# The Practice Team

MILTON SURGERY July 2023

# MILTON SURGERY TIMETABLE

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| **8 am – 11.00 am** | **MORNING** |
| **Monday** | **Drs Edwards, Scott, Sehgal** |
| **Tuesday** | **Drs Scott, Dr Basuita** |
| **Wednesday** | **Dr Scott, Dr Sehgal** |
| **Thursday** | **Dr Edwards, Dr Sehgal** |
| **Friday** | **Drs Edwards, Dr Basuita** |

## Clinical Team

## Specialised Interest

**Miriam Galito Da Silva**

Clinical Pharmacist

**Lisa Jones**

Lead Nurse Diabetes

## Lorna Brighty

Practice Nurse Respiratory

**Dawn Ahi**

Health Care Assistant

**Min Sacre**

Phlebotomist

**Tara Unsworth**

Social Prescriber

**Admin Team**

**Catherine White**

Practice Manager

Penny (Office Manager), Ann (reception), Gul (reception & secretarial support), Emma (reception), Sarah (reception), Fleur (reception and dispensary), Caroline (Secretary) & Renu (Clincal coder and notes summariser)

## Dispensary

Shirley (dispensary manager) & Fleur (dispensary assistant)

## Community Health Teams

## Community Nursing Team 01223 726469

**Health Visiting Team 01954 207612**

**All staff within the practice are governed by the NHS code of Confidentiality. They will not share information with others without your permission. We may require written confirmation.**

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| **3.00pm – 5.30pm** | **AFTERNOON** |
| **Monday** | **Dr Sehgal** |
| **Tuesday** | **Drs Scott, Dr Basuita** |
| **Wednesday** | **Dr Sehgal** |
| **Thursday** | **Dr Sehgal, Dr Edwards** |
| **Friday** |  **Drs Edwards, Dr Basuita** |

**OFFICE HOURS**

**8.00 – 12 NOON 2.00 – 6.00 PM**

**MONDAY TO FRIDAY**

**MILTON SURGERY 87 COLES ROAD MILTON**

**CAMBS CB24 6BL**

**APPOINTMENTS/ENQUIRIES (MON- FRI)**

8 am – 12 noon / 2.00 pm – 6 pm

## Tel (01223) 420511

## Email admin.miltonsurgery@nhs.net

## Website: [www.miltonsurgery.co.uk](http://www.miltonsurgery.co.uk)

## DISPENSARY (MON-FRI)

## 8 a.m. – 12 noon

## Tel: (01223) 519053

**If you require help over the lunchtime closure that cannot wait until we re-open at 2pm please call 01223 420511 and follow instructions on how to contact us in an emergency.**

## Out of Normal Surgery Hours

If you need advice or a visit/urgent medication outside normal surgery hours please telephone Urgent Care on

111. If you have a life threatening medical emergency please dial 999.

## Our Doctors

## Dr Tara Scott (Partner)

MB, BCh (1991 Belf), MRCGP

## Dr Duncan Edwards (Partner)

BSc, MB BS (London 2005), MPH, MRCGP, DRCOG, DFSHRM

**Dr Nidhi Sehgal (Partner)**

MBBS,MRCGP,DRCOG,DFSRH

**Dr Amman Basuita (Salaried GP)**

MRCGP dFSRH

**Welcome to our Practice**

We welcome you to our Practice. We are a friendly village practice providing comprehensive family health care with a wide range of services.

We aim to offer a high quality service while maintaining a caring atmosphere within the practice.

## Surgery Consultations

(See Timetable on back page)

We offer **ten minute** appointments. Appointments can be made by telephoning during surgery hours or by booking online through our online service. If you are unable to keep your appointment please inform the Surgery beforehand. Patients are able to see the Doctor of their choice. **If you are more than 5 minutes late for an appointment you will be asked to rebook.**

## Morning Surgery

Most morning appointments become available each morning at 0800 hours.There are a few appointments that are available to book for the following morning on a first come first serve basis. You can chose if you are see in person or whether you prefer a telephone call. No morning appointments can be booked online.

**Afternoon Surgery**

Routine afternoon appointments are bookable up to one month in advance via the receptionist or by using our online service.

## Patients are expected to keep their appointment or cancel in advance so another patient may use it.

Consultations are normally for 10 minutes. If you think your appointment is likely to require longer than the usual 10 minutes, please discuss this with the receptionist at the time of booking.

The purpose of the appointment system is to minimise the time spent in the waiting room. You will however appreciate that it is difficult to predict the length of time necessary for each consultation and sometimes very ill or distressed patients have to be fitted in as extras, or the doctor may be called out of the surgery. We hope that you understand if you are delayed.

**Home Visits**

If possible please phone before 10.30 am with full details. This helps the Doctors plan their day

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## Milton Surgery has suitable access for disabled patients

**Milton Surgery does not tolerate aggressive or abusive behaviour and patients will receive a letter a zero tolerance letter. If the behaviour continues the surgery may request your removal from the patient list**

## Repeat Prescriptions

If you require a repeat prescription please complete the re- order slip which you have been given and return it to the surgery, email us with details of the medications needed or request your prescription via the online service.

We regret that, for reasons of accuracy and safety, **we are unable to accept requests for repeat prescriptions by telephone (except in special circumstances) Repeat prescription requests can be made on-line.**

The prescription request will be processed within 72 hours.

When collecting medications, if you are exempt from prescription charges please be prepared to show evidence of your exemption. We are able to take card payments.

At intervals you will be asked to see the Doctor to reassess your medication and treatment.

## Referral Letters

Copies available upon request.

## Practice Area

We are happy to take on new patients in the Milton and Landbeach area. We are not able to accept patients who live outside this catchment area. If you move out of our catchment area you will need to re-register at a surgery closer to your new address. Please contact reception should you wish to register at Milton Surgery.

## Suggestions/Complaints

If you have any suggestions or complaints about the Practice please speak to the Practice Manager or a member of the Practice team, or post it in the suggestion box in the waiting room.

## This Practice is a member of the local federating group CGPN. We offer extended access (weekend and evening) via this group. Please contact the surgery to make an appointment

**Special Services and Clinics**

**In addition to our usual comprehensive medical services we also offer the following:**

**Family Planning:** The Doctors are happy to discuss all aspects - including barrier methods, pills, injection, IUCD’S, termination counselling and sterilisation counselling.

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**Antenatal/Maternity care:** with the Community Midwife team. Please arrange a booking appointment with the Community Midwife as soon as your pregnancy is confirmed. The number for the midwife team is 01223 596212

**Child Health:** The Health Visitor runs a baby clinic

on 3rd Monday of each month between 2 -3.30pm at the All Saints Church in Milton for development checks and advice (etc.). Your child is checked at 6-8 weeks by the Doctor, and at 18 months and 2 ½ years by the Health Visitor.

**Children’s Immunisations:** Complete childhood vaccination service offered.

## Travel Vaccination and Advice:

We are able to provide travel vaccines which are free on the NHS. Please contact our reception team who will book you in for a telephone appointment with the nurse to discuss the vaccinations you need and book an appointment for these to be administered., Travel Vaccinations need to be completed at least 4 weeks before you are due to travel. All other travel vaccinations will need to be provided via a private travel clinic.

**Cervical Smears:** Can be booked with a Practice Nurse. This can only be done with an invitation from cytology.

**Asthma/Diabetes Appointments:** Our specially trained nurses provide help with education, regular review and advice on these conditions

**Private Medical Examinations/Completion of Private Forms:** Medicals for insurance, PSV, HGV etc. are performed by arrangement. There will be a fee for all non NHS work, please check at reception. This may take up to 28 days