



## Walnut Tree Health Centre Patient Information Booklet

Walnut Tree Health Centre

2 Blackberry Court

Walnut Tree

Milton Keynes

MK7 7PB

Telephone: 01908691123 Email: [walnuttree@nhs.net](mailto:walnuttree@nhs.net)

Facebook – Walnut Tree Health Centre

**Opening times** Monday – Friday 08:00 – 18:30

Excluding weekends and Bank holidays

### Welcome to Walnut Tree Health Centre

Walnut Tree Health Centre is a friendly welcoming GP practice serving the local communities of Walnut Tree, Browns wood, Caldecotte, Eagles Rest/Farm, Glebe Farm, Kents Hill, Monkston, Old Farm Park, Walton (limited to some streets), Walton Park and Wavendon Gate. You can register online via our website or in the practice by completing a registration form. You can also use the following QR Code:



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WORKING TOGETHER FOR HEALTH



## OUR STAFF

**The Practice is owned by three female Partner GP's –**

**Senior Partner Dr Triona Withanage, Dr Khaterah Emambakhsh  
and Dr Nina Kitchingham.**

### **DR TRIONA WITHANAGE**

*Senior GP Partner - MUDr MRCGP. PMed Education Cert Oxford University.*

*Clinical Embryology MSc. GP Trainer and F2 Clinical Supervisor.*

Dr Triona Withanage is our Senior Partner. She completed her GP training from the Pembrokeshire VTS scheme ,Wales (MRCGP) and joined us in 2012. She is a member of the Royal College of GPs and has achieved her Post Graduate Certificate in Medical Education (Master's level) from Oxford University. As a GP trainer she educates qualified doctors to become GPs and is a clinical supervisor for foundation two doctors from Milton Keynes hospital during their general practice placements. She has a Master's degree in Clinical Embryology (Fertility) from Leeds University. She is our Caldicott Guardian. She has special interest in fertility. She enjoys dealing with babies, children, and general medicine.

### **DR KHATEREH EMAMBAKHSH**

*MD (Tehran, Iran), MRCGP (London 2009), DFSRH*

Dr Emambakhsh trained at Iran Medical University in Tehran, qualifying in 1997 before moving to UK. She did several years of medical training in UK before deciding to train as a GP. She has been with the practice as a partner since 2013. She is also a GP trainer, and she has a special interest in Dermatology. Dr Emambakhsh is our safeguarding lead at the practice.

### **DR NINA KITCHINGHAM**

*MBChB Leicester 2007; MRCGP 2020*

Dr Kitchingham studied in Leicester and trained there until 2015. After relocating to the MK area, she worked in Northamptonshire until 2021 when



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she joined Walnut Tree in October that year. Dr Kitchingham became a partner in the Practice in August 2022. She has an interest in contraception and joint injections

## **Associate GPs**

### **DR HAYLEY JENKINS**

*Royal London hospital 1999, MB BS, MRCGP, DRCOG, DCH, DFSRH, Loc IUT/SDI, Loc MED, PGCME*

Hayley returned to Milton Keynes in 1999 after completing her medical degree and has worked locally ever since. Hayley joined us in 2018. She has a special interest in contraception and women's health, including menopause and HRT as well as medical education and teaching. Nowadays she spends most of her time working at the local sexual health clinics in Milton Keynes and Bedford as the contraception lead Dr. She is a GP and Family Planning trainer and does regular teaching sessions in both contraception and Women's Health.

### **DR CHARMIANE PANCHAL**

*BMedSci (Nottingham 2012), BMBS (Nottingham 2015), MRCGP (Nottingham 2021)*

Dr Charmiane Panchal graduated from the University of Nottingham in 2015. She spent a couple of years in the North of Scotland for further training, and then returned to Nottingham to undergo GP training. Charmiane moved back to Milton Keynes in 2021 and has been with us since as an associate GP.

