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Contact Details

Brill Surgery	Tel: 01844 238284
22 Thame Road	Fax: 01844 238568
Brill HP18 9SA	
Chinnor Surgery	Tel: 01844 351230
5 Station Road	Fax: 01844 354328
Chinnor OX39 4PX	
Long Crendon Surgery	Tel: 01844 208228
High Street	Fax: 01844 201906
Long Crendon HP18 9AF	
Princes Risborough Surgery	Tel: 01844 344281
Wades Field	Fax: 01844 274719
Stratton Road	
Princes Risborough HP27 9AX	
Thame Health Centre	Tel: 01844 212553
East Street	Fax: 01844 260243
Thame OX9 3JZ	

Useful telephone numbers

Evenings and weekends

For urgent advice and treatment when our practice is closed, either call your usual surgery and your call will be redirected or call NHS 111 on 111

Emergency dental care

For dental emergencies if you are not registered with a dentist, call 01296 489761 (in hours) or 0845 6020703 out of hours.

District Nurses	01844 210868
Health Visitors	01844 212353
Health Visitors (for Risborough patients)	01844 346803
John Radcliffe Hospital	01865 741166
Stoke Mandeville Hospital	01296 315000
Family Planning Clinic	0844 2252408
GUM clinic (Aylesbury)	0844 2252407
GUM clinic (Oxford)	01865 231231

Pharmacies

Boots (East Street, Thame)	01844 218248
Boots (High Street, Thame)	01844 213882
Lloyds (High Street, Princes Risborough)	01844 347095
Rowlands (Horns Lane, Princes Risborough)	01844 342282

For details of all primary care services in the area visit
www.aylesburyvaleccg.nhs.uk

AVCCG

First Floor, Aylesbury Vale District Council

The Gateway, Gatehouse Road, Aylesbury, Bucks, HP19 8FF
Tel: 01296 585900

GP weekly sessions

	Brill	Chinnor	Long Crendon	Princes Risborough	Thame
Monday am	Dr Logan Dr Furlonger	Dr Stamp Dr Mohapatra Dr Shah	Dr Broughton Dr Walker	Dr Mulholland Dr Thomas	Dr Thornton Dr Jones
Monday pm	Dr Logan	Dr Stamp Dr Mohapatra Dr Shah	Dr Broughton Dr Walker	Dr Mulholland Dr Thomas	Dr Thornton Dr Jones
Tuesday am	Dr Logan	Dr Stamp Dr Burkimsher	Dr Broughton Dr Walker	Dr Thomas Dr Rudin	Dr Weir Dr Kerstein
Tuesday pm	Dr Logan	CLOSED	Dr Broughton Dr Walker	Dr Thomas	Dr Kerstein Dr Stamp
Wednesday am	Dr Furlonger Dr Logan	Dr Mohapatra Dr Burkimsher	Dr Walker Dr Church	Dr Mulholland Dr Thomas	Dr Weir
Wednesday pm	Dr Furlonger Dr Logan	Dr Mohapatra Dr Burkimsher	CLOSED	CLOSED	Dr Weir Dr Kerstein
Thursday am	Dr Furlonger Dr Church	Dr Stamp Dr Burkimsher Dr Shah	Dr Broughton Dr Walker	Dr Thomas Dr Rudin	Dr Weir Dr Thornton Dr Jones
Thursday pm	CLOSED	Dr Stamp Dr Shah	Dr Walker	Dr Thomas	Dr Weir Dr Thornton Dr Jones
Friday am	Dr Logan Dr Furlonger	Dr Stamp Dr Mohapatra Dr Shah	Dr Broughton	Dr Mulholland	Dr Weir Dr Thornton
Friday pm	Dr Logan	Dr Mohapatra	Dr Broughton	Dr Mulholland	Dr Weir Dr Thornton

Welcome to Unity Health

Unity Health formed in October 2017 following the merger of two high-performing local practices, Trinity Health and Wellington House Practice. There are now five surgeries in the Practice in Brill, Chinnor, Long Crendon, Princes Risborough and Thame.

We offer a full general practice service and provide more specialist services for children, pregnant women and those with diabetes, asthma, heart disease and high blood pressure. We also offer a range of minor surgical procedures, coil fitting, contraception advice, travel advice and immunisations.

We offer in-house dispensing services at our Long Crendon and Brill Surgeries for eligible patients who use these surgeries.

At Unity Health, we aim to treat all our patients promptly, courteously and in complete confidence.

