

Conway Medical Centre
49 Westbourne Road
Luton
LU4 8JD

Ph: 01582 429953

Fax: 01582 487500

Our details are available on the ‘NHS Choices’ website or visit the practice website at:

www.conwaymedicalcentre.nhs.uk

CONWAY MEDICAL CENTRE

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Welcome to Conway Medical Centre which has been established since 1984 .We offer a variety of services to you the patient, designed to improve healthcare and offer effective treatment. The surgery is open from 8.00 am to 6.30 pm daily.

The Doctors

Dr A Thiruchelvam (Mrs) MBCHB Leeds 1991, MRCGP, DCH

Dr S K Sinha MBBS India 1987, FRCS (Glas), MRCGP

Dr C Mangoro

Dr M R Alam

Dr A P Bolanthur

We are a Training Practice so each year we have new GP Registrars joining the practice.

The Nurses

Sister Feroza Dalvi

Sister Ranjula Kantaria

The Health Care Assistant

Mrs Saeeda Zeb

Mrs Sobia Bibi

Mrs Sajida Bashir

The Administration/Reception Staff

Mrs Anveeta Sinha - Practice Manager

Mrs Zamir Sultan - Secretary

Mrs Anina Adams - Appointments Manager

Mrs Ifat Choudhury - Assistant Secretary

Mrs Shaista Ayub – Receptionist

Miss Lubna Batool - Receptionist

Miss Aniqah Ahmed – Receptionist

Mrs Wakaran Hussain – Receptionist

Mrs Ambreen Zaman - Receptionist

Midwife

Sughra, who can be contacted on 07714064382

Health Visitor

The community health visiting team can be contacted on 708100.

Community Matron

They can be contacted on 0333405300

Surgery times for Doctors, Nurses & Health Care Assistant

	Monday	Tuesday	Wednesday	Thursday	Friday
Doctor	9.00 to 5.00	9.00 to 5.00	9.00 to 5.00	9.00 to 5.00	9.00 to 5.00
Nurse	9.30 – 5.30	9.30 – 5.30	9.30 – 5.30	9.00 – 5.30	9.00 – 12.30
HCA	9.00 to 5.30	9.00 to 5.30	9.00 to	9.00 to 5.30	9.00 to 5.30

How do I

Register with the Practice?

This practice has a closed list so we are not accepting any new patients. For spouses or children of already registered patients please phone the surgery between 10 to 11.30 am or 3.00 to 4.00 pm. And you will be given an appointment to come and see the Doctor to discuss your registration. An appointment does not automatically mean that you will be registered with the practice. If your registration request is refused you will be provided with an explanation for refusal.

Make an appointment?

Appointment can be made by telephoning the reception desk at the surgery from 8.30 am onwards for appointment. Appointments will be offered for the whole day from 8.30 am onwards.

We advise that you ring as early as possible to ensure that you get an appointment time of your choice. If you were unable to book an appointment and feel that your condition is urgent (can not wait until the next morning) then:

- You can come to the surgery as an 'extra' patient
- You can contact 111 if medical care is needed urgently but it is not a 999

We do offer 3 appointments per doctor, which are available for **Advance Booking** and is available upto 2 weeks in advance.

Telephone Appointments

If you would rather have a Telephone appointment, please ask the reception staff about this. These appointments (5 minute) are offered for the morning only and the call back from the doctor can be between 12.00 to 2.00 pm.

You can now book Telephone appointments Online (contact reception if you would like to have Online access to your Medical records).

Please note: During the morning surgery we do see urgent patients (patient are advised to come in around 11.00 am and be prepared to see any available GP and wait their turn). However, we do not see any patients without an appointment in the evening surgery.

If for any reason you are unable to keep your appointment, please inform reception as soon as possible so that the appointment can be offered to another patient.

Booking Appointments

At this practice we are unable to book more than 1 appointment per family per day. This policy has enabled us to make more appointments available for all our patient population. We only take telephone booking and are unable to book appointments at the reception desk (this decision was made by the Patient Participation Group).

