

# Welcome to Cauldwell Medical Centre

Everything you need to  
know about our services



# How to Contact Cauldwell Medical Centre

## **Cauldwell Medical Centre**

Bedford Hospital NHS Trust  
Cauldwell Centre  
Amphill Road  
Bedford  
MK42 9DJ

**Tel: 01234 673 710**

**Website:**

[www.cauldwellmedicalcentre.com](http://www.cauldwellmedicalcentre.com)

## **Our opening hours are:**

Monday, Tuesday, Thursday and Friday:  
08:00 - 18:30; Wednesday: 08:00 - 20:30  
(Extended hours); Saturday and Sunday:  
Closed

## **You can request a home visit by**

Requests are made by telephone before  
11:00 am, Monday to Friday.

## **Accessibility**

Our practice is suitable for access by our  
patients, carers, and families who are  
disabled.

## **If you need help outside of the practice open hours**

If calling after 18:30, patients will be transferred to 111  
without having to redial.

For all life-threatening emergencies call 999.

## **Our Primary Care Network**

We belong to the East Bedford Primary Care Network.

## **Services provided to patients by our Primary Care Network Team**

- Paramedics for home visits
- Care Home and Care Coordinators
- Learning Disability Coordinators
- First Physio Contacts
- Pharmacy Technicians
- Health and Wellbeing
- Mental Health OT
- Social Prescribers



# Cauldwell Medical Centre Team

## Our GP Team

Dr Margaret Kalilani-Themuka – Lead GP

Dr Shivani Jaiswal - Salaried GP

Dr Aisha Asmat – Salaried GP

Dr Patricia Ige – Long Term Bank GP

Dr Arjun Gaur, Long Term Locum GP

## Our Nursing and Allied Health Professions (AHP) Team

Carrie Halsey-Fage – Lead Nurse

Christina Guevara – Lead Advanced Clinical Practitioner

Jennifer Santos – Advanced Nurse Practitioner

Nana Osei - Practice Nurse

Jane Gamiao - Practice Nurse

Adeola Ogun – Practice Nurse

Gincy Jane – Practice Nurse

Nita Cable - Healthcare Assistant

## Our Pharmacy Team

Gogo Abbey, Clinical Pharmacist

Maria Macdonald, Pharmacy Technician

## Community Midwife Team

The centre has 3 community midwives

## Our Practice Management Team

Anita Green - Practice Manager

## Our Administration Team

Diane Silvester – Patient Coordinator

Emily Letheren – Patient Coordinator

Caroline Gibson-Allen – Patient Coordinator

Deborah McFarlane – Patient Coordinator

Diane Silvester – Patient Coordinator

Lisa Ziccardi – Patient Coordinator

Manjit Christie - Patient Records Co-Ordinator

Rumina Begum - Patient Records Co-Ordinator

Gemma Altenback - Patient Records Co-Ordinator

## Online appointments and prescription requests

Please contact reception to register for this service.

For more information visit our website.

## Consultations we offer

Face to Face, Video, telephone and e-consultation.

## Request a home visit

This is at clinician discretion and other options are available besides the clinician performing the visit.

Please call the practice before 11:00 to arrange a visit.

# About Us

East London NHS Foundation Trust (ELFT) has been providing GP services to the practice as of April 1, 2020.

We have expanded to accommodate the increasing number of patients and their needs. We take pride in our reputation for delivering outstanding healthcare. Our team is composed of doctors, nurses, paramedics, pharmacists, receptionists, ANPs, administrative and domestic staff, all working together to give you the best primary health care. We currently have over 9,000 registered patients.

The practice is affiliated with Bedford, Luton and Milton Keynes (BLMK) Clinical Commissioning Group, which is responsible for planning and providing healthcare services in the area, effective July 1, 2022. We maintain positive relationships with local hospitals, community health practitioners, social services, pharmacies, voluntary groups, and local authorities, providing patients with access to many other services and organizations through the surgery.

# Our Practice

## How to register as a patient with us

Please complete the registration form online including the full GMS1 form on our website.

