The De Parys Group











Bromham Surgery, Molivers Lane, Bromham. MK43 8JT
Cauldwell Medical Centre, Kempston Road, Bedford. MK42 9DJ
Church Lane Surgery, 147A Church Lane, Bedford. MK41 0PW
Enhanced Services Centre, 3 Kimbolton Road, Bedford. MK40 2NT
23 De Parys Avenue, Bedford. MK40 2TX (Admin & Management Hub)

Tel: 01234 351431

Contact Details



In writing to:

The De Parys Group
Admin and Management Hub
23 De Parys Avenue
Bedford
MK40 2TX

Telephone: 01234 351341

Communications: blmkicb.dpcommunications@nhs.net (feedback)

Complaints: blmkicb.deparysgroupqandg@nhs.net (complaints)

Website: www.thedeparysgroup.co.uk

Google Reviews: Google Reviews - The De Parys Group

Friends & Family: Friends & Family Test - The De Parys Group

Facebook: Facebook

WhatsApp: WhatsApp Channel



In July 2018, three local practices came together to form The De Parys Group (TDPG), united by a shared vision for high-quality, patient-centred care. In February 2026, we expanded further with the acquisition of Cauldwell Centre. Today, we proudly operate across five sites in Bedford: - Bromham Surgery, Cauldwell Medical Centre, Church Lane Surgery, De Parys Avenue and the Enhanced Services Centre.

Our patient list continues to grow, now serving approximately 48,000 people, alongside our responsibility for 26 Residential and Care Homes. This scale strengthens our ability to deliver comprehensive, compassionate care while remaining deeply connected to the communities we serve.

We are fortunate to operate our own dispensaries at both the Enhanced Services Centre and Bromham sites. This enables eligible patients, those living more than one mile from a pharmacy, to have their medications dispensed conveniently and locally. For patients who face challenges collecting their prescriptions, our dispensary team also provides a free, twice-weekly delivery service, ensuring no one is left without the support they need.

On 13th November 2024 we successfully launched the online Total Triage appointment booking System using “System Connect”. We changed our online appointment booking system to Anima on 1st October 2026.

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).

As a highly regarded training site, The De Parys Group is committed to nurturing the next generation of healthcare professionals. We offer multi-disciplinary training opportunities and invest in the continuous development of our staff, fostering a culture of learning, growth, and excellence.

With patients’ needs at the heart of everything we do, our website has been designed to offer clear, immediate access to essential information, from opening hours and registration details to a wide range of health resources and links to trusted medical organisations.

We remain steadfast in our commitment to NHS values. As the needs and expectations of our patients evolve, we are evolving with them - growing, innovating, and strengthening services across General Practice and the wider system. We work collaboratively to find new solutions, preserve continuity of care, and deliver high-quality, compassionate healthcare for every person who walks through our doors.



Specialised clinics and services commonly offered by TDPG

- **Chronic disease management** — structured reviews and monitoring for conditions such as diabetes, asthma, COPD, hypertension, and heart disease.
- **Women's health services** — cervical screening, contraception clinics, menopause support, and reproductive health advice.
- **Child health and immunisation clinics** — developmental checks, routine vaccinations, and targeted support for families.
- **Mental health support** — access to primary care mental health practitioners, medication reviews, and signposting to community services.
- **Phlebotomy and diagnostic services** — blood tests, ECGs, and other routine investigations.
- **Joint injections** — joint pain management.
- **Travel health and vaccinations** — advice and NHS immunisations for travel where available.
- **Health promotion and lifestyle services** — smoking cessation, weight management, and cardiovascular risk assessments.
- **Enhanced access services** — extended-hours appointments delivered through the Primary Care Network (PCN).

The De Parys Group (TDPG) operates within North Bedford Primary Care Network (PCN), which functions as a unitary network serving the entire population of TDPG, and operates across TDPG surgery sites in the Bedford area.

North Bedford PCN is aligned with 26 care homes across Bedford Borough, including nursing homes, learning disability homes, mental health homes, and dual-registration homes. These care homes collectively account for approximately 620 registered patients within our network.

TDPG delivers primary medical services under the General Medical Services (GMS) contract. This is a nationally agreed contract between TDPG and NHS England, under which general medical services are provided to the local community.

TDPG is led by a partnership team consisting of one Managing Partner and eleven GP Partners, who are responsible for the strategic leadership, governance, and overall management of the organisation.



