

WEST STREET SURGERY

Patient Information Leaflet



89 West Street, Dunstable, LU6 1SF

Telephone: 01582 664401

website: weststreetsurgery.org.uk

Welcome to West Street Surgery. This leaflet provides information for new and existing patients about how to contact the practice, the services we offer, and important administrative details.

Serving over 12,000 patients in Dunstable, Bedfordshire

All information is available on our website.

A range of accessible and translated information is available at reception.

Patient Charter & NHS Rights

Our Patient Charter

At West Street Surgery, we are committed to ensuring that all patients:

- Are treated with dignity and respect
- Are given the names of those involved in their care
- Are usually allowed to see a doctor of their choice
- Are normally seen within 30 minutes of their appointment time
- Are offered lifestyle advice and health promotion activities

Equality Statement

The practice is committed to creating an inclusive environment, respecting all patients and removing barriers to care. West Street Surgery is a Safe Surgery, supporting migrants and those facing access challenges.

NHS Constitution - Your Rights

As an NHS patient, you have the right to:

- Free healthcare based on clinical need
- Be involved in decisions about your care
- Receive safe, high-quality care
- Access information and your medical records
- Make a complaint if you are unhappy with your care

NHS Principles

- A comprehensive service available to all
- Access based on clinical need, not ability to pay
- Patient-centred care
- High standards of excellence and professionalism
- Equality and non-discrimination
- Efficient use of public resources
- Accountability to the public

Opening Hours & Appointments

Opening Hours

Monday to Friday: 8:00am - 6:30pm

Extended access: 6:30pm - 8:00pm (Mon-Fri)

Saturday: 8:00am - 5:00pm (pre-booked appointments only)

Sunday & Bank Holidays: Closed

Out of Hours

When the surgery is closed, please contact NHS 111 for urgent medical advice.

In an emergency, always call 999.

Booking Appointments

Appointments are available Monday to Friday with extended access in the evenings and on Saturdays (pre-booked). Due to high demand, same-day appointments are limited.

You can book appointments by:

- Online via Accurx
- In person at reception
- By phone: 01582 664401

Home Visits

Home visits are available only for patients who are housebound or too unwell to attend the surgery. Please call the surgery before 10:30am to request a home visit.

Missed Appointments

Please let us know if you cannot attend your appointment so we can offer the slot to another patient. Repeatedly missed appointments may lead to removal from the practice list.

Chaperones

Chaperones are available for any examination or procedure. You may request one at any time. Please let reception or your clinician know.

Patient Registration & Your GP

Patient Registration

Registration is available to anyone living within the practice boundary. You can register online or via the NHS App.

No ID, proof of address, immigration status, or language barriers will prevent you from registering. West Street Surgery is a Safe Surgery, supporting migrants and those facing access challenges.

Your Named GP

All patients have a named GP to provide continuity of care. You can choose any GP for your appointments and may request to change your named GP in writing.

Waiting lists may be offered for routine non-urgent appointments with a specific GP.

Online Access

Online services allow you to:

- Book and cancel appointments
- Order repeat prescriptions
- Access your medical records

These services are available through the NHS App. Patient guides are available on the NHS England website.

Our Practice Team

Dr Stephen Price (Partner)

MBBS, MRCP, DRCOG, DCCH, DFFP

Dr Geoff White (Partner)

MBCHB, MRCP, DRCOG

Management Team

Emma Debbage - Practice Manager

Aneta Duca - Deputy Practice Manager

Cheryl Blanchard - Reception Manager

Our wider team includes practice nurses, phlebotomists, healthcare assistants, clinical pharmacists, a wellbeing team, receptionists, and administrators.

Full details of all team members are available on our website.

Services We Offer

Clinical Services

- Women's health (contraception, menopause, HRT)
- Immunisations (adult and child, flu, COVID, RSV, shingles)
- Travel vaccinations
- Minor surgery and cryotherapy
- Cervical screening (ages 25-65)
- Well-man and well-woman clinics
- Chronic disease management (asthma, diabetes, hypertension)
- Antenatal, baby, and postnatal care
- Smoking cessation
- GaitSmart assessments
- Research participation

Annual Health Checks

We provide annual reviews for patients with long-term conditions including:

Hypertension, diabetes, kidney disease, heart disease, mental health conditions, TIAs, lung disease, dementia, epilepsy, vascular disease, and rheumatoid arthritis.

Please ensure any prerequisite tests are completed at least one week before your review appointment.

Non-NHS Services (fees apply)

- Private medicals
- Employer and insurance reports
- Private certificates
- HGV/taxi medicals

Please ask at reception for current fees.

Prescriptions & Test Results

Repeat Prescriptions

You can order repeat prescriptions by:

- Online via Accurx or the NHS App
- In person at reception
- Written request
- Via your pharmacy's reordering service

Processing time is 48 hours (excluding weekends and bank holidays). Delays may occur if routine monitoring is overdue. We recommend nominating a pharmacy for electronic prescription transfer.

Blood Tests

Some blood tests are performed in the practice. Others require a community referral to Arndale House, Luton or Dunstable Health Hub.

Fasting blood tests must be booked before 11:00am.

Test Results

We recommend accessing results via the NHS App. Results are also available by phone after 2:00pm. Blood test results usually take 2-3 days to process.

No results will be given to third parties without written consent.

Feedback & Policies

Compliments & Complaints

We welcome all feedback about our services. If you have a compliment, suggestion, or complaint, please speak to a member of staff or write to the Practice Manager.

We operate a formal NHS-aligned complaints process:

- Complaints are acknowledged in writing
- We aim to resolve complaints within 10 working days
- You will receive a full written response

Support Organisations

If you need help making a complaint, the following organisations can assist:

- POhWER (independent advocacy)
- Healthwatch
- NHS Complaints Advocacy
- PALS (Patient Advice and Liaison Service)





Zero Tolerance Policy

West Street Surgery maintains a strict zero-tolerance policy regarding abuse, threats, or violence towards any member of staff or other patients.

Anyone behaving in an abusive, threatening, or violent manner may be:

- Asked to leave the premises
- Reported to the police
- Removed from the practice list via PCSE

Follow Us on Social Media

-  facebook.com/weststreetsurgery
-  youtube.com/@weststreetsurgery9506
-  instagram.com/weststreetsurgery2026
-  x.com/west_surgery

Thank you for choosing West Street Surgery.
We look forward to caring for you and your family.