

Bedford Street & Furzton Medical Centre

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Dr Motaz Bashi (male) MB.ChB Baghdad 1986
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Dr Ayesha Zaman (female) MBBS (MRCP-2012) DRCOG
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DR G Sivavakeesar (female)

Practice Manager: Laura Lucas

Website: www.bedfordstreetsurgery.co.uk

Welcome to our surgery. We have two sites one in Bletchley and one in Furzton. There is disabled access at both sites. We are a partnership of seven Doctors, we employ Practice Nurses, Minor Illness Nurse, COPD ,Diabetes Nurses and HCA's . We offer access to District Nursing service, midwives, a health visiting services.

Our Practice Areas. Our Furzton Surgery covers the areas of Crown hill, Emerson Valley, Great Holm, Shenley Brook End, Shenley Church End and Shenley Lodge, Loughton, Oxley Park, Tattenhoe, Medbourne, Kingsmead and Westcroft. Our Bletchley practice covers all of Bletchley and surrounding villages.

Registration. When you register it will be with the practice. All our patients do have an accountable GP who will be responsible for your overall care. If you are unsure who this is please ask next time you visit the practice, if you would like this changed please let us know. You can still see any GP you wish. All patients registering will be asked to **fill in a simple registration form** as well as a simple medical questionnaire so that the doctor has some information about you immediately. **We also need Photographic proof.** This can be a passport, photo driving license, ID card, citizenship card. **Also proof of address** this can be a recent utility bill, tenancy/rental agreement, mortgage/home ownership details or bank statement, these should be within the last two months of the date you come into the surgery. You will have access to a new patient health check with our health care assistant which will include the option of a HIV test if you are aged 16 –64. We provide all new patients aged 15– 24 with a chlamydia testing kit which is to take away.

Carers If you or a family member are a carer and would like advice and support please let us know. Information is also on the carers notice board in reception and available on our website or contact www.carersmiltonkeynes.org.

Surgery Opening Hours. Both sites are open and a receptionist is on duty from Monday – Friday 8.30am to 6.30pm. We have an emergency only telephone line between the hours of 8am—8.30am

To Make Appointment

We recommend all patients register for our online services to help them book appointments. We Offer 10 minute open access appointments in the morning starting 8.30am to 12.00pm Monday to Friday . You can book an appointment online, by telephone or come down to the surgery. Afternoon surgeries. Monday to Friday are pre-booked 4 weeks in advance with various start times from 2pm until 5.30pm for different doctors. One appointment is for one patient only. If you have booked an appointment that you no longer need, please make sure you let us know in plenty of time so that it may be offered to another patient. If you need to see a doctor urgently and we have no appointments available you may be offered a message board call back from a clinician ,

ernment initiative to enhance Doctor & Staff training. During these hours in case of emergency call your usual surgery number and it will put you through to MK Urgent Care Services.

Training We are not a training practice but from time to time we may have other professionals under going training i.e.: student midwives, student nurses, Pre-Medical students or student health care assistants. Please let us know if you do not wish a student to be present during your consultation.

Patient Belongings The surgery cannot accept any responsibility for patients' property whilst in the surgery. Particular regard for this should be taken when leaving prams and trolleys in the surgeries.

Other Helpful Contacts

Milton Keynes Hospital	01908 660033
NHS Emergency & Urgent Care	111
Alcoholics Anonymous	0845 7697555
Citizens Advice Bureau	08701 264050
Milton Keynes Police	101
Registration of Births/Deaths	01908 310010
Saxon Clinic	01908 665533
Social Services	01908 253772
Thames Valley Primary Care Agency	0188 918 3333

Website www.bedfordstreetsurgery.co.uk

The surgery also has a website for patient to use for there convenience the address is as above it is for both branches.

Reviewed May 2017

would be interested in joining please leave your details with reception who will give these to our practice manager.

Access to records and confidentiality The practice holds manual and computerised records for all its patients. This data is entirely secure and confidential and we are registered under the Data Protection Act 1998. All the staff that have access to the medical records are obliged to observe strict rules of confidentiality under the access of Medical Records Act 1990. Patients may view their medical records although a small charge will be made. Please make your request to view your notes in writing by completing an access to health records form available from reception.

Teenage Confidentiality For free confidential information or advice please contact any GP or nurse at the practice or any of the following services.

Brook Advisory Clinic 0800 18 5023

Youth Access 020 8772 9900

Family Planning 01908 664764

If you think you may have a sexually transmitted disease you can seek confidential advice from your doctor or from your local genito-urinary clinic 01908 243860.

Complaints or suggestions Your complaints help us improve our services to you and others. If at any stage you are unhappy with our service, please share your concerns with our Practice Manager. As a practice we investigate and learn from all complaints. We will always fully investigate and deal with any concerns raised. If after our investigation you are not satisfied we will provide you with details of who you can appeal too.

