



Bassett Road Surgery

Dr JL Henderson & Partners

The Surgery

29 Bassett Road

Leighton Buzzard

Bedfordshire

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Welcome to Bassett Road Surgery

As a patient at Bassett Road Surgery, we hope you will feel valued, cared for and listened to. We will provide you and your family with the highest possible standard of medical care and include you in decision-making about your health.

If you are a new patient joining us, we will ask you to call into the surgery to complete a brief registration form. As well as welcoming you to the practice, we will ask you to fill in a health questionnaire so that we have some basic information on file for you until your full medical records are received. If you take regular medications, we will also ask you to come in for a brief consultation with one of the doctors so we can ensure a smooth transition of care.

The Surgery is open at the following times:

Monday	8.00am until 6.30pm
Tuesday	8.00am until 6.30pm
Wednesday	7.00am until 8.00pm
Thursday	8.00am until 6.30pm
Friday	8.00am until 6.30pm
Saturday	9.00am until 10.30am on the second Saturday of each month, by appointment only.

All patient areas are accessible by wheelchair both from the road and car park entrances. If, however, you have any particular needs, please do let us know.

Our Practice Team

Our practice team is professional, caring and approachable. Within the practice, our Doctors, Matrons, Pharmacists, Nurses, Health Care Assistants, Phlebotomists, Dispensers, Receptionists and Administrative staff all work closely together to provide your care.

A Community Matron, Community Nurses, Midwives, Health Visitors, Social Workers and MacMillan Nurses also help us to ensure a holistic and coordinated approach to healthcare.

In addition, we support a variety of visiting services which currently include Citizens' Advice Bureau, Addiction, Counselling, a Mental Health Link-worker, a Social Prescriber, an MSK Practitioner, Non-obstetric Ultrasound Screening and Aortic Aneurysm Screening.

Our practice is a member of the Leighton Buzzard Primary Care Network (PCN). This means we are working more closely with the other 2 practices in town as well as other health and social care organisations to provide holistic services to our patients.

Our Management Team

- Mrs Chrystal Dooley Practice Manager
- Mrs Sue Elliott Deputy Practice Manager

Our Patient Participation Group (PPG)

We have a team of patients who work alongside the practice to help us improve the services we offer. If you are interested in becoming a working member of the Bassett Road PPG, or wish to help in any way please either email bassettroadppg@gmail.com or contact the surgery for details.

Our Doctors

GP Partners:

- Dr John Henderson MB BS MSc MFPHM MRCGP (1984 London)
- Dr Mary Horkan MB BS BSc DRCOG DFFP MRCGP (1994 London)
- Dr Ros Lucy MB ChB MRCGP DFRSH (1989 Sheffield)
- Dr Nasir Jamal MB BS MD DFFP (1982 Aligarh Muslim)
- Dr Christopher Longstaff MA (Cantab) MB BChir MRCGP PGCMDE (2008 Cambridge)
- Dr Laura Lewis MBChB DRCOG MRCGP (2009 Birmingham)
- Dr Elinor Mathieson MB BS MSc Epid BSc (London)

Salaried GPs:

- Dr Suzie Gill MB BS BSc MRCGP (2006 London)
- Dr Claire Evans BM MRCGP DCH DFRSH (2008 Southampton)
- Dr Dennis Phang MB ChB MRCGP (2014 Leicester)
- Dr Amelia Darley MA BS MBChir MRCS MRCGP DRCOG (2007 Cambridge)
- Dr Louise Plumtree MB BS MRCGP (2010 East Anglia)

Some of our doctors have a variety of specialist interests and skills.

Dermatology (skin problems)	Dr Henderson
Minor Surgery	Dr Henderson
Diabetes	Dr Horkan
Gynaecology and Sexual Health	Dr Lucy
Ophthalmology (eye conditions)	Dr Jamal
Addiction	Dr Longstaff
Homeless Healthcare	Drs Longstaff & Mathieson
End of Life Care	Dr Lewis
Joint Injections	(see separate note in waiting room and on website)

Our Nursing Department

Practice Matrons:

Our Practice Matrons are highly experienced and help our GPs to see patients who request same-day appointments and home visits.

- Ms Sara Drummond Practice Matron
- Mrs Allie Jackson Practice Matron
- Mrs Jackie Ridley Complex Needs Matron

Specialist Nurse & Clinical Pharmacists:

Our Specialist Diabetic Nurse has particular expertise in the management of patients with diabetes. Our Clinical Pharmacist has particular expertise in the management of patients with respiratory conditions, as well as those on multiple medications.

- Mrs Heather Taylor-Allkins Diabetic Specialist Nurse
- Ms Clara Alonso Malpartida Clinical Pharmacist &
Respiratory Specialist
- Ms Louise Carr Clinical Pharmacist

Practice Nurses:

- Mrs Louise Falconi Practice Nurse
- Mrs Lesley Avery Practice Nurse
- Mrs Liz Ruddock Practice Nurse

Healthcare Assistants & Phlebotomists:

- Mrs Karen Puddifoot Health Care Assistant
 - Mrs Sam Greany Health Care Assistant
 - Mrs Karen Dignum Phlebotomist
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Appointments

We offer three types of appointment with our GPs.

