



Goldington Avenue Surgery

New Patient Welcome Booklet

Welcome to Goldington Avenue

We are a friendly, modern NHS GP practice caring for our Bedford community from two sites: our main surgery at Goldington Avenue and our branch at Union Street. These are our two principal locations for patient care and services.

Your Care Team – Multiple Professional Roles

You will be supported by a multidisciplinary team which includes GPs, Advanced Practitioners, Practice Nurses, Healthcare Assistants, Clinical Pharmacists, Paramedics, Prescription Clerks, Secretaries, Care Navigators/Patient Care Team, First Contact Physiotherapy Practitioners and other allied professionals. Working together means we can match you to the right clinician, first time.

Requesting Appointments

Acute (Urgent) Medical Problems

If you have an urgent problem, please submit a request via SystemConnect during core hours (07:30–18:30). After 16:00, call the surgery so we can prioritise your request for same-day assessment. All online requests receive an appropriate same-day response; urgent needs are triaged by the duty clinical team and booked the same day. If you cannot complete a SystemConnect please call the practice and we will complete it for you.

Routine Medical Problems

For stable, non-urgent issues, submit a SystemConnect request during core hours. We will respond the same day to advise next steps, which may include a link to book a routine appointment within two weeks,

advice, or signposting to other services. Continuity is encouraged wherever possible. If you cannot complete a SystemConnect please call the practice and we will complete it for you.

Requesting Medication

Order repeat medication via the NHS App or SystemConnect. If you have no internet access, you may phone our Prescription Clerks as an exception. Please allow five complete working days for processing. You can request up to two weeks before your medication runs out.

To stay up to date with necessary monitoring, most patients are prescribed on a 56-day cycle where clinically appropriate. If monitoring/reviews are overdue, for clinical safety we will reduce durations to 28, then 14, and finally 7 days until monitoring is completed.

How We Will Contact You & Test Results

Please keep an eye on your NHS App inbox for messages and results requested from our surgery. Results from appointments outside core hours may not appear in your NHS App; you can request these via SystemConnect. For hospital test results, it is the patient's responsibility to obtain the results directly from the hospital team.

Home Visits

Home visits are for the housebound only. Request a visit via SystemConnect before 10:30am to help us plan our workload. If you need a visit after 10:30, please call reception to request this. All visit requests are triaged by the on-call clinical team that day; we will decide whether a visit is appropriate, who will visit, and when. Due to the nature of home visiting, we cannot provide specific appointment times. Please keep your keysafe information up to date with the surgery.

We are a Training Practice

Our Practice is a training venue for resident doctors. This means that the doctor is fully qualified and often can have years of hospital experience prior to working in primary care. 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 resident doctor 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.

Specialist Clinics at Goldington Avenue

We provide a range of specialist clinics, including joint injections, coils & implants (LARC) including coils for menopause, vaginal pessary clinics for prolapse, HRT clinics, diabetes clinics, asthma/COPD clinics, high blood pressure, heart failure, lipid clinics, ear microsuction (wax removal) & minor operations.

Evening & Weekend (Enhanced) Access

We offer evening and weekend appointments through Enhanced Access. These are provided predominantly at Goldington Avenue, though some appointments may be at another local site. Appointments include blood tests, Practice Nurse, GP and urgent care slots, and access to specialist menopause services. Your GP team will help you book the right appointment at the right location.

SMS, Email & Digital Communication

We use SMS to communicate with patients. We do not send clinical information by email unless the enquiry was initiated via SystemConnect and the clinician judges a digital response appropriate. Please do not send clinical information to the generic surgery email address—this inbox is not regularly monitored and using it would pose a clinical risk. Please download and check your NHS for test results and communications.

Our Locations & Contact Details

Main Site: Goldington Avenue Surgery, 85 Goldington Avenue, Bedford, MK40 3DB

Branch Site: Union Street Surgery, 14 Union Street, Bedford, MK40 2SF

Phone: 01234 349531 (please use this number for all general enquiries)

Join Our Patient Participation Group (PPG)

We value your feedback and ideas to help improve our services. Our Patient Participation Group (PPG) is a way for patients to work with the practice to shape the care we provide. By joining, you can:

- Share your views and experiences
- Help us develop new services and improve existing ones
- Contribute to decisions that affect patient care

To join, please speak to our patient care team or visit our website for more details. Your involvement makes a real difference!