

Patient Voice

A good Practice!



CQC Inspection Result

The Bedford Street Surgery and Furzton Medical Centre have both recently been inspected by the CQC (Care Quality Commission) and have been rated as **GOOD** overall.

The 5 Key Questions

The CQC inspection results are based on the answers to the following five key questions about the services offered by the GP Practice:

1) Are They Safe

Are patients protected from abuse and avoidable harm?

2) Are They Effective?

Does patient care, treatment and support achieve good outcomes, helps patients maintain quality of life and is based on the best available evidence?

3) Are they caring?

Do Practice staff involve and treat patients with compassion, kindness, dignity and respect?

4) Are they responsive to patient's needs?

Are services organised so that they meet patients' needs.

5) Are they well led?

Does the leadership, management and governance of the practice make sure it's providing high-quality care that's based around patients' individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture?



Patient Services

Appointments offered

Pre-bookable – Subject to availability you can book up to 4 weeks in advance by telephone or at Reception. A proportion of these are available online. Fasting Blood Tests can now be booked online.

On the day – you can book appointments from 8.30 am on the day, on-line, by phone and via Reception.

Evening Appointments

Both surgeries have extended hours in the evenings. Please speak to Reception or register with **SystemOnline** to book evening appointments.

Minor Ailments Clinic

At Furzton you can get an appointment with a prescribing nurse (Fiona).

Message board and Triage

Nurse – you can ring the practice and a triage nurse or GP will call you back the same day. If you cannot be seen or triaged at our practice **ring 111**.

Repeat Prescriptions

- In person at the surgery Bedford Street and Furzton
- Online via the website: bedfordstreetsurgery.co.uk
- But not by telephone at either surgery



Are you a Carer?

So that MK Carers can offer support (if you are a carer at any age) please let your GP or Reception know.

If you know someone who is caring for someone please encourage them to let the Practice know.



The Practice continues to work hard to improve all aspects of its performance.

People in the Practice



Theresa Keefe

Practice Nurse Profile:

Theresa - who works across both sites (Bletchley and Furzton) specialises in COPD (Chronic Obstructive Pulmonary Disease), Asthma and Diabetes.