



Bassett Road Surgery

Dr JL Henderson & Partners

The Surgery

29 Bassett Road

Leighton Buzzard

Bedfordshire

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Welcome to Bassett Road Surgery

As a patient at Bassett Road Surgery, we hope you will feel valued, cared for and listened to. We will provide you and your family with the highest possible standard of medical care and include you in decision-making about your health.

If you are a new patient joining us, we will ask you to call into the surgery to complete a brief registration form. As well as welcoming you to the practice, we will ask you to fill in a health questionnaire so that we have some basic information on file for you until your full medical records are received. If you take regular medications, we will also ask you to come in for a brief consultation with one of the doctors so we can ensure a smooth transition of care.

The Surgery is open at the following times:

Monday	8.00am until 6.30pm
Tuesday	8.00am until 6.30pm
Wednesday	7.00am until 8.00pm
Thursday	8.00am until 6.30pm
Friday	8.00am until 6.30pm
Saturday	9.00am until 10.30am on the second Saturday of each month, by appointment only.

All patient areas are accessible by wheelchair both from the road and car park entrances. If, however, you have any particular needs, please do let us know.

Our Practice Team

Our practice team is professional, caring and approachable. Within the practice, our Doctors, Matrons, Pharmacist, Nurses, Health Care Assistants, Phlebotomists, Dispensers, Receptionists and Administrative staff all work closely together to provide your care.

A Community Matron, Community Nurses, Midwives, Health Visitors, Social Workers, and Macmillan Nurses also help us to ensure a holistic and coordinated approach to healthcare. In addition, we support a variety of visiting services which currently include MSK, Addiction, Counselling, a Mental Health Link-worker, and Aortic Aneurysm Screening.

Our Management Team

Mrs Chrystal Dooley Practice Manager

Mrs Angie Sellar Deputy Practice Manager

Our Patient Participation Group (PPG)

We have a team of patients who work alongside the practice to help us improve the services we offer. If you are interested in becoming a working member of the Bassett Road PPG, or wish to help in any way please either email bassettroadppg@gmail.com or contact the surgery for details.

Our Doctors

GP Partners:

Dr John Henderson	MB BS MSc MFPHM MRCP (1984 London)
Dr Mary Horkan	MB BS BSc DRCOG DFFP MRCP (1994 London)
Dr Nasir Jamal	MB BS MD DFFP (1982 Aligarh Muslim)
Dr Christopher Longstaff	MA (Cantab) MB BChir MRCP PGCMDE (2008 Cambridge)
Dr Laura Lewis	MBChB DRCOG MRCP (2009 Birmingham)
Dr Elinor Mathieson	MB BS MSc Epid BSc (London)
Dr Claire Evans	BM MRCP DCH DFRS (Cardiff)
Dr Bhavya Sharma	MBBS MD MRCP

Salaried GPs:

Dr Suzie Gill	MB BS BSc MRCP (1996 London)
Dr Silvana Grama	MD

Some of our doctors have a variety of specialist interests and skills.

Dermatology (skin problems)	Dr Henderson
Minor Surgery	Dr Henderson
Diabetes	Dr Horkan
Gynaecology & Women's Health	Drs Evans & Lucy
Ophthalmology (eye conditions)	Dr Jamal
Addiction	Dr Longstaff

Homeless Healthcare
Palliative Care

Drs Longstaff & Mathieson
Dr Lewis

Our Nursing Department

Practice Matrons:

Our Practice Matrons are highly experienced and help our GPs to see patients who request same-day appointments and home visits.

Ms Mariam Allen	Practice Matron
Mrs Sarah Blanchard	Practice Matron & Tmt Room Lead
Ms Sarah Cross	Practice Matron
Mrs Allie Jackson	Practice Matron
Mrs Penny Kestel	Practice Matron
Ms Debbie McMillan	Practice Matron

Specialist Nurses & Clinical Pharmacists:

Some of our Matrons (Allie, Mariam & Penny) have undergone additional training in Asthma and COPD and our specialist Diabetic Nurse is skilled in the management of patients with diabetes. Our Clinical Pharmacists have expertise in the management of patients with respiratory conditions, as well as those on multiple medications.

Mrs Heather Taylor-Allkins	Diabetic Specialist Nurse
Mrs Liz Ruddock	Minor Illness Nurse Prescriber
Ms Clara Alonso Malpartida	Clinical Pharmacist & Respiratory Specialist
Mrs Bina Versani	Clinical Pharmacist

Practice Nurses:

Mrs Lesley Avery	Practice Nurse
Ms Charlie Rooney	Practice Nurse
Mrs Helen Spence	Practice Nurse

Healthcare Assistants & Phlebotomists:

Mrs Karen Dignum	Phlebotomist
Mrs Sam Greany	Health Care Assistant
Mrs Mandy Gurney	Health Care Assistant
Mrs Karen Puddifoot	Health Care Assistant

Appointments

We offer three types of appointment with our clinicians.