If you don't have access to the website you can collect the GMS1 form in person at our practice.

## Registrations at our practice are accepted from people residing in the following areas:

Bedford, Biddenham, Castle, Cauldwell, Deparys, Kempston, Kingsbrook, Harpur, Newnham, Putnoe, and Queens Park.

## Our practice priorities for 2023

- To meet all national screening targets and ensure our patients have all the prevention possible
- To meet national immunisation and vaccination targets especially for children
- To improve our telephone system and therefore experience for patients
- To keep asking our patients what improvements they would like to see and
- Undertake more quality improvement work



# Frequently Asked Questions (FAQs)

## **Can patients express a preference of practitioner?**

Patients are welcome to express a preference to see a particular practitioner and can make this known when they book an appointment. Because of any leave requirements or current high patient demand of that practitioner you may need to wait a little longer for your appointment.

## **Am I registered with a particular doctor?**

Since the national change in doctors contracts in 2004 doctors no longer have personal lists. Patients are registered with the surgery and not with individual doctors.

This means that you can choose from any of the doctors at the practice. You can also see the same doctor, bearing in mind their availability will be affected by their popularity, their full-time/part-time status, and their study/annual leave.

## **Do you have any female clinicians?**

Yes, we have female GPs, ANPs and nurses.

## **How do I get access to my medical records?**

If you would like access to your medical record please contact us to sign up for online services.

## **How do I obtain my test results?**

We recommend that patients contact the surgery after 11 am, two working days after blood tests, three working days after urine tests and X-rays, and 5-10 working days after other imaging to see if any action is required.

Results will be reviewed by a GP and comments will be added. Due to the high number of results, we rely upon patients to contact us to see if their results require further action. Please ring the surgery and select Option 2. Receptionists are not qualified to discuss your test results with you but they can tell you if the results are back and pass on any comments the doctors have made.

You are able to see your results online once they have been viewed by the doctor. If you wish to do so, please request 'full medical records access' via online services or the receptionist and we will enable this for you. You can also view this via the NHS app.

**We are unable to give test results to anyone other than the patient, except by prior arrangement.**

## **I'm not comfortable telling the receptionist what is wrong, do I have to?**

All patient information is private and confidential. We kindly ask that you provide the receptionist with a brief description/reason for contacting us so that they can direct you to the right clinician.

## **What if I am late for my appointment?**

We realise that there will be times you may be late for your appointment. We will do our very best to accommodate you, but we may ask you to wait until you are seen and at times you may be asked to rebook your appointment.

## **I need to cancel my appointment what do I do?**

If you can't keep your appointment, please let us know as soon as possible. This will enable us to offer the appointment to another patient. You can cancel appointments either online or by calling reception.

We cannot stress enough the importance of cancelling your appointment if you are unable to attend. An average of 400 appointments are missed each month.

## **Can I have a chaperone?**

Yes, of course, please request this either at the time of booking the appointment or on arrival at the practice.

## **How do I obtain prescriptions or repeat prescriptions?**

SystmOnline, via email, via the website or in-person.

## **Can I have two months prescription at a time?**

We can prescribe two months worth of medication at a time, however, at the clinicians' discretion. E-repeat dispensing is available for those who meet the criteria.

## **How many working days does it take to get a repeat prescription?**

72hrs/ 3 working days. We handle a huge volume of repeat prescriptions every day.

Each patient's records need to be checked against the request for medication. The prescription needs to be checked and double-checked to ensure the right medication and dose are prescribed.

Some patients can have 10 or more items on their request. All prescription requests are checked and must be authorised and signed by a doctor.

# Meeting Your Needs at Our Medical Centre

Our practice is suitable for access by our patients, carers, and families who are disabled.

## Our offer for carers

- Priority vaccines such as Flu, Shingles, and Pneumococcal.

