



Marlow Medical Group

Lane End Branch
Finings Road
Lane End
High Wycombe
Buckinghamshire
HP14 3ES
01494 881209

The Doctors' House
Victoria Road
Marlow
Buckinghamshire
SL7 1DN
01628 484 666

Hambleden Branch
Hambleden
Henley on Thames
Oxon
RG9 6RT
01491 571305

Out-of-Hours NHS 111



Contact us online

Get help from your GP with our new 24h online consultation service!

KLINIK ACCESS

NHS

24h ONLINE ACCESS

www.marlowdoctors.co.uk

The Buckinghamshire Clinical Commissioning Group commissions services from the practice.

Details of primary medical services can be obtained from the Bucks CCG on 01494 586600 or email: bucksccg@nhs.net

Out-of-hours	NHS 111	
Wycombe Hospital	01494 526161	Main Switchboard
Amersham Hospital	01494 434411	Main Switchboard
Stoke Mandeville Hospital	01296 315000	Main Switchboard
Stoke Mandeville Hospital	01296 315653	Outpatients
Wexham Park Hospital	01753 633000	Main Switchboard
Wexham Park Hospital	01344 877919	Outpatients
John Radcliffe Hospital	01865 741166	Main Switchboard

WELCOME TO THE PRACTICE

We are a partnership of four doctors practising in our purpose-built surgery in Victoria Road, and at two branch surgeries in Lane End and Hambleden.

Dr Myles Johnson	MB BS London MSc MRCGP UK 1997
Dr Penny Macdonald	MB ChB MRCGP DCH DFRSH PGCMDE
Dr Stefan Kuetter	StateExam PhD DTMH DRCOG PGCMDE MRCGP
Dr Ross Hendry	MRCGP MBChB BMedSc (Hons)

We also have salaried doctors working at the practice -

Dr Helen Kennedy	MB BS BSc MRCGP DRCOG DFFP Cert Med Ed
Dr Christine McCormack	DRCOG DCH MRCGP
Dr Emma Keeling	MBChB
Dr Joanna Scott	BMBS BMedSci DFSRH MRCGP
Dr Fleur Paxton	MB ChB MRCGP DRCOG DFSRH DPD
Dr Emma Bullock	BSc(Hons) MB ChB MRCGP
Dr Tanzila Chowdhury	BSc MBBS MRCGP DRCOG MRCP
Dr Charlie Gardiner	BM BSc MRCP MRCGP
Dr Rosie McEachran	BA(Hons) MBBS MRCGP DRCOG
Dr Lisa Bradley	BSc(Hons) MBChB MRCGP DRCOG
Dr Helen Sperry	MBBS MRCOG MRCGP LoC
Dr Avi Biswas	MBBS BSc(Hons) MRCP MRCGP

Appointments can be booked via Patient Access or requested via our website and Klinik. We offer a variety of specialised services from our multi-disciplinary team to meet all your primary care needs.

The Marlow Medical Group is responsible for training qualified doctors in general practitioner skills; and every 12 months, a new GP registrar will be based at the practice. Every 4 months a Foundation Doctor will be based under the care of one of our registered GPs; and we also host ST2 GP trainee doctors on 6 month placements. The partnership employs Practice Nurses, Minor Illness Nurses, Advanced Nurse Practitioners, Healthcare Assistants, Paramedics, a Pharmacist and a Pharmacy Technician as well as a full complement of management, administrative and reception staff.

Being part of the ARC Primary Care Network we can also offer our patients access to Physician Associates, Social Prescribers, Care Co-ordinators and Health and Wellbeing Coaches.

GENERAL INFORMATION

Surgery Hours

Morning and afternoon surgeries are held each weekday at both the Marlow and Lane End sites offering primary care services to all registered patients from 8.00am-6.30pm Monday to Friday. Hambleden is a rural site that caters to the needs of the local residents. We also offer Extended Hours and Improved Access surgeries. Please check our website for the most up to date information on these extra hours.

Extended Hours

The Marlow site offers extended hours for booked appointments only from 6.30pm on Monday and Tuesday evenings. Please note, patients without pre-booked appointments cannot be seen and must contact NHS 111, the out-of-hours service provider.

