

# The De Parys Group



Enhanced Services Centre, 3 Kimbolton Road, Bedford.

Pemberley Surgery, Bedford.

Church Lane Surgery, Bedford.

Bromham Surgery, Bedford.

Tel: 01234 351431

Email: [thedeparysgroup@nhs.net](mailto:thedeparysgroup@nhs.net)

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

Facebook: The De Parys Group

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## Contact Details

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## Welcome

In July 2018 three local practices merged to form The De Parys Group (TDPG). TDPG currently operates across 4 sites. On 9<sup>th</sup> August 2024 De Parys Avenue ceased to operate as a surgery and as Phase 1 of the move to the Enhanced Services Centre (ESC), 3 Kimbolton Road, Bedford 12 clinical staff moved into the ESC, along with the Dispensary and the Pharmacy/Prescription staff.

At the start of phase 2 of the move 2 Goldington Road Surgery ceased to function as a clinical site, and in early November 2024 Pemberley Surgery will also close. Clinical staff will be relocated to the ESC and non-clinical staff will be relocated to the new De Parys Avenue Admin/Management Hub. Phase 2 will be concluded by early November 2024.

The clinical sites at Bromham and Church Lane will continue as usual.

## About us

TDPG delivers a range of primary care services across their clinical sites. These include routine GP, Health Visitor, Midwife, Minor Illness Nurse and Nurse appointments, alongside specialised clinics, and services in the following areas:

- ❑ Anticoagulation
- ❑ Asthma
- ❑ Blood Pressure
- ❑ Cardiovascular
- ❑ Cervical Smears
- ❑ Child Health & Immunisations (in conjunction with Health Visitor)
- ❑ Contraceptive Services
- ❑ Coronary Heart Disease
- ❑ Counselling (following a GP referral)

- ☐ Diabetes
- ☐ Homelessness
- ☐ Hypertension
- ☐ Learning Disability Annual Health Checks (14 and over)
- ☐ Maternity Services
- ☐ NHS Health Checks
- ☐ NHS Travel Vaccinations
- ☐ Phlebotomy
- ☐ Physiotherapy
- ☐ Respiratory
- ☐ Sexual Health
- ☐ Smoking Cessation
- ☐ Social Prescribing Service
- ☐ Vaccinations and Immunisations
- ☐ Ulcer management
- ☐ Wound Care

TDPG is fortunate enough to have dispensaries at the ESC and Bromham sites.

TDPG pride themselves on having the patients' needs at the heart of everything that we do. We are a highly regarded training site offering multi-disciplinary training with a strongly held commitment to the development of our staff. TDPG works closely with Bedford, Luton, and Milton Keynes Clinical Commissioning Group (BLMKCCG) and supporting training initiatives.

TDPG have a website that has been designed to make it easy for patients to gain instant access to the information they need (including opening hours and how to register), a Facebook Page to support the patients of TDPG access health and social care information in and around Bedford as well as national updates. Barcode posters have been placed in all surgery waiting rooms so that patients can gain access to both the Website and Facebook via their phone cameras, and the appointment cards have barcode access to the Website printed on them.

## North Bedford PCN

TDPG is also a unitary PCN. North Bedford PCN is a unitary network servicing a population of ca 40,000 patients across the sites of The De Parys Group in the Bedford area. A primary care network (PCN) brings general practices together to work at a scale to provide a wider range of services to patients and which enables integration with wider health and social care systems. Our PCN is aligned to 21 care homes within the Bedford Borough which include nursing homes, learning disability homes, mental health homes and dual registration homes. Our care homes account for approximately 380 of our patients.

TDPG primary medical services contract is with General Medical Services (GMS). This is a contract for providing services which is a nationally agreed contract between TDPG and NHS England for delivering general medical services to the community.

- Dr Asma Ali
- Dr Sayeed Ahmed MBChB
- Dr Asad Akram MBBS, MRCGP
- Dr Nazia Ali MBBS, MRCGP, DRCOG, DFSRH
- Dr Caroline Eeles BSc, MBBS, DFFP, MRCGP, PG Cert Med Ed
- Dr Harsh Kak MBBS, MRCGP
- Dr Farah Khatri MBChB, DFSRH, MRCGP
- Dr Vinita Manjure MBBS, LMRCGP, DFPRSH, FRCOG
- Dr Karuna Pallamreddy MBBS, MRCP, MRCGP
- Dr Vrinda Patil MBBS, MRCGP, FHEA, DRCOG, DFFP, PG Cert
- Dr Adeela Qasim MBBS, IMRCS, MRCGP
- Dr Maryam Tahmasebi MD

## Average pay for GPs

All GP Practices are required to declare the mean earnings (e.g. average pay) for GPs working to deliver NHS services to patients of each practice.