- Dr Asma Ali (Managing Partner)
- 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



The TDPG team works collaboratively to deliver high-quality primary care services at scale for our registered patients. We are passionate about the NHS and recognise the essential role that primary care plays within the wider healthcare system.

We have a well-established multidisciplinary team that includes GPs, Clinical Pharmacists, Pharmacy Technicians, Paramedics, Nurse Associates, Student Nurse Associates, Patient Support Care Coordinators, Practice Nurses, and Minor Illness Nurses.

This clinical workforce is supported by an equally dedicated and embedded team of non-clinical staff who contribute to the smooth and effective running of our services.

Clinical

Salaried GPs

Dr Talar Amen	GP
Dr Sukhi Singh-Grewal	GP
Dr Ahmet Baysal	GP
Dr Bina Mughal	GP
Dr Gurpreet Ghir	GP
Dr Christina Hitchen	GP
Dr Roxann Holder	GP
Dr Varun Loomba	GP
Dr Mahwish Khan	GP
Dr Margaret Kalilani-Themuka	GP
Dr Shivani Jaiswal	GP
Dr Nahid Rezaee	GP
Dr Gus Hall	GP
Dr Denna Mojuntin	GP

GP Registrars

Dr Mehul Sharma	Doctor
Dr Hadiza Isah	Doctor
Dr Vimbai Nyakudya	Doctor
Dr Jainam Sanghavi	Doctor
Dr Sohib Elshaarawy	Doctor
Dr Shannen Miller	Doctor
Dr Israa Khater	Doctor
Dr Aqsa Amjad	Doctor
Dr Shaheen Aziz	Doctor
Dr Rahin Dhola	Doctor

Nursing Team

Ann Marie Blaney	Lead Nurse (Nurse Manager)
Clara Roberts	Deputy Lead/Minor Illness Nurse
Dean Carey	Paramedic Practitioner
Lisa Crowther	Paramedic Practitioner
Jennifer Loughlin	Minor Illness Nurse
Angel Nibu	Minor Illness Nurse
Lois Osei	Minor Illness Nurse
Laura Cooper	Practice Nurse/Clinical Education Lead
Claire Daniels	Practice Nurse
Marcia Tipling	Practice Nurse
Jane Edwards	Practice Nurse
Katie Scott	Practice Nurse
Sobia Shahzadi	Practice Nurse
Joanne Holt	Practice Nurse
Alison Stephens	Practice Nurse
Chiang Fatusa	Practice Nurse
Gincy John	Practice Nurse
Abimbola Aremu	Nurse Associate
Marta Sowa	Nurse Associate
Ternealia Mahomed	Health Care Assistant
Emma Dixon Kelly	Senior General Practice Assistant
Georgiana Acatrinei	General Practice Assistant
Sylvia Genus-Turner	General Practice Assistant
Luana Iannuatono	General Practice Assistant

Pharmacy

Vacancy	Head of Clinical Pharmacy – Clinical Lead
Gemma Davies	Senior Clinical Pharmacist
Charity Nyoni	Senior Clinical Pharmacist
Louise Bowyer	Dispensary Manager
Maria Siddiq	Clinical Pharmacist

Kavita Radia	Clinical Pharmacist
Natasha Thummanah	Clinical Pharmacist
Funmilayo Olugbodi	Clinical Pharmacist
Elizabeth Adesida	Pharmacy Technician
Mitch Wright	Pharmacy Technician
Shankar Ganeshan	Pharmacy Technician
Victoria Allen	Dispenser
Ruth Dhanda	Dispenser

Senior Management Team

The Senior Management Team consists of **eight senior managers** who report directly to the **Managing Partner**. The team includes both **clinical and non-clinical leaders**, bringing a breadth of expertise to the organisation. The purpose of the Senior Management Team is to provide leadership across their respective areas of responsibility, ensuring the **effective delivery of services and the smooth day-to-day operation of TDPG**.

Dr Asma Ali	Managing Partner
Gennie Brown	Head of Human Resources
Ann-Marie Blaney	Head of Nursing
Joanna Kielbasa	Head of Finance
Vacancy	Head of Clinical Pharmacy
James Simpson	Head of Operations
Colin Fensom	Head of Quality & Governance

Non-Clinical

TDPG is supported by many non-clinical staff who play a vital role in ensuring the smooth day-to-day running of the organisation.

The Patient Access and Care Services (PACS) team, managed by Vicki Rooke, which includes the front-of-house reception staff, liaises with patients daily and forms a fundamental part of the total triage process carried out each day.