Named GP

All patients have been allocated a Named GP. This contractual requirement builds upon the 2014-2015 agreement to provide a named and accountable GP for over 75s. This is largely a role of oversight, with the requirement being introduced to reassure patients that they have one GP within the practice who is responsible for ensuring that the co-ordination of all appropriate services are delivered to each patient or carried out on their behalf. Patients can and should feel free to choose to see any clinician in the practice in line with availability.

Emergencies

For medical emergencies, please dial 999. For less urgent out of hours assistance, dial 111. Please note our phone lines will be open from 8.30am - 6.00pm Monday to Friday.

Appointments

Appointments can be booked via our website www.marlowdoctors.co.uk using Klinik. We also offer appointments to be booked online using Patient Access www.patientaccess.com or using the Patient Access App available to download on to your smart phone. Please note you will need to register the first time you wish to use this service via our website if you have not completed this request as part of your registration.

We also offer a Rapid Access Clinic at the Marlow site for minor illness and an Advanced Nurse Practitioner at the Lane End site. These appointments can be made using Klinik on our website by choosing Urgent Appointments.

Are you looking for Residential/ Nursing Care?

Getting it right is vital.

- Visit the home
- Check what the home has to offer
- Read the CQC report
- Look at the staff ratio to residents.

Make sure you make the right choice.



Meadowside RESIDENTIAL CARE HOME



Rated
"Good"
in all
key areas
by the
CQC in
May 2016.

A small, family-run residential care home for the elderly in Marlow. Our aim is to create a genuine 'home-from-home' family atmosphere for all our residents.

Accommodation is available for up to twelve; enabling us to provide the highest quality individual care and personal attention to each of our residents.



To arrange a visit, contact
Elizabeth Hassard on 01628 898068
or visit www.meadowsidecarehome.co.uk

A Real 'Home From Home'

If the time should come when you must choose a residential care home for an elderly relative, preparing a list of essential questions before making a visit will pay real dividends.

When you do visit, always have a good look round at the various facilities and watch out for things like good overall cleanliness, adequately-sized rooms, comfortable furnishings, friendly staff and a 'feelgood' atmosphere that is reflected in the faces of the residents themselves. A good home will prepare an individualised care plan to suit the needs of each resident. Not all will be inclined to participate fully in group activities and entertainments; the staff will appreciate that some might prefer a quieter, less active day-to-day programme.

Choosing the right home is obviously an important decision, so taking time to conduct thorough research will help you make the best choice and earn you the gratitude of your loved one.

Advertising Feature

To encourage **our patients** to become **your clients**
or customers, advertise your business now
through our practice booklets
Simply email marketingadmin@opg.co.uk
for more information.

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

Same Day Appointments

If you have an urgent medical need to be seen please use Klinik on our website via Urgent Appointments. Any requests received by 4.00pm will be dealt with that same day. If the GP deems your need not to be urgent you will be contacted and offered an appropriate alternative. This service is available to all registered patients.

Please help us to help you by managing minor illnesses at home – don't forget to use the NHS website www.nhs.uk for advice and guidance on a wide range of ailments. You can also consult your local Community Pharmacist who can help with many minor problems and recommend medication only sold in Pharmacies, as well as over the counter medication.

Home Visits

(Marlow: 01628 405526) (Lane End: 01494 881209)

if you are too ill to attend the surgery and require a home visit, please telephone before 10.00am, if possible. This will help the healthcare team to plan their visits for the day. A member of the healthcare team may telephone to assess the need for a home visit and may decide that it would be better to see you at the surgery. Please remember that a clinician can see up to four patients in surgery in the time it takes to make one house call. Patients can also be examined more thoroughly in a surgery environment. Home visits are only available to bedbound or house bound patients. If you are requesting a home visit because you need help with transport, please let us know so we can put you in touch with an appropriate service.

Out of Hours

Dial 111 directly from your telephone for out of hours care and medical advice. Lines are open 24 hours a day and calls are free.

