

Practice information



Main Surgery:

85 GOLDINGTON AVENUE, BEDFORD MK40 3DB

Branch Surgery:

Union Street Clinic, Union Street, Bedford, MK40 2SF.

TEL. 01234 349531

e-mail: goldingtonavdrs@nhs.net

www.goldingtonavenuesurgery.co.uk

Welcome to Goldington Avenue Surgery

We always aim to provide our patients / carers / and their family with a professional and caring healthcare experience in friendly and personal surroundings. We expect our patients and their carers to treat our staff with respect and dignity.

We have a zero tolerance for offensive, racist, and abusive behaviours.

The Practice has a General Medical Services (GMS) contract with NHS England and provides a full range of services and facilities for NHS patients.

Our GP and Urgent Care Practitioners.

Dr. Elizabeth Tatman (female/ partner)	Dr Eleanor Prior (female / partner)
Dr. Jasmina Custovic (female / partner)	Dr Katherine Brown (female / partner)
Dr Jasmin Ali (female)	Dr Navita Srivastava (female)
Dr Jack Rawley-Maryan (male)	Dr Kal Shergill (female)
Dr Rachel Horn (female)	
Heather Filby (female) Urgent Care Practitioner	Lucy Loveday (female) Urgent Care Practitioner
Ellen Clegg (female) Urgent Care Practitioner	Rachel Neve (female) Clinical Pharmacist Lead and Urgent Care Practitioner

We also employ Nurses, Pharmacists, Physiotherapists, Paramedics, Social Prescribers, and Care Navigators. So, you may meet some of these for time to time.

We are a Training Practice

Our Practice is a training venue for General Practitioners. This means that after several years of hospital experience doctors join the practice for a year to sixteen months prior to entering General Practice themselves. We believe our Practice and our patients gain a lot from this as the doctors bring up-to-date knowledge and techniques, as well as a friendly enthusiasm.

Occasionally a GP registrar, or a F2 doctor in training, will see you. They may ask for your consent in taking a video of your consultation to assist them with training.

You are under no obligation, and you do have the right to refuse.

The Practice also undertakes the teaching of undergraduate medical, nursing, and pharmacy students. Part of their training is to take part in consultations. You may be invited and asked for your consent to participate.

You do have the right to refuse.

All clinical students are legally obligated to keep strictly to the rules of confidentiality.

Surgery Opening Times

The Practice is open the following times. However, our branch surgery may close earlier on some day.

Monday	08:00 – 18:30
Tuesday	08.00 - 18:30
Wednesday	08.00 - 18.30
Thursday	08.00 – 18:30
Friday	08:00 - 18:30
Weekend	<i>closed</i>

The Goldington Avenue site is open Monday, Wednesday, and Friday evenings, and Saturday mornings for the use of BEDOC 'out of hours' services. You may be offered an appointment with BEDOC if we assess this is the best service for you.

There is street parking outside the surgery in Goldington Avenue and a small car park at Union Street for patients and staff. However, we ask that if you can you use public transport or walk to the sites.

Wheelchair access and disabled toilets are provided at both sites. Goldington Avenue has a stair lift for upstairs clinical rooms. If you cannot utilise a stairlift please inform us.

Clinical Assessment and Triage (*Goes Live 25th Sept 2024*)

From the 25th September 2024 all patients should access the surgery via eConsult online. You can do this via our website. We have a clinical hub, with GPs, Urgent Care Practitioners, and Care Navigators, who work across the day triaging your eConsult and assessing who best to meet your clinical needs.

You may not be able to be seen by the doctor of your choice, instead you may be offered an appointment on the same day, if required, with an appropriate clinician or signposted to services assessed as appropriate outside of the surgery.

You can still access the surgeries by walking in or telephoning. All our staff are trained to complete the eConsult for you and / or teach you how to complete it via our digital café. (see website or newsletters for details). There is a short video on our website on how to complete an eConsult.

If you wish or need to see a specific GP about an ongoing issue you can. However, this may result in a slightly longer wait. We will always try hard to accommodate your needs, whilst also maintaining a safe and responsive service for all.

Advice

If you need general healthcare advice, please telephone NHS 111. This is a 24-hour clinically led advice service.

Home Visits

If you are too ill to attend the surgery and need a visit at home, please send us an eConsult or telephone the surgery, before 10am.

Night-time and Weekends (out of normal surgery hours)

Out-of-hours service, provided by HUC. Please ring 111 out of hours for this service.

The Urgent Treatment Centre: Is based at Bedford Hospital in the Cauldwell building which is open from 11am – 11pm every day.

Putnoe Walk-in Centre: is based Queens Drive, Bedford. It is open 8am – 2pm weekdays, Weekends and bank holidays 8am – 5pm.

Repeat Prescriptions

We take SystemOne online and NHS app requests ONLY. We do not take prescription requests via email and paper. We can help you set up online. Please bring a form of PHOTO ID to the surgery or download the NHS app if you do not already have this. The online requests are simple and fast to action.

