

# Goldington Avenue Surgery



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Bedford MK40 3DB

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[www.goldingtonavenuesurgery.co.uk](http://www.goldingtonavenuesurgery.co.uk)

## Welcome to Goldington Avenue Surgery

As a surgery we aim to provide all patients with a professional and caring healthcare experience in friendly and personal surroundings.

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

### The Doctors

Dr. Alex Smallwood (male) MBBS, MRCGP, DFRH Qualified in 2003 in London	Dr. Elizabeth Tatman (female) BHBS, DRCOG, DFRH Qualified 2007 in Nottingham
Dr. Ravi Agarwal (male) MBBS Qualified in 2009 in London	Dr. Jasmina Custovic (female) Dr. Med Univ, MRCP Qualified 2009 in Austria
Dr Jasmin Ali (female) MBBS, MRCGP Qualified in 2002 University Of Dhaka, Bangladesh	Dr Kate Brown (female) MedSci, MBChB Qualified 2011 in Warwick
Dr Kal Shergill (female) MBBCH, DRCOG, MRCGP Qualified in 2002	Dr Kamran Yousuf (male) MBBS Qualified 2012, Imperial College
Dr Rachel Horn (female) MBBS Qualified in 2014 in York	Dr Andy Young (male) BMMS Qualified 1993, Imperial College
Dr Tshering Gurung (female) MBBS Qualified 2010 in Bangladesh	Dr Francis Okwerekwu (male) MBChB Qualified in 2009 in Ile Ife, Nigeria
Dr Zehra Syeda (female) GP registrar	Mr Suprio Dhas (male) Clinical Pharmacist
Rachel Neve (female) Clinical Pharmacist	Claire Driver (female) Paramedic

### We are a Training Practice

GP Registrars - The Practice has been assessed as reaching the standard required for the training of General Practitioners. This means that after several years of hospital experience they join the Practice for a year to sixteen months prior to entering into General Practice themselves.

We believe our Practice and our patients gain a lot from them as they bring up-to-date knowledge and techniques, as well as a friendly enthusiasm.

Occasionally you may be asked for your consent in taking a video of your consultation in order to assist them with training. You are under no obligation, and you do have the right to refuse.

Undergraduate Medical Students - From time to time the Practice undertakes the teaching of undergraduate medical 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 medical students are legally obligated to keep strictly to the rules of confidentiality.

### Surgery Opening Times

The surgery is open all day during the following times:

Monday	08:00 - 19.00
Tuesday	07.00 - 18:30
Wednesday	07.00 - 18.30
Thursday	07.00 - 19.00
Friday	08:00 - 18:30
Weekend	closed

### GP & Nursing Appointment Times

Monday	08.00 - 11:30	15:30 - 18:40
Tuesday	07:10 - 11:30	15:30 - 18:00
Wednesday	07:10 - 11:30	15:30 - 18.00
Thursday	07.10 - 11:30	15:30 - 18:40
Friday	08.00 - 11:30	15:30 - 18:00
Weekend	closed	closed

There is street parking outside the surgery – wheelchair access is by a ramp to the entrance. The surgery also has a disabled toilet and a stair lift.

### How to Make an Appointment

Please telephone the surgery for an appointment. If you have internet access and have obtained your unique user id and password, you will also be able to book a selection of appointments online.

At busy times it may take longer for the telephone to be answered. If you need an urgent appointment you may not be able to be seen by the doctor of your choice, but you will be offered an appointment on the same day. If you wish to see a specific doctor this may result in a longer wait.

Alternatively we have some appointments each day which can be booked on-line (to book one of these you will need to be registered for our online prescription service).

We also have appointments available to book on the day to secure one of these it is advisable to ring at 8:00am when the surgery telephone lines opens. Telephone Lines are open from 8.00am – 6.30pm (Monday – Friday)

If you wish to speak to one of the Doctors or Nurses

You may call at any time during the day to leave a message and they will return your call. If your call is urgent or an emergency, please tell the receptionist who will deal with this appropriately. Alternatively telephone when the morning surgery has finished.

Advice & Home Visits

If you need advice you can telephone NHS 111. This is a 24-hour nurse led advice line service. If you are too ill to attend the surgery and would like the Doctor to visit you at home, please telephone the surgery, before 10am, if possible. If you feel that the visit is urgent, please tell the receptionist.