The average pay for GPs working in the De Parys Group in the last financial year was £90,630 before tax and national insurance. This is for 4.67 full time GPs and 10.91 part time GPs and 4.08 locum GPs who worked in the practice for more than six months.

## TDPG Team

TDPG team works together to deliver high quality primary care services, at scale, for our registered patients. We are passionate about the NHS and the essential role that primary care plays in the wider healthcare system. We have a strongly embedded team of GPs, Clinical Pharmacists, Pharmacy Technicians, Paramedics, Nurse Associates, Student Nurse Associates, Care Coordinators, Practice Nurses, Minor Illness Nurses, and an equally embedded team of non-clinical staff supporting.

- Salaried GPs
  - Dr Talar Amen MBBS MRCGP DFSRH
  - Dr Sukhmeet Singh-Grewal MBBS, MRCGP
  - Dr Azeem Arif MBBS, MRCGP, MSc
  - Dr Seyab Khajawal MBBS, MRCGP
  - Dr Ahmet Baysal MUDr, MRCGP, DFSEM(UK)
  - Dr Bina Mughal MBBS, DRCOG, MRGCP
  - Dr Varun Loomba MBBS, MRCGP
  - Dr Christina Hitchen
  - Dr Tuaha Saeed MBBS, MRCGP

- Dr Khaled Khattana
- Dr Ana Ivancheva
- Dr Gusa Hall
- ☒ Minor Illness Nurses
  - Jennifer Loughlin
  - Angel Nibu
  - Kamaljit Kaur ACP
- ☒ Practice Nurses
  - Ann-Marie Blaney RGN
  - Claire Daniels RGN
  - Julie Brown RGN
  - Marcia Tipling RGN
  - Jane Edwards RGN
  - Laura Cooper RGN (Clinical Education Lead)
  - Katie Scott RGN
- ☒ Nurse Associates
  - Zoe Coleman FdsC
  - Alison Stephens (Trainee)
  - Marta Sowa (Trainee)
- ☒ Health Care Assistants
  - Ternealia Mahomed
  - Emma Dixon-Kelly
  - Georgiana Acatrinei
- ☒ Clinical Pharmacists
  - Gemma Davies MRPharmS PgDip IP
  - Nareen Aquino
  - Maria Siddiq
- ☒ Pharmacy Technicians
  - Elizabeth Adesida
  - Mitch Wright
- ☒ Dispensary Manager
  - Louise Bowyer
- ☒ Prescription Clerks
  - Shellyann Bailey
  - Tracy Abbott
  - Maria Kulczycki
  - Kim Fay
  - Ruth Dhanda
  - Victoria Collins
  - Elisa Fallis
- ☒ Paramedic Practitioner
  - Lisa Crowther
  - Ian Greenwood
- ☒ Mental Health Worker
- ☒ Care Coordinators



- ☐ PACS Team
- ☐ Finance Support
- ☐ HR
- ☐ Administration
- ☐ Patient Feedback
- ☐ Clinical Rota Manager
- ☐ Facilities
- ☐ Digital Lead

## Senior Management Team

Managing Partner	Dr Asma Ali
Finance & Business Manager	Sam Harding
HR Manager	Genevieve Brown
Nursing Lead	Ann Marie Blaney
Gemma Davies	Clinical Pharmacy Manager
Executive & Communications Lead	Justine Nathan

## Mission Statement, Values and Objectives

Our vision and values are centred around ensuring we meet the needs of our population through patient centric approach and via multi professional teams for best outcomes.

- ☐ To provide the highest quality care and support, by offering clinical excellence with a multi-disciplinary approach.
- ☐ To continually improve services to patients and the local community.
- ☐ To provide dynamic, professional, and innovative healthcare services.
- ☐ To build a more efficient and resilient system of care.
- ☐ To have a highly skilled workforce.
- ☐ To become leaders in clinical training.
- ☐ To ensure patients are treated with compassion, respect, and dignity.
- ☐ To enable a positive experience with every contact.

