

### DISABLED FACILITIES:

The Surgery has access for disabled patients by providing a dedicated parking space in the car park, entrance for wheelchairs, Doctors and Nurses consulting rooms on the ground floor.

The patients' toilet is also equipped for disabled patients. At present each consulting room is equipped with loop facilities for the deaf which can be activated on request.



### CHANGES IN PERSONAL DETAILS:

If you change your name, address, or telephone number; please let us know as soon as possible, preferably in writing.

There are many occasions when we need to contact a patient urgently and we are unable to do so because we have not been informed of their current contact details. If you move out of our Practice Area, we will not be able to continue to care for you and you will be requested to join another practice.



### COMPLAINTS:

The Doctors work together as a partnership and have a full time commitment to the Practice. We always try to provide the best service possible, but there may be times when you feel that this has not happened.

We are always pleased to receive feedback from our patients, whether positive or negative. If you do have a complaint, it should be made in writing and addressed to the Practice Manager.

A copy of our complaints procedure is available at reception.



### OUT OF HOURS EMERGENCIES:

NHS Bedfordshire is responsible for provision of medical care between the hours of 6:30pm and 8:00am Monday to Friday and for all Weekends and Bank Holidays a deputising service 'BEDOC' is contracted to provide these services.

For URGENT medical problems patients are asked to telephone BEDOC on telephone number: 0345 850 0734 our out of hours service.

Patients can also telephone NHS 111 service for advice on telephone: 111 from landline and mobile or online at [www.nhs.uk](http://www.nhs.uk)



### SURGERY CLOSURES:

Cater Street Surgery staff are required to attend training sessions also known as 'Heat' once a month and will be closed from 3pm on the day that these run. A list of the full dates the Surgery will be closed can be found in the Surgery waiting room and on the Practice Website. Bank holiday closures and opening times can be found on the Practice website also.



### CONFIDENTIALITY:

All staff working in the practice has a legal duty to keep any information about you confidential. They are fully aware of all the issues surrounding confidentiality and have had full training in order to deal with any matters arising with professionalism and sensitivity. Confidential information is covered by Data Protection legislation.



### ZERO TOLERANCE POLICY: VIOLENT OR ABUSIVE BEHAVIOUR

Our policy is to treat every patient with courtesy and respect. In return we ask patients to behave properly. We believe that all staff should have a right to conduct their work without fear of physical violence or abuse. Should a patient be physically violent or use threatening behaviour to any of the practice staff or other patients in the surgery, cause physical damage to premises or property or give verbal or racist abuse, then this may result in their removal from the practice list. In serious cases the police may also be informed.



### REMOVAL FROM THE PRACTICE LIST:

Any violent or abusive behaviour will result in removal from the practice list.

If you move out of our Practice Area you will be asked to register with another doctor. Should there be a breakdown in the Doctor/Patient relationship you will be removed from the Practice list. In each event you will be informed in writing of the reasons for the decision.



### NEW PATIENTS:

As a new patient you will need to collect from the Surgery a 'New Patient Registration Form'. Once you have completed the registration form you will be required to make an appointment with the Health Care Assistant to complete your registration. Please bring with you a Urine Specimen to the appointment with you.

We would urge you to make a New Patient Check as soon as you have completed the forms as it can take some time for your records to reach us. It also gives us the opportunity to establish any ongoing medical problems as well as screening for new ones.



### PRACTICE PARTICIPATION GROUP:

This group aims to be representative of the patients to ensure that they assist with changes within the practice. The aim of this group is to discuss issues affecting patient care within the Practice, and in local services, with an aim to maintain, or indeed improve the quality of services available locally. If you are interesting in becoming a member please speak to reception.



# CATER STREET SURGERY



Dr Altaf Ali MBBS  
Senior Partner (Male)

1 Cater Street  
Kempston  
Bedford  
MK42 8DR

Surgery Number: 01234 849090  
Surgery Fax Number: 0844 815 1223

Website: [www.caterstreetsurgery.nhs.uk](http://www.caterstreetsurgery.nhs.uk)  
Email: [caterstreet.surgery@nhs.net](mailto:caterstreet.surgery@nhs.net)

## SURGERY OPENING TIMES:

The Surgery is open Monday to Friday from 8:15am to 6:15pm.

Saturday: Alternate week basis 9:00am -11:00am.  
Phone calls will not be answered between 12:30pm to 1:30pm.

## CONSULTATION TIMES:



An appointment system is operated by all the Doctors consultations at the Surgery.

The Doctors hold staggered surgeries each Doctor will not necessarily be working the same particular session.

## APPOINTMENTS:

### TELEPHONE 01234 849090 Option 1

Appointments can be booked by phone, online and at reception. The best time to book routine non-urgent appointment is after 10:30am when the phone lines are less busy. Appointments are of 10 minute duration. We advise patients to book a double appointment if they have multiple issues to discuss.



