

# **Dr Sulakshana and Partners**

*Drs Sulakshana, Gurram, Randall  
and Ahmed*

**The Surgery, Hexton Road,  
Barton-Le-Clay**

**Health Centre  
Gooseberry Hill, Luton**

[www.bartongroupsurgeries.co.uk](http://www.bartongroupsurgeries.co.uk)  
[barton.letters@nhs.net](mailto:barton.letters@nhs.net)

## ***PARTNERSHIP DOCTORS***

<b>DR AVANTI SULAKSHANA</b>	MBBS 2000 (London) BSc, DFFP, DRCOG, MRCP.
<b>DR CHANDRA GURRAM</b>	MRCS 2006 (Edinburgh) MRCP
<b>DR KATE RANDALL</b>	MBBS 2005 (London) MRCP BPharm Hons
<b>DR SALEH AHMED</b>	BmedSci(hons), MBBS , MRCP (2016), MBA

## ***MAIN SURGERY***

**HEXTON ROAD, BARTON-LE-CLAY, BEDFORDSHIRE MK45 4TA**

Appointments      01582 528700

Dispensary          01582 528711

The surgery is shut between 12.30 and 1.30 although the telephone lines remain open. Dispensary is shut between 12.30 and 2.30

## ***BRANCH SURGERY***

**THE HEALTH CENTRE, GOOSEBERRY HILL, LUTON,  
BEDFORDSHIRE LU3 2LB**

Telephone: 01582 528700

## ***WEBSITE***

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

## ***EMAIL***

[Barton.letters@nhs.net](mailto:Barton.letters@nhs.net)

## **THE PRACTICE**

Our practice is well established covering the rural area of Barton-Le-Clay and surrounding villages. There is a branch surgery at Gooseberry Hill covering parts of Northern Luton.

The aim of the practice is to provide good family medicine in conditions conducive to matching the high expectations of our patients.

Both surgeries have ample facilities, and disabled people are well catered for.

### **PRACTICE STAFF**

#### **Practice Manager**

- Responsible for administration of the surgery and its personnel, both medical and administrative.

#### **Deputy Practice Manager**

- Supports the Practice Manager

#### **Medical Secretary**

- Responsible for all matters relating to patients' letters, making hospital appointments, and general enquiries.

#### **Reception Lead**

- Responsible for the running of the reception and the reception staff who cover the surgeries from 8.30 – 6.30p.m each day. Their duties include making appointments, dealing with telephone queries, general filing and co-ordinating messages between district nurses, midwives, health visitors and doctors.

#### **Minor Illness Nurses**

- These nurses have undergone a period of special training and clinics are held at both surgeries.

#### **Nurses**

- There is a team of practice nurses who are available on a rota basis during surgery hours. General nursing duties such as dressings, ear syringing, and removal of stitches.

#### **Dispensers (Barton Only)**

- Dispensers and a dispensary assistant are responsible for the issuing of medicines prescribed by the doctors.

## **REGISTERING WITH THE PRACTICE**

Patients wishing to register with the practice may do so if their address is within the practice catchment area. Practice policy is to register complete households only. Patients will need to complete a registration form.

## **CONFIDENTIALITY**

All staff working within the NHS have a legal duty of confidentiality towards patients which is written into their Contract of Employment. No information concerning a patient will be given to a third party without the consent of the patient involved. We adhere strictly to the Data Protection Act.

## **CHANGE OF ADDRESS**

If you change house or change telephone number, please let the reception staff know immediately so that your records can be amended.

## **HOW TO MAKE AN APPOINTMENT TO SEE A DOCTOR or NURSE**

If you wish to see a doctor or nurse, please telephone the reception or go online and book an appointment. If you wish to see a specific doctor, inform the receptionist, although this may entail a longer wait.

Emergency appointments are available each day. Please inform the receptionist if you feel your need is urgent.

We endeavour to see urgent cases within one working day of the request being made.

Please tell the receptionist if you are booking an appointment for contraceptive services of smears, as a slightly longer appointment is needed.

