



We have a new telephone system

There is no change to our phone number: 01908 658850.

This new digital system should improve patient access & experience. Making it easier to get through on the phone.

When you call the option will be different for example:

- ◆ Patient Call Back: Reduce you needing to wait on hold, Patient call back keeps your place in the queue after you have called in and hung up. You will receive a call back from us instead of you waiting on the line.
- ◆ options to ensure you are put through to the correct department
- ◆ Integrated Call recording into system

Your Patient Participation

Your patient participation group (PPG) is made up of a group of volunteer patients, the practice manager and one or more of the GPs from the practice. The group covers both the Bedford Street Surgery and Furzton Medical Centre. No medical or patient information is shared or discussed at the meetings.

The changes to the NHS and the focus on patient involvement means that the PPG now has an increasingly proactive role to ensure that patient views are captured and understood by the Practice. The patient participation group meets on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

In order to gather a truly representative sample of patients together, we welcome patients from all manner of diverse backgrounds including young people, students, workers, retired people, people with long term conditions, and people from non-British ethnic groups.

If you are interested in joining the PPG visit the website www.bedfordstreetsurgery.co.uk and click on Practice Information and scroll down to Patient Participation Group to register, or come in to the practice and speak with a member of our reception team.

Think Pharmacy First

From soothing an earache to treating a UTI, your local pharmacist can now provide medicines for seven conditions, if necessary, without the need for a GP appointment or prescription. Subject to age eligibility.

They may also be able to offer treatment and some prescription medicine for some conditions, without you needing to see a GP (this is called Pharmacy First). Conditions they can treat as part of Pharmacy First are:

- **earache** (aged 1 to 17 years)
- **impetigo** (aged 1 year and over)
- **infected insect bites** (aged 1 year and over)
- **shingles** (aged 18 years and over)
- **sinusitis** (aged 12 years and over)
- **sore throat** (aged 5 years and over)
- **urinary tract infections or UTIs** (women aged 16 to 64 years)

How pharmacies can help: Pharmacists can give you advice on a range of conditions and suggest medicines that can help.

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if needed. They will then update your GP health record.

For more information, visit nhs.uk/thinkpharmacyfirst

For a larger font ask at reception

Our Gp's

Bedford Street:

Dr Ullah (M) : Thurs & Fri

Dt Stranks (F): Mon, Wed, Thurs

Dr Jahngir (M) : Mon, Tue, Wed

Furzton Medical Centre:

Dr Fitzjohn (M) : Tue, Wed, Fri

Dr Mosha (F) : Tue, Wed, Thurs

Making Appointments

You can book online at
bedfordstreetsurgery.co.uk
or call 01908 658850

Nurse Practitioners These are experienced Nurse and Independent prescribers able to see a wide range of conditions, minor illness, minor injury and other acute conditions.

Specialist Nurses: We have diabetes, COPD and asthma specialist nurses

Practice Nurses: Practice Nurses undertake a wide variety of responsibility's, Disease Prevention, Wound Care, monitoring chronic conditions, vaccination, Specific Health Checks, Cervical Screening, Pill checks and much more

Health Care Assistant (HCA) : Blood Tests, Blood pressure checks, Wound Care, ECGs, Removal Of Stitches or Staples, NHS Health Checks, Certain Injections: B12, Flu, Shingles, Pneumonia, Spirometry, Diabetes Care.

Bank Holiday Closed Days:

Monday 26th August

Protected training Time

Thur 20 June

Tue 16 July

between 2.30pm to 6.30pm the practice will not be offering routine appointments & all practice calls will be covered by the 111 service.

Online Service

Once you are registered you will be able to use the service to:

- Order repeat prescriptions
- Make an appointment
- Cancel an appointment
- Access Test Results
- View Letters & Referrals
- Check your contact details
- Change you Pharmacy

bedfordstreetsurgery.co.uk

Prescriptions

All patients can register to use our online services with SystemOnline, where you will be able to request your medication.

When requesting a repeat prescription in practice use the computer print out of the medication and tick the items you require and post in the red letterbox outside of the surgery.

Home Visits

If you do need a home visit, you can help us by calling reception before 11:00.

You may only request a home visit if you are house-bound or are too ill to visit the practice. Our paramedic will liaise with our doctors and will only visit you at home if they think that your medical condition requires it. They will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable a schedule house calls

Received an invite

Received an invite or review due text? Please book this at reception or use our online services.