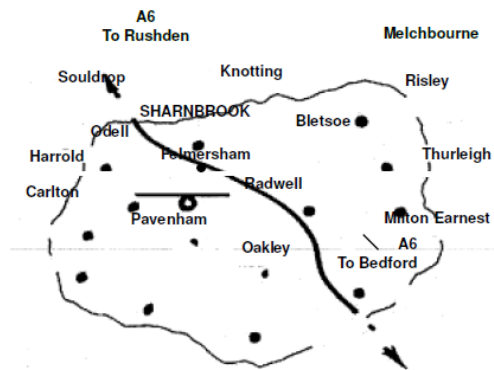


ABOUT US

Welcome to Sharnbrook Surgery, serving a population of 6,000 patients in Sharnbrook and the surrounding villages. Covering an area of 70 square miles. We currently have three partners. The practice is part of the Bedford, Luton and Milton Keynes (BLMK) Integrated Care Board (ICB) and belongs to the Primary Care Network, Unity PCN.

"Sharnbrook Surgery is committed to providing high quality and compassionate care in partnership with our patients"

Practice Area



SERVICES WE PROVIDE INCLUDE

Medical advice.
Diagnosis of symptoms.
Prescribing and the dispensing of medication.
Health education.
Vaccinations.
Simple surgical operations.
Care for ongoing, longstanding or chronic conditions.

DISABLED ACCESS

The patient access area is on the ground floor on one level with automatic doors. There are a limited number of designated disabled parking bays in the car park. There are accessible toilets. Please do not hesitate to let us know if you have any special difficulties or requirements when visiting the practice.

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

We have a Practice based system in place to handle any complaints or suggestions. If there are matters that cause you concern regarding the Practice, then please make us aware. We are constantly seeking to improve the services we deliver.

RESPONSIBILITIES OF PATIENTS

Please be polite to all members of our staff. Violence (physical or verbal) will not be tolerated and could result in your removal from our list. Please attend the appointments you have made. Same day Urgent/Emergency appointments are for one condition only.

As patients sometimes have unpredictable or complex problems this can cause delays in seeing the next patient. We ask you to be patient if your appointment is behind schedule.

REGISTERING AT SHARNBROOK SURGERY

You can register at Sharnbrook Surgery via our website if you are within our practice area, a post code checker is available at [Find a GP - NHS \(www.nhs.uk\)](#) or forms are available in reception

YOUR RIGHT TO EXPRESS A PREFERENCE OF PRACTITIONER

Whilst registered with us we encourage patients to see any of the doctors or clinical staff, However, you may express a preference for a particular doctor. Once a preference has been indicated we will endeavour to comply with the request. However, there may be times when this is not possible e.g. if the doctor is unavailable or the services requested are not provided by your preferred doctor. Should a patient wish to see their preferred doctor this may result in a longer waiting time.

Patients 75 and over

Patients 75 and over will be assigned an accountable GP, responsible for the coordination of the patient's care.

SHARNBROOK SURGERY

Templars Way, Sharnbrook, Bedford, MK44 1PZ

Website: www.sharnbrooksurgery.co.uk

Email: sharnbrook.surgery1@nhs.net

EMERGENCY AND OUT OF HOURS

Telephone: (01234) 781449

APPOINTMENTS AND ENQUIRIES

Telephone: (01234) 781392

Reception- opening times

08:30 -18:30

Dispensary- opening times

08:30 -18:30

Call 111 or visit 111 online

Help is available from 111

111 is the NHS non-emergency service. It's fast, easy and free. Visit 111 online or Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

Before you contact your GP practice, consider checking your symptoms with NHS 111 online.

In case of a life-threatening emergency, please dial 999

OUR TEAM

PARTNERS

Dr Jason Reddy (Male)

MBBS DCH DRCOG DFFP FRCGP
1990 London & UCH/Middlesex

Dr Alice Pater (Female)

MB.Bchir MRCGP DFSRH. 2007 Cambridge

Dr Rosalind Phillips (Female)

BSc, MBBS, DRCOG, DFFP MRCGP 2002
Kings College London LoC SDI LoC IUT

SALARIED GPs

Dr Jayne Adams (Female)

BSc MBBS DFFP DRCOG MRCGP 1994 St
Bartholomew's Hospital London, Certificate in
Diabetes Care University of Warwick, LoC SDI,
LoC IUD

Dr Vanitha Sundararajan (Female)

MBBS 2002, MER Medical University Tamil
Nadu, India

PRACTICE MANAGER

Mrs Von Balodis, manages the day to day
running of the practice, dealing with all the
administrative and Non-clinical issues.

OTHER CLINICAL STAFF

We employ a skilled and committed clinical
team, comprising of an Advanced Nurse
Practitioner, Minor Illness Nurses, Practice
Nurses, Diabetic Specialist Nurse, Health Care
Assistant, Clinical Pharmacists and Paramedic.

PATIENT SUPPORT TEAM

Our experienced and conscientious Admin team
comprises of the Practice Manager, Receptionists,
Secretaries, Care Co-ordinators/General Practice
Assistants as well as a Dispensary Manager, three
dispensers and a dispensary assistant.

DISPENSARY AND REPEAT MEDICATION

Being a rural Practice, we dispense for the
majority of our patients.

When you are given a medication that you need to
take for a prolonged period this will be a "repeat
medication". The clinician will decide how many
repeats of your medication they would like you to
have. Please allow 3 full working days for any
medication request to be processed. The reason
for this is that dispensary process 200 repeat
prescriptions per day and if we do not have your
item in stock, we will need to obtain it from our
supplier. You can request the repeat online, in
writing, or in person. Please ask at the practice for
details about online ordering next time you visit
the surgery. (Please bring photo ID with you).

HOME VISITS

If you are able, please come to the surgery. If you
are housebound or too ill to travel and require a
home visit, please telephone before 10:30. When
you request a visit it is helpful to give the
receptionist enough information to allow the
doctor to assess the request.

URGENT APPOINTMENTS

If you consider your condition to be urgent and
require treatment on the same day, please
telephone at 08:30 Monday to Friday for a same
day appointment. Urgent requests for
consultations will be with the appropriate service
or clinician rather than with your preferred or
usual doctor.

*PLEASE DO NOT USE THESE APPOINTMENTS FOR
ROUTINE MATTERS OR REPEAT PRESCRIPTIONS*

FACE TO FACE OR TELEPHONE CONSULTATIONS

Please try to plan ahead. We offer both face to face
and telephone consultations (where clinically
appropriate). The receptionist will ask for clinical
details to be able to sign post you to the
appropriate service or clinician. If you are unable
to keep your appointment, then please let us know
as soon as possible so the appointment can be
used by another patient.

E CONSULT

This is a service available via our website for help
with adult and child health problems, requesting
sick notes, test results or administrative health
needs plus reviews for long term conditions,
medication or contraception and may help
without you needing to visit the practice.

TEST RESULTS

If you are awaiting test results, these will be
available via the NHS App or your online records
once they have been reviewed by the requesting
clinician. You can phone the practice between
14:00 and 16:00 on any normal weekday or
submit an E consult via our website in order to
request your results. Please allow at least a week
for the result to arrive.

NON NHS WORK AND FEES

There is usually a charge for non NHS work
(private insurance reports/ to whom it may
concern letters etc). The doctors do this work
outside of their consulting hours, in their own
time. The charge varies depending on the work
involved. You will be informed of the charge
when you make the request, which will usually be
around 3 weeks after it is submitted to us.