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

We are generally closed between the hours of 6.30pm and 8.00am, also at weekends and Bank Holidays. Cover is provided by the out-of-hours service HUC. When you ring the surgery telephone number and the surgery is closed, you will be diverted directly to them.

This service is only for urgent medical problems that cannot wait until the next day to be treated.

We are also able to book appointments between 6.30pm and 8pm weekdays and Saturday and Sunday days at two other local practices, at London Road or Riverfield Drive through the “Here for You” scheme.

Patients can also be seen at:-

Putnoe Walk-in Centre

93 Queens Drive, Bedford MK41 9JE – telephone 01234 319992

which is open from 8am – 2pm Monday to Friday, and 8am – 5pm at weekends and Bank Holidays.

The Urgent Treatment Centre

Is at Bedford Hospital in the Cauldwell building which is open from 11am – 11pm every day. Appointments can be booked through the NHS 111 service.

NHS 111

This service is available 24 hours a day, 7 days a week if you are feeling unwell and need advice.

#### Repeat Prescriptions

Prescription requests are accepted by hand, post, e-mail or the internet via our web site. We do not take prescription requests over the phone.

E-mail [goldingtonavdrs@nhs.net](mailto:goldingtonavdrs@nhs.net)

Web site [www.goldingtonavenuesurgery.co.uk](http://www.goldingtonavenuesurgery.co.uk)

Please allow two working days before collecting.

If you have asked a pharmacy to collect your prescription from the Practice, they will need additional time to dispense your order. If you wish the prescription to be posted to you, please attach a stamped addressed envelope with your request.

#### Electronic Prescription Service

This service enables us to send prescriptions electronically to a pharmacy of your choice.

To take advantage of this service you will need to choose a place for us to send your prescriptions to, this is called nomination, and you need to advise the pharmacy that you would like to use.

If you change your mind at any time, you can nominate another pharmacy or revert to collecting paper prescriptions.

## Nursing Team

Emma Bowler RGN  
Denise Tuitt RGN  
Heather Parish RGN  
Carole O'Hara RGN  
Margaret Langford Healthcare Assistant/Phlebotomist

The nursing team work with the Doctors to try to prevent ill health and promote healthy lifestyles amongst all the patients of the practice.

The Practice offers a complete range of medical services including:

- Anticoagulation therapy (warfarin monitoring)
- Cardiovascular health assessment
- Cervical cytology
- Child health surveillance and immunisations
- Chronic disease management clinics including diabetes, asthma, COPD and hypertension
- ECG's and 24-hour blood pressure monitoring
- Family planning, contraception services and sexual health
- Pregnancy testing
- Phlebotomy services
- Maternity services
- Minor surgery services
- NHS Healthchecks
- Wart removal clinics
- Smoking cessation clinics
- Spirometry clinics
- Travel advice and holiday vaccinations
- Weight management
- Women's health, menopause and osteoporosis
- Wound and leg ulcer management

## Non-Clinical Staff

The Practice Team supports the GPs and nurses. All our Practice staff receives regular training in Information Governance, confidentiality and customer care.

Practice Manager – Caroline Prentice

Deputy Practice Manager – Deborah Trundley

Receptionists – Ian Bass, Karen Inman, Louise Feeney, Sophie Langford, Sophie Norman, Gemma Byrne, Jan Stone, Laura Setchell, Faye Tombs, Rachel Harris, Nicola Ashpole and Harriet Bowerman.

Secretary – Deborah Trundley

Data Entry Clerk – Karen Clarke

Prescription Clerk – Deanna Speranza

Records Administrators – Jeanette Brand

#### Attached Community Staff

We have a Midwife attached to the Practice. She works with the doctors, caring for expectant mothers. Please ring the Surgery if you need to contact her.

We also have trained Counsellor assigned to the Practice and Patients can self refer to the Bedfordshire Wellbeing Service by calling 01234 880400.

Community Nurses (formerly known as District Nurses) & Care Assistants undertake the nursing care of those patients who are housebound - this can be arranged by your GP.

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

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.

#### 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.

#### 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.

#### 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 carried out 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 9 weeks prior to travelling. You can collect this from the reception. Alternatively you can complete the form on-line by visiting our website. When the form is received, the Practice Nurse will be able to advise you about the vaccines you require. Please allow two working days before calling the surgery for this information.