There are nine doctors in the partnership and one non-clinical Managing Partner.

If you require any of the information contained in this leaflet in a large print, please ask the receptionist.

Our Team — The Partners

Dr Thomas Broughton MB, BS, MRes, MRCGP

Tom graduated in 2011 from Norwich Medical School. He is a tutor for the University of Oxford and has a special interest in medical education and urgent care.

Dr Anna Furlonger MB,BS, DFFP, DRCOG, DCH, MRCGP

Qualified from the Royal Free Hospital in London in 1997 and enjoyed various hospital jobs in the South of England before moving to work at Stoke Mandeville Hospital, in various specialities for 3 years. Anna started working as a GP in Long Crendon in 2002. She enjoys her role as a 'generalist' but has a special interest in paediatrics and in women's health.

Dr Stuart Logan MB, ChB, MRCGP

Stuart has been a partner in the Practice since 1996. He graduated from the University of Glasgow in 1989. Clinically he has a particular interest in diabetes and dermatology. He performs minor surgical procedures and joint injections. He enjoys dealing with patients with long-term conditions where the issues and overlap are often complex.

Dr Swagatika Mohapatra MB, BS, MRCGP, DFRSH

Qualified in 1998, joined the Practice initially as a GP trainee and then in September 2011 as a salaried doctor, becoming a partner in 2014. Special interests in diabetes, female and reproductive health and palliative care.

Dr Michael Mulholland BSc, MB, ChB, DRCOG, MSc (Med Ed), FRCGP

Qualified in 1994 and joined the Practice in 1999. Special interests in psychological illness, health promotion and medical education. Michael is responsible for the training of GP registrars and as Associate GP Dean, for all GP training in Buckinghamshire. He is actively involved in the Royal College of GPs.

Complaints

The practice staff try their utmost to provide a sensitive, expert and personal service. However, If you wish to make a complaint about any aspect of our service, please ask the receptionist to give you details of our Practice Complaints Procedure. You may alternatively write or speak to the Practice Manager. In the majority of cases, concerns can be resolved quite easily. However, if you feel that we have not adequately dealt with the issues you have raised, the CCG operates a Patient Advice and Liaison Service (PALS), who can often help resolve problems. To speak to PALS, ring 0800 328 5640

Patient Participation Group

This group was formed to bring together patients, doctors, practice staff and local commissioners to discuss both practice and local needs within our communities. This has been extremely beneficial for both patients and practice staff in developing our service to meet the needs of all our patients. If you are interested in joining our patient participation group, or would like to know a bit more about it, please contact the Practice Manager.

Carers

The practice is committed to supporting carers. If you are looking after a relative or friend on a regular basis, please make this known when you visit the surgery, so that we can offer support and advice.

General Information

Confidentiality

Please be assured that any contact you have with the surgery will be treated as strictly confidential. All doctors, nurses and staff working in partnership with the NHS have a legal duty to maintain the highest level of confidentiality. If you wish to view your notes, please telephone the surgery and the receptionist will make the arrangements. We advise viewing medical records with a clinician so that they can explain any unfamiliar terminology. You can also request printed copies of your records, but please note that there is a charge for this service.

Specialist and hospital care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can usually then initiate the referral process electronically, although this system is not yet available for all services.

Aggression and violence

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behavior against any of our staff or patients. If a patient is violent or abusive, they will be warned that their behaviour is unacceptable. If they persist, they may be asked to leave the premises. We may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Suggestions and complaints

We welcome any suggestions for improvements in our practice. Please ask the receptionist for a suggestion form which is then forwarded to the Practice Manager for consideration. Any suggestions can also be posted in the suggestion box in each waiting room.

Our Team — The Partners

Dr Stephen Stamp *BM, BCh, MA*

Qualified in 1990 and joined the Practice in 1994, initially as a GP registrar and then in 1995 as a partner. Special interests in pharmacology, respiratory medicine and cardiovascular medicine.

Dr Mike Thomas *MB, ChB, MRCP, DRCOG*

Qualified in 2000 and joined the Practice in 2007. Special interests in general medicine and paediatrics.

Dr Martin Thornton *MB, ChB, BSc, MRCP, DRCOG, MD, MRCP*

Martin qualified in 1997 and has been a partner since 2009. Prior to that he trained as a surgeon mainly specialising in Ear Nose & Throat (ENT) surgery. His special interests are mainly ENT and respiratory problems but he is interested in all aspects of general practice.

