats and coughs, minor sprains and grazes.

Pharmacy

Your local pharmacist is a trained healthcare professional and can give you advice on common illnesses and the medicines you need. Most now have a quiet area away from other customers where you can speak to the pharmacist more privately.

Urgent Treatment Care Centre (UTC)

You can go to the urgent treatment centre if you need urgent medical attention but not if it's a life-threatening situation.

There is an urgent Treatment Centre on the ground floor at the Town Centre Surgery: 14-16 Chapel Street, Luton. You can simply attend without an appointment, however the quickest way to be seen is by calling NHS 111 who will be able to direct you to the most appropriate service for your condition. The urgent care service is open daily from 8am – 8pm, from 6pm each day the front doors will close and access to the UTC will be via NHS 111 who will give you an arrival time. Any patient arriving after 6pm will be asked to contact NHS 111.

ACCIDENT AND EMERGENCY

The nearest Accident & Emergency (A&E) Department is The Luton and Dunstable University Hospital, Lewsey Road, Luton, LU4 0DZ. *It is open daily, 24 hours a day.*

AMBULANCE

In case of serious emergencies, you will need to ring 999. This is advised if someone e.g., has chest pain, signs of a stroke, is unconscious, or has had a serious accident.

OUT OF HOURS 6PM THROUGH TO 8AM



Sundon Medical Centre

How you can help

Sundon Medical Centre

New service available

ZERO TOLERANCE

We aim to treat every patient politely and considerately and expect our patients to treat our staff in a similarly respectful way. We take any threatening, abusive or violent behaviour against any of our staff or patients very seriously. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately, if necessary, from our list of patients.

CONTACT US ONLINE

The simple way to communicate for patient care.

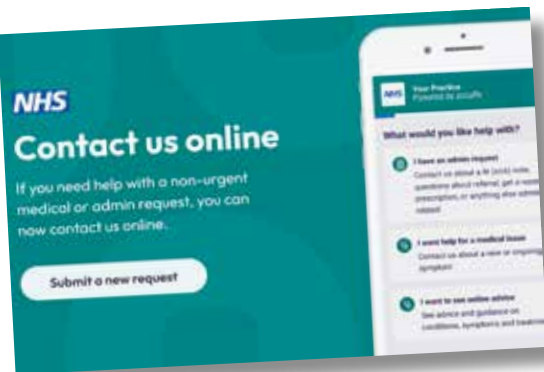
Accurx online consultation is an easy, effective way for patients to contact Sundon Medical Centre. This total triage system is where patients can provide information (medical or administrative) to the surgery, where this is triaged. Accurx online allows a GP surgery to meet patients' needs outside of appointments and prioritise their limited capacity to support those most in need of care.

All requests are reviewed by a member of the team when received. If your request is urgent, this will be flagged and sent to the clinicians for review that day. The Clinician may decide the request is less urgent based on their clinical guidance and you will be contacted accordingly. If your request is routine, this will be triaged by a clinician within 2 working days.

Accurx online consultations is available Monday-Friday 8am-3pm.

To access this service, please visit our website

<https://Sundonmedicalcentre.nhs.uk>



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**Armed Forces veteran
friendly accredited
GP practice**

We are an Armed Forces veteran friendly accredited GP practice.

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

**If you are ex-forces, please
let your GP know to help
ensure you are getting the
best possible care.**

**To find out
more, ask your
nurse or GP.**



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