## How to Register as a Patient

Patients who wish to register must live within the Practice boundary.

We will not refuse to accept you on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

To register you with the practice you will need to complete a registration form which you can collect from our reception, or download from the practice website. We will apply for your full medical records from the health authority.

New patients will be asked to complete a medical form and make an appointment for a new patient health check, in which we will evaluate your medical requirements, discuss any concerns and your medication requirements. You may see any of the doctors at the Practice.

## 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 the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

## 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. If you do not register elsewhere we will write to you and inform you that you need to re-register. If you still do not register with a local GP you will be removed from our list and could find yourself without a GP.

## Patient Responsibility and Obligations

We aim to maintain a high standard of care and with over 10,800 patients registered at the practice, it is necessary for all patients to work with us.

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.

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

We expect patients to extend our staff the same courtesy that is given to them.

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

#### Chaperone

During your appointment with a doctor or nurse, you are welcome to ask for a chaperone. This will usually be one of the administration team who have been trained to do this.

Chaperoning is available for men and women.

#### 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.

#### Computer Records

The Practice stores virtually all of the information it obtains about patients in a computerised record. 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.

#### Access to your Medical Record

All patients have the right to see what is kept on their medical record. If you want to view your record, please make a request in writing. You are also entitled to receive a copy of the information you have seen. Should your doctor decide that seeing your records might put your health at risk, you may only be shown part of your records or your request may be declined.

#### DocMail

We use a data processing company called DocMail to handle some mailings to patients. Typically this is for bulk mailings such as the invitations to attend the flu clinics where it is difficult to accommodate the administrative work involved without affecting our ability to serve patients. This is permissible under guidance from both the Information Commissioner's Office (ICO) and the Department of Health (DoH) subject to the provisions of the Data Protection Act

There is a lot of information available on this subject on the practice website, and should you have any questions please discuss these with the practice manager or deputy practice managers.

#### Confidentiality for younger patients

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

Patients over the age of 13 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 are able to 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.

## Firearms licensing – conscientious objection

The Partners have taken a stance of ‘conscientious objection’ with regard to firearms licensing, and as a result will not engage in the firearms certification process.

## Violence and Aggression

The Partners at the Goldington Avenue Surgery are committed to do everything possible to protect staff, patients and visitors from unacceptable behaviour and have zero tolerance to any incident that causes hurt, damage or distress.

Appropriate action will be taken by the Practice which may involve removal from the practice list and/or involvement of the police.

## Training

In order to maintain a high standard of care, patients can be confident that all members of the Practice Team receive regular and appropriate training.

The practice will occasionally close the surgery between 3.00pm and 6.30pm to enable training. During this period the ‘out of hours’ service will provide GP cover to our patients.

## Premises and Facilities

The surgery is a two storey building with on street parking outside the surgery and in adjacent streets.

We have six consulting rooms, three treatment rooms and one waiting room, with:

- Wheelchair access by ramp and handrail leading to the entrance
- Confidentiality area at the reception desk
- Disabled toilet downstairs
- Baby changing facility
- Partial air conditioning
- Hydraulic couches to provide comfortable examination facilities
- Portable loop for the hearing impaired
- Touch screen with self check-in system

## Complaints, Compliments & Suggestions

Should you wish to make a complaint then please ask to speak to our Practice Manager who will ensure that it is fully investigated according to our established protocol.

If you would like a copy of the complaint procedure please ask at the reception desk.

If you have any suggestions about how we could improve the way we run the Practice please feel free to talk or write to us.

We would also like to receive positive feedback.

## Mission Statement

Our mission is to provide our patients with the best possible care and to help people live longer, healthier and happier lives.

## Values

- We are committed to the continued development and life long learning of everybody working for and with our organisation
- We value and respect everybody as individuals and are committed to learn from our experience and make improvements
- Our GP's and Nurses have developed skills and services in the Community in order to provide more local and appropriate services as well as reducing demand on secondary care

## Objectives

- Improvement of patient satisfaction
- Prevention of illness and disease
- Promotion of a healthy lifestyle
- Reducing demand on secondary care
- Reducing waste

Practice boundary

Kempston is now considered to be “Out of Area” however we are still able to accept registrations from residents of Kempston but in line with the Out of Area scheme, patients will not be entitled to home visits.



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