Dr James Weir *MB, BS, BSc, DRCOG, DCH, DPM, MRCP*

James studied at the Royal Free Hospital in London, qualifying in 1997. James enjoys all aspects of General Practice with a particular interest in paediatrics, palliative care, cardiology, IT and education.

Mrs Lesley Munro-Faure

The Managing Partner, Lesley, is responsible for the management and innovative organisation of the Practice, aiming to provide an efficient and friendly service.

Our Team — Salaried Doctors

Dr Laura Burkimsher BMedSci, BMBS, DRCOG, MRCGP
Qualified in 2007 from Nottingham Medical School. Laura enjoys all aspects of general practice with a special interest in palliative care

Dr Henrietta Church MB, BS, DFFP, DRCOG, MRCGP
Henrietta qualified in 1999 and was previously a Partner at a GP practice in London for 8 years having moved to Buckinghamshire a few years ago. She is interested in all aspects of general practice.

Dr Olivia Jones BM, BS, BMedSci, MRCGP, DRCOG
Olivia qualified in 2007 at Nottingham University Medical School. GP training at St. George's Hospital. Special Interests in women's health and psychiatry.

Dr Amy Kerstein MB, CHB, MRCGP
Amy qualified in 2006 from Bristol Medical School. She has a special interest in women's health.

Dr Claire Rudin MB, BS, MRCGP, DCH, DRCOG
Claire Qualified in 1992 and joined the Practice in 2014 as a salaried GP. Special interests in paediatrics and palliative care.

Dr Jaini Shah MBChB, MRCGP
Jaini qualified in 2009 from Birmingham University. She has a special interest in palliative care and preventive medicine.

Dr Katrina Walker MBChB, BMSc, MRCGP
Katrina qualified in 2012 from Dundee University Medical School and completed her GP training in Bucks. She has interests in all areas of general practice, including medical education.

Locum Doctors

Occasionally, we may employ locum doctors to cover for one of our own GPs who is on holiday or study leave. A locum doctor is a qualified and experienced doctor who is fully conversant with the practice procedures and has access to the patient medical records.

Name/address changes

It is important to let us know of any change of name and/or address to ensure your records are up to date. If you leave the area, you will need to register with another doctor. We regularly review our patient lists to ensure patients are within the practice area. If you are living outside the area and need to register with an alternative GP, we will write and inform you of this, asking you to register with a GP in your new area.

Non NHS services

The Government's contract with GPs covers medical services to NHS patients, but not non - NHS work. GPs can charge patients for non -NHS work; examples include medical examinations for special purposes (eg. HGV, private insurance medicals), private certificates and private prescriptions. The receptionist can provide details of these costs. The practice is registered for VAT and certain services will incur VAT. Unless 24 hours notice is given of the cancellation of a booked medical, then the full fee will be charged.

Patients with particular needs

We aim to offer a welcoming environment for all our patients and do our best to assist those with special needs. All patient areas are fully accessible for wheelchairs. At Brill, Chinnor, Thame and Princes Risborough surgeries, we have dedicated parking spaces for cars displaying a disabled sticker. Parking immediately outside the Princes Risborough surgery is very limited and is therefore reserved for doctors and disabled patients only. There is however, a large public car park approximately two minutes' walk away. Long Crendon surgery does not have a car park.

At Chinnor and Princes Risborough we have a fixed induction loop in the reception area for the hard of hearing (works automatically when a hearing aid is turned to T setting) and a portable loop which can be taken into the consulting room. Please ask reception if you would like to use this.

General Information

Prescribing and dispensing

Long Crendon and Brill surgeries provide a dispensing service, which means that your medication will be prepared for you in the surgery. If you are prescribed medication when you see your doctor, this will be prepared for you to take away. In Chinnor, Princes Risborough and Thame, you will be given a prescription either in paper form to take to a pharmacy, or you can choose to have your prescription sent electronically to your nominated pharmacy. Please ask reception for details.

Repeat prescriptions

These are for medicines that you take regularly. If possible, please request 'online' via the Unity Health website or fax your prescription to the appropriate surgery. Alternatively, use the repeat prescription slip provided to re-order; this can be placed in the repeat prescription box at the surgery or can be posted to us. For safety reasons, we cannot accept repeat prescriptions requests over the phone.

