

Welcome To Abbey Medical Centre



Contents

About us.....	2
Our Contact Details.....	3
If you need help when we are closed.....	4
Meet the Team.....	4
Appointments.....	7
How to book an appointment with us.....	7
What happens next?.....	7
Evening & Weekend Appointments (Enhanced Access).....	8
Nurse Appointments.....	8
Blood Tests.....	8
Cancelling your appointment.....	8
Prescriptions.....	8
Ordering via the NHS App.....	9
Local Pharmacies.....	9
Clinics & Services we offer.....	9
How can we support you.....	10
Your Rights and Responsibilities.....	10
Patient Group.....	11

About us

Welcome to our busy and thriving GP practice, located in the historic and picturesque town of Kenilworth. We care for a growing patient population of approximately 16,000 individuals and are proud to provide high-quality, patient-centred care.

As a GP training practice, we are a friendly and supportive team made up of:

- 11 GPs
- 4 Practice Nurses
- 1 Advanced Nurse Practitioner
- 1 Advanced Paramedic
- 2 Healthcare Assistants
- 1 Clinical Pharmacist
- 1 Pharmacy Technician
- 1 First Contact Physiotherapist
- 1 Paramedic

We are also supported by a skilled and dedicated management team alongside our reception and administrative teams who help ensure smooth day-to-day operations and patient support.

Our Accreditations & Achievements:

- Rated Outstanding by the Care Quality Commission (CQC)
- Healthwatch Accredited
- RCGP Research Ready
- Recognised by NHSE for our support of Military Veterans
- LD Friendly Practice
- Highly rated on NHS Choices and in the Annual GP Patient Survey
- Top achievers in the national Quality and Outcomes Framework (QOF)
- A strong collaborative Patient Group
- Known for a strong track record of innovation in primary care

Kenilworth and Warwick PCN

We are proud to be part of the **Kenilworth and Warwick Primary Care Network (PCN)**, established in 2019. Our PCN serves a combined population of over 63,500 patients across five local practices:

- Abbey Medical Centre, Kenilworth
- Avonside Health Centre, Warwick
- Castle Medical Centre, Kenilworth
- Chase Meadow Health Centre, Warwick
- Priory Medical Centre, Warwick



Together, we work collaboratively to deliver integrated, high-quality healthcare to our communities. To learn more about our PCN and the services it provides, please visit the [PCN's website](#).

Our Contact Details

- **Address:** 42 Station Road, Kenilworth, Warwickshire, CV8 1JD
- **Telephone:** [01926 859955](tel:01926859955)
- **Opening Times:** Monday-Friday 8:00-18:30

If you need help when we are closed

- For all **non-urgent** medical concerns/requests, we encourage patients to submit an [Online Consultation](#) and we will get back to you by the end of next working day.
- For **urgent** (but not emergency) conditions which cannot wait till the surgery opens, please contact [NHS 111](#).

Out-of-hours services are generally busy – if your query is of a non-urgent nature and you can wait until the surgery reopens, we advise you to use our [Online Consultation](#) service instead and get a response from the practice before the end of the next working day.

Meet the Team

Our GP Partners:

Dr Peter John (m)

- Quality of Outcomes Framework (QOF), Frailty Nurses, Paramedics and CQC Registered Manager

Dr Shehnaz Apahbhi (f)

- GMC reference no: 6166759

Dr Jenny Barnes (f)

- Caldicott Guardian, Safeguarding and Learning Disabilities Lead

Our Salaried GPs:

Dr Sanna Qodrat (f)

Dr Zeeshan Mughal (m)

Dr Muhammad Tabraiz (m)

Dr Rebecca Jacques (f)

Dr Marcela Uhliarova (f)

Dr Emily Williamson (f)

Dr Imraj Chohan (m)

Dr Rhia Sutherland (f)

GP Registrars:

Dr Anna Morris(f)

Dr Simron Kaur (f)

Dr Manpal Randeva (m)

Our Practice Nurses

Nurses are qualified professionals who help with family planning, healthy living advice, blood pressure checks, smears, injections, contraception and dressings. They also run clinics for long-term conditions such as asthma, COPD and diabetes.

Sian Harper (f)
Practice Nurse Manager

Jade Stringer (f)
Practice Nurse

Abbi Ross (f)
Practice Nurse

Georgia Watt (f)
Practice Nurse

Our Healthcare Assistants (HCA)

Our Healthcare Assistants help the practice nurses and do tasks like taking blood, new patient checks, blood pressure, ear syringing, dressings and ECGs.