Repeat Prescriptions

Repeat prescriptions should be requested using Patient Access. Alternatively, you can use our website www.marlowdoctors.co.uk If you are unable to order your prescription via the Patient Access App or online, please ask a member of your family, a friend or carer to do this on your behalf. If you are unable to do this and require further assistance please speak to your local pharmacy. Requests cannot be taken over the phone as errors can occur. Your prescription will be sent to a local pharmacy of your choice via the NHS Electronic Prescription Service. All new patients may need to be reviewed by a clinician before a prescription can be issued.

Results

If you had any test requested by the Marlow Medical Group it is your responsibility to check your results. Due to the number of results processed daily, we cannot routinely contact you to communicate test results. Test results can be viewed immediately once available via Patient Access at any time. Alternatively, you can request your results via our website using Klinik – please allow two full working days for a response. If you do not have a smart phone or access to the internet you can ring Marlow reception, if you are a registered patient at this site, between midday and 5.00pm or ring Lane End Branch reception after 2.00pm if you are registered there, once seven days have passed after the tests are done to enquire if the results are available. For medico-legal reasons, any results from tests not requested by a clinician at Marlow Medical Group cannot be obtained from us. You will need to go back to the hospital or clinician that requested the test.

For the latest information: www.marlowdoctors.co.uk

Online Services

All patients are encouraged to sign up for online access by visiting our website at www.marlowdoctors.co.uk – we offer a range of online services including booking, and cancelling appointments, repeat prescription requests, test results and more. Visit our website for full details of all these services and to keep up to date with the latest news and information from the surgery.

Non-NHS Examinations

Medical examinations for specific purposes, such as life insurance, pre-employment, fitness to undertake various sports, elderly drivers etc, are undertaken outside normal NHS surgeries. Marlow patients please telephone **01628 405543** between 9.00am and 2.00pm, Lane End patients should call **01494 881209**. A fee is payable for all non-NHS examinations and 50% of the fee is payable by patients who fail to attend their appointment.

Private Health Care Forms, etc

Please leave the form at reception and allow 10-15 days for completion. A charge is made for the doctor's completion of these forms in accordance with BMA guidelines. A list of these charges is displayed on the surgery notice board. Alternatively, ask at reception for a copy of our Fees and Charges leaflet. The completion of such forms is at the discretion of The Marlow Medical Group.

Disabled Patients

Both Marlow and Lane End surgeries are accessible to wheelchairs and there is a toilet for the disabled. We also provide designated disabled parking bays.

Communication Requirements

If you have any form or type of disability (or impairment) which affects your ability to read or receive information, to understand information and/or to communicate, please do let us know so that we can note this on your health records.

This includes:

- Communication Support (such as using a hearing loop)
- Communication Professional (such as needing an interpreter)
- Specific Contact Method (such as in writing due to hearing loss)
- Specific Information Format (such as requiring braille or large font)

Patient Feedback

We welcome your comments and suggestions about the practice and the services we offer. Please feel free to write to our Patient Services Officer via Patient Feedback through our website. We would like to know what you think about your recent experiences of our service so please complete the NHS Friends and Family Test either online or in paper format. All patients are also welcome to join our Patient Participation Group. More information on this is available on our website or from our Patient Services Officer.

Complaints

If you would like to make a complaint about any aspect of our service, please write to the Patient Services Officer, documenting your concerns. If you would prefer to make your complaint in person, please ask to arrange a meeting with the Patient Services Officer who will be happy to address your concerns. More information on our complaints policy can be found on our website.

Carers Information

We are interested in identifying carers, especially those who may be caring without support. As a carer, you are entitled to have your needs assessed by Adult Care Services. Please register as a carer on our website. We will then be able to put you in touch with a number of support services. We work in close association with Carers Bucks <https://carersbucks.org> and endeavour to offer periodic meetings to provide carers with up to date information that will enable carers to seek appropriate support as required.

Chaperone Policy

If you would like a chaperone present during your consultation, please advise the receptionist when booking your appointment or when checking in.

Confidentiality

Everyone working for the NHS has a legal duty to keep information about you confidential. We have a duty to maintain full and accurate records of the care we provide to you and to keep those records secure. We will not share information that identifies you for any reason unless we have the appropriate permission to do so. For further details regarding our confidentiality policy including teenage confidentiality, our policies can be viewed on our website.