Please allow five working days before collecting your prescription for your designated pharmacy.

Community health information

Ante Natal Services: All doctors undertake care for their patients – this care is shared with the midwives. We would also encourage prospective mothers to visit the doctor to discuss planning a healthy pregnancy.

Midwife: Please follow this link to complete your self-referral to the midwife service. www.bedfordshirehospitals.nhs.uk. Navigate to "services" then select "Maternity (Obstetrics)" and click on the "self-referral to maternity services". If you don't have access to the web you can call: your **Community Midwife, via 07767 441563**.

Childhood Immunisation - It is important that your child is fully protected against serious illness. The Health Visitor or the Practice Nurse will discuss the immunisation programme with you.

Community Nurses (formerly known as District Nurses) & Care Assistants: undertake the nursing care of those patients who are housebound - this can be arranged by the practice, or you can call 0345 6024064.

Health Visitors: work in partnership with parents offering advice and support, monitoring the development of children up to 5 years old.

Bedfordshire Wellbeing Service: Patients can self-refer by calling 01234 880400.

Social Prescriber: can support with many social issues including loneliness, housing problems, financial challenges and can offer guidance on how to access benefits you might be entitled to.

Mental Health Link Worker: patients can be seen by referral from a GP. This service is available to patients with mild to moderate mental health difficulties.

Cervical Cytology - Women are recommended to have regular cervical smears to check the neck of the womb (the cervix) is healthy and that there are no changes that could develop into cancer. We recommend that these checks be conducted at 3-yearly intervals between the ages of 25 – 50 years and 5-yearly intervals between 50 – 65 years.

Travel Vaccinations - If you are travelling abroad and need advice about travel vaccinations, you will need to complete a travel form at least 8 weeks prior to travelling. You can collect this from the reception. Alternatively, you can complete the form on-line by visiting our website. Our Practice Nurses will be able to advise you about the vaccines you require.

How to Register as a Patient

Patients who wish to register must live within the Practice boundary. You can find our boundary information on our website.

Please note we may refuse your registration request if you live outside our boundary or, if we do accept your registration, we may not be able to visit you at home if needed.

You will need to complete a registration form which can be download from the practice website.

Temporary Registration - If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from us for 14 days. After 14 days you will need to register as a temporary or permanent patient.

Removal from the Practice - If you move out of our Practice area you will need to register with a more local practice. This ensures that you have cover in case a home visit is required.

It is essential for us to work in partnership with you.

- As soon as you are aware that you need to cancel or rearrange your appointment, you should always notify the surgery; this will allow re-booking for our other patients.
- If a doctor or nurse has asked you to return for another appointment or to be reviewed, it is important that you make a new appointment and remember to attend.
- If you are happy with our services, please complete the friends and family form on our website
- However, if you are unhappy with our services please contact the practice manager or complaint via our website.

Remember an appointment is for one person and one medical issue only.

If you have difficulties with reading, writing, hearing or language, let us know so we can assist you with either aids or additional support.

Chaperone - For certain examinations / consultations an impartial observer a 'Chaperone' may be requested by the clinician or patient. The chaperone will be a suitably qualified, trained professional who is familiar with the procedure and will be available to reassure and raise any concerns. The Chaperones maintain professional boundaries during intimate examinations and acknowledge a patient's vulnerability.'

Interpreters - If a patient requires an interpreter, they are to list this on their eConsult, or tell reception when being helped to complete their eConsult. We will record on the patient notes for future reference, so interpreters can be arranged for appointments.

Carers - The Practice would like to know if you are a carer, especially those people who, whatever their age, may be caring without help or support. Carers are often "hidden", looking after a family member or helping a friend or neighbour with day-to-day tasks and may not see themselves as a carer. As a Carer, you are also entitled to have your needs assessed by Social Services. A Carer's Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. There is no charge for an assessment.

Digital Records

The Practice stores virtually all its information in computerised records. Access to patient identifiable information is strictly controlled by local and national confidentiality guidelines. Access is only allowed to people directly involved in their care.

The Practice takes confidentiality very seriously and maintains strict controls over access to information. Please contact the Practice Manager if you have any concerns over the management of your confidential information.

All patients have the right to see what is kept on their medical record. You can access your record via the NHS App.

Confidentiality for younger patients

Children are entitled to the same confidentiality as adults, so long as they can understand the meaning of the issues involved. All practice staff, including receptionists, follow strict guidelines to ensure patient confidentiality.

Patients over the age of thirteen are entitled to visit any doctor who is willing to provide contraceptive services without having to register with that practice.

Prior to reaching age 16, parents can ask for information about the patient (e.g. book and cancel appointments, ask about medication and tests, be present during appointments), but once the patient reaches 16 years of age the practice will no longer be able to provide information to the parents of the patient unless we have the express consent of the patient.

Patient confidentiality is of the utmost importance to our staff, and every member of staff regularly completes 'Confidentiality' training and adheres to the NHS Code of practice.

Practice boundary

