

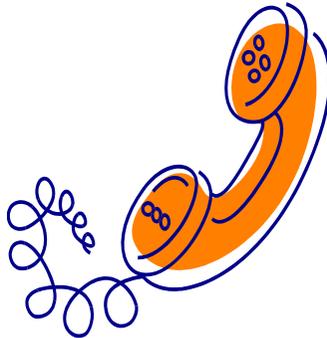
bookable appointments, as the duty doctor's load is very dependant on need on the day.

### Booking an Appointment

In order to book an appointment please phone our booking line **01525 378387**, between 8.00am and 6.00pm Monday to Friday or register to use our on-line booking facility (see our website or ask a member of staff for details).

### Telephone Consultations

Some minor conditions, medication alterations and most administrative matters can be dealt with over the phone. All members of the clinical team have telephone appointments, in order to book one of these please ask the receptionists.



### Out of Hours

If you need assistance out of surgery hours (08.00-18.30 Monday - Friday) then please phone the surgery emergency number **01525 373111**.

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This will link you directly to the out of hours service, Care UK.



### NHS Direct



If you need assistance you can always phone NHS direct on 0845 46 47 at any time of the day.

# About our Appointment System

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## Bassett Road Surgery

29 Bassett Road  
Leighton Buzzard  
Bedfordshire  
LU7 1AR  
Emergency Phone (01525) 373 111  
Appointments line (01525) 378 387  
Fax (01525) 853 767  
[www.bassettroadsurgery.co.uk](http://www.bassettroadsurgery.co.uk)

## Doctor Appointments

Doctor appointments are bookable in advance and on the day. The majority of our appointments are released a week ahead. However, 40% of the appointments are available to book as the appointments are put on the system, usually 3 months in advance.

## Revised Extended Opening Hours

With effect from 1st June 2011, we will have 3 doctors working the 'early shift' and 3 doctors working the 'late shift' each Wednesday.

The early doctors will work from 7am until 3pm and the late doctors will work from 12pm until 8pm.

We are continuing to offer a Saturday morning surgery typically from 9.00-11.00am on the first Saturday of each month.

Please note that the partners will cover all of these sessions by rotation.

These appointments will be bookable in advance and will **not be for emergencies**, as we already have a local out of hours service.

## Nurse Appointments

Nurse appointments are also bookable in advance. These appointments are usually placed on the appointment system 6 weeks in advance. The majority of the appointments are available for advance booking but a limited number of appointments are released 2-3 days prior to the appointment to help manage the demand for urgent appointments.

## Home Visits

We do offer a home visit service for housebound patients and where the medical condition demands it.

However, whenever possible it is better to see patients within the surgery to ensure the best level of care as the surgery is equipped to see and treat patients optimally.

Please 'phone the surgery before 10.30am to book a home visit. The doctor will then usually 'phone you back and may suggest a management plan without the need to visit.



## Urgent Problems

If you feel your condition is urgent and you are therefore not able to wait until the next routine appointment, we offer an emergency book-on-day service. A duty doctor is available for this purpose each day, and sometimes also a trained and experienced minor illness nurse.

In order to book these appointments, the receptionist will ask whether you feel your condition represents an emergency for that day (i.e. you are unable to wait until the next available routine appointment).

You will also be asked for a few details about the condition you are suffering with. This helps us to ensure that the correct team member sees each patient and ensures that medical emergencies are not left to wait, thereby ensuring that we offer the best level of care to all our patients.

Please be assured that the importance of confidentiality is impressed on all surgery staff and that any breach will be taken most seriously.

We apologise that, on some occasions, the length of your wait in the surgery may be slightly longer than with pre-