The Patient Support Care Coordinators (PSCC) team managed by Laura Warner, a recently established role within the practice, has responsibility for supporting care homes, safeguarding processes, non-NHS work requested by patients, and other patient coordination activities.

The Rota Team, managed by Vicki Rooke ensures that there are sufficient appointments available for patients served by TDPG and that appropriate time is allocated for clinicians to complete clinical administration in a timely manner.

The Administration Team, managed by Samantha Luckhurst, undertakes a wide and varied range of duties, including patient registrations, processing records, and managing notifications such as births and deaths and the prescriptions process.

In addition, the Medical Secretaries, managed by Isabella Colapietro, support clinicians by completing administrative work on behalf of GPs.

Corporate and Operational Support

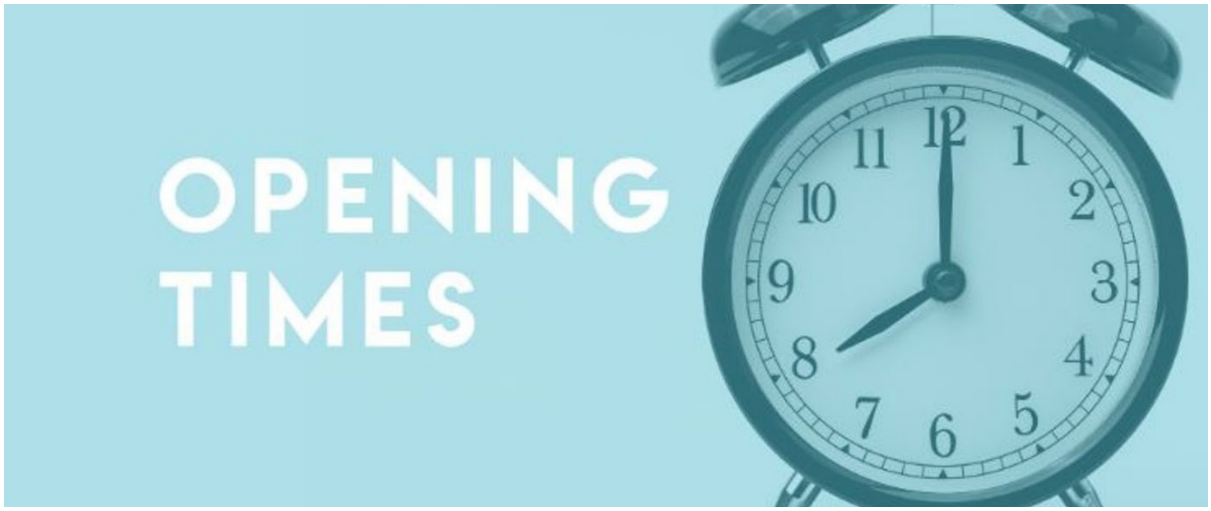
The Human Resources (HR) team ensures that all staff remain compliant with key employment requirements, including Disclosure and Barring Service (DBS) checks, right-to-work verification, and other mandatory employment documentation.

The Stock Controller manages and maintains adequate clinical supplies, ensuring that clinicians have the necessary equipment and materials to provide safe and effective patient care during appointments.

The Finance Team oversees all financial matters, including the management of income received under the GMS contract and the allocation of funds across the organisation. They provide regular financial reporting and analysis to the Partnership to support strategic decision-making and organisational sustainability.

The Facilities function ensures that all premises are safe, well-maintained, and compliant with relevant regulatory and health and safety standards, supporting a suitable environment for both patients and staff.

Justine Nathan is the Executive & Communications Lead and provides Executive Assistant support to the Managing Partner and has overall responsibility for patient and staff communications, including managing patient feedback, complaints and overseeing communications via the practice website and social media platforms, such as Facebook, WhatsApp. Instagram will be launching shortly.



General Practice

Monday to Friday	8.00am to 6.30pm
Weekends	Closed
Bank Holidays	Closed

Enhanced Access (Church Lane/Enhanced Services Centre/Cauldwell) – reception will confirm which site the Enhanced Access will be at.

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

Total Triage

Monday to Friday (Total Triage)	8:00am to 6.30pm



Appointments and Treatments

Patients registered with The De Parys Group (TDPG) can request/book appointments through a variety of channels:

- Anima Online Consultation via the TDPG website
- System Online through the patient user login
- By phone
- In person at any of our surgery sites

TDPG offers a range of appointment types to meet patient needs:

- In-person consultations
- Telephone consultations
- Video consultations, including options for patients who are hard of hearing or deaf; a BSL interpreter can be arranged if required

Our Total Triage System helps ensure patients receive the most appropriate care. Patients provide information about their reason for contacting the practice, which is reviewed by a clinician.