## **APPOINTMENT TIMES**

Appointments can be made every morning at both surgeries from 8.30 am. Afternoon appointments are available each day. Please inform the receptionist if you feel your need is urgent.

We endeavour to see urgent cases within one working day of the request being made.

## **HOME VISITS**

If you are able, please come to the surgery. The doctors can see more patients and can provide a more comprehensive service from the surgery. If you are too unwell to travel, please telephone before 10.30 a.m. to request a visit. It is helpful to the doctor if you can give a brief description of your illness to the receptionist.

## **EMERGENCY CALLS (OUT OF HOURS)**

When the surgery is closed, in a genuine emergency, please telephone the normal appointment line 01582 528700. A recorded message will tell you how to contact the out of hours emergency service. Please have a pen and paper ready to take down the number.

If the situation is not an emergency but medical advice is necessary, you have the option to telephone 111. This is a 24 hour, confidential, nurse-led telephone service for advice and information on health matters.

## **REPEAT PRESCRIPTIONS**

Repeat prescriptions should be requested in writing either by fax, letter or personally. You can hand in either your computer slip or complete one of the forms that can be found at both surgeries. Requests can be made in advance and left at the surgery. Or you can request a repeat prescription on our on-line ordering service on the website [www.bartongroupsurgeries.co.uk](http://www.bartongroupsurgeries.co.uk) Please allow 3 working days or 72 hours (not including weekends) after ordering for your prescription to be issued.

Repeat prescriptions are generally issued for a period of one month on a monthly basis in accordance with advice from the Department of Health. Treatment is normally reviewed six monthly and you may need to make an appointment to see a doctor.

**Barton Dispensary** – We are only allowed to dispense to patients who live in the surrounding villages and to temporary residents, not Barton patients.

## **COMPLAINTS**

We operate an in-house complaints procedure.

If you have a complaint about any of the services provided, please contact the practice manager either in writing or make an appointment to speak to her. We also welcome your constructive suggestions regarding the practice.

## **PATIENT PARTICIPATION GROUP**

We have an active Patient Participation Group called BARGOOSE who have dedicated notice boards at both surgeries. The names of the Committee members are given on both notice boards,. Full details are also available on our website [www.bartongroupsurgeries.co.uk](http://www.bartongroupsurgeries.co.uk)

## **SERVICES PROVIDED**

### **ENHANCED SERVICES**

In accordance with the GP contract, details of the enhanced services that the practice participate in have to be available to patients. These can change on a yearly basis. Details of the current services that we participate in may be obtained from the Practice Manager.

### **CHILDHOOD IMMUNISATION CLINICS**

Appointments are automatically sent to patients.

### **CHILD HEALTH CLINICS**

Clinics are held by a doctor from the practice for routine, pre-booked health checks for babies and children. Appointments are sent out automatically when children reach the appropriate ages. Child health clinics are held at Barton for all patients of the practice. There is no separate clinic at the branch surgery at Gooseberry Hill. If travelling is a real problem, please contact the surgery to make alternative arrangements.

### **MINOR ILLNESS CLINIC**

A minor illness clinic runs every morning and afternoon at both surgeries. The Minor Illness Nurses have undergone a special period of training and are qualified to undertake many of the consultations previously carried out by a doctor.

### **CERVICAL SMEARS**

Appointments for cervical smears at present are offered at five yearly intervals in accordance with the local health Authority policy. Some patients may need to have more frequent tests for medical reasons. Patients will automatically receive a reminder for their next appointment.

### **MINOR SURGERY**

A variety of minor operations are carried out at the Barton Surgery. If the doctor feels that your operation is suitable to be dealt with by the practice, they will tell you how to arrange an appointment.

### **HEALTH PROMOTION PROGRAMME**

A significant number of nurse appointments are allotted to health promotion. These are available to monitor problems such as high blood pressure and raised cholesterol and to give advice on weight control, stopping smoking and a healthy lifestyle. basis.

### **ASTHMA AND DIABETES**

The nurses see patients with asthma or diabetes yearly or more often if deemed necessary. Similarly, they regularly see patients with diabetes whose care may be shared with one of the local hospital diabetic clinics.