We can arrange for your prescription to be delivered directly to a local chemist. Please ask reception for further details. **Your prescription will be available for collection within 48 working hours' notice of ordering (72 hours if to be delivered to a chemist)**. We do, however, need to regularly review patients who are on repeat medication. If the need for a medication review is noted on your prescription, please make an appointment with a GP. If a medication review is not carried out,

Test results

The practice will contact you by phone or letter if any of your results require further action. If asked by the clinician to telephone for results, we would ask you to do so after 3.00 pm. The practice is unable to provide test results by telephone at any other time. Results can take up to a week to come back to the surgery.

General Practice Registrars

The Practice is involved in the advanced training of qualified doctors. This requires the Practice to be assessed regularly to ensure the care we provide is of the highest standard and also ensures that all our GPs are committed to their own on-going development and learning. We usually have registrars with us, who are fully qualified doctors who have spent at least five years working in a hospital environment before joining us to gain experience in General Practice. The registrar may sit in on consultations and will, gradually, see patients on their own under the supervision of one of our GPs. These consultations may be videoed for training purposes only. These consultations are a key part of training new GPs, but you may always request to see the GP alone.

Medical Students

We occasionally have medical students attached to the Practice. You will be informed if this applies to your consultation and will have the option to ask the student to leave.

Practice Nurses and Health Care Assistants

Practice nurses and health care assistants are available for consultation at all 5 surgeries. They provide a range of services:

- Dressings
- Treatment of leg ulcers
- Blood tests, ECGs and investigations
- Travel advice and vaccinations
- Cervical smears
- Contraceptive checks and assisting with the fitting of IUCDs
- Minor illness
- Management of long term conditions including diabetes, asthma, chronic heart disease and COPD
- Other referrals from doctors

Appointments are booked through reception

Nurse Practitioner

Emergency, on the day advice, or treatment for an urgent medical problem is provided by our nurse practitioners in the Urgent Care Clinics which run from Monday to Friday. Either telephone or face to face consultations are available, depending on the severity of the problem.

Community Team

We work closely with all members of the community team. The District Nurses care for patients in their own homes and provide a range of services. **They can be contacted on 01844 210868.**

The Health Visitors give expert advice and support particularly for children and families. For Brill, Chinnor, Long Crendon and Thame please call **01844 212353**, For Princes Risborough call **01844 346803**.

The Community Midwives work closely with the doctors to care for mothers before and after the delivery of their baby. Appointments can be made via reception.

Our Team — Administration Team

Practice Manager

Our Practice Manager, Mrs Stephanie Service is available to help you and to discuss any comments or suggestions you may have. You can write to her at our Brill Surgery or telephone her on 01844 239733

Reception and Dispensing Staff

Our receptionists have extensive knowledge of the facilities and services in the practice. If you are unsure of anything, please ask and if you wish to speak in private, please say so. They will be pleased to assist with all appointments, requests for home visits, registering new patients, answering queries and helping you with non-medical aspects of your care.

Our dispensers at Long Crendon and Brill, prepare your medication and are available for related enquiries.

Services

Minor surgery/ joint injections

The doctors carry out a range of minor surgical procedures and will advise you when this is appropriate.

Asthma care

Asthma checks are carried out by the practice nurses to monitor your condition and provide you with advice.

Diabetic care

Diabetic checks are carried out by the practice nurses for assessment of all aspects of your diabetic care including blood sugar measurement, urine testing, blood pressure measurement, foot care and advice on diet and lifestyle.

Adult vaccinations

We recommend flu and pneumonia vaccinations as advised by the Department of Health and for patients who suffer from diabetes, asthma and other long term conditions. Please contact the surgery for advice.

Foreign travel vaccinations and advice

If you are due to travel abroad, please ask at reception for one of our travel information forms and leaflets, or download them from our website. You will need to book a travel appointment with the nurse at least 6 weeks before your trip. It is essential that the forms are completed and returned at least a week before your appointment. The nurse will assess your vaccination requirements, but we also advise you to have some prior awareness of travel health issues by visiting www.fitfortravel.nhs.uk or www.travelhealthpro.org.uk .

Chaperoning

For all examinations of an intimate nature carried out by the GP, we will often provide a chaperone. We usually have a trained chaperone available during surgery hours, but occasionally, if not available, you may be asked to return to the surgery at a time when a chaperone is available.

Services

We offer a wide range of services at our surgeries. A selection of these are detailed below:

New patient medicals

These are to check your height, weight, blood pressure, medical history and to discuss any concerns.