The practice has a “zero tolerance ” to abusive or violent behaviour and it is a growing concern in the NHS. All health care professionals and their staff have the right to care for others without fear of being attacked or abused. We fully support our staff by removing immediately patients who are aggressive or abusive towards our employees.

Protected Learning Time Once a month the surgeries are closed from 12.00pm-5.00pm. This is in accordance with a gov-

Nurses’ appointment times vary depending on procedure. There is a nurse at both sites Monday to Friday various hours. For some blood tests you can book online

Evening Surgery

The Surgery is open various evenings for pre-bookable appointments only, you can book these up to 4 weeks in advance at reception or online. Evenings are in particular for patients who have difficulty in attending the surgery during our normal opening hours. There is no telephone service or prescription service during these clinics.

Home Visits The surgeries with all their facilities are the best place to hold a consultation, however, if you are too ill to come into the surgery please could you telephone before 11.00am if possible to request a home visit. This will help the doctors to plan their day more effectively.

Out Of Hours Please ring your surgery 01908 658850 for Bedford Street or 01908 867064 for Furzton when the surgery is closed, then press 1 to be put through NHS 111 Services. You can also ring NHS 111 Services for advise 24 hours a day or use their website www.nhs.uk/111

The Walk in Centre

The Walk In Centre is in the same location as Milton Keynes. Urgent Care Services on the Hospital Campus, and can offer you an appointment only when the surgery is unable to offer you an appointment within 48 Hours. The centre is open from 7.00 am to 10pm 365 days a year. This is a nurse lead Walk in Centre and they will be able to deal with any minor problems you may have. The service is not suitable for repeat medication or prescriptions, or follow-up advice or for care of an previous or longstanding problem

Repeat Prescriptions We recommend all patients register for our online services to order medication online .When requesting a repeat prescription please use the computer print out of the medication and tick the items you require and hand it in at reception. You can also post it to the surgery and if you wish to include a stamped self addressed envelope we do not

accept faxed prescription requests. **We do not take requests for repeat medication over the telephone**, the **exception** to this would be for housebound only patients. Repeat prescription requests take between 48—72 hours.

You can now also order your repeat prescription online for both sites at the surgery websites: www.bedfordstreetsurgery.co.uk

Test Results These will only be given to the patient with the exceptions of children under 16. Results cannot be given to relatives or carers unless written consent from the patient has been given to release the information. You can get your results by phoning the surgery between 3pm & 5pm . Please allow a minimum of 5 working days for bloods/urine results and 10 working days for x-ray/ultrasound results to come back but be aware some results take longer, cervical smears results can take up to 6 weeks.

Special Services Offered

Child Immunisation Clinics, Maternity Care, Travel Immunisations, Cervical Smears, Minor Surgery, Diabetes/Asthma/COPD Clinics, Smoking Cessation Clinic, Family Planning (coil, implants etc), Warfarin Monitoring.

Stop Smoking Service

If you are interested in giving up smoking the practice has a smoking cessation advisor who runs clinic's on both sites once a week with a very high success rate in helping you quit. If you are interested in seeing one of our smoking advisors, please ask at reception for an appointment.

Change of Name/Address or Phone Number Please let us know if you move and change you address or telephone number. If you change your name we need to see proof. All cancellations of appointments are sent by SMS so it is essential we have these numbers up to date

Medical Examinations & Certificates A sick note from the doctor only becomes necessary if an illness lasts more than 6 days. Shorter illnesses are covered by a self-certificate form available

from reception or online. We do not sign passport forms or shotgun licenses. The NHS does not cover certain services for example: Medicals for HGV, PSV, and Driving etc. Private medical are available by special appointment only and there is a charge for these services. A list of these charges for non NHS services is on our website .

Members of the Team Receptionists are the first member of the team you will come into contact with. They are here to welcome you and help you by providing information and arranging appointments. All information is treated in the strictest confidence.

Our Experienced Practice Nurses can advise on and treat a wide variety of health matters, minor illness and minor injuries. They maintain our emphasis on preventative care by working alongside our doctors in running special clinics.

Our Health Care Assistant is also trained in a variety of procedures .

Our Practice Manager is responsible for the smooth running of the practice, employment of staff and wellbeing of all of our patients . If you have any suggestions or feedback please complete either a suggestion form or Friends and Family feedback form in reception

Primary Health Care Team

District Nursing Team

Community Midwives

Bedford Street Health visitors team are based at the Red House Surgery and can be contacted on 01908 365501.

Furzton Health visitors team are based at Westcroft and can be contacted on 01908 340984.

Patient Participation Group

The practice has a patient participation group. The function of this group is to work with the practice to provide practical support, to help patients to take more responsibility for their own health and to provide strategic input and advice. The patient participation group meets once every month for a few hours. If you