General Data Protection Regulation ('GDPR') 2018

GDPR sets out rules on how personal data should be used which includes the collecting, storing, using, modifying, transferring or erasing of any personal data. The Law is Europe wide and still applies after the UK leaves the European Union. Marlow Medical Group complies with and has the requisite measures in place to protect the security of individuals' data.

Additional details are outlined in our GDPR patient leaflet which can be provided on request or found on our website.

Freedom of Information Act 2000

The Freedom of Information Act is an Act of the Parliament of the United Kingdom that creates a public "right of access" to information held by public authorities.

Priority Treatment for Veterans

All veterans are entitled to priority access to NHS care (including hospital, primary or community care) for conditions associated to their time within the armed forces (service-related). Telling us about your veteran status will trigger the transfer of your full medical documentation from the Ministry of Defence (MoD) and enable you to benefit from veteran-specific services.

Long Term Conditions – Annual Reviews

If you have one or more long-term conditions you will be recalled for a review annually around your birthday month. The conditions covered are: Type 2 Diabetes Mellitus, Hypertension, Cardiovascular Disease (incl. Ischaemic Heart disease, Heart attacks, Strokes/TIA), Chronic kidney disease (CKD 3 and 4), Asthma, Chronic Obstructive Airways Disease (COPD).

Depending on your long term condition, you might be sent a questionnaire and/or will be invited to see a health care assistant (HCA) to have your usual health checks and measurements taken ie blood tests, urine check, height and weight etc. You will also be able to explore what support is available to help you manage your condition, including services such as Live Well Stay Well which offers practical support for maintaining a healthy lifestyle.

The results will be recorded in your notes and reviewed. You will be sent a copy of your results. If your condition(s) are not well controlled/stable you will receive an invitation to arrange a second appointment, where your results will be discussed and to make a plan forward. You will consult with the most appropriate clinician which will be either a doctor, specialist nurse, pharmacist, paramedic or health care assistant. If your condition(s) is well controlled but you have concerns or questions and would like a review you can also request an appointment.

Referrals

For NHS referrals you will be sent details of how and where to book your appointment. Please follow the instructions and keep these details safe as they will have your booking reference, password and important numbers should you wish to check the status of your referral. Once you have chosen and booked your appointment any queries relating to your appointment should be directed to the hospital in question and not to the surgery.

For Private referrals, where possible please inform your GP or GP's secretary which hospital and consultant you would like to be referred to and when your appointment is. These referral letters can be emailed directly to the hospital or to your personal email address. If you are unsure of where and who you would like to be referred to we can write an "open referral" and either email or post this to you and you can make your decision at a later date.

Please note both NHS and Private referrals/letters, from the time you see your GP, can take up to 10 days to be processed.

Below is a list of telephone numbers you may find useful:

Wycombe Hospital	01494 526161	Main Switchboard
Amersham Hospital	01494 434411	Main Switchboard
Stoke Mandeville Hospital	01296 315000	Main Switchboard
Stoke Mandeville Hospital	01296 315653	Outpatients
Wexham Park Hospital	01753 633000	Main Switchboard
Wexham Park Hospital	01344 877919	Outpatients
John Radcliffe Hospital	01865 741166	Main Switchboard

For any private hospital you may choose to be seen at under the NHS, we do not keep list of these numbers, they will have to be sourced independently.

CLINICIANS AT MARLOW MEDICAL GROUP

Healthcare Assistants

Our Healthcare Assistants may be seen by appointment. Services include:

- Phlebotomy (Blood Tests)
- Blood pressure checks
- Ear checks
- ECGs
- B12 injections
- Flu jabs
- Measurement checks
- Suture and clip removals
- Simple dressings
- Pill checks
- Diabetic Foot checks

Practice Nurses

The Practice Nurses may be seen by appointment. Services include:

- Wound care, dressings and removal of stitches
- Immunisations, vaccinations and injections
- Cervical smears, blood pressure and pill checks

Paramedics

We employ Community Paramedics that are involved with home visits. They also work in our Rapid Access Clinic along with our Doctors and Minor Illness Nurses.