Jude Warner (f)
HCA & Phlebotomist

Lisa Edwards (f)
HCA & Phlebotomist

Alison Gorton (f)
HCA & Phlebotomist

Clinicians

Our clinicians include an Advanced Nurse Practitioner (ANP) and an Advanced Paramedic Practitioner (APP). Both are senior clinicians who can assess, diagnose and treat health problems, prescribe medication, and manage urgent issues as well as ongoing conditions.

Anita Wallsgrove (f)
Advanced Nurse Practitioner (ANP)

Gavin Denley (m)
Advanced Paramedic Practitioner (APP)

Health Professionals

Our Health Professionals include Clinical Pharmacists and a Pharmacy Technician supporting medicines and prescriptions, First Contact Physiotherapists for muscle and joint problems without seeing a GP, and Social Prescribers who link patients to local support.

Prab Mahal (f)
Clinical Pharmacist (maternity leave)

Kieran Sohail (m)
Clinical Pharmacist

Abbie Fish (f)
Pharmacy Technician

Raj Virk (m)
First Contact Physiotherapist

Elaine Croft (f)
Clinical Specialist Physiotherapist

Michelle Murphy (f)
Social Prescriber

Practice Management

Our Practice Management team ensure the smooth running of the surgery by coordinating staff, services, and resources so patients receive efficient, high-quality care.

Angie Newton (f)
Practice Business Manager

Nikki Bowles (f)
Deputy Practice Manager

Thomas Fox (m)
Operations Manager

Administrators & Secretaries

Our Administrators and Secretaries handle patient letters, referrals, and general administrative and secretarial support for the practice.

Liz Cupit (f)

Administrator

Jo Murray (f)

Administrator

Zsuzsi Kovacs (f)

Administrator

Sandra Fall (f)

Medical Secretary

Balbir Aulak (f)

Medical Secretary

Della Askew (f)

Administrator

Ania Iwaniuk (f)

Administrator

Louise Garnham-Tierney (f)

Administrator

Alina Gulati (f)

Medical Secretary

Receptionists

Our receptionists are your first point of contact and can give information, share test results, and help with booking appointments and online triage. Our prescription team handles repeat prescriptions, queries, and medication reviews.

Kimberley Neeld (f)

Reception Manager

Linda Tolley (f)

Receptionist & Prescription Clerk

Kay Moore (f)

Receptionist

Jade Tidman (f)

Receptionist

Jade Midgaff (f)

Receptionist

Chris Hardie (f)

Receptionist & Prescription Clerk

Janet Moir (f)

Receptionist

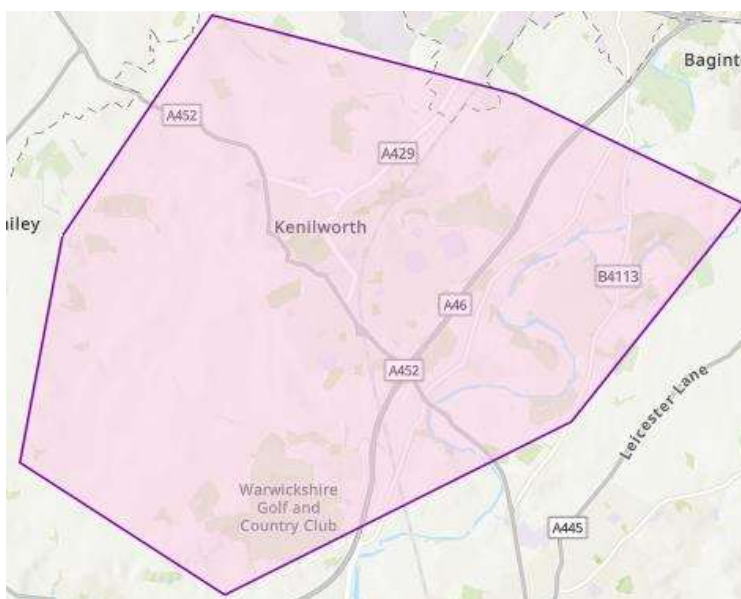
Christine McKane (f)

Receptionist

Chantelle Stacey (f)

Receptionist

Our catchment area



Home visits

If you need a home visit because you are too ill to visit the Surgery, please telephone us before 11am, Monday to Friday. Home visits are triaged and attended by our General Practice Paramedics in most cases. Please give the receptionist as much detail as possible when making the request and ensure you leave a contact telephone number so that a member of the team can get back in contact with you. Please remember that the as many as six patients can be seen in the surgery in the time it takes to make one home visit.