Obtain Telephone advice?

You can speak to a doctor on any weekday for medical advice from 12.00 to 12.30 pm. The doctors do not take telephone calls at any other time unless it is urgent.

Our practice nurse is also available to take calls and advise on Monday, Tuesday and Wednesday mornings between 10.00 am to 10.30 am and afternoons between 5.00 to 5.30 pm.

Obtain Home Visits?

Patients are requested to call the surgery between 8.30 and 10.30 am for any home visit request. For all home visit requests you will need to speak to the doctor/nurse.

The decision for accepting home visit is entirely dependent on the medical and clinical condition of the patient, which will be taken by the doctor or the nurse.

Please remember that several patients can be seen in the surgery in the time it takes to do one home visit.

Obtain Test results?

You can call the surgery between 3.00 to 4.00 pm as at other times the phone lines need to be kept free for urgent calls. It is best to allow 10 days for the results to come back; however, some tests may take longer. It is expected that the patients themselves or parents on behalf of children will phone in to enquire about results. If we are not sure about your identity then we will refuse to divulge any information (The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results).

Online Access

We encourage all our registered patients to obtain username and password so that they can have access to their own medical records. You will be asked to complete a form before access is given.

Parent can have access to their child's record until the child reaches 14 years of age. Once they have reached 14 years of age they will be required to have their own access unless they are not Gillick Competent.

For further information please contact reception.

CCTV

The practice has a CCTV in operation. The Data Controller for this practice are Dr A Thiruchelvam & Mrs A Sinha who can be contacted on 01582429953 for any queries.

Obtain a Repeat prescription?

We do not take any repeat medication requests over the phone. We need 48 hours (2 working days) notice. **You can order your Repeat medication from the practice by having ONLINE access to your Medical records.**

You can also drop in your repeat medication request into the prescription box at the surgery. It is expected that patients will write or mark each item needed clearly. Any messages like 'Blue inhaler', 'my last medication', 'My Diabetic or Blood Pressure tablets' etc will not be done. All requests should clearly state your

- Name
- Address
- Date of Birth
- Exact medication requested (best to use the 2nd side of your prescription sheet).

Obtain a Sickness Certificate?

If you are ill and unable to work, please obtain a self-certification form from your employer to cover the first week (7 days) of absence. If your illness lasts longer, you may need a medical certificate. We ask all patients requesting sick notes/Fit notes to come in on any weekday morning at 11.30 am without appointment and see any one of the doctor.

Disabled Access

The surgery is fully accessible to disabled patients with all services provided at ground floor level. Suitable toilet facilities are also available.

For patients with disabilities suitable arrangements will be made for them to be seen downstairs by any available doctor on request.

Surgery Closing Times

Surgery Phone lines closes from 1.00 to 2.00 pm. In case of any urgency you can contact; 111 for advice or the Surgery mobile on 07709697811.

Fire Hazard

In case of fire or other emergencies, the exits are clearly marked. We do not allow any pushchairs or shopping trolleys inside the building as they obstruct the fire exits. There is an allocated parking area for these outside the surgery. For safety reasons chains are provided but we do expect you to provide your own locks.

The surgery and its staff do not accept any responsibility for loss or damage to your belongings when parked in the allocated area or anywhere within the surgery grounds.

Comments, complaints or concerns

We are happy to accept and consider comments from our patients. Please present your views in writing at the reception desk. The practice does operate an in-house complaints procedure to deal with complaints and concerns. Our aim is to give you the highest possible standard of service and we will try to deal swiftly with any problems that may occur.

Information Technology

The practice keeps patient records in both paper and computer form. The Doctors, Nurses and Health care Assistant use the computer to record your clinical data.

The practice staff uses the computer to:

- Prepare prescriptions
- Arrange Appointments
- Recall patients' personal data e.g. cervical smears, immunizations, chronic disease management and etc thus ensuring complete and adequate care of our patients.