## Our offer at Cauldwell Medical Centre for Older People

- Weekly Care Home Ward Rounds with a named GP

## Our offer for people with long term conditions

- Proactive chronic disease management
- Care planning
- Improving links with local services.
- Clinical pharmacist
- PPG – In the process of encouraging pts to register for PPG
- Recall lists
- Signposting pts for further information about conditions

## Our offer at Cauldwell Medical Centre for families, children, and young people

- Family planning appointments
- Antenatal and postnatal care
- New baby registrations
- 8-week checks and baby immunisations
- Support and management to families who have overweight children
- review of child protection issues in clinical and general meetings
- Adult safeguarding reviewed at MDT's
- Cervical Screening

## Our offer at Cauldwell Medical Centre for working-age people (including those recently retired and students)

- Offer extended hours
- Telephone/video consultations
- Can book and manage prescriptions & appointments online
- SMS/Email communications
- Self-referrals for a number of different services

## Other services we offer

- Family Planning and Sexual Health Clinics
- Baby Immunisations
- Extended hours during the weekdays





### Free Health Check

If you are between the ages of 40 and 74 and have not been previously diagnosed with a vascular disease such as heart disease, stroke, diabetes, or kidney disease, please call Cauldwell Medical Centre at 01234 673 710 to schedule an appointment. These checks are conducted every 5 years, and invitations will be sent to eligible patients.

### Long Term Conditions

Long-term conditions, such as respiratory or cardiac issues and high blood pressure, are common among patients. These conditions can be effectively managed through proper treatment, guidance, and education. The practice has a dedicated team of nurses who provide clinic appointments for managing these conditions. Our nurses collaborate closely with our doctors to ensure optimal care. Attending a clinic gives patients the chance to expand their understanding of their condition and have their symptoms closely monitored.

### Respiratory Conditions

If you have Asthma or COPD (chronic obstructive pulmonary disease), you will be able to discuss your concerns and aspects of your condition with an appropriate clinician. This will assist you in managing your symptoms effectively. We provide guidance on lifestyle changes, expert information on medications and devices, and the latest clinical guidance and treatments. Additionally, you may be asked to undergo a lung function test (spirometry) to assess the severity of your condition and aid in developing the best treatment plan.

### Diabetes

Our knowledgeable nursing team is committed to supporting you in managing your condition, with the goal of preventing any complications from arising. You will be provided with the most recent guidance and clinical treatment options. We will request that you have blood tests taken, and your feet will be examined by a Healthcare Assistant or Nurse, who will also schedule a follow-up appointment for you. Any other necessary tests will be discussed during your appointment. For more information, visit [www.diabetes.org.uk](http://www.diabetes.org.uk).

### Heart Conditions

You will be invited to attend a clinic with one of our medical team.

For more information visit [www.bhf.org.uk](http://www.bhf.org.uk)

### Hypertension or High Blood Pressure

Uncontrolled high blood pressure can lead to more serious conditions such as stroke and heart attack. Thus, it is very important that patients are seen in the order that their condition is monitored regularly.

To prevent complications. You will be invited for regular screenings.

These sessions are by appointment only. You will still need to come in person to book an appointment. Please ask at reception for further information.



# Hearing your views, suggestions, comments, and complaints about our services

## How do I complain informally?

In writing, verbally to the reception team, by calling the practice or by asking to speak with a member of the practice management team.

## How to leave feedback

You can make a complaint if you are a service user, carer, or relative, or if you have been affected or are likely to be affected by something the Trust has done or should have done. Complaints should be made within a year of the events concerned, or the date when you first became aware of the problem. If your complaint dates back further than this and there were good reasons why you were not able to complain before, please contact us and we will let you know if we can still help you.

Please complete our feedback form link:  
[www.cauldwellmedicalcentre.com/triage/feedback-complaints](http://www.cauldwellmedicalcentre.com/triage/feedback-complaints)

## Postal address

The Complaints Manager  
FREEPOST RTXT-HJLG-XEBE  
Complaints Department  
Governance and Risk Management  
East London NHS Foundation Trust  
1st Floor, health E1  
9 - 11 Brick Lane  
London E1 6PU

## Consent

If you are contacting us on behalf of a relative or friend, we may need to obtain their consent to carry out an investigation. This is due to patient confidentiality. Please contact the Practice for further information.