- Home visits
- Assessment, examination, treatment plan
- Referral to ACHT (Adult Community Health Team), prevention matters, social services, palliative care
- Admissions to hospital
- Follow up visits / phone calls
- Care Plans
- Rapid Access Clinic
- Minor illness and injury
- Flu Vaccinations
- Best interests meeting
- MDT meetings

Pharmacist And Pharmacy Technicians

Our in-house Pharmacist and our Pharmacy Technicians see patients for a number of reasons. You may be offered a face-to-face appointment or a telephone appointment whichever is most appropriate.

Pharmacist Role:

- Blood pressure diagnosis, monitoring and prescribing
- Prescribing and monitoring for patients with diabetes
- Prescribing and monitoring for patients with asthma
- Initiating statins for raised cholesterol
- Depression reviews and prescribing
- HRT reviews and prescribing
- Counselling about medications
- Medication queries from GPs, medication reviews with patients

Pharmacy Technician Role:

- Medication reviews for new patients to the practice
- Medication queries from patients or from community pharmacies
- Monitoring of supply of medicines that require frequent blood tests eg methotrexate
- Synchronising medications for patients so that all medication is in line
- Medication queries from care homes
- Counselling patients about medication following discharge from hospital and liaising with community pharmacy to ensure a seamless transition

OTHER HEALTHCARE PROVIDERS

District Nurses

District Nurses are based at the Marlow Community Hub and are contactable by telephoning **01628 482292**. Out of hours call **0845 450 2530**.

Health Visitors

The Health Visitors for Marlow are based in the Marlow Health Clinic on Glade Road and are contactable by telephoning **01628 471348**. Health Visitors for Lane End patients are based in Stokenchurch and are contactable on **01494 480111**.

Maternity

If you are pregnant you will need to complete the Self-Registration Form for Maternity Care which can be found on our website. This will be sent to the Buckinghamshire Healthcare Community Midwives and they will contact you directly when you are between 8 and 10 weeks to arrange next steps.

INFORMATION SPECIFIC TO MARLOW

Reception Hours

Monday to Friday 8.30am - 6.00pm

INFORMATION SPECIFIC TO HAMBLEDEN

Reception Hours

Monday to Thursday 8.30am - 4.00pm (closed on Fridays).

Surgery Hours

Tuesday and Wednesday mornings.

Dispensary

If you live more than one mile away from a pharmacy you may be entitled to have your prescriptions dispensed at Hambleden. The dispensary is open from 8.30am-4.00pm Monday to Thursday.

INFORMATION SPECIFIC TO LANE END BRANCH

Reception Hours

Monday to Friday 8.30am to 6.00pm

Dispensary

If you live more than a mile away from a chemist, you may be entitled to have your prescriptions dispensed at Lane End Surgery. The dispensary is open from 9.00am – 12.30pm each weekday.

TELEPHONE DIRECTORY

Marlow

MAIN RECEPTION.....	01628 484666
APPOINTMENTS.....	01628 405550
HOME VISITS/MESSAGES.....	01628 405526
TEST RESULTS (Between 12 noon and 5.00pm)	01628 405551
SECRETARIES.....	01628 405524
.....or 01628 405515
PATIENT SERVICES OFFICER.....	01628 405570
MEDICALS/INSURANCE FORMS.....	01628 405543

Lane End

RECEPTION (Results after 2.00pm).....	01494 881209
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Hambleden

RECEPTION.....	01491 571305
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PATIENTS' CHARTER

About Your Rights

- As an NHS patient you have certain rights. These include:
- To receive general medical care from a GP on the basis of clinical need and regardless of ability to pay.
- To receive emergency medical care.
- To be treated by another GP in the practice if your own is not available.
- To have appropriate medicines and appliances prescribed when necessary.
- To be referred to a consultant or specialist when your GP thinks it is necessary.
- To be assured of confidentiality in all contacts with your GP and practice staff.
- To receive, free of charge, certificates for statutory sick pay for illnesses lasting longer than seven days and other statutory certificates where appropriate.
- To receive a home visit if your GP feels it is necessary.
- To have access to your health records held on computer or handwritten, subject to any limitations in the law and any charges which may apply.
- To choose to see a GP who provides contraceptive and maternity services. (A patient may choose their own or any GP who provides these services.)
- To have a complaint about any NHS services investigated and to receive a full and prompt written reply from the practice or the Complaints Officer of the relevant Health Authority.