The computerized demographic data e.g. name, address is shared with the Health Authority and never with any other organizations.

Confidentiality

Everyone working for this surgery has a legal duty to keep information about you confidential. Hence we are unable to provide any information/results to anyone apart from the patient themselves (exclusion: minors/children) either in person or on the phone.

Zero Tolerance

This surgery believes in Zero tolerance to actual violence or a hint of violence towards any member of its staff. The skilled and dedicated doctors, nurses and other members of this practice spend their lives caring for our patients and expect a safe environment to work.

We will take action to remove any patient if we feel there has been a hint of threat or violence towards any member of its practice staff.

GDPR

Please see our Privacy Notice and GDPR leaflet which are available on our website and in the waiting room.

All requests for Access to Medical Records will be dealt with under the GDPR once we receive a completed SAR (Subject Access Request) form.

Rights & Responsibilities of patients

The practice takes missed appointments seriously as it is a waste of NHS resources and leads to needy patients not being able to access the GP.

- Persistent offenders will be asked to move or be removed from the practice list.
- Patients are expected to be polite and understanding with all practice staff.
- Patients can book appointments with a doctor of their choice at the surgery provided an appointment is available. In case of urgency or attending surgery without appointment we will expect you to see any doctor who is available. You have to understand that there might be a wait.
- Patients wishing to speak to a doctor will either be asked to leave their number or asked to call between 12.00 to 12.30 pm and speak to a 'Doctor on Call'. We are unable to offer you a choice of doctor. If you have left your number then a doctor will call back between 12.00 to 1.00 pm.

Private Medicals

These include Private insurance forms, HGV medicals, pre-employment medicals and Taxi medicals. They will be charged for at the rate recommended by the BMA. You are requested to come into the surgery on Thursday or Friday mornings at 11.30 am for these medicals. Some of these forms have a section to be filled in by the applicant; please do this before you come to the surgery. These forms are not emergencies so do not come to the surgery expecting to be fitted into a busy surgery. We will not be able to see any patients for these types of forms in the evenings.

Specialist health services available at this practice are:

What for?	Who with?	When & How?
Minor-Op	Doctor	By appointment
Post-natal	HCA	By appointment
Smear	Practice Nurse	By appointment
Asthma	Practice Nurse	By appointment
Coronary Heart Disease	Practice Nurse	By appointment
Diabetes	Practice Nurse	By appointment
Hypertension	Practice Nurse/HCA	By appointment
Travel Immunisation	Practice Nurse	By appointment
Childhood Immunisation	Practice Nurse	Thursday
Childhealth Surveillance	Doctor/Practice Nurse	Thursday
Dressings	Practice Nurse	By appointment
Stitch removal	Practice Nurse	By appointment
Well man/Well Women	Health Care Assistant	By appointment
Over 75's check	Health Care Assistant	By appointment
New patient check	Health Care Assistant	By appointment
Antenatal	Midwife	By appointment (Wednesday)
Smoking Cessation	Health Care Assistant	By appointment
Chronic Kidney Disease	Nurse	By appointment
COPD (Spirometry)	Nurse	By Appointment
ECG	HCA	By appointment
FamilyPlanning (Depo/Oral)	Nurse	By Appointment
CVD -Lifestyle	Nurse	By Appointment
Phlebotomy	HCA	By Appointment
Ear Syringing	Nurse	By Appointment
HBPM/24 Hr BPM	HCA	By Appointment

Services not provided by the practice:

Here are some of the services that this practice does not provide:

IUCD fitting
Treatment of Drug/Alcohol misuse
Anti Coagulation monitoring

You will be advised of the alternative arrangements for these as arranged and informed by the CCG.

Hepatitis B Immunisation for Occupational Health purposes

Patients requiring Hepatitis B injection for their employment/educational purposes need to contact either:

- their Employers Occupational Health department or
- the L&D Hospital NHS Trust.