Pre-Bookable Appointments

We recognise the value of continuity of care and the importance of seeing a doctor who knows you. You can book to see a specific GP in a pre-bookable appointment. The wait for this appointment will depend on the GP you choose. All pre-bookable appointments can be booked online (please ask one of our reception staff for details).

Same-Day Appointments

All our same-day appointments are booked using the e-Consult triage tool. This is accessed through the homepage on our website via:

www.bassettroadsurgery.co.uk

If you need a same-day appointment, please click on the link for e-Consult and complete the form. Once submitted, the form will be assessed by one of our doctors and a receptionist will contact you to arrange an appointment if needed. This appointment will be with the most appropriate clinician for your symptoms which could be a matron, minor illness nurse prescriber, paramedic, physiotherapist, pharmacist or GP.

If an appointment is not needed, we will contact you with appropriate advice. If you are expecting a same-day appointment, please keep your 'phone to hand and check your emails regularly until you receive a reply. We aim to respond to all requests on the same working day.

This service is available from 07:30hrs to 16:30hrs, Monday to Friday. If you don't have access to the internet, or need to contact us later in the day, please 'phone our reception team who will submit an e-Consult form on your behalf.

Remote Appointments

Many problems can be dealt with over the 'phone and you can book a telephone appointment for a Doctor, Matron or Pharmacist to call you back. Due to the high demand for telephone appointments, it is difficult to give you more than an estimate of the time that we will return your call. Please do make sure that you are able to answer a call if you request one. Please contact the practice if you need a telephone appointment. If you are unable to keep an appointment, please do let us know; it can be used by someone else.

Routine appointments can be arranged, and other problems can be resolved online using e-Consult via our website. Use of this service requires completion of an online pathway which is passed to the duty team with a response in 2 working days.

Leighton-Linslade Health Connections

Also known as Leighton Buzzard PCN, our PCN colleagues are based at Bassett Road Clinic (No. 25 Bassett Rd). They also form part of our duty team throughout the week here, at the surgery. They offer various support roles to patients of all 3 LB practices, including blood tests, ECGs, health checks, pharmacy and minor illness support closely with us and have local links with community and voluntary groups. Please see further information at our website under the Heading 'Leighton-Linslade Health Connections'.

Home Visits

If you need medical help but are too unwell to come to the surgery, please let us know before 10.00am. It is very helpful if you can give the receptionists a brief indication of your problem so that doctors and practice matrons can attend to the most urgent problems first.

We are grateful to patients if they can manage to get to the surgery as we can provide a higher standard of care with the facilities available to us on site.

NHS 111 Service

This is a service that has been introduced to make it easier for patients to access local NHS services in England. You can call 111 when you need medical help fast, but it is not a 999 emergency.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from both landlines and mobile phones. Further information is available at: www.nhs.uk

Out of Hours Emergencies

If you need medical care outside of our working hours, you can contact Bedfordshire's Out of Hours GP Service by calling our main surgery number.

Out-of-Hours medical care is the responsibility of Bedfordshire Luton & Milton Keynes Integrated Care Board (BLMK ICB). If you have any comments/complaints about the service, we will be happy to help you contact them (please ask for a leaflet at reception).

Repeat Prescriptions

To request a repeat prescription, simply indicate the items you require on the tear-off slip of your computerised prescription. This may be left in the prescriptions letterbox in our lobby or posted to us with a stamp-addressed envelope if you wish us to post your script back to you. You may also request repeat prescriptions via our surgery website. Please ask at reception for a Username and Password to get started. We do not accept requests for prescriptions over the telephone as this carries a higher risk of prescribing errors.

Doctors are required to review repeat prescriptions regularly and dispensary staff will indicate to you when such a review is due. If your repeat prescriptions do not appear when making an online request, this can also indicate that a review is required. Please ask our dispensary staff for assistance if this happens.

We try to process requests as promptly as possible but ask that you give 3 clear working days' notice to allow this. (Bank Holidays, Saturdays & Sundays do not count as working days.)

Dispensing

Most patients will need to collect medication from a pharmacy. However, we can dispense to a small proportion of patients. This is

regulated by the NHS and beyond our control. It applies to patients who live more than 1.6km away from a pharmacy or would have particular difficulty accessing one. If you think you are eligible, please do ask for more information.

Medication Wastage

GPs in Bedfordshire are only allowed to issue 28 days of medication at a time both to avoid wastage and to improve patient safety.

Education & Training in the Practice

We are involved in the training of doctors at both postgraduate and undergraduate level. We work with Milton Keynes GP Training Scheme, Buckinghamshire GP Training Scheme, Imperial Medical School and the University of Buckingham Medical School.

GP Registrars on placement at the surgery are doctors who have already spent at least two years working in hospital since qualifying. These doctors spend six months to a year with us before continuing their training elsewhere.

Occasionally, doctors may ask to video a consultation for educational purposes. The receptionist will ask you beforehand and, if you agree, you will be asked to sign a consent form. You can decline to have the appointment recorded at any stage and this will have no bearing at all on the treatment you receive.

We also regularly undertake joint surgeries with two doctors present to allow learning within the team. Again, the receptionist will check with you beforehand to make sure you are happy with two doctors being present for your consultation.