## Zero tolerance

The NHS operates a zero-tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients, and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation, we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.





# Patient Participation Group

## Who we are

The Patient Participation Group (PPG) is an important element of a GP practice. It allows patients to have a voice in the planning, delivery, and evaluation of the practice's services. This group is made up of patients who volunteer to provide feedback, suggestions, and ideas on how to improve the practice. The PPG is an opportunity for patients to have a direct impact on the care they receive and the services provided. The group also acts as a liaison between patients and the practice, helping to communicate important information and updates about the practice. PPGs can also help in the promotion of the practice services, raise awareness of health issues, and support the practice in the recruitment of new patients. Overall, the PPG is an essential tool that allows GP practices to better understand and meet the needs of their patients, ensuring that they receive the best possible care.

## What we do

Our PPG meets every six weeks and is attended by a partner and/or the Practice Manager. The group discusses issues that have caused concern or success for patients, and works with the Practice to identify priorities and propose improvements or changes. The PPG also collects feedback and conducts surveys to gather patients' opinions and feelings and the results of surveys are published on the website. The PPG is not responsible for handling individual complaints.

## Why we do it

The purpose of the PPG at Cauldwell Medical Centre is to create a connection between patients and the practice, with the goal of enhancing existing services and developing new ones that meet the needs of patients. By working together, the PPG and the practice can help to make Cauldwell Medical Centre a unique and effective healthcare provider.

## PPG Meeting Dates

Please see our website for future meeting dates.

## Are you interested in becoming a part of our Patient Participation Group (PPG)?

Visit our website at [www.cauldwellmedicalcentre.com/patient-participation-group-at-cauldwell-medical-centre](http://www.cauldwellmedicalcentre.com/patient-participation-group-at-cauldwell-medical-centre) for more information. You can also join by speaking to a staff member at the practice, who will direct you to our PPG Lead.





### **'You Said, We Did'**

After the release of our monthly patient experience report, we review it with the Patient Participation Group (PPG) and share our action plan, in the form of "You Said, We Did," in the waiting rooms and through our communications channels.

### **Friends and Family test**

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of our patients and staff helps identify what is working well, what can be improved and how.

To complete our FFT survey please visit [www.cauldwellmedicalcentre.com/nhs-friends-and-family-test](http://www.cauldwellmedicalcentre.com/nhs-friends-and-family-test)

### **Patient experience survey**

Patient experience is a regular collection of information about your experience at the Cauldwell Medical Centre and the development of the actions in the response to the feedback we receive. You can submit your feedback using the details below: [www.cauldwellmedicalcentre.com/triage/feedback-complaints](http://www.cauldwellmedicalcentre.com/triage/feedback-complaints)

### **National GP patient survey**

Every year, between January and March, a national patient survey is conducted externally and the results are published in July. If you receive a survey, we would greatly appreciate your feedback on how you believe our practice is performing.

Completing a national patient survey is very important:

- It allows patients to provide feedback and share their experiences with the practice, highlighting areas of satisfaction and areas that need improvement.
- The survey results can be used by the practice to identify areas that need improvement and make changes to better meet the needs of patients.
- By completing the survey, patients can help the practice to better understand their needs and expectations, which can lead to a better patient experience.
- The survey results can also be used by external healthcare organizations to evaluate the performance of the practice and make comparisons with other practices.
- The survey results also allow patients to compare the practice with other practices and make an informed decision about their healthcare provider.
- Overall, the survey results help to ensure that the practice is providing the best possible care for its patients.





## Contact us

Tel: 01234 673 710

Website: [www.cauldwellmedicalcentre.com](http://www.cauldwellmedicalcentre.com)

For more information on the full range of services ELFT provides, please visit the Trust website at [www.elft.nhs.uk](http://www.elft.nhs.uk)

In the case of a contract with a partnership —  
(a) whether or not it is a limited partnership;  
(b) the names of all the partners and, in the  
case of a limited partnership, their status as a  
general or limited partner.

East London NHS Foundation Trust.



We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.

**We care . We respect . We are inclusive**