### **DR MARIAM MAJEED**

*MBBS (2010) MRCP UK (2015) MRCGP UK (2024)*

Dr M Majeed completed her MBBS from Pakistan in 2010 before moving to the UK in 2012. She trained in General Medicine and earned her Membership of the Royal College of Physicians (MRCP UK) in 2015. Her passion for community and primary care led her to pursue General Practice training in

Milton Keynes and completed her Membership of the Royal College of General Practitioners (MRCGP UK) in 2024. Dr M Majeed joined Walnut Tree Surgery as an Associate GP in 2024. Dr M Majeed has a particular interest in managing chronic diseases, including Diabetes, Hypertension, and Obesity. She is furthering her expertise through postgraduate studies in metabolic conditions at the University of South Wales. She is dedicated to providing compassionate and comprehensive care to our community.

**Paramedic** - Mark White      **Practice Pharmacists** - Christopher Tsoto, Izabela Kocan

**Lead Nurse** – Rachel Price

**Practice Nurses** – Helen Winnick, Kirsty Green, Victoria Lawrence

**Senior Health Care Assistant** – Lynn Malins **Health Care Assistant** – Laura Bean

**Phlebotomist** – Sharron Black

**Physiotherapists** – Matthew Cooper, Jenny Griffiths

**Practice Manager** – Clare Briars

**Deputy Practice Manager** – Kylie Jordan

**Compliance and Support Administrator** – Neringa Petkuniene

**Reception Manager** – Naomi Carey

**Receptionists** – Shonalee, Laura, Rebecca C, Hannah, Rebecca S, Michelle, Hazar, Victoria, Zoe and Haleema

**Patient Care Coordinators** – Amanda Meadows (Senior), Lisa Wong

**Practice Administrator** – Angela Golightly

**Summariser and Coding Administrator** – Moyra Bines

*Surgery times for GP's and Minor Illness clinicians are outlined below. These may be varied from time to time. In addition to our regular GP Partners, and GP Associates we also offer a number of regular Locum GP and Paramedic clinics during the week.*

	<b>Morning</b>	<b>Afternoon</b>
<b>Monday</b>	Dr Withanage Dr Emambakhsh Dr Kitchingham Dr Majeed Dr Jenkins Mark White	Dr Withanage Dr Emambakhsh Dr Kitchingham Dr Majeed Mark White
<b>Tuesday</b>	Dr Withanage Dr Kitchingham Dr Panchal Mark White	Dr Withanage Dr Kitchingham Dr Panchal Mark White
<b>Wednesday</b>	Dr Withanage Dr Emambakhsh Dr Panchal Dr Majeed Mark White	Dr Withanage Dr Emambakhsh Dr Panchal Dr Majeed Mark White
<b>Thursday</b>	Dr Withanage Dr Kitchingham Dr Panchal Dr Majeed Mark White	Dr Withanage Dr Kitchingham Dr Panchal Dr Majeed Mark White
<b>Friday</b>	Dr Emambakhsh Dr Kitchingham Dr Panchal Dr Majeed Mark White	Dr Emambakhsh Dr Kitchingham Dr Panchal Dr Majeed Mark White



## APPOINTMENTS

As well as face to face and telephone appointments here in the practice, we also offer a range of timed appointments with GP's, Nurse's and the Children's Primary Care team at the Urgent Care Centre on the Milton Keynes University Hospital Campus. These are scheduled appointments with no 'sit and wait' requirement, bookable by GP Practices for Patients registered in Milton Keynes.



You may also be offered a Pharmacy First referral for conditions such as UTI's, Impetigo, Sore throat, Shingles, Insect Bites, Sinusitis and Ear infections.

**The best way to request an appointment is to use our online service:**



Engage Consult is an online platform that allows you to input your symptoms, treatment already sought and your desired treatment or outcome. All appointment queries are triaged, and you will be contacted with either a same day or future appointment. All requests are responded to quickly and often same day, however we do state up to 72 hours as a maximum.

