

## Introduction

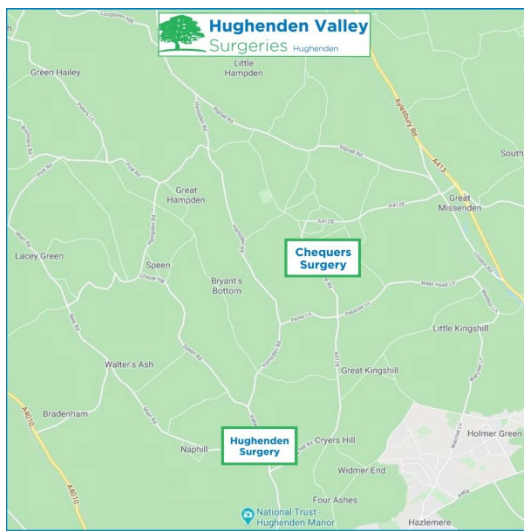
The Practice provides a full range general medical services including: maternity, family planning, cytology, Child health surveillance, immunisation, and health checks

Patient Advice and Liaison Services (PALS)  
Telephone: 0800 328 5640

Hughenden Valley Surgeries are covered by :-  
Chiltern Clinical Commissioning Group (CCG)  
Ground Floor, Chiltern District Council Offices  
King George V Road, Amersham,  
Buckinghamshire , HP6 5AW

## Registering

Before making an appointment you must be registered with the practice. When registering please provide 2 proofs of address.



## GP Training Practice

The practice has specific approval to train doctors, who are registered with the General Medical Council and undertaking their general training in preparation for training as specialists including becoming general practitioners.

Further information about training in this practice is available from the receptionist.

## Doctors

### PRESTWOOD Surgery

**Dr M J Mitchell (F)** MBBS, MRCP, DCH.

**Dr S J Wilson (M)** MBBS, DRCOG, MRCGP.

**Dr Shaheen Jinah (f)** BSC MRCGP, DRCOG, DCH  
DFFP

**Dr Sarah Avery (f)**

### HUGHENDEN Surgery

**Dr S L Cottam (F)** BSC (Hons), MBChB, DRCOG, MRCGP

**Dr P J Sutcliffe (F)** MBBS, DGM, DRCOG, MRCGP.

**Dr A J Gallagher (M)** MBBS Dip-Law MRCGP

**Dr Rita De (f)** MBCh, DRCOG, MRCGP, DPM

**Dr Rachel Amess (f)**

**Dr Alexander Robinson (m)**

## Nurses

**Lynne Bradshaw**

**Fran Goss**

**Emma Laubser**

**Paula Rock**

**Noreen Khan** (health care assistant)

## Practice Manager

**Mr Jeremy Pinner**

Is the Practice Manager responsible for administration of the practice. He will be pleased to hear patient's comments and suggestions on the service offered by the practice.

## Reception Staff

Reception Staff will be pleased to help you by offering help and advice with any of your questions.

It is a legal requirement that confidentiality of patient records is maintained at the highest standard by our staff.

## Appointments

Routine consultations with a member of the clinical team are made by calling the surgery to make an appointment. More urgent cases will be seen the same day, otherwise you will be offered the first available appointment.

IF YOU CANNOT KEEP AN APPOINTMENT, PLEASE INFORM US AS SOON AS POSSIBLE.

## TELEPHONE CALLS

Our lines are open from 8.00 am to 1.00 pm and from 2.00 pm to 6.00 pm, but are very busy, especially in the morning. To find out test results, please ring between 3.30 pm and 5.00 pm.

## SURGERY OPENING TIMES

Monday to Friday - 8.00am to 6.30pm

Extended evening appointments on selected days are now available. Please contact your usual surgery for details.

## Dispensary

Both Practices are able to dispense your prescription if you live more than a mile from your nearest chemist or have special dispensation and are open from 08:00 - 18:00 Monday - Friday.



## HOME VISITS

Requests are triaged by the GP's please try to phone the surgery before 10am.

## REPEAT PRESCRIPTIONS

If you are taking regular medication your doctor will usually issue you with a computerised repeat prescription. This should be brought to the surgery or sent with a SAE, allowing 3 WORKING DAYS for the prescription to be issued. Prescriptions can also be ordered online- please ask the receptionist for details.

**WE CANNOT TAKE REQUESTS FOR REPEAT PRESCRIPTIONS OVER THE TELEPHONE.**

## EXPECTATION OF PATIENTS

- Arrive for your appointment on time.
- Let us know as soon as possible if you are unable to attend for an appointment; other patients may appreciate being able to take the 'slot'.
- Avoid telephoning the Surgery during the busy morning sessions for test results and for less urgent matters such as routine check-ups.
- Be sure to notify us promptly of any changes of name, address or telephone number.
- Treat staff with courtesy and patience – this is particularly important when the surgery is very busy and they are trying to meet many varied demands.
- Violence, rudeness and verbal abuse towards staff, totally unacceptable and will not be tolerated.

If you are dissatisfied with the service you have received please ask about our complaints procedure.

## Where are we Hughenden Valley Surgery



Valley Road, Hughenden, High Wycombe  
BUCKS. HP14 4LG

Telephone: 01494 562189  
Disabled parking, level access, ground floor  
consulting rooms, W.C  
Pharmacy & Pharmacy shop

## Prestwood Surgery



The Chequers Surgery  
1-3 Chequers Drive  
Prestwood

Great Missenden  
BUCKS. HP16 9DU  
Telephone: 01494 863899  
Ramp to entrance, ground floor  
consulting rooms, W.C

# Practice Leaflet

**Welcome to our Practice**

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