

Clinics held at the Practice

ANTENATAL CARE

POSTNATAL CARE

FAMILY PLANNING CLINIC

CHILD IMMUNISATION CLINIC

SMEAR CLINIC

DIABETIC CLINIC

C.O.P.D. CLINIC

ASTHMA CLINIC

HEART SAVE CLINIC

SMOKING CESSATION

MINOR SURGERY

ADULT AND TRAVEL IMMUNISATIONS

Your doctor or nurse will normally book you into one of the above clinics if it is appropriate. If you are unsure please ask.

CANCELLING APPOINTMENTS

All patients are asked to either use their booked appointments or cancel them.

The practice has various ways for you to cancel your appointment if you no longer need it:



BY TEXT - 07845489677

*Please start you message with CANCEL followed by your **full name** and **the date and time of appointment***

(This number is only for cancelling an appointment and you will not receive a reply)



BY TELEPHONE – 01234 266866



BY E-MAIL general.lrs@nhs.net



IN PERSON

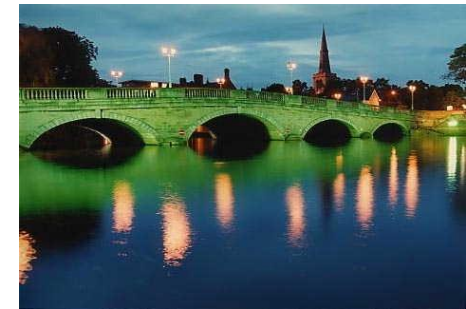
The Reception at London Road is open from 8.a.m. until 12.30.p.m. and then 1.30.p.m. until 6.p.m

Practice website:

www.londonroadsurgery.co.uk

DR J C BINNS AND PARTNERS

Patient Information Leaflet - Appointments



The Health Centre
84-86 London Road
Bedford MK42 0NT

and

Elstow Medical Centre
Abbeyfields
Elstow
Bedford MK42 9GP

Telephone Number: 01234 266866

At Dr Binns and Partners we have various appointments available to help our patients access the appropriate treatment as quickly as possible.

Please make one appointment for each person who needs to be seen

- **EXTENDED HOURS**:-

As from the 1st July 2011 our extended hours will be:

One evening per week (Wednesday or Thursday) at London Road Surgery
6.30.p.m. - 8.p.m. - (Doctor)
6.30.p.m. - 7.30.p.m.- (Nurse)

Saturday morning - (Elstow Medical Centre)
8.30.a.m. - 12.noon. - (Doctor)

Practice Nurses

- Health promotion
- Asthma
- Diabetes
- Smears
- Immunisations including Travel vaccinations
- Dressings
- Blood Pressure Checks
- Diet Advice
- Smoking Cessation
- Swabs
- Ear Syringing

- **Health Care Assistant**

- Diet Advice
- Smoking Cessation
- Blood Tests (*for those unable to get to the hospital*)
- Blood Pressure checks
- Simple dressings

Minor Illness Nurse/Nurse Practitioner

There are urgent/same day appointments available most days with either our Nurse Practitioner or our Minor Illness Nurse who can deal with problems such as:

- Sore Throats/Colds
- Abdominal Pain (not acutely severe)
- Indigestion
- Diarrhoea and Vomiting
- Constipation
- Sore Penis
- Cystitis/Urine Infections
- Rectal bleeding/discomfort
- Vaginal Discharge
- Irregular bleeding
- Contraception and Emergency Contraception
- Missed Pills
- Mastitis (Breast Infection)
- Sexual Health concerns

Exceptions *You will need to see a doctor for:*

- Breast Examinations
- Breast Lumps
- Sick Certificates
- **Severe** Abdominal Pain

Both our Nurse Practitioner and our Minor Illness Nurse can prescribe and always have a doctor available should you need one.

The practice has the responsibility to offer you an appointment within 48 hours with a health professional, this includes both doctors and nurses at either of our surgeries.

If you specify which doctor or nurse you wish to see or at which surgery you may have to wait longer.

Patients also have a responsibility where appointments are concerned please remember the following:-

- One appointment per person
- Please arrive on time for your appointment
- Urgent/same day appointments are for the urgent problem and not for routine/ongoing problems
- Appointments should not made for a routine prescription request, put your prescription request in as normal and the practice will ring to notify you that you will need to see a doctor, please allow 48 hours for any prescription requests. Prescription requests can be emailed to general.lrs@nhs.net
- Routine form filling such as: holiday cancellation forms; income protection claims; OFSTED forms; do not require you to make an appointment. These can take 7 to 10 working days to complete and need handing in at reception.