Named GP

All patients are allocated a named GP on registering with the surgery. At Abbey Medical Centre, continuity of care is at the heart of what we do. Where possible you should try and see your named GP and we ask you do this for each episode of care. This helps with continuity of your care and allows us to provide a more personalised service to you.

GP Registrars

Abbey Medical Centre is a training practice supporting GP Registrars. Our Registrars, who have extensive hospital experience, work with us for up to a year as supervised GPs.

Appointments

How to book an appointment with us

If you have a medical problem and would like to speak to one of our clinicians, please submit an **online consultation form** from 8am each weekday. To do this, go to:

- Our website - <https://abbeymedicalcentre.co.uk/>
- Click on Appointments
- Click on Contact Us Online
- Select the appropriate option
 - Medical request = new or ongoing problem. If you're able to, please answer the questions in each box, but if it doesn't apply to you just put N/A.
 - Admin or routine care request = fit/sick notes, repeat prescription requests, medication reviews, screening, and vaccinations.
- If you're unable to complete the form as you don't have internet access, or struggling to do it, please call us on 01926 859955 and one of the receptionists will be happy to help.

What happens next?

All requests are reviewed by one of our doctors. Depending on your needs, we may:

- Direct you to another service (e.g. your local pharmacy)
- Book you with the most appropriate clinician

Appointments may be offered the same day, within 3 days, or within 7 days, depending on urgency.

Evening & Weekend Appointments (Enhanced Access)

We are open on Wednesday and Thursday evenings from 18:30-20:00 and two Saturdays a month from 08:30-12:45. For more information, please visit [this page](#).

Nurse Appointments

For nurse appointments, please call the practice on 01926 859955 after 11am.

Blood Tests

Blood tests can only be booked if they have been specifically requested by a doctor or one of our clinicians or if you have a hospital-issued form.

☒ If this applies to you, please call the practice after 11am on 01926 859955 to book an appointment.

☒ If you have not been advised to have a blood test, please submit a medical request via our [online consultation form](#), explaining your symptoms or reason for needing a test. A doctor will review your request and advise on the next steps.

Blood test results

We do not routinely phone patients with test results unless medication is urgently needed. It is your responsibility to call to check on your results. Blood test results are available by calling the practice after 11am, or you can check the results on the NHS App.

Cancelling your appointment

- Please make every effort to keep your appointment. If you are unable to make it, please cancel it as soon as possible via this [Cancel your appointment](#) link.
- We can then reallocate your appointment to another patient in need. Your help will avoid a significant waste of NHS resources and is much appreciated.
- Alternatively, you can follow the instructions on your appointment reminder text and reply, to cancel an appointment.

Prescriptions

Requesting Prescriptions

- You can request acute or repeat prescriptions using the options below.
- The easiest way to order a prescription is online via our [online consultation](#) by selecting 'I have an admin request', or by using the NHS App (repeat prescriptions).
- If you are unable to order your prescription online, please drop your repeat prescription slip into the Practice reception team.

Processing Time

- Please allow 3 working days (excluding bank holidays) for your prescription to be processed and ready.
- Bank holiday opening hours may affect collection times.

Ordering in Advance

- It is your responsibility to ensure you order your medication in good time.
- We recommend re-ordering when you have **7–10** days' supply remaining.

Order via Web form

If you do not have the NHS app, you can also order your medication using a Web Form, this can be done using the '[Order your Prescription](#)'.

