



GP Directors

Dr Emma Montague

Dr Jaysal Patel

Dr Philip Clayton

Dr Tisha Patel

Dr Toby Gillman

Business Director & Practice Manager

Mandy Barrett

TRAINING PRACTICE

We are an approved training practice for postgraduate trainee doctors in General Practice. We often have GP registrars with us for 6-12 months, to gain more experience in primary care. Our GP registrars are fully qualified doctors who have previously worked in hospital settings.

DATA PROTECTION

All practice staff have an ethical and legal duty to protect patient information from unauthorised disclosure in accordance with UK General Data Protection Registrations (GDPR).

FEEDBACK

If you would like to make a compliment or suggestion, or raise a concern or complaint, you can do so via the front page of our website; ask for a copy of our complaints procedure or speak to a member of staff.

OUR VISION

**“EMPOWERING OUR COMMUNITY TO ACHIEVE GREATER
HEALTH AND WELLBEING”**

Berrycroft Community Health Centre aspires to be a welcoming practice promoting dignity and mutual respect to all our patients and staff.

We listen to all feedback, good and bad, from our staff, patients, and members of the local community to enable us to practice in line with NHS healthcare guidelines.



2 Nimrod Street, Aylesbury, Buckinghamshire, HP18 1BB

Contact us:

Telephone: 01296 310940

Doors Open: 8am-6.30pm

Phone Lines Open: 8am—1pm and 2pm to 6pm

Closure dates for training will be posted on our website and front doors.

Website: berrycroftcommunityhealthcentre.co.uk

Facebook: facebook.com/berrycroftcommunityhealth



**For any further information about our health centre,
please visit our website**

HOW TO BOOK AN APPOINTMENT

You can request an appointment via our online booking system, available on the NHS App or via our website.

If you are not able to use the system, you will need to visit or telephone the health centre and speak to our team who will complete the online form with you.

Please use our online forms if you can—this is the most efficient method to book an appointment, enabling you to tell your own healthcare story.

Once your form has been clinically assessed, you will be contacted either by phone, text or email with appropriate advice or to make an appointment.

For urgent on the day appointments, please use our form for on the day requests. For routine care appointments, such as for long-term conditions or medication reviews, please select our admin or routine care request form.

Our clinical team includes pharmacists, paramedics, physiotherapists and nurses. Appointments will be booked with the most appropriate staff member for your condition, so please ensure you include all information when completing your form. All staff are able to refer to a doctor if there is anything that requires a second opinion. This enables Doctors' appointments to be used for patients with more complex health problems.

DISABLED ACCESS

The practice has dedicated parking suitable for wheelchair users, close to our entrance doors. The first floor can be accessed via a lift and disabled toilets are situated on each floor.

WHEN WE ARE CLOSED

If you require urgent medical advice when the practice is closed and life is endangered, call 999 immediately.

For non life threatening conditions, call 111 or visit www.nhs.uk.

HOME VISITS

If you feel you need a home visit, please contact us before 10.30am. This will enable us to triage your request and arrange appropriate care or advice.

REPEAT PRESCRIPTIONS

We ask patients to please request their repeat prescriptions via the NHS App. This sends your request directly to your GPs inbox, reducing admin time and increasing the time your GP has to spend with patients. Alternatively, you can request your repeat prescription via one of our online forms or in the dedicated drop off box on the wall to the right of the main health centre entrance.

PLEASE ENSURE YOU ALLOW 5 WORKING DAYS FOR YOUR REQUEST TO BE PROCESSED.

NEW PATIENT REGISTRATIONS

If you are in our catchment and want to register as a new patient, you can complete the GMS1 form online or collect in person from the health centre. If you choose to attend in person, you may be asked to supply additional paperwork.

Please visit our website and use the postcode checker before submitting your registration request, to check you live in the practice catchment. Registration requests for addresses outside of our catchment area will be rejected.