To register at the practice you can collect a ‘New Registration Pack’ or register digitally on-line. Click on the ‘New Patient Registration’ tab from practice website.

Your registered GP is Dr Ganguly but you are free to see whichever doctor you wish to see. Please ask reception staff

We accept new patients in the WD23 area and the northern part of Stanmore – from Bushey Heath down to the Uxbridge Road.

# Rights and Responsibilities

Little Bushey Surgery is a member practice of Herts Valley Clinical Commissioning Group & Herts Five PCN

We strive to provide high quality care but if you are dissatisfied and wish to complain about aspects of your care, speak to reception who will provide you with a detailed Complaints Procedure Leaflet (also available on our website)

If you would like to speak to our Complaints Lead (Veena Rawal), please ask.

If we cannot resolve your complaint verbally and you wish to make a formal complaint, please do so in writing by completing our complaints form, available at reception or on our website.

We aim to resolve your complaint through our local resolution procedure but if you prefer you can complain directly to Hertfordshire & West Essex ICB by email: hweicbwe.patientfeedback@

nhs.net

Tel 01992 566 122

**www.littlebusheysurgery.nhs.uk**

**www.littlebusheysurgery.nhs.uk**

Little Bushey Surgery currently serves over 6000 patients of mixed ethnicity. We have a team of doctors and nurses and offer a full range of core services. We aim to treat our patients promptly, courteously and in complete confidence.

This leaflet tells you about the services we offer, how to access them, and gives you some general information about our practice.

Disabled and Pram access available

**You have the right to:**

* Register and receive treatment regardless of your sex, age, disability or race if you live within the normal catchment area
* Have your treatment explained to you
* Confidentiality
* To complain, without discrimination, if there is a problem.

 Yo**u are responsible for:**

* Ordering repeat prescriptions in adequate time
* Behaving in an acceptable manner
* Informing the practice of any change of address, name or telephone number

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# LITTLE BUSHEY SURGERY

# California Lane

# Bushey

# WD23 1EZ

# Tel 020 8386 8888

# Opening times

# 8.30am-6.30 pm

# Monday –Friday

**Welcome to the Little Bushey Surgery**

# Complaints, Compliments &Suggestions

# Registration

**MEET THE DOCTORS**

**Dr Raja Ganguly** MBBS (1992) DFFP DRCOG

**Dr Oyebanke Johnson** MBChB (1992) MRCGP

**Dr Pratik Shah** MBBS (2014) MRCGP

**Dr Shruti Kotecha** MBBS (2011) BSc MRCGP (2022)

**Dr Hemin Omer** MBChB (2004) MRCGP (2025)

GPs are available across the week between 8.30am-6.30pm.

Late evening and weekend appointments available at one of the hub practices

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**APPOINTMENTS**

We offer face to face and telephone appointments.

To avoid waiting on the phone, you can

use our on-line service 24 hours a day to book appointments. Visit [www.littlebusheysurgery.nhs.uk](http://www.littlebusheysurgery.nhs.uk) for more details. Alternatively, you can phone us on 020 8386 8888 or book in person.

**Routine appointments** can be booked up to one week in advance for all problems.

**U** eferral letter**rgent appointments** are released everyday at 8.30am and are only for

urgent problems that must be seen on the same day and cannot wait until the next routine appointment

Please let us know as soon as possible if you cannot keep an appointment by either phone, on-line or by replying to the text message reminder. This will keep the waiting time for appointments down.

**HOME VISITS**

Home visits are at the discretion of the Doctor for patients who are frail or too ill to attend the surgery. Please call the surgery before 10 am to request a visit.

**ADVICE, EMERGENCIES AND OUT OF HOURS**

For medical advice 24 hours a day contact **NHS 111**

In an emergency please phone 999

For minor injuries visit the Minor Injuries

Unit at Edgware General Hospital, open daily from 8am-7pm

**REPEAT PRESCRIPTIONS**

Please allow 48 hours for a repeat prescription to be produced.

Please order your prescription online, If

you do not have access to the internet please use the right hand slip of the prescription. We do not accept telephone requests.

# **A guide to who to see in the practice**



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| WHO TO SEE | WHAT I NEED |
| **Managers:**  **Grishma Shah-** Business manager  **Cara Harrington**  Reception Manager  **Veena Rawal**  Senior Administrator |  |
| **Patient Liaison Officer:**  Cara Harrington – | For Suggestions, Complaints and Compliments |
| **Secretaries:**  Hilary Greene | For referral letters |
| **Non NHS Work:**  Clare | For all Non NHS Work  For access to your medical records |
| **Reception Manager:**  Cara Harrington | Day-to-day supervision of reception |
| **Receptionists**:  Jaishree  Saira  Clare  Emma  Vikki | Help with booking appointments, general queries, prescriptions, signposting |
| **Nurses**:  Laura Petrucci (Special interest in Asthma & COPD)  Cathy Furbank (ANP)  (special interest in Diabetes) | For Health Checks, Chronic Disease Care  Cervical Screening  Immunisations  Shingles and Flu Vaccinations  Lifestyle advice Wound care |

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| --- | --- |
| WHO TO SEE | WHAT I NEED |
| **Health Care Assistant & Phlebotomist:**  Tracey Gent (HCA)  Emma Attias (CC) | Phlebotomy, NHS Health Checks, Ambulatory BP, Smoking Cessation Advice, Health & Wellbeing Advice |
| **Advanced Nurse**  **Practitioner:**  Jirina Horinek  Cathy Furbank | For minor illnesses such as cold, flu, hay fever, thrush, diarrhoea  Specialising in Diabetes care |
| **Clinical Pharmacist**  **First Contact Physio** | For medication reviews & queries  For musculoskeletal problems |
| **Health Visitors** | For all under 5 needs contact  Health Visitor hub on 0300 123 7572 |
| **Midwives** | For antenatal care please register for Maternity Services on the West Herts Hospital website. A midwife will contact you and arrange a booking appointment. To contact the midwife, please call 01923 244 366 |