Core values: -

- ☐ Care
- ☐ Respect
- ☐ Integrity
- ☐ Trust
- ☐ Accountable

## Practice Opening Hours

Monday to Friday	8.00am to 6.30pm
Weekends	Closed
Monday to Friday (enhanced)	6.30pm to 8.00pm
Saturday (enhanced)	9.00am to 5.00pm

## Appointments and Treatments

Appointments are available to book: -

- ☐ Via telephone
- ☐ SystemOnline (log in via patient user login)
- ☐ In person
- ☐ Via NHS App (telephone consultations only)
- ☐ Via SystemConnect

There is a choice of appointments available to TDPG patients: -

- ☐ In person
- ☐ Telephone consultation
- ☐ Video consultation for those hard of hearing/deaf, if required a BSL interpreter can also be included.
- ☐ SystemConnect is an online form that can be used for non-urgent problems and non-clinical requests such as a sick/fit note.

In early November, The De Parys Group are moving to a total triage system for booking appointments, which enables patient symptoms to be reviewed by a Clinician before an appointment or signposting is offered.

## Telephone Operating Hours

Appointment and Queries Team

Monday to Friday	8.00am to 6.30pm
Weekends	Closed

Specialist Teams

Monday to Friday	10.00am to 2.00pm
Weekends	Closed

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## Consent & Choice of Treatment

A patient has the right to accept or refuse treatment that is offered to them, and not to be given any physical examination or treatment unless they have given valid consent.

If a patient does not have capacity to do so, consent must be obtained from the person legally able to act on their behalf, or the treatment must be in their 'best interests' if this cannot be obtained.

A patient has the right to be involved in decisions about their treatments and to be given information which helps them choose the right treatment for themselves.

## Chaperones

The Surgery prides itself in maintaining professional standards. For certain examinations during consultations an impartial observer the Chaperone may be requested by the clinician or patient.

The chaperone will be a suitably qualified, trained professional who is familiar with the procedure and will be available to reassure and raise any concerns.

The Chaperones maintain professional boundaries during intimate examinations and acknowledge a patient's vulnerability.

## Interpreters

If a patient requires an interpreter, they are to speak with reception when booking their appointment. Interpreters can be arranged for non-emergency appointments.

## Out of Hours and Emergencies

111 is the NHS non-emergency number that TDPG patients are advised to use out of hours or in an emergency as this is available 24 hours a day, 365 days a year and is free to call.

999 is the **emergency number** that TDPG patients are advised to use any time of the day if life threatening.



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## Disabled Access

- ❑ Wheelchair Access
- ❑ Wheelchairs made available upon request from reception
- ❑ Loop induction system to assist hearing impaired
- ❑ Access to BSL interpreters for deaf/hard of hearing
- ❑ Large print of the practice leaflet (upon request)
- ❑ Guide Dogs allowed

## Patients Responsibilities

- ❑ Treat practice staff and clinical staff with the same consideration and courtesy they would like for themselves.
- ❑ Order repeat medication in plenty of time.
- ❑ Attend any specialist appointments that have been arranged or cancel them if the condition has resolved or the patient no longer wishes to attend.
- ❑ Attend appointments on time.
- ❑ Check in with Reception or at the Check in Screen.
- ❑ Give adequate notice of cancelling the appointment.
- ❑ Inform the practice when circumstances change, such as move of house, change of name, change of telephone number etc.

## Zero Tolerance Policy/Violence

TDPG fully supports the NHS Zero Tolerance Policy. Zero tolerance relates to physical or verbal violence and abuse, and aggressive or threatening behaviour towards NHS and surgery staff. Any such behaviour will not be tolerated and will be dealt with.

Patients can lose their right of access to local medical care and will have to attend a GP centre devoted to the treatment of such patients – this is currently based in Luton.

TDPG understands that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

All incidents will be followed up and patients will be sent a formal warning after the first incident or removed from the TDPG patient list. In extreme circumstances police will be contacted.

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## Dispensaries and Prescriptions

TDPG dispensaries allow patients who are registered to have their medication(s) dispensed at one of TDPG dedicated dispensary sites, the only criteria is that the patient lives more than one mile from a pharmacy. The dispensaries also offer a free delivery service twice a week for patients who find it difficult to collect their medication. Further details can be obtained from reception.

