

Available clinicians

We have a variety of clinicians that we can book you in with for appointments:

GP
GP registrar
Physician Associate
Advanced Nurse Prescriber
Paramedic
First Contact Physiotherapist
Practice Nurse
HCA
Phlebotomist
Health and wellbeing coach
Social prescriber
Pharmacist
Pharmacy Technician
Physician Associate

Advanced Nurse Prescriber

We usually will have 1 or 2 Nurse Prescribers every day and they can deal with, and prescribe for, all minor ailments.

Physician Associates

Physician Associates are trained to:

- Take medical histories from patients
- Perform physical examinations diagnosing illnesses
- See patients with long-term chronic conditions
- Perform diagnostic and therapeutic procedures
- Analyse test results
- Develop management plans
- Provide health promotion and disease prevention advice for patients

Out of Hours

If you need medical help when we are closed, you can either call 111 or go on the NHS 111 online website. In an emergency call 999. When booking an appointment with us, you may be offered an appointment with BEDOC which is the out-of-hours service. The appointment will either be at Sandy Health Centre or a nearby practice.

Disabled Access

There is a disabled parking bay adjacent to the surgery entrance. We have wide automatic front door access suitable for wheelchairs and a lower-level desk area at Reception. There is a toilet for disabled patients in the waiting room.

Data protection

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

The practice will share data (where required) with other NHS bodies such as other GP practices and hospitals. In addition, the practice will use carefully selected third party service providers.

More information can be found in the privacy notice on our website or at reception.

Freedom of Information Act

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. There may be a charge for this information

Zero tolerance policy

The NHS has a zero-tolerance attitude towards violence. Patients who act in such a manner will be asked to leave the premises; the Police may be called, and you could be removed from our patient list. Our staff are here to help you, please treat them with respect.

Your Rights and Responsibilities

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. It is your responsibility to keep your appointments, inform us of your past illnesses, medication, hospital admissions and any other relevant details.



MEDICAL PRACTICE

Sandhills Primary Care Network

GP Partners

Dr Arti Patel State Exam Med MB ChB MRCGP

Dr Shivesh Sinha MBBS MRCGP DLO DOHNS MRCS

Dr Tamarasi Sekaran MBBS MRCGP FRACGP DGO

Dr Kalyan Bollam MBBS, MRCGP, PG Dip (Diabetes), PG Dip (Urgent Care)

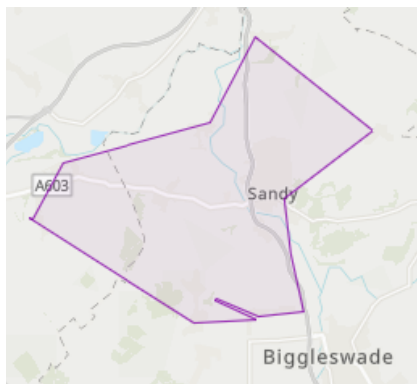
Dr Rajeev Kaja MBBCH MRCGP DFSRH

Practice Manager

Rosena Morris

How to register as a new patient

If you would like to register with our practice, you must live within our catchment area. To start the registration process, please fill out the form available on the NHS Register with a GP surgery website. You can find a link to this website on our own website. Or ask at reception for a New Patient Registration form.



Appointments

To book an appointment with us, you can use one of the following options:

- Call the practice to request a pre-bookable appointment with either our practice or our extended access service.
- Call the practice from 8:00 am to book an appointment for the same day.
- Make use of the NHS app.
- Use KLINIK, our online consultation service. You can find a link to it on our website.

You may receive either a telephone or face-to-face appointment based on availability and the nature of your concern. The receptionist may ask what your appointment is regarding so they can book you in with the correct clinician. Every patient registered has a named GP. If you would like to request a specific GP for your appointment, we will try to book you with them depending on availability.

Cancelling an appointment

If you are unable to attend or no longer require an appointment, please let us know as soon as possible so that your appointment slot is not wasted. To cancel you can:

- Call us on 01767 682525 option 1
- Use the NHS app
- Send a message through KLINIK

Home visits

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 11.30 on option 2.

Prescriptions

Prescription requests can take up to 5 working days to process. We encourage patients to request prescriptions online using the NHS app. If you are unable to do this, please submit your request in writing to the practice. Please note we will not take any requests for prescriptions over the phone as this is unlawful. If you or someone you care for uses the same medicines regularly, you may be able to benefit from electronic repeat prescriptions (eRD). This means you won't have to re-order or collect your repeat prescriptions from your GP practice every time you need more medicine.

Dispensary

If you live over 1 mile away from the nearest pharmacy, you are eligible to collect your prescriptions from the dispensary in the surgery.

Online Services

If you need help using the NHS app or our website, please speak to reception and we can help set up your account and give you a step-by-step guide.

Travel vaccinations

We provide travel vaccination clinics. Please give us at least six weeks advance notice to arrange the necessary vaccinations for your trip.

Chaperones

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

Baby immunisations

Please register your baby with the practice as soon as possible. Once they are registered, we will contact you to arrange your post-natal, and baby's 8-week check and immunisations.



Sandy Health Centre Medical
Northcroft, Sandy,
Bedfordshire SG19 1JQ



01767 682525



www.sandyhealthcentre.nhs.uk

PATIENT ADVICE & LIASION SERVICE (PALS)

Tel: 01234 897211

Bedfordshire, Luton and Milton Keynes Integrated Care Board

For information or advice on their services, please see the following contact details:

Address: Head Office, 3rd Floor, Arndale House, The Mall, Luton LU1 2LJ
Tel: 0800 148 8890
Email: blmkicb.contactus@nhs.net

Training Practice

We are a training practice and you may be offered an appointment with a GP registrar. These doctors are fully qualified and will have had experience in several hospital specialities. They are completing their specialist training as a GP. We also teach medical students and sometimes you may be asked to see the doctor or nurse with a student present.

Sandy Health Centre Medical
Practice is CQC registered