



WENDOVER HEALTH CENTRE BASIC PRACTICE INFORMATION

Wendover Health Centre, along with Aston Clinton Surgery and Bedgrove Surgery, is part of the Westongrove Partnership. All patients are registered with Westongrove Partnership and are allocated a named GP usually at the site nearest their home address. Each site will have an internal boundary in which the GPs are based

Opening Times:

Monday : 8am - 6.30pm	Tuesday : 8am - 8.00pm
Wednesday : 8am- 6.30pm	Thursday : 8.00am - 6.30pm
Friday : 8am - 6.30pm	Saturday : 8.00am-12.00pm

The Team:

Our team is made up of both clinical and non-clinical staff who all work together to encourage wellbeing in our patients by providing the highest standard of health care.

The Doctors:

The Doctor team is made up of Partners, Salaried GPs and GP Registrars. Saturday morning surgeries are worked on a rota basis and covered by all Westongrove GPs, nurses and physiotherapists.

The Nurses:

Our multi-skilled nursing team work across all three sites to provide a range of services to our patients. When you ask for an appointment our receptionists will ask you for some brief details, we are not being nosy, it is just so that we can ensure that you see the person with the right skills and experience as soon as possible.

The Paramedics

Our team of paramedics work alongside our GPs and Nurses to provide an Urgent Care Service, go on home visits to housebound patients and support the GP team in looking after residents in Care Homes

First Contact Physiotherapists

Our team of physios provide both telephone and face to face appointments for patients who are experiencing new onset of musculoskeletal pain. It is not suitable to see our physiotherapists if your pain is ongoing.

The Clinical Support Team

This team includes Social Prescribers who can support patients with a variety of non medical issues, we have a Health and Well Being Coach who can help you to lose weight and support you in becoming more active. Our Pharmacist team help the doctors in ensuring that any changes to medication that the hospital makes is reflected on the patient GP records.

The Admin Support Team:

We have a team of receptionists, care co-ordinators and a centralised admin team (CAT team) who are here to help you.

Westongrove Recall:

The team are based at Aston Clinton Surgery and manage the Healthcheck programme for all of our patients who have long-term conditions such as Asthma, Diabetes and Heart Disease. They can be contacted on 01296 633512, 01296 633514 & 01296 633524

The Attached Team:

We have a Midwife, District Nurse team, Health Visitor Team, Podiatry Service and a private Osteopath. These are not employed by Westongrove but we allow our premises to be used by them to see patients

Appointments:

We offer both routine face to face consultations and routine telephone appointments. The length of a usual appointment is 12 minutes -these are usually available within a 4 week timeframe. There may be occasions when you need a double appointment, and the reception team can arrange this for you. For more information on our appointment system, please see the 'How to Book an Appointment' leaflet.

If you need an Urgent Appointment we advise patients to use the ASK FIRST APP in the first instance. The App can give medical advice and if required can book you a telephone contact with a clinician within the timeframe for your condition- please note the App is only for patients with new acute problems. If you cannot use the App please call your practice to make an initial telephone appointment with the Urgent Care Team- these appointments are capped each morning and each afternoon and we ask patients to call at 8am and 2pm.

Please be aware that you may be offered appointments with different GPs at a different site according to your individual need.

Repeat Prescriptions:

Please see the 'How to Order Your Repeat Prescription' leaflet

Compliments, Comments & Complaints:

Please see the 'How to make a Compliment, Comment or Complaint' leaflet

How to leaflets are available in surgery or are on our website, the address is www.westongrove.com. The website also contains links to health information and enables patients to book appointments and order repeat medication.

Useful Contact Details:

Wendover Health Centre
Aylesbury Road
Wendover, Bucks HP22 6LD

Tel: 01296 623452
Fax: 01296 621675
Email: wendover.surgery@nhs.net

NHS 111 provide out of hours medical care when the practice is closed. The telephone number is **111** or visit www.nhs.uk.