Repeat prescriptions can either be ordered using

- ☐ online service via SystemOnline
- ☐ NHS App
- ☐ Pharmacy
- ☐ Paper form from one of the clinical sites

TDPG aim to process requests within 5 working days and will not issue medication that is requested too early unless there is a valid reason for this – i.e. going on holiday.

Some medications require a regular blood test to be undertaken and/or blood pressure checks. Reminders will be sent to patients via text message where possible. Blood Test forms are sent via link, or for patients that are unable to access online services (emails etc) a paper copy will be sent out by post.

A medication review can be requested via TDPG eConsult form.

## Registering as a Patient

To register with TDPG

- ☐ Online (takes around 10-15 minutes)
- ☐ Come into one of the clinical sites and a member of the team will be able to give the patient paper forms to complete and return

There is a link to register online on TDPG website ([www.thedeparysgroup.co.uk](http://www.thedeparysgroup.co.uk)).

## Named GP

We have allocated a Named Accountable GP for all of our Registered Patients. Patients can ask Reception, who will inform them of their Named GP if required.

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## Veteran Friendly Practice

TDPG has achieved Armed Forces Veteran Friendly Accreditation. The dedicated GP is Dr Vrinda Patil.

## GDPR/Record Retention/Confidentiality

TDPG complies with the Data Protection Act. All information about patients is confidential and is stored securely. All patients can expect their personal information is not disclosed without their permission, except in exceptional circumstances such as risk of serious harm.

TDPG Retention Schedule details the minimum retention period for each type of health record may be retained for longer than the minimum period, however, records will not ordinarily be retained for longer than 30 years.

TDPG retains records in accordance with the NHSE and NHS IGA Records Retention schedules.

The following records are covered by the retention schedule: -

- ☐ Patient health records (electronic)
- ☐ Patient health records (paper)
- ☐ Staff records
- ☐ Corporate and administrative records
- ☐ Records of private patients seen on the NHS premises
- ☐ Accident and Emergency, Birth, and all other related registers
- ☐ Xray and imaging reports, outputs, and images
- ☐ Photographs, slides, and other images
- ☐ Audio and video tapes, cassettes, CD-ROMs
- ☐ Emails

Under 16s can choose to see TDPG health professionals without informing their parents or carers. If a GP considers that young person to be competent enough to make decisions about their health, then the GP can give advice, prescribe, and treat without seeking further consent. In terms of good practice, health professionals would encourage young people to discuss issues without seeking further consent.

Patients have the right to request access to their medical records and can either be requested under the Freedom of Information Act (2000) or under the Data Protection Legislation (DPA 2018/GDPR 2016). If a request is received it is to be forward to the Information Governance Lead and the Managing Partner.

Destruction of records and considerations required will be referred to the Data Protection Officer.

## NHS App

Patients of TDPG can use the NHS App to access a range of NHS services. This includes a symptom finder to get instant advice, book telephone consultations, order repeat prescriptions and view their medical records including test results and appointment letters.

## Complaints, Compliments, Feedback

TDPG is always looking for ways to improve the services it offers to patients. To do this effectively, the Practice needs to know what patients think about the service they receive. The Practice operates a Complaints procedure as part of the NHS system for dealing with complaints. Patients can tell TDPG what they do best, what didn't meet expectations and any feedback or suggestions they might have. This enables the Practice to build and improve on the service(s) it is offering. Patients can either complete a feedback form which is available on the Practice website [www.thedeparysgroup.co.uk](http://www.thedeparysgroup.co.uk) or a copy can be given to patients by asking at Reception.

It is Practice policy to ensure that patients are not discriminated against or subjected to any negative effect on their care, treatment, or support and for this reason complaints are not held on patients' records.

Where possible complaints should be emailed to the dedicated email address [blmkicb.deparysqandg@nhs.net](mailto:blmkicb.deparysqandg@nhs.net) alternatively these can be sent in writing to The Patient Feedback Lead, The De Parys Group, 23 De Parys Avenue, Bedford. MK40 2LA

Consent to act or complain on behalf of another person needs to be in writing unless they are incapable of providing this due to illness or disability.



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## Patient Participation Group (PPG)

TDPG holds a Patient Participation Group regularly. This is the opportunity for patients to have their say, such as opinions and thoughts on opening times, quality of care provided. A patient survey is circulated for discussion and comments at the meetings.