**SERVICES AVALIABLE TO REGISTERED PATIENTS**

**Opening Times**

Weekdays 8:00am – 6:30pm

**Extended Hours Appointments are offered:**

Thursday 18.30 – 20.00 GP / Nurse / HCA

Selected early morning – 07:30 am – 08:00 am appointments – GP / Nurse / HCA

**WHEN THE SURGERY IS CLOSED**

**NHS 111** will assess you, provide advice and direct you straight away to the local service that can help you best.

NHS 111 is available 24 hours a day, 7 days a week.

*Calls are Free.*

**Appointments**

Some consultations with a doctor will initially be carried out over the telephone. If the doctor decides the patient’s problem needs to be dealt with face to face the doctor will book them an appointment.

Same day and advance booking of appointments are available to patients – subject to availability

**Appointments for the doctor or nursing team can be booked on line www.patientaccess.co.uk**

House visits should be requested before 10:30am.

**Repeat Prescriptions**

Please ensure that you request your medication before running out. Please leave your request with reception or order online at **www.patientaccess.co.uk** For safety reasons we **DO NOT** accept telephone requests. Please allow 72 hours before collection. We can forward your prescription to you if you supply a stamped addressed envelope, or we can arrange for it to be sent to your **chosen Pharmacy by the electric prescribing service (EPS).**

**Test Results**

**For test results please call after 4pm weekdays.**

**Telephone Lines**

**Our telephone lines are very busy between 8am –** 10am each morning. If you have a routine enquiry please call after 10am.

**Parking** (Cars are parked at owners risk)

It may not always be possible to park at the surgery.

We therefore ask patients to leave plenty of time for their journey and to find parking. Where possible we recommend patients consider walking or cycling.

**Access for the disabled**

Our practice premises are designed to give easy access for disabled people.

|  |  |
| --- | --- |
| **Useful Contacts** |  |
| Health Advice - NHS |  111 |
| Heatherwood & Wexham Park Hospitals  | 03006145000 |
| King Edward VII Hospital  | 03002473000 |
| Upton Hospital & St Marks | 03002473000 |
| Healthy Minds  | 01865 901 600 |
| Wycombe General | 01494 526 161 |
| Sexual Health Clinic | 01753 63 5302 |
| Citizens Advice Bureau  | 0808 278 7893 |
| Relate | 0300 003 2324 |
| Samaritans | 116123 |
| Social Services (Amersham) | 01494 729 000 |
| Wexham Park – Blood Test Appts 08:00 am – 8:00 pm  | 0300 613 4117  |
| Bucks Carers | 0300 777 2722 |
| NSPCC  | 0808 800 5000 |
| Domestic Violence 24 hr | 0808 200 0247 |
| NHS Smoking Support – Well being Lifestyle  | 03001231044 |

**ICB – Integrated Care Board**

Buckinghamshire,

Oxfordshire, Berkshire West ICB

Sandford Gate
Sandy Lane West
Oxford OX4 6LB

01296 587220 – Buckinghamshire

[Contact Us | BOB ICB](https://www.bucksoxonberksw.icb.nhs.uk/contact-us/)

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**THREEWAYS SURGERY**

**PENNYLETS GREEN**

**STOKE POGES
SL2 4AZ**

**Tel: 01753 643445**

**Website:** [**www.threewayssurgery.co.uk**](http://www.threewayssurgery.co.uk)

**Email:** [**threeways.reception@nhs.net**](https://web.nhs.net/OWA/redir.aspx?SURL=K5wA9M7GlT4DeQqSpwRzroKkkvFKMszBfegqj7-4EYljQ9NW2CjTCG0AYQBpAGwAdABvADoAdABoAHIAZQBlAHcAYQB5AHMALgByAGUAYwBlAHAAdABpAG8AbgBAAG4AaABzAC4AbgBlAHQA&URL=mailto%3athreeways.reception%40nhs.net)

March 2023 v7

**MEET THE TEAM**

**Practice Manager** Louise Bzdek

**Doctors - Partners**

**Dr Rachel Pope** Reg London 1988

MBBS DCH DRCOG MRCGP

**Dr Cristina Agathangelou** Reg London 1999

MRCG DFFP DRCOG Trainer

**Salaried GP**

Dr Farah Gulfraz

Dr Swetha Kothari

Dr Ben Chisholme

Dr Bushra Butt – Locum GP

**Practice Nurse**

Susy Rodrigues-Wilson

Claire Williams

Heather Hughes

Matt Bray – Minor Illness (Tuesdays)

**Health Care Assistants**

**Beeches Health Visiting Team**

01296 567920

**District Nursing Team**

The team are located at Chalfont & Gerrards Cross

Hospital and can be contacted on 01494 426030.

**District Midwife**

The Midwife visits the surgery on a Wednesday morning each week for community care.

**WELCOME TO THREEWAYS SURGERY**

**Training Practice**

We are an approved training practice providing training for junior doctors to experience general

Practice. The doctors are here for 6 -12 months each year and are under the supervision of

Dr Agathangelou

**Our Services**

* Contraception Services
* Women’s Health
* Child health clinics
* Immunisation and travel advice.
* Diabetic, Asthma and Heart disease prevention clinics
* Phlebotomy (Blood tests)
* AAA Screening
* NHS Health check 40 – 74 year olds

**Medicals and Reports**

For insurance reports, driving, fitness to travel, letters etc, please speak to our reception staff for details and/ or to arrange an appointment. These are not part of General Medical Services and therefore incur a charge. The website has an up to date list of charges.

**Complaints / Suggestions / Feedback**

If you have a suggestion, wish to provide feedback or make a complaint about any aspect of our service, please let us know by writing to the Practice Manager.

Full details of our complaints procedure are available in the surgery or the surgery website.

**Data Protection ( GPDR )**

Under the Data Protection Act we require a patient’s written permission before we can discuss their care or treatment with family members, guardians, carers or friends. This also applies to patients aged 12-16.

**INFORMATION**

**Clinical Standards of Care – Patients Charter**

As a patient you have the right to receive a safe high standard of medical care and to be treated with dignity and respect. Our practice staff are here to help to look after your medical needs and are trained to be aware of vulnerable patients and those with special needs. Please treat our staff with the same courtesy and respect you would expect to receive from them. If you wish to speak to the receptionist please ask to see them privately.

Chaperones are available to any patient when seeing a doctor or nurse.

 **Care Data**

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care. You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns please speak to our reception team. Further information is available on the surgery website.

**Patient Participation Group**

Patients are welcome to join the group to help in developing and providing feedback to the practice and CCG in future services and developments for the local area.

Further information is available on the surgery website.

**Medical Records**

Our staff are trained in accordance with the Data Protection Act and all the staff contracts include a clause that any breaches of confidentiality may result in dismissal. You have the right to request access to your full medical records. A standard fee is chargeable for copies of your records. All requests must be put in writing to the practice.

Please make sure you advise the surgery of any address or telephone number changes as soon as possible.