Engage Consult is open Monday - Friday 07:00 - 17:30. This includes both appointment and administrative requests such as sick notes or prescriptions.

Engage Consult can be accessed via our website [www.walnuttreehealthcentre.co.uk](http://www.walnuttreehealthcentre.co.uk) and clicking Engage Consult on the home page.

### **Making an appointment over the phone or in person**

Whilst we encourage our patients to use Engage Consult, you can still make appointment request either over the phone or in person at the front desk. An appointment will be offered to you within the most appropriate timeframe for your symptoms.

### **Make an appointment online**

Visit [www.walnuttreehealthcentre.co.uk](http://www.walnuttreehealthcentre.co.uk), click on appointments and select 'Make an appointment online'.

### **Extended Hours**

We provide 3 evening surgery sessions with our pharmacist who will undertake medication reviews and queries between the hours of 18:30 and 20:30 on Mondays, Wednesday and Fridays.



### **Home Visits**

Patients are requested, where possible, to telephone before 11am if it is felt a home visit is required the same day.

We would request that, apart from the genuinely housebound, all other patients attend the surgery rather than request a home visit because of the extra time home visiting takes. On average four to five patients can be seen in surgery in the time it takes to do a single house call. In addition, the care that can be offered due to the lack of adequate lighting, examination facilities and equipment means that you may not receive as good a service as the clinician may be able to offer if you came to the surgery.



Please note that the doctor or Paramedic may telephone you rather than visit you if this is medically appropriate. Ultimately it is the clinicians right to decide whether or not a visit is appropriate for a particular set of circumstances.

### **Cancelling or changing an appointment**

Please let us know as soon as possible if you need to cancel an appointment in order that we can give the slot to someone else.

Many appointment reminder SMS's sent out by the practice include an option to cancel the appointment straight from the SMS.

You can also complete our appointment cancellation notification request form on our website. This can only be used if your appointment has been arranged for more than 24 hours in advance (excluding weekends and public holidays). You can also text to cancel your appointment.

### **If you need help when we are closed**

Between 18:30 and 08:00 Monday to Friday, all day at weekends and on Bank Holidays your call into the surgery will be redirected to the NHS 111 service.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

**In a genuine emergency you should call 999 and ask for an ambulance. Chest pains and/or shortness of breath constitute as an emergency.**

## **Protected Learning Times**

All Practices in Bedford, Luton and Milton Keynes, close for Protected Learning Time one afternoon per month, excluding August and December, and these dates are posted on our website.



## **Repeat Prescriptions**

We strongly encourage patients to order their prescriptions via Engage Consult, the NHS App or with SystmOnline. If you are unable to use one of these methods, you can also request your repeat medication by indicating the items you require on the tear-off slip of your prescription and handing it in at the practice reception.

Please allow 2-3 working days for us to process your repeat request and 7-10 working days for non-repeat items. Your prescription will then be available at your nominated pharmacy.

## **Delivery of prescriptions or medications**

Please contact your nominated pharmacy directly to ask for details of their services.

## **Change of address and telephone numbers**

Please notify the practice if you change your address or telephone number as soon as possible.



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## Services offered at Walnut Tree Health Centre

### Services offered by Walnut Tree Health Centre include

- Asthma and COPD clinics
- Diabetes clinics providing insulin titration
- NHS Health Checks
- Learning Disability Health Checks Minor Illness
- Smoking Cessation
- Phlebotomy
- Smear Tests
- Contraception
- Travel Vaccination
- INR Anti-coagulation Clinics
- HIV Testing



### ASCENT Primary Care Network (PCN)

Ascent Primary Care Network covers a population of roughly 30,000 patients registered with 3 GP surgeries across Milton Keynes.

Our Primary Care Network (PCN) consists of Asplands Medical Centre, Fishermead Medical Centre and Walnut Tree Health Centre; working collaboratively to provide services in addition to those already found at the GP practices.