### **FLU VACCINATION**

This is offered to all patients over 65 years and those at risk, i.e those with asthma, diabetes and kidney or heart disease. If you are uncertain as to whether you fall in a risk category, please ask your doctor.

### **ZERO TOLERANCE**

**Patients who are violent, use threatening behaviour, who are abusive or show sexual or racial discrimination towards the doctors or staff at the surgery may be removed from the practice list immediately. Such patients are referred to NHS England, who will be informed of the circumstances leading to the removal.**

## **OUR PRACTICE CHARTER**

### **Our Pledge**

1. To provide health care on the basis of clinical need.
2. We will aim to see 80% of patients within half an hour of appointment time.
3. An explanation will be given if there is a wait of more than 30 minutes.
4. Practice staff will at all times be courteous and all records will be kept in accordance with the Data Protection Act.

### **What We Expect from Our Patients**

1. To behave in a courteous manner when dealing with practice staff.
2. Only to ask for a home visit when unable to visit the surgery because of the medical condition.
3. To keep appointments and arrive punctually.
4. If you do wish to cancel an appointment, then please contact the surgery to do so and give as much notice as possible.
5. To make a separate appointment for each member of the family wishing to see the doctor.

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## **SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS**

Many common aches and pains can be simply treated at home without the need to consult a doctor:

### **Burns:**

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

### **Colds:**

Even in this day and age there is still no magic cure for the common cold. Rest, take plenty of drinks. If you have a headache or are feverish, take an aspirin or paracetamol. Do not bother to take any antibiotics you may have in the house – these will have no effect!

### **Diarrhoea:**

In adults' diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken.

In both of the above cases, consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and giving cooled boiled water. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

### **Gastroenteritis:**

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomachache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up.

Large quantities of water, orange juice, or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day, or in the case of babies or young children, six hours.

### **Sprains:**

Firstly, apply a cold compress containing ice if possible, for 15 to 30 minutes to reduce the swelling. Apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.



**Nosebleeds:**

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or food for 24 hours. If symptoms persist, consult your doctor.

**Minor Cuts and Grazes:**

Wash the wound thoroughly with water and a little soap. To stop the bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

**Sunburn:**

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn, and great care should be taken to avoid over exposure to the harmful effects of the sun.

**Insect Bites and Stings:**

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

**Chickenpox:**

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three- or four-days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine in aqueous cream may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

**Measles:**

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two of three days before the rash appears until eight or ten days after that date. *Immunisation can prevent this disease, and we strongly advise all children receive the MMR vaccine to protect against Measles, Mumps and Rubella.*

**Mumps:**

Symptoms are swelling of the glands in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two of three days before the swelling appears until eight or ten days after that date. If the pain is severe, you should consult your doctor.

*Immunisation can prevent this disease*

**Disclaimer:**

**We have made every effort to ensure that the information contained in this brochure is correct at the time of printing and take no responsibility for changes of information supplied by other organisations.**

# INFORMATION WE HOLD ABOUT YOU

The main reasons for which your information may be needed are:

- **Giving you health care and treatment**
- **Looking after the health of the general public**
- **Managing and planning the NHS – for example**
  - Making sure that our services can meet patients' needs in the future
  - Preparing anonymous statistics on NHS performance and activity
  - Investigating complaints or legal claims
- **Helping staff to review the care they provide to make sure it is of the highest standard**
  - Training and educating staff
- **Research approved by the Local Research Ethics Committee**  
( If anything to do with the research would involve you personally, you will be contacted to see if you are willing).

If at any time you would like to know more about how we use your information, please ask to speak the Practice Manager.

*Dr Sulakshana Partners*

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

# DATA PROTECTION ACT – PATIENT INFORMATION

We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs, and your doctor is responsible for their accuracy and safe keeping. Please help to keep your record up to date by informing us of any changes to your circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time-to-time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You have a right to see your records if you wish. Please ask at reception if you would like further details and our patient information leaflet. An appointment will be required. In some circumstances a fee may be payable.

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