We aim to offer non-urgent appointments with a Doctor within 48 hours, although this might not be with the Doctor of your choice. Patients who wish to see a specific Doctor, perhaps at a specific time, may have to wait longer. Doctors do try to keep surgeries running on time, although some consultations inevitably make take longer than others or due to emergencies. If you are unable to keep your appointment, or no longer require it, please inform the Surgery as soon as possible so that it can be offered to another patient.

## URGENT APPOINTMENTS:



If you have an URGENT medical problem such as conditions that have suddenly arisen or worsened, you will always be seen on the same day at the discretion of the Doctor.

## HOME VISIT REQUESTS:

### Telephone: 01234 849090 Option 2



Home visits are for the terminally ill and those patients who are truly housebound or are too ill to attend the Surgery. Please remember that it takes three times longer for the Doctor to make a home visit as it does to see a patient in the Surgery.

**\*NOT HAVING TRANSPORT WILL NOT BE AN ACCEPTABLE REQUEST FOR A HOME VISIT\***

## URGENT HOME VISIT REQUESTS:



The Doctors will be informed immediately and will decide if a visit is needed or whether it would be more appropriate to call an ambulance for conditions such as Chest Pain, Haemorrhage or Severe shortness of breath or any stroke symptoms.

## REPEAT PRESCRIPTIONS:

For safety reasons we DO NOT ACCEPT requests for repeat prescriptions over the telephone. Orders can be made by ticking the required items on the repeat prescription form, or otherwise in writing and handing them in at Reception, leaving them in the box provided in the waiting room or posting them to the Surgery. You can also request your repeat prescription online conveniently 24 hours a day, 7 days a week, 365 days a year.



Any items not listed on your repeat prescription form cannot be ordered and you will need to see or speak to the Doctor. We are happy to post your prescription back to you if you enclose a S.A.E. Please allow 2 working days for the Prescription to be processed.

## TEST RESULTS:

### TELEPHONE: 01234 849090 Option 4

The majority of test results will be returned to the Surgery within 5 working days. We ask that you telephone for your results between 3:00pm and 6:00pm to allow time for the post to be sorted and for the Doctors to review the results.



In the interests of confidentiality, results can only be given to patients themselves or to parents of minors if appropriate.

## NON-NHS SERVICES:

Certain services and examinations are not covered by the NHS. These include items such as Private Medical Certificates, Private Prescriptions, Insurance Claim Forms, Insurance medicals, Travel Cancellation Form, DNA Testing, HGV &PSV medicals, other medical examinations and miscellaneous letters of confirmation. The fee scale is on display at reception and on our Practice Website and follows the recommended BMA Guidelines.



## ONLINE SERVICES:

You can now view your medical records online, request repeat prescriptions and book appointments using the online service. This service is available 24 hours a day, 7 days a week, and 365 days a year. Please speak to reception if you are interested in using this service.



Identification will be required from the patient to set up the online service: - PROOF OF ADDRESS AND PHOTO ID.

## SURGERY NEWSLETTER:

We hope to keep patients informed about news within the Practice by producing seasonal newsletters for the foreseeable future. If you would like to raise a specific topic please do let us know and we will do our best to address it in the next Newsletter. The Newsletter can be viewed on our Practice website or in the Practice waiting room.



## NURSING TEAM:

Our fully qualified Practice Nurses are available every day for a wide range of general nursing services as well as more specialised services such as Heart Disease, Asthma & Diabetes reviews Contraception and Family Planning advice, Dietary & Weight Loss advice, Coronary Heart Disease & Chronic Obstructive Pulmonary Disease reviews, Ear Syringes and ECGs.



## MINOR ILLNESS PRACTITIONER:

This clinic is to help our patients avoid unnecessary attendance to A&E and the local walk-in centre but it is for URGENT Minor Illness appointments ONLY. This clinic is booked on the day by appointment only. This is not a drop-in clinic.



## HEALTH CARE ASSISTANT:

Our Health Care Assistant is available for New Patient Medicals, Blood pressure checks, Dietary and Weight Loss advice, Smoking Cessation, Over 75 Checks, NHS Health Checks and Blood Tests.



## SPECIALIST CLINICS:

**Cryotherapy** - for removal of warts, other skin lesions are performed by the Health Care Assistant, Once a month.

**Antenatal Clinic** - Maternity services: Antenatal clinics are run by the Doctors in conjunction with the midwife Shelley.



**Post-Natal Clinic** - Post-Natal Clinic are run by the Doctors in conjunction with the 8 week baby check.



**Childhood Immunisations** - The immunisation clinic is run by the Nurses during the Child Health Development clinic on Friday mornings.

**Travel Clinic:** Our comprehensive Travel Clinic is run by the Nursing Team and provides up to date advice on immunisations and Malaria prophylaxis as well as general advice on all aspects of travel health. Please make sure you book your appointment well in advance of your departure date. There may be a charge for these services.



**\*FEE'S ARE AVAILBLE TO VIEW AT RECEPTION\***