

EDLESBOROUGH SURGERY

www.edlesboroughsurgery.co.uk

**Cow Lane, Edlesborough,
Nr Dunstable, Beds. LU6 2HT**



Indicative practice area- if you are on the borders please ask at reception to check we are able to accept you as a patient.

Telephone

Reception 01525 221630

Appointments 01525 220333

Repeat prescriptions 01525 229399

Surgery Opening Hours:

Monday 8am-12midday 2pm-6pm

Tuesday 8am-12midday 2pm-6pm

Wednesday 8am-12midday 2pm-6pm

Thursday 8am-12midday Closed pm

Friday 8am-12midday 2pm-6pm

Evening and weekends call surgery and listen to the whole message for instructions to access out of hours care.

In an emergency call 999

**Dr. Martyn R Jones MBBS, DRCOG
The London hospital 1973**

**Dr. J. Richard Bell, MBBS, MRCP, DCH,
DRCOG, DA The London Hospital 1977**

**Dr Stephanie A. Johnston, MBCh, DRCOG
Manchester 1983**

**Dr Kirsten Riemer MBChB MRCP DCH
University of Capetown SA 2001**

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**Mrs Vicky Stump, Practice Manager**

**Mrs Carol Mercer, Clinical Manager**

### **PRACTICE AREA**

**We are part of  
Bucks PCT**

**Rapid House 40 Oxford Road  
High Wycombe. HP11 2EE  
Tel 01494 552200**

**NHS DIRECT 0845 4647  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**

## **WELCOME**

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates. If you live in our practice area and would like to register with us, please complete one of our registration forms, available at reception or on our website.

We aim to treat all our patients promptly, courteously and in confidence. Registration is with the practice rather than an individual doctor, however we ask that you book with the same doctor for routine care when possible.

The Practice team look after both surgeries and includes four GPs, five nurses, a practice manager and receptionists. We also provide on site dispensing.

We are a Training Practice linked with our local training schemes. The GP trainee will have completed several years of hospital training and will be based at our surgery for a year before completing their training. On occasions you may be asked for permission for the consultation to be video recorded. This is purely for educational purposes and will occur only with your consent.

The practice is inspected regularly and patient notes are reviewed to ensure high quality records.

Edlesborough Surgery has a branch surgery at **Pitstone- Yardley Avenue.**

## **APPOINTMENTS**

Consultations are by appointment only. Patients will be offered the first available appointment with their preferred GP. If not convenient, an appointment will be offered with the next available doctor, our aim is within two full working days. If you would like an appointment outside of usual surgery hours please ask at reception.

## TELEPHONE ADVICE

Contact reception if you would like to leave a message for a nurse or Doctor to contact you- Urgent message are with the Nurse Practitioner in the first instance.

### You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel
- Booking home visits before 10am
- Booking urgent appointments or leaving messages before 10am
- Ringing for results after 10.30am
- Making sure we have up to date phone numbers etc.

### Urgent appointments

Are reserved for patients who feel their condition needs same day treatment/review **Please phone before 10am.**

## MINOR INJURIES

We are happy to assess and where possible treat all minor injuries please phone ahead for advice.

## HOME VISITS

On average home visits take four times as long as a surgery consultation. The facilities here also make it easier to assess you.

If you are not well enough to attend the surgery for an appointment please telephone before 10am.to request a visit from the duty doctor. A doctor or nurse may phone you as it may be that your problem can be dealt with by telephone advice or indeed that hospital admission is advisable.

### Evening and weekends

Harmony services Tel 0845 450 2530  
NHS Direct 0845 4647

### REPEAT PRESCRIPTIONS:

Please make requests on the repeat prescription line or in writing stating your name, date of birth, and the name and strength of medication required. Please allow two full working days before collection – longer near weekends and Bank

Holidays. It may be possible to automatically reissue regular medication- please ask at reception.

## BLOOD TESTS

Blood tests requested by your doctor can be booked at reception. If you have not been telephoned by your GP five days after your test, please telephone after 10.30am, for results. Copies of results require 48hrs notice.

## PRACTICE NURSES

Our team of fully qualified nurses is able to offer advice and treat minor illness. Other duties include pre pregnancy advice and health promotion, cervical smears, blood pressure, dressings, syringing ears, and removal of stitches, ECGs if requested by GP, childhood and travel vaccinations. They also assist your doctor with minor operations and family planning work. We have specialist nurses to help you stop smoking and to provide diabetic care.

A yearly influenza vaccination is particularly recommended for patients with heart, lung and kidney disease, diabetes and asthma and those over 65yrs

## DISTRICT NURSES 01296 662704

Home nursing services are provided for elderly and chronically sick patients who are housebound.

## HEALTH VISITORS 01296 663784

Our health visitors are responsible for the care of families in the community, children especially from birth up to school age. They run clinics and parenting classes- please see notice board.

## MATERNITY CARE

We offer maternity care throughout your pregnancy shared with the community midwife, liaising with the local maternity unit where you have chosen to have your baby. Pre-pregnancy check-ups for first baby are available with the Practice nurse. The midwives hold antenatal clinics at the surgery, arrange parent craft classes and also provide post-natal care at home. Please book appointments at reception.

## MINOR SURGERY

We undertake many minor surgery procedures. Lumps, bumps, and moles, etc. can all be removed at our surgery. Please book through your doctor.

## DISABLED PATIENTS

All main consulting rooms are on the ground floor, if you have hearing or vision disabilities please notify reception to enable us to give adequate assistance including large print versions of this leaflet.

## COMPLAINTS

Should you be concerned about any matter within the practice we ask that you discuss it with a member of staff at the time it occurs. This way, we can try to resolve the problem immediately. Formal complaints should be made to the practice manager in writing, by telephone or in person by appointment. Constructive suggestions are welcome. Your PCT have also produced a complaints information leaflet. If you feel you require one please request this from our practice manager.

## SICKNESS CERTIFICATES

Doctors are not obliged to issue sick notes for a period of absence from work of less than seven days including weekends. After three days' absence you should obtain a self-certificate from your employer. If your employer insists on a private certificate then please be aware that there is a charge for this service.

## NON – NHS WORK

Passports, and private insurance claim forms, HGV medicals, private sickness notes, fitness to travel and shot gun licenses can be provided. The Doctor will charge a fee as suggested by the British Medical Association.

## HERE TO LISTEN, NOT TO TELL

We provide a confidential service to all our patients including under 16s. This means that you can tell others about this visit, but we won't.

The only exception to this is to protect you or someone else eg a child from serious harm. We would always try to discuss this with you first. Anonymised information (which cannot be identified as belonging to any one person) is used at local and national level.

If you are being treated elsewhere – for example at a hospital – it is best if you allow the doctor or nurse there to inform the practice of any treatment you are receiving.

If you have any worries about confidentiality please feel free to ask a member of staff.

## ZERO TOLERANCE POLICY

The practice considers aggressive behaviour to be any personal abusive or aggressive comments, swearing, physical contact or aggressive gestures. The practice will request the removal of any patients from the practice list who is aggressive towards any member of staff or patient or damages property. All cases of physical assault will be reported to the police