Pre-Bookable Appointments:

We recognise the value of continuity of care and the importance of seeing a doctor who knows you. You can book to see a specific GP in a pre-bookable appointment. The wait for this appointment will depend on the GP you choose. All pre-bookable appointments can be booked online (please ask one of our reception staff for details).

Same-Day Appointments:

Same-day appointments allow you to see a GP or a Practice Matron at short notice. These appointments are not limited to emergencies but the short notice nature of these appointments means that it is not possible to choose the clinician seen. Please contact the practice if you need a same-day appointment.

Telephone Appointments:

Many problems can be dealt with over the 'phone and you can book a telephone appointment for a GP to call you back. Due to the high demand for telephone appointments, it is difficult to give you more than an estimate of the time that we will return your call. Please do make sure that you are able to answer a call if you request one. Please contact the practice if you need a telephone appointment.

If you are unable to keep an appointment, please do let us know; it can be used by someone else.

Home Visits

If you need medical help but are too unwell to come to the surgery, please let us know before 10.00am. It is very helpful if you can give the receptionists a brief indication of your problem so that doctors and practice matrons can attend to the most urgent problems first.

We are grateful to patients if they can manage to get to the surgery as we

can provide a higher standard of care with the facilities available to us on site.

Out of Hours Emergencies

If you need medical care outside of our working hours, you can contact Bedfordshire's Out of Hours GP Service by calling our main surgery number.

Out of Hours medical care is the responsibility of Bedfordshire Clinical Commissioning Group (BCCG). If you have any comments/complaints about the service we will be happy to help you make contact with them (please ask for a leaflet at reception).

Extended Access

Appointments with GPs, Nurses & HCAs are now available in the evenings and at weekends so you may be offered an 'Extended Access' appointment. If you accept one of these, you will be seen at the Leighton Road surgery site in Linslade. Our reception team will confirm the details at the time of booking and, if you are registered to receive text message alerts, you will receive a text message confirming the date, time and location of the appointment.

Please note that, at present, Extended Access appointments are **not** bookable online. There has been no change to normal surgery appointments which are available as usual including our existing Extended Hours with early morning and late evening appointments on Wednesdays. If you would prefer to see a GP, Nurse or HCA from this practice, please book an appointment during normal surgery opening hours.

NHS 111 Service

This is a service that has been introduced to make it easier for patients to access local NHS services in England. You can call 111 when you need

medical help fast, but it is not a 999 emergency.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from both landlines and mobile phones. Further information is available at: www.nhs.uk

Repeat Prescriptions

To request a Repeat Prescription, simply indicate the items you require on the tear-off slip of your computerised prescription. This may be faxed to us on (01525) 219686, left in the prescriptions letterbox in our lobby or posted to us with a stamp-addressed envelope if you wish us to post your script back to you. You may also request repeat prescriptions via our surgery website. Please ask at reception for a User Name and Password to get started. We do not take requests for prescriptions over the telephone as this carries a higher risk of prescribing errors.

Doctors are required to review repeat prescriptions regularly and dispensary staff will indicate to you when such a review is due. If your repeat prescriptions do not appear when making an online request, this can also indicate that a review is required. Please ask our dispensary staff for assistance if this happens.

We try to process requests as promptly as possible but ask that you give 2 clear working days' notice to allow this. (Bank Holidays, Saturdays & Sundays do not count as working days.)

Dispensing

Most patients will need to collect medication from a pharmacy. However, we can dispense to a small proportion of patients. This is regulated by the NHS and beyond our control. It applies to patients who live more than 1.6km away from a pharmacy or would have particular difficulty accessing one.

Medication Wastage

GPs in Bedfordshire are only allowed to issue 28 days' of medication at a time both to avoid wastage and to improve patient safety.

Education & Training in the Practice

We are involved in the training of doctors at both postgraduate and undergraduate level. We work with Milton Keynes GP Training Scheme, Buckinghamshire GP Training Scheme, Imperial Medical School and the University of Buckingham Medical School.

GP Registrars on placement at the surgery are doctors who have already spent at least two years working in hospital since qualifying. Depending on the stage of their training, these doctors spend 6–18 months* with us before continuing their training elsewhere. *This will increase to 24 months from 2022.

Occasionally, doctors may ask to video a consultation for educational purposes. The receptionist will ask you beforehand and, if you agree, you will be asked to sign a consent form. You can decline to have the appointment recorded at any stage and this will have no bearing at all on the treatment you receive.

We also regularly undertake joint surgeries with two doctors present to allow learning within the team. Again, the receptionist will check with you beforehand to make sure you are happy with two doctors being present for your consultation.

Your consent to the participation of a medical student in your consultation will always be sought in advance. If you prefer not to have students present, this will always be respected.

Laboratory Tests & X-rays

All samples for laboratory testing are collected by 1.00pm and delivered

to Stoke Mandeville Hospital for analysis. Unless your doctor suggests otherwise, we will contact you if anything is amiss but, if you are anxious about your results, please bear in mind it takes up to a week for blood tests to come back, 2 weeks for x-rays and 4 weeks for cervical smear results.

As far as possible, we are grateful if you call between 1.30pm and 4.00pm for the results of any tests as the telephones are often quieter at this time.

If your result is completely normal, the receptionist will be able to advise you of this. Under any other circumstances, it may be more appropriate for the doctor to call you or see you, which the reception team can arrange for you. Please try not to worry; this does not necessarily mean that there is anything seriously wrong.

Child Health & Immunisations

In line with Department of Health guidelines, we actively encourage full immunisation of all of our pre-school children.

Family Planning

Advice on all forms of contraception is available at the surgery. We offer implant fitting/removal amongst other options. If you need contraceptive advice about coils or implants, please book with Dr Lucy. Your confidentiality will be respected at all times.

Travel Health

Advice on vaccinations and other precautions prior to travel is available from our Nursing Staff. Please ensure you book an appointment with them a minimum of 4-6 weeks before you are due to travel to ensure that you have full cover. There is a charge for some non-NHS vaccinations.

Carers

If you are the principal carer of a relative, neighbour or friend, and have any particular concerns or needs, please ask and we will do our best to help. It would be really helpful if you could let us know if you are a carer so we can ensure your records are up to date and make sure we offer you appropriate services, e.g. an annual flu jab.

Access to Medical Records

You have a right under the General Data Protection Regulation Act, 2018, to see what information is held about you as a patient, whether on computer or on paper, subject to certain legal limitations. If you would like to see your records, please ask your doctor how to arrange this.

Complaints

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned, and this may be the approach you try first.

Where you wish to make a formal complaint, we ask that you do so preferably in writing and as soon as possible after the event, as this helps us to establish what happened more easily.

Further details about our complaints procedure are available in the Complaints Leaflet available at reception and on our website.

CCG Address & Contact Details

Each GP surgery is contracted to provide services with a local Clinical Commissioning Group (CCG). Our surgery is covered by the Bedfordshire Clinical Commissioning Group (formerly NHS Bedfordshire) who can be contacted at: Capability House, Silsoe, Bedfordshire, MK45 5HR, Tel: (01525) 864430.

The CCG website is: www.bedfordshireccg.nhs.uk and the team can be reached by email: enquiries@bedfordshireccg.nhs.uk.

Rights & Responsibilities of Patients

As a patient, you can expect:

- to be treated with courtesy and with respect for your privacy and dignity;
- to receive treatment on the basis of your clinical need;
- to choose to have a relative or friend with you during consultations and examinations;
- staff to understand that you might be feeling anxious and vulnerable and that this may affect the way you behave;
- to be informed on arrival for an appointment if delays are occurring and to receive an explanation why;
- to take part in decisions about your treatment and have the pros and cons of treatment, including any risks, side-effects and alternative methods of treatment, fully explained;
- to receive an explanation and, where appropriate, an apology if things go wrong, and to be able to complain if you are unhappy with the treatment you receive.

As a patient, you have a responsibility:

- to treat the staff who care for you with courtesy and respect at all times and extend this courtesy and respect to your fellow patients;
 - to give reasonable notice if you are unable to attend an appointment;
 - to inform the surgery of any change in contact address or telephone number;
 - to understand that there are pressures and limitations on health service resources and on those working within the service;
 - to let staff know if you have any allergies or sensitivities to medication, or have any change in your health that could affect the treatment you receive.
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Practice Area

Little
Brickhill

Great
Brickhill

Stoke Hammond

Soulbury

Heath &
Reach

Stewkley

Hockliffe

Wing

**Leighton
Buzzard**

Eggington

Cublington

Stanbridge

Billington

Tilsworth

Slapton

Eaton
Bray

Edlesborough

Cheddington

Useful Telephone Numbers

Surgery Appointments	01525 378 387
Enquiries, Out of Hours	01525 373 111
Stoke Mandeville Hospital	01296 315 000
Milton Keynes Hospital	01908 660 033
Luton & Dunstable Hospital	01582 491 166
Citizen Advice Bureau (Leighton Linslade)	01525 373 878
Bassett Road Clinic	01525 751 100
NHS 111	111
Care UK, Out of Hours Service	01582 545 619
Samaritans	08457 909 090
Social Services - Beds 65+ Team	0300 300 8033
Social Services - Beds Children & Adults	0300 300 8585
Social Services - Bucks Adults	01296 383 204
Social Services - Bucks Children	08454 600 001
South Beds District Council Housing Office	0300 300 8007