Primary care networks benefit patients by offering access to an extended range of services and integrate primary care with your wider

health and community services. Our aim is to transform patient and carer access to health, wellbeing and care information, services and guidance. We work to improve access to your GP by providing additional access to first contact practitioners such as Physiotherapists, Pharmacists and Mental Health counsellors to assess your specialist needs directly. We offer improved holistic care with our social prescribers, occupational therapist and health and wellbeing coaches. The Ascent PCN Board is made up of senior Clinicians and Practice Managers from your GP practices allowing local knowledge to build and tailor services to the needs of our patients.

## **Private Fees**

The practice does carry out some other medical services that are not covered by the NHS. This includes completion of private health insurance forms (BUPA etc.), certification for fitness to work, HGV medicals etc. but it must be recognised that our NHS commitments take priority. Private requests can be made by completing one of our forms on reception. Fees are charged for this work at the BMA recommended rate; a member of our Patient Care Coordinating team will contact you to confirm any charges due. Please also note these services are provided in addition to NHS Services. Patients will also be advised of turnaround times for their requests.



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### Patient Participation Group

The Patient Participation Group (PPG) are volunteers registered with Walnut Tree Health Centre. They meet frequently, working with the practice to represent patients, offering views and ideas on the services and facilities that are provided. Activities you could expect to be involved in as a member of our PPG:

- Providing feedback on services provided by the surgery and potential ideas for enhancing or improving these
- Assisting with the production of information leaflets for patients
- Providing content and working as a group to produce tri-yearly informative surgery newsletters
- Carrying out patient satisfaction surveys
- Joining the surgery staff in hosting coffee mornings to raise money for charity

Please ask at Reception for more information.



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## **Compliments and Suggestions**

Compliments and suggestions are always welcome. Please either complete a form in reception, or complete the online feedback form on our website.

## **Complaints**

Walnut Tree Health Centre treats all patient complaints extremely seriously. Complaints can be the result of misunderstandings or poor communication, and it is the aim of the practice to try to resolve any complaints directly with the patient in the first instance.

Patients may wish to complain either verbally or in writing and these should be referred to management for resolution.

If a patient formally writes to the Practice the Practice Manager will acknowledge receipt of the complaint within 3 working days of receipt giving an indication of when a full response should be expected. The Practice Manager will investigate the complaint and respond with a full explanation or offer a meeting if this seems more appropriate.

A full copy of our complaints Policy can be found at reception.

Patient may wish to complain to the NHS Commissioning Board who commission Primary Care Services at:

NHS Commissioning Board  
NHS England  
PO Box 16738  
Redditch  
B97 9PT

Telephone: 0300 311 2233 or by e-mail:  
[england.hsmcomplaintsteam@nhs.net](mailto:england.hsmcomplaintsteam@nhs.net)

Should the patient still be unhappy with the responses the complaint can be taken to the Independent Parliamentary and Health Service Ombudsman. The Ombudsman Helpline telephone number is 0345 015 4033 or by e-mail:

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Or write to the Ombudsman at:**

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank, London, SW1P 4QP

Making a complaint can be daunting but help is available from PoHwer. They support people who wish to make a complaint about their NHS care or treatment. The Helpline is open 8:30am to 5:30pm Monday - Friday and can be accessed by calling 0300 200 0084 or by e-mail: [pohwer@pohwer.net](mailto:pohwer@pohwer.net) or by writing to:

POhWER  
PO Box 14043  
Birmingham  
B6 9BL

## **Confidentiality and Medical Records**

We keep a strict code of confidentiality. Please do not ask for information, e.g. details of appointments booked, or results relating to a relative other than young children; we will be unable to help you. All staff employed by this practice abide by our Code of Confidentiality and we operate a policy on information security.

**IF YOU REQUIRE A COPY OF  
THIS LEAFLET IN LARGE PRINT,  
PLEASE ASK RECEPTION**



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