

Bedford Street & Furzton Medical Centre



Patient Charter Leaflet
Information for patients



Patient's Rights to General Services

Patients have the rights to:

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice for ongoing health issues
- Receive urgent care during core hours from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agree
- have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Bedford Street Surgery & Furzton Medical centre Philosophy

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

- An appointment is for one person only - where another member of the family wishes to be seen or discussed, another appointment should be made.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time. Home visits should be medically justifiable. Patients will be encouraged to attend surgery where possible.
- Patients are asked to give 72 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing. This may vary if you use a pharmacy to order direct for you .

Privacy and Confidentiality

We will respect our patients' privacy, dignity and confidentiality at all times.



Referrals

Urgent referrals to other health and social care agencies will be made within two working days of the patient consultation.

Where requested, our GPs will refer you to a private health provider.

We will normally process non-urgent referrals within ten working days of the doctor's decision to refer. In some instances you may be asked to refer yourself to the service.

Waiting Times

Surgeries will normally start on time.

We aim for patients to be seen within twenty minutes of their appointment time, and in the event of a delay we will offer an explanation.

When a doctor needs to attend to an urgent clinical matter, we will inform the patients and give them an opportunity to book an alternative appointment.

Out of Hours Emergencies

We will do everything possible to ensure that our system for contacting the Out of Hours Services (team) is easy to follow, reliable and effective. If you need medical advice and we are closed please call 111

Patient's Responsibilities

- Courtesy to the staff at all times - remember they are working for lots of patients.
- Responding in a positive way to questions asked by the Care Navigators
- To attend appointments on time or give the practice adequate notice that they wish to cancel.

Bedford Street Surgery & Furzton Medical centre staff

Partners

Dr Hadayat Ullah
Dr Mohammed Jahngir
Dr Sarah Stranks
Dr G Mosha
Dr George Fitzjohn

Practice Manager: Tracy Blackmore

Nursing Team

Nurse Practitioners
Diabetes Nurse
Long term conditions nurse
Practice Nurses
Health Care Assistants
Paramedic

Health Visitors
Midwives

Finance Team
Admin Team
Secretaries
Care Navigator team
Care Coordinator

Our Opening Times

Monday: 08:30-18:30

Tuesday: 08:30-18:30

Wednesday: 08:30-18:30

Thursday: 08:30-18:30

Friday: 08:30-18:30

We have an emergency only telephone line between the hours of 8am—8.30am the number for this is on the website

These are our general opening times, we also offer evening and early morning appointments at our sites on various days. Please contact your surgery for our appointment availability.

Contact Details

4 Bedford Street
Bletchley
Milton Keynes
Bucks
MK2 2TX
Tel: 01908 658850

67 Dulverton Drive
Furzton
Milton Keynes
Bucks
MK4 1EW
Tel: 01908 658850

Website: www.bedfordstreetsurgery.co.uk

All comments and suggestions about the service are welcome. Please use the box provided in the waiting area. If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.

We wish to make the Bedford Street Surgery & Furzton Medical centre as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services

Our Patient Charter

You will be treated with courtesy and respect by all Practice personnel.

An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day. If we have no appointments available you may be offered a message board and call back.

We offer appointments starting at 8.30am Monday to Friday. You can book an appointment online, by telephone or come down to the surgery.

Remote Booking is available through our reception team.

Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please inform reception.

We aim to answer the telephone within six rings.

Appointments with the Practice Nurses are available four weeks ahead.

Requests for repeat prescriptions will be dealt with within 48 - 72 hours. It is recommended that you use the online services for this service. To support being paper free. Requests can also be in person at reception.

Appointments:

With a Doctor/ Nurse: For routine consultations we will endeavour to offer patients an appointment with a GP/Nurse. Medically urgent requests will be dealt with on the same day. We encourage one issue per appointment to avoid over running. Patients can book longer appointments to accommodate their concerns.