Based on this clinical assessment, patients are offered an appointment or signposted to an appropriate service.

If a patient needs support with the Total Triage System one of the PACS team will support either via the telephone or in person at one of the surgery receptions.

Consent & Choice of Treatment

Patients have the right to accept or refuse treatment offered to them and cannot be given any physical examination or treatment without valid consent.

If a patient lacks capacity to provide consent, it must be obtained from a person legally authorised to act on their behalf. If this is not possible, any treatment provided must be in the patient's best interests.

Patients also have the right to be actively involved in decisions about their care and to receive clear information that helps them make informed choices about the treatment that is right for them.

Chaperones

The practice is committed to maintaining professional standards during all consultations. For certain examinations, either the clinician or patient may request the presence of an impartial observer, known as a chaperone.

Chaperones are suitably trained professionals who are familiar with the procedure being performed. Their role is to reassure patients, provide support, and raise any concerns if necessary.

During intimate examinations, chaperones maintain professional boundaries and recognise the patient's vulnerability, ensuring that the consultation is conducted with dignity and respect.

Interpreters

If a patient requires an interpreter, they can notify reception when booking their appointment or request this service via the online appointment form.

Interpreter support can be arranged for non-emergency appointments, helping to ensure that patients fully understand their care and can communicate effectively with clinicians.



NHS 111 is the non-emergency number for medical advice and support outside of regular surgery hours.

TDPG patients are advised to use 111 when urgent care is needed but it is not life-threatening. The service is available 24 hours a day, 365 days a year, and is free to call.

999 is the emergency number for life-threatening situations. TDPG patients should call 999 at any time if they or someone else is in immediate danger or requires urgent medical attention.



The De Parys Group (TDPG) is committed to ensuring accessibility for all patients. Our facilities and services include:

- Wheelchair access – wheelchairs are available upon request from reception.
- Hearing support – a loop induction system is available to assist patients with hearing impairment.
- Interpreter services – access to BSL interpreters for patients who are deaf or hard of hearing.
- Accessible information – large print versions of the practice leaflet are available upon request.
- Assistance animals – guide dogs are welcome on practice premises.



Patients registered with The De Parys Group (TDPG) are encouraged to help the practice provide safe and effective care by:

- Treating all practice and clinical staff with consideration and courtesy.
- Ordering repeat medications with sufficient time to avoid interruptions.
- Attending specialist appointments that have been arranged or cancelling them if no longer required.
- Arriving on time for all appointments. Checking in at Reception or using the Check-in Screen. Providing adequate notice when cancelling an appointment.
- Informing the practice promptly of any changes in personal circumstances, such as address, name, or telephone number.



Dispensaries and Prescriptions

The De Parys Group (TDPG) dispensaries situated at the Bromham and Enhanced Services Centre surgery sites, allow registered patients to have their medications.

The main eligibility criterion is that the patient lives more than one mile from a pharmacy.

To support patients who have difficulty collecting medications, the dispensaries also provide a free delivery service twice a week. Further details are available from Reception.

Ordering Repeat Prescriptions

Repeat prescriptions can be requested using the following methods:

- Online via SystmOnline
- TDPG Anima system
- NHS App
- Through a pharmacy
- Using a paper form from any TDPG clinical site

TDPG aims to process repeat prescription requests within 5 working days. Requests submitted too early will generally not be issued unless there is a valid reason (e.g., patient going on holiday).

Monitoring and Reviews

Some medications require regular blood tests and/or blood pressure checks. Patients will receive reminders via text message where possible.

Blood test forms are sent via an online link, or a paper copy will be posted to patients who cannot access online services, or a paper copy collected from reception.

Patients can also request a medication review via the TDPG SystmConnect system to ensure their treatment remains safe and effective.



Registering as a Patient

Patients wishing to register with The De Parys Group (TDPG) can do so via the following methods:

- Online – Registration can be completed in approximately 10–15 minutes via the TDPG website: New Patients - The De Parys Group
- In person – Visit any TDPG clinical site, where a member of staff will provide paper registration forms to complete and return
- Registration ensures that patients can access all TDPG primary care services, appointments, and digital tools such as SystmConnect.

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. You may however arrange an appointment with any of the GP team and are not restricted to only accessing your Named GP.



