ABOUT US

Welcome to Sharnbrook Surgery, serving a population of approximately 6,000 patients in Sharnbrook and the surrounding villages. Covering an area of 70 square miles. We currently have two partners. The practice is part of the NHS Central East 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"



SERVICES WE PROVIDE INCLUDE

Medical advice.
Diagnosis of symptoms.
Prescribing and the dispensing of medication.
Health education.
Vaccinations.
Long Acting Reversible Contraception (LARC)
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.

RESPONSIBILITES OF PATIENTS

Please be polite to all members or 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 https://www.nhs.uk/services/gp-surgery/sharnbrook-surgery/XE81024/how-to-register

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, your 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
08:00 -18:30
Dispensary- opening times
08:00 -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 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
Dr Adnan Khan (Male)
MBBS, MRCGP 2016 (Special interest in ENT and Men's Health)

SALARIED GPs

Dr Vanitha Sundararajan (Female)
MBBS 2002, MER Medical University Tamil Nadu, India
Dr Abhilash Singhal (Male)

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, Operations Manager, Receptionists, Secretaries, Care Co-ordinators/General Practice Assistants, Care Navigators as well as a Dispensary Manager, 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.

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 Total Triage request 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.

Appointments and Contacting the Practice

The practice operates a total triage system to streamline patient communication and manage demand efficiently in our practice. This will make it easier for you to get the care you need.

The system helps us prioritise requests on clinical need to ensure that you receive the right care. Please let us know your availability so that we can offer a suitable appointment

All requests are reviewed by a clinician, and you will get a prompt response.

We would prefer you to submit the request online via our website https://www.sharnbrooksurgery.co.uk/patient-triage/ or via the NHS App but if you have difficulty then please contact our friendly reception team who will submit a triage request on your behalf which will then be reviewed by a clinician as above.

On our website you will find information to 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.

FACE TO FACE OR TELEPHONE CONSULTATIONS

Please try to plan ahead. We offer both face to face and telephone consultations (where clinically appropriate)