Ante-natal and post-natal care

Antenatal clinics are run by the midwives to monitor your health through pregnancy and the development of your unborn baby. Appointments for the antenatal clinic should be made through

Child health and vaccinations

Childhood vaccinations are advised and provided in line with current advice from the Department of Health.

Contraceptive service and family planning

Guidance about the range of contraceptive services is available in all the surgeries. Please call reception in the first instance, for initial advice. Emergency contraception is available from your doctor or pharmacist.

Breast screening

This is offered every three years to all women aged 50-64

Cervical smears

It is very important for all women within the age range advised by the Department of Health to have a regular cervical smear test for which they will receive a recall letter. The practice nurse usually carries out the test.

Menopause and HRT

This is offered every three years to all women aged 50-64

Management of high blood pressure

How to register

If you would like to register with us, please contact the appropriate surgery (usually closest to your address) and take proof of identification and address. You will be asked to fill in a registration form. You can download a copy of the 'New Patient Details' form from our website. We request that you make an appointment for a simple health check with one of the practice nurses. You will be registered with the practice and are welcome to make appointments with any doctor of your choice.

Change of personal details

It is important that you inform the reception staff of any change in your name, address or telephone number (particularly mobile numbers). Failure to do this may cause serious delay and confusion should we need to contact you.

Website

Our website www.unity-health.co.uk provides detailed information about our practice and the services we offer. You can order repeat prescriptions and book GP appointments on the site. We are continuing to develop and expand the website to include downloadable forms along with useful information on medical problems ranging from minor illness to more complex conditions. The website is available for all to view, but should you wish to make appointments or order medication, you will need to register with us to obtain a password. Please ask reception for details.

Temporary patients

If you have friends or relatives visiting who need a doctor and who are normally resident in the UK, we would be pleased to accept them as a temporary resident. Please tell the receptionist they are a temporary resident so they can arrange for them to complete the appropriate form. Anyone who is legally resident in the area for greater than 6 months is entitled to be registered with a GP in the area.

How to see your doctor

The doctors see patients by appointment, which can be arranged by calling at our reception, by phone or online.

You are registered with the practice rather than an individual doctor and are able to see any doctor in the practice. We aim to offer you an appointment with minimum delay, but emergencies will always be seen on the same day. We offer a combination of appointments that can be booked in advance and ones that can be booked following discussion with the GP. During this call, you will decide together the best course of action. If the GP decides that you need to be seen, then they will make an appointment for you. If you cannot attend the appointment, please telephone the reception to cancel so that the appointment can be offered to another person.

Surgery hours

All surgeries are open from 8.30 am until 6.00 pm.

The Chinnor Surgery is closed for the afternoon on Tuesdays at 1.00 pm, Princes Risborough and Long Crendon close at 1.00 pm on Wednesdays and Brill Surgery closes at 1.00 pm on Thursdays.

Late Surgery Times

Each week, we have a number of pre-bookable appointments available outside the core working hours as follows:

- At Princes Risborough and Chinnor between 6:30pm and 7:50pm. The day on which we hold these extended hours alternates each week between Tuesday, Wednesday and Thursday and the surgery alternates between Princes Risborough and Chinnor.
- At Brill and Thame between 6.30 pm and 7.30 pm on alternate weeks and at Long Crendon every Saturday morning between 8.30 am and 10.15 am.

Home Visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the surgery if at all possible. However, we will visit you at home if your condition means that you are unable to attend. Please ring before 10.30 am to request a visit and let the receptionist know if you feel it is urgent.

Out of hours emergencies

The GPs are responsible for their patients between the hours of 8.00 am and 6.30 pm. Outside of these hours, an out of hours service provider is commissioned to provide this care. When the surgery is closed at lunchtime, please call the normal surgery number and you will be told how to contact the practice duty doctor.

If you have a medical emergency before 8.00 am, after 6.30 pm or on a weekend or bank holiday, please call the NHS 111 Service on 111 for advice. Between 8.00 am and 8.30 am and 6.00 pm and 6.30 pm on week days, please call 0300 033 9888. If you call the surgery out of hours, you will hear an answerphone message which also gives you the out of hours numbers.

Telephone calls

A telephone call to the doctor or nurse can often resolve an issue and save you a visit to the surgery. Please call the receptionist who will arrange for a doctor or nurse to call you back. This will usually be at the end of either morning or afternoon surgery.

Staff training

Once a month, the surgeries will be closed for the afternoon for essential staff training. Advance notices will be displayed and we apologise for any inconvenience this may cause.