Your consent to the participation of a medical student in your consultation will always be sought in advance. If you prefer not to have students present, this will always be respected.

Laboratory Tests & X-Rays

All samples for laboratory testing are collected by 1.00pm and delivered to Stoke Mandeville Hospital for analysis. Unless your doctor suggests otherwise, we will contact you if anything is amiss but, if you are anxious about your results, please bear in mind it takes up to a week for blood tests to come back, 2 weeks for x-rays and 4 weeks for cervical smear results.

As far as possible, we would be grateful if you call between 1.30pm and 4.00pm for the results of any tests as the telephones are often quieter at this time.

If your result is completely normal, the receptionist will be able to advise you of this. Under any other circumstances, it may be more appropriate for the doctor to call you or see you, which the reception team can arrange for you. Please try not to worry; this does not necessarily mean that there is anything seriously wrong.

Child Health & Immunisations

In line with Department of Health guidelines, we actively encourage full immunisation of all our pre-school children.

Family Planning

Advice on all forms of contraception is available at the surgery. We offer implant fitting/removal amongst other options. If you need contraceptive advice about coils or implants, please book with Dr Evans or Dr Lucy. Your confidentiality will be respected at all times.

Travel Health

Advice on vaccinations and other precautions prior to travel is available

from our Nursing Staff. Please ensure you book an appointment with them a minimum of 4-6 weeks before you are due to travel to ensure that you have full cover. There is a charge for some non-NHS vaccinations.

Carers

If you are the principal carer of a relative, neighbour or friend, and have any concerns or needs, please ask and we will do our best to help. It would be helpful if you could let us know if you are a carer so we can ensure your records are up to date and make sure we offer you appropriate services, e.g. an annual flu jab.

Access to Medical Records

You have a right under the Data Protection Act, 1998, to see what information is held about you as a patient, whether on computer or on paper, subject to certain legal limitations. If you would like to see your records, please ask your doctor how to arrange this. You should be aware that there is a nationally agreed charge to cover the administrative costs of providing access to this information, under the Act.

Complaints

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned, and this may be the approach you try first.

Where you wish to make a formal complaint, we ask that you do so preferably in writing and as soon as possible after the event, as this helps us to establish what happened more easily.

Further details about our complaint's procedure are available in the Complaints Leaflet available at reception and on our website.

ICB Address & Contact Details

Each GP surgery is contracted to provide services with an Integrated Care Board (ICB). Our surgery is covered by the Bedfordshire Luton and Milton Keynes Integrated Care Board (ICB), formerly the BLMK CCG.

They can be contacted at: 3rd Floor, Arndale House, The Mall, Luton, MK3 6RT. Tel: 0800 148 8890. The ICB website is: www.bedfordshirelutonandmiltonkeynes.icb.nhs.uk and the team can be reached by email: blmkicb.contactus@nhs.net

Rights & Responsibilities of Patients

As a patient, you can expect:

- to be treated with courtesy and with respect for your privacy and dignity;
- to receive treatment on the basis of your clinical need;
- to choose to have a relative or friend with you during consultations and examinations;
- staff to understand that you might be feeling anxious and vulnerable and that this may affect the way you behave;
- to be informed on arrival for an appointment if delays are occurring and to receive an explanation why;
- to take part in decisions about your treatment and have the pros and cons of treatment, including any risks, side-effects and alternative methods of treatment, fully explained;

to receive an explanation and, where appropriate, an apology if things go wrong, and be able to complain if you are unhappy about the treatment you receive as a patient, you have a responsibility:

- to treat the staff who care for you with courtesy and respect at all times and extend this courtesy and respect to your fellow patients;
- to give reasonable notice if you are unable to attend an appointment;
- to inform the surgery of any change in contact address or telephone number;
- to understand that there are pressures and limitations on health service resources and on those working within the service;
- to let staff know if you have any allergies or sensitivities to medication, or have any change in your health that could affect the treatment you receive.

Practice Area

Little
Brickhill

Great
Brickhill

Stoke Hammond

Soulbury

Heath &
Reach

Stewkley

Hockliffe

Wing

**Leighton
Buzzard**

Eggington

Cublington

Stanbridge

Billington

Tilsworth

Slapton

Eaton
Bray

Edlesborough

Cheddington

Useful Telephone Numbers

Surgery Appointments	01525 378 387
Enquiries, Out of Hours	01525 373 111
Stoke Mandeville Hospital	01296 315 000
Milton Keynes Hospital	01908 660 033
Luton & Dunstable Hospital	01582 491 166
Citizen Advice Bureau (Leighton Linlade)	01525 373 878
Bassett Road Clinic	01525 751 100
NHS 111	111
Care UK, Out of Hours Service	01582 545 619
Samaritans	08457 909 090
Social Services - Beds 65+ Team	0300 300 8033
Social Services - Beds Children & Adults	0300 300 8585
Social Services - Bucks Adults	01296 383 204
Social Services - Bucks Children	08454 600 001
South Beds District Council Housing Office	0300 300 8007

For other useful contacts, please see our website under 'Practice Information'.