Veteran Friendly Practice

The De Parys Group (TDPG) is proud to hold the Armed Forces Veteran Friendly Accreditation, demonstrating our commitment to supporting veterans and their families.

This accreditation recognises that TDPG provides:

- Accessible and responsive healthcare services tailored to the needs of veterans
- Staff who are aware of the unique health challenges faced by veterans
- A welcoming and supportive environment for those who have served in the Armed Forces

The dedicated GP is Dr Caroline Eeles.

GDPR/Record Retention/Confidentiality

The De Parys Group (TDPG) complies fully with the Data Protection Act (DPA 2018) and General Data Protection Regulation (GDPR 2016). All patient information is confidential and stored securely. Patients can expect that their personal information will not be disclosed without their permission, except in exceptional circumstances, such as risk of serious harm.

TDPG follows a Retention Schedule that specifies the minimum retention period for each type of health record. Records may be retained longer than the minimum period where necessary but ordinarily will not be kept for more than 30 years. All retention practices comply with NHS England and NHS IGA Records Retention schedules.

The retention schedule covers:

- Patient health records (electronic and paper)
- Staff records
- Corporate and administrative records
- Records of private patients seen on NHS premises
- Accident and Emergency, Birth, and related registers
- X-ray and imaging reports, outputs, and images
- Photographs, slides, and other visual media
- Audio and video recordings, cassettes, CD-ROMs
- Emails

Access and Confidentiality for Young People

Patients under 16 may consult health professionals without informing parents or carers. If the GP considers the young person competent to make decisions about their health, advice, treatment, or prescriptions can be provided without further consent, though good practice encourages discussion wherever possible.

Patient Access to Records

Patients have the right to request access to their medical records, either under the Freedom of Information Act (2000) or Data Protection legislation (DPA 2018/GDPR 2016). Requests should be made via Anima online request or via blmkicb.dpcommunications@nhs.net email address.

Record Destruction

Destruction of records is conducted in line with the retention schedule, and any considerations or decisions are referred to the Data Protection Officer (DPO) to ensure compliance with legal and regulatory requirements.

Zero Tolerance Policy/Violence

The De Parys Group (TDPG) fully supports the NHS Zero Tolerance Policy, which applies to physical or verbal violence, abuse, and aggressive or threatening behaviour towards NHS and practice staff.

Such behaviour will not be tolerated and will be addressed promptly and appropriately.

Patients who engage in this behaviour may lose their right of access to local medical care and may be required to attend a designated GP centre for patients who have demonstrated violent or aggressive behaviour, currently located in Luton.

TDPG recognises that patients who are unwell may not always act reasonably, and this will be taken into account when managing misunderstandings or complaints.

All incidents are formally investigated, and patients may receive a formal warning after the first incident.

Repeated or severe incidents can result in removal from the TDPG patient list. In extreme circumstances, the police may be contacted to ensure the safety of staff and other patients.

Complaints, Compliments, Feedback

The De Parys Group (TDPG) is committed to continually improving the services it offers to patients. To achieve this, it is important for the Practice to understand what patients think about the care they receive.

TDPG operates a formal complaints procedure in line with NHS guidance. Patients are encouraged to provide feedback about:

- What the Practice does well
- Areas that did not meet expectations
- Suggestions for improvement

This feedback helps TDPG enhance services and ensure high-quality care.

It is Practice policy that patients are not discriminated against or disadvantaged as a result of making a complaint.

For this reason, complaints are not recorded on patients' medical records.

How to Submit a Complaint

Patients can submit complaints via:

- Email: blmkicb.deparysqandg@nhs.net
- Post: Executive & Communications Lead, The De Parys Group, 23 De Parys Avenue, Bedford, MK40 2LA

If a complaint is made on behalf of another person, written consent is required unless the patient is unable to provide consent due to illness or disability

We respectively request that Anima requests are not used for complaints.

Patient Participation Group (PPG)

The De Parys Group (TDPG) regularly hosts a Patient Participation Group (PPG), providing patients with the opportunity to share their opinions and feedback on aspects such as opening times, quality of care, and service improvements.

The agenda for each meeting is determined by the PPG members, ensuring discussions focus on issues that matter most to patients. The PPG meets four times a year and is supported by the Executive & Communications Lead.

Patients interested in joining or learning more can:

- Pick up an information leaflet from the waiting areas at any surgery site
- Email: blmkicb.dpcommunications@nhs.net

Participation in the PPG helps TDPG shape services and improve patient experience.