Ordering via the NHS App

- If you are registered with the NHS App you can order your prescriptions online.
- If you do not have this app, you can click the below link to register for an account.
 - About the [NHS App](#)
 - [Help guide for the NHS app - NHS App – Installation and Prescriptions](#)

Local Pharmacies

	Kenilworth Pharmacy	Boots Pharmacy (Talisman Square)	Boots Pharmacy (Bertie Road)	Leyes Lane Pharmacy
Opening times:	Monday-Friday - 9am to 6pm, Saturdays 9am-2pm	Monday-Friday 9am-5:30pm, Saturday 9am-3pm	Monday-Friday 8:30am-5:30pm, Saturday 8:30am-12:30pm	Monday-Friday 9 am–1 pm, 2–5:30 pm
Address:	Abbey Medical Centre, 42 Station Rd, Kenilworth, CV8 1JD	2 Talisman Square, Kenilworth, CV8 1JB	22A Bertie Rd, Kenilworth CV8 1JP	35 Leyes Ln, Kenilworth CV8 2DE
Phone:	01926 854286	01926 854606	01926 859809	01926 859232

Clinics & Services we offer

New Patient Health Checks	Chronic Heart Disease monitoring
Asthma reviews	Diabetes reviews
COPD and Spirometry reviews	Pill checks
NHS Health Checks	Wound care
Baby vaccinations and post-natal checks	Smear tests/Cervical Screening
Blood pressure checks	Joint injections
Contraception & Family Planning	Contraception implant & IUD Coil fitting
Childhood immunisations	Smoking cessation
Travel vaccination clinics	Anti-coagulation and INR

How can we support you

Language Translation Services

We can offer the services of a translator if required or order literature in other languages. Please ask the Receptionist for details.

Disabled Access

Our practice has disabled access, where we have a lift and a disabled toilet available.

Hearing Impaired

Our online service is available to you to book your appointments and request repeat medication online. If you use British Sign Language (BSL) an interpreter can be booked for your appointment. Please ask when you book your appointment.

Visually Impaired

Our receptionists can help you to check-in and show you to the waiting area. We can print off your appointment in a larger font, and you can ask for Information leaflets to be ordered for you in a larger font or Braille format.

Learning Difficulties

Please ask for a longer appointment if this would be helpful.

Chaperones

Please ask at the reception desk if you would like a trained chaperone to be present at your appointment.

Carers

If you are cared for by someone, or you are a carer, please tell us so that we can add it to your record and provide support where required.

Access to medical records

If you are over the age of 13 and are deemed to have competency, you can request access to your medical record online. The easiest way to do this is via your online access. If you need help setting this up, please enquire at reception.

Your Rights and Responsibilities

We respect your rights to:

- Privacy and we keep all your health information confidential and secure.
- Not be discriminated against because of gender, race, religion and belief, sexual orientation, disability or age.
- Be treated with dignity and respect.

You have a responsibility to:

- Help to look after your own health and wellbeing.
- Treat our staff and other patients with respect.
- Keep appointments or cancel in time for other patients to use them
- Follow the course of treatment you agreed with your doctor and to let the doctor know if this is difficult.

Zero Tolerance

The practice will not tolerate any rudeness, abusive or violent behaviour or intimidation towards staff in our Practices. Any patient that behaves in this way may be removed from the Practice list. Please see our **Zero Tolerance policy** on our website for further details.

Safeguarding Patients

All members of staff are trained in how to safeguard patients, particularly those who are vulnerable and to treat patients with dignity and respect.

Sharing Patient Information

Information about you may be shared between other healthcare organisations. You have the right to refuse to share such information. For more details, please see the displayed Privacy Notice. A copy of the notice is available on our website and displayed in the practice.

Comments, Complaints and Suggestions

We like to know what you think about the services we offer. If you have any comments or suggestions, please tell a member of staff or let us know via our website. We always try to provide the best service possible. However occasionally you may feel this has not happened. More details about how to make a complaint are located via this [link](#), scrolling down to the '*How to give practice feedback or raise a concern*' section and fill in the online form. Or you can download this document or ask for it at reception:



Abbey MC
Complaint-form.doc

Patient Group**What is the Patient Participation Group (PPG)?**

The Patient Participation Group (PPG) gives patients the opportunity to share constructive feedback and suggestions to help improve our services. The group is made up of volunteer patients who act as a voice for the wider patient community, with the aim of being active, diverse and truly representative.

Please note, the PPG is not a complaints service – any formal complaints should be raised directly with the Practice. Instead, the PPG offers a way to communicate and collaborate on topics that matter to patients, welcoming both positive feedback and ideas for improvement. If you do email feedback, please include your name so we're able to respond.

For more information, please [visit this page on our website](#). If you're interested in joining, scroll down to 'Join Our Patient Group' and complete the form. Your details will be kept secure, and a PPG member will be in touch. You can also view previous meeting minutes to see what the group has been discussing.

If you have any questions, you can contact the PPG Chair, Stella Moore, at abbeymcppg@gmail.com.