About Your Responsibilities

- Please attend appointments on time. If you have to change or cancel an appointment, tell the practice as soon as possible. This can be done instantaneously via Patient Access.
- Please be patient if your appointment is delayed. Delays are often caused by patients needing urgent attention.
- Requests for repeat prescriptions should be made via Patient Access, our website or put in writing. Prescriptions will be sent to your nominated Pharmacy within two working days after the request has been received.
- Whilst privacy is at all times respected, reception staff may need further details about a visit or appointment to help GPs assess the degree of urgency and to ensure that you are seen by the most appropriate clinician.
- Home visits should be regarded as a service for the genuinely seriously ill or housebound. Anyone who is able to attend the surgery is asked to do so. Requests for home visits should be made by ringing reception before 10.00am wherever possible.
- Be sure to notify the surgery promptly of any changes of name, address or telephone/mobile number.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.



Contact us online

Get help from your GP with our new 24/7 online consultation service, easier and quicker than calling the surgery.

Access our service online:
www.marlowdoctors.co.uk

NHS

NHS Healthcare Solutions is responsible for the technical implementation of the service.

**KLINIK
ACCESS**



Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £26 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply email us at payasyougo@opg.co.uk

OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 40 YEARS

Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 40 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

Advertising Feature

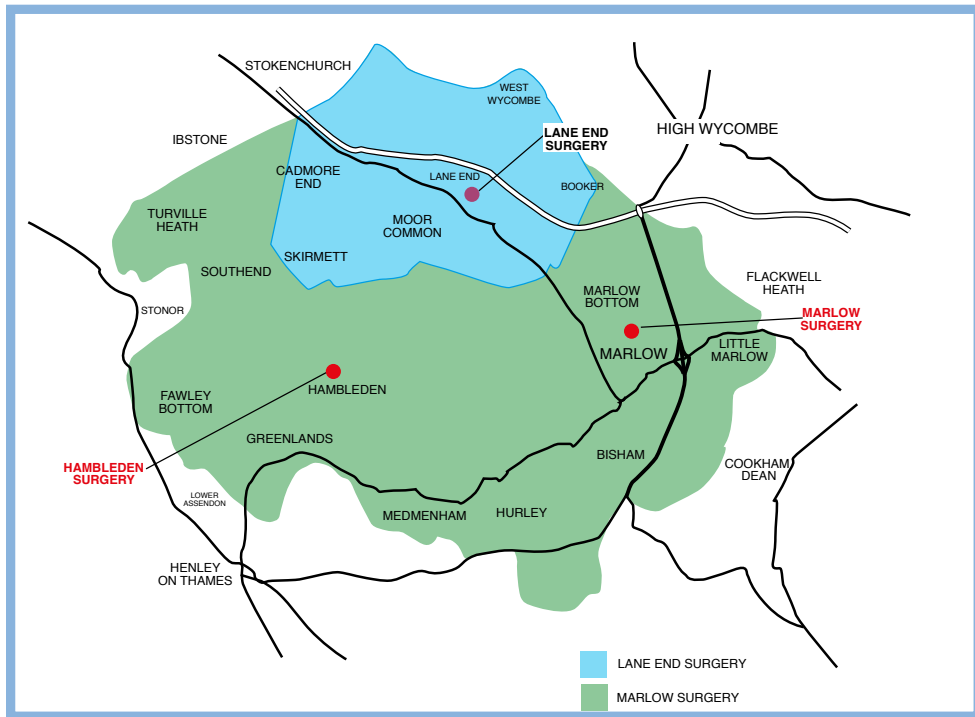
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Practice Area Map



Contact us online

Get help from your GP with our new 24h online consultation service!

24h ONLINE ACCESS

KLINIK ACCESS NHS

The advertisement features a collage of four images of medical professionals: a female doctor, a male doctor, a female nurse, and a female doctor. A central circular graphic contains the text '24h ONLINE ACCESS'.