

### **Disabled Patients**

The building has been designed to be disabled patient friendly with toilet facilities, dedicated parking spaces and a drop-off point beside the main door. A wheelchair is available.

### **Freedom Of Information**

The Freedom of Information Act 2000 obliges the practice to produce a publication scheme as a guide to the 'classes' of information the practice intends to routinely make available.

### **Medical Certificates**

Medical certificates for the first seven days of absence from work are available from your employer, post office or from the internet medical certificates. After this they will be provided by your GP at the time of a consultation .

### **New Patients**

To register as a patient you need to supply a form of photographic identification and proof of your address. You will need to complete a registration form which is available from reception or on the website. You will only be eligible if you live within the practice area as identified on the map on the Practice website.

### **Patient toilets**

including disabled facilities and baby changing facilities are available on the ground floor.

### **Suggestions Or Complaints**

We are happy to receive constructive comments and suggestions for improving our service to patients. However there may be occasions when we do not meet the high standards we set ourselves and we appreciate patients bringing these to our attention. If you are unable to obtain satisfaction from the member of staff involved in your complaint and wish to take it further then any complaints should be addressed to the attention of the Practice Manager.

If you are still not satisfied with the outcome of you complaint, you are able to contact the complaints manager, NHS England, PO Box 16738, Redditch B97 9PT. Tel: 0300 311 2233 email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### **Test Results**

Blood and urine tests will generally take three to four working days before the results are available and X-rays, MRI and US scans take at least seven days. The results of cervical smears can take several weeks. Patients are not normally contacted with results unless they are abnormