

The De Parys Group



Enhanced Services Centre, 3 Kimbolton Road, Bedford.

Church Lane Surgery, Bedford.

Bromham Surgery, Bedford.

23 De Parys Avenue, Bedford (Admin & Management Hub)

Tel: 01234 351431

Website: www.thedeparysgroup.co.uk

Facebook: The De Parys Group

Contact Details

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Welcome

In July 2018, three local practices merged to form The De Parys Group (TDPG).

TDPG Surgeries operate across three sites in Bedford – Bromham, Church Lane and Enhanced Services Centre. The De Parys Avenue site is the Management/Admin Hub.

We have an expanding patient list size of ca 40,000 and responsibility, for 22 Residential and Care Homes.

On 13th November 2024 we successfully launched our online Total Triage appointment booking System using “System Connect”.

We are proud to be part of the North Bedford Primary Care Network (PCN), which is led by 12 Partners (11 GP Partners & 1 Managing Partner).

We are fortunate enough to have our own dispensaries at the ESC and Bromham sites.

We pride ourselves on having our 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. We work closely with Bedford, Luton, and Milton Keynes Clinical Commissioning Group (BLMKCCG) and supporting training initiatives.

We have a website www.thedeparysgroup.co.uk 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 communicate and share information with our patient. 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.

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:

- Asthma Clinic
- Blood Pressure Checks
- Cardiovascular Clinics
- Cervical Smears
- Child Health & Immunisations in conjunction with the Health Visitor
- Contraceptive services including coils, implants and emergency contraception
- Coronary heart disease / Hypertension
- Counselling following a referral by one of our GPs
- Diabetes
- Homelessness (No fixed abode)
- Learning Disability Annual Health Checks – for all patients with a learning disability aged 14 or over
- Maternity services
- NHS Health Checks
- NHS Travel Vaccinations
- Phlebotomy
- Physiotherapy
- Respiratory Clinic
- Sexual Health Clinic
- Steroid Injections (joints)
- Social Prescribing Service
- Vaccinations and Immunisations
- Ulcer management
- Wound Care

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 22 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, MRCP
- ❑ Dr Nazia Ali MBBS, MRCP, DRCOG, DFRSH
- ❑ Dr Caroline Eeles BSc, MBBS, DFFP, MRCP, PG Cert Med Ed
- ❑ Dr Harsh Kak MBBS, MRCP
- ❑ Dr Farah Khatri MBChB, DFRSH, MRCP
- ❑ Dr Vinita Manjure MBBS, LMRCP, DFRSH, FRCOG
- ❑ Dr Karuna Pallamreddy MBBS, MRCP, MRCP
- ❑ Dr Vrinda Patil MBBS, MRCP, FHEA, DRCOG, DFFP, PG Cert
- ❑ Dr Adeela Qasim MBBS, IMRCS, MRCP
- ❑ 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.

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	GP
Dr Sukhi Singh-Grewal	GP
Dr Ahmet Baysal	GP
Dr Bina Mughal	GP
Dr Christina Hitchen	GP
Dr Roxann Holder	GP
Dr Hebah Ijaz	GP (maternity cover)
Dr Seiyab Kahajawal	GP (on maternity leave)
Dr Varun Loomba	GP
Dr Mohammad Reham	GP
Dr Mahwish Khan	GP

GP Registrars

Dr Hafiz Zubair	GP
Dr Mohammed Lami	GP
Dr Ismail Bashir	GP
Dr Doris Abiaka	GP
Dr Gusa Hall	GP
Dr Hadiza Isah	GP
Dr Mehul Sharma	GP
Dr Zailani Ya'u	GP
Dr Nemish Donda	GP
Dr Jainam Sangarvi	GP
Dr Sohieb Elshaarawy	GP

Nursing Team

- ☐ Minor Illness Nurses
 - Jennifer Loughlin
 - Angel Nibu
 - Kamaljit Kaur
- ☐ Practice Nurses
 - Ann-Marie Blaney RGN (Lead Nurse)
 - Claire Daniels RGN
 - Julie Brown RGN
 - Marcia Tipling RGN
 - Jane Edwards RGN
 - Laura Cooper RGN (Clinical Education Lead)
 - Katie Scott RGN
 - Ali Stephens RGN
- ☐ Nurse Associates
 - Marta Sowa
 - Abimbola Aremu
 - Sobia Shahzadi
- ☐ Health Care Assistants
 - Ternealia Mahomed
- ☐ General Practice Assistant
 - Emma Dixon-Kelly (Senior)
 - Georgiana Acatrinei

Pharmacy Team

- ▣ Clinical Pharmacists
 - Gemma Davies
 - Maira Siddiq
 - Natassha Thummanah
 - Kavita Radia
- ▣ Pharmacy Technicians
 - Elizabeth Adesida
 - Mitch Wright
- ▣ Dispensary Manager
 - Louise Bowyer
- ▣ Dispensers
 - Ruth Dhanda
 - Victoria Allen
- ▣ Prescription Clerks
 - Shellyann Bailey
 - Tracy Abbott
 - Maria Kulczycki
 - Kim Fay
 - Elisa Fallis
- ▣ Paramedic Practitioner
 - Lisa Crowther
 - Den Carey
- ▣ Care Coordinators
- ▣ Operations
- ▣ Finance
- ▣ HR
- ▣ Administration
- ▣ Medical Secretaries

Senior Management Team

Managing Partner	Dr Asma Ali
Chief Finance Officer	George Nimfour
HR Manager	Genevieve Brown
Nurse Lead	Ann Marie Blaney
Clinical Pharmacy Manager	Gemma Davies
Digital Lead & Senior Care Coordinator	James Simpson
Governance Manager	Caroline Prentice
Operations Manager	Ellen Heaney

Executive, Communications & Patient Liaison Lead

Justine Nathan (Jay)

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.

- ❑ 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

Monday to Friday (Total Triage)	7.00am to 3.30pm
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Appointments and Treatments

Appointments are available to book: -

- ❑ System Connect Online Consultation via our Website
- ❑ System Online (log in via patient user login)
- ❑ Phone
- ❑ In person at one of our surgery sites

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.

The Total Triage System asks patients to provide information about their reason for contacting the practice which will then be reviewed by a clinician. The patient will be contacted and offered an appointment or signposted to an appropriate service based on this clinical assessment.

Urgent Enquiries (telephone/in person)

Monday to Friday 15:30 – 18:30

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.

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.

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 are 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 SystmOnline
- ❑ 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 SystmConnect system.

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).

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.

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

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 alternatively these can be sent in writing to Executive & Communications 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.

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. The agenda items are decided by the PPG. The PPG meets 4 times a year and is supported by the Executive & Communications Lead. If a patient is interested in joining, or finding out more there are leaflets across the waiting room areas or you can email blmkicb.dpcommunications@nhs.net.