

Summer update

In this newsletter we will update you on:

- 1) CAaT
- 2) Prescriptions
- 3) Staff changes
- 4) Online Access to records

Newsletter

NEW SERVICE - Clinical Assessment and Triage (CAaT):

From 25th September 2024 we will be moving to a total triage service for all urgent and important (on the day) assessment / appointment requests. No more queuing on the telephone!

Patients will be asked to complete an eConsult online assessment before an appointment can be allocated. Our staff are being trained in how to help you complete these. You will still be able to come in or you can telephone, but we will ask you to complete the eConsult, or we will do it for you. From the 25th September the quickest way to get advice and care is to complete the form yourself online.

We have set up a clinical hub, comprising of GPs, Urgent Care Practitioners and Care Navigators. This team will review all online submissions for assessment and triage. They will then contact patients with an outcome or will book you into an appointment.

Digital Café – 17th August 2024, St Andrews Church Hall, Kimbolton Road, 10-4pm

To support this change, we have set up some patient digital cafes, for you and your carers / family to come by and learn with us how to complete an eConsult.

Prescription repeats:

We are moving to SystmOne online and NHS app requests ONLY from September 2024 and will be stopping prescription requests via email and paper. So, no more dropping off requests to reception.

Please use this opportunity to set yourself up online by bringing a form of PHOTO ID to the surgery or downloading the NHS app if you do not already have this.

The online requests are simple and fast to action.

Contact us

Goldington Avenue Surgery

85 Goldington Avenue Bedford
MK40 3DB

01234 349531

<https://goldingtonavenuesurgery.co.uk/>

Staff changes

Dr John Kedward has joined us.

Dr Frances Okwerekwu has left us to emigrate to Canada. We wish him and his family well in this life-changing move.

Dr Jack Rawley-Maryan has qualified and will join us as a new GP from September 2024.

Dr Dipsi Patel has left to take up a training post in Watford.

Andrew Harrington has joined us as our practice manager.

Online Access to your NHS records

As per NHS England guidance we have now enabled full online access for all patients who have signed up for this. Please come to reception, or to the digital café, if you are having any trouble with this. If you would like to sign up for this, you will need to attend with ID.

If you do not wish to have online access or have concerns about other people accessing without your consent, please let us know so we can amend your access rights.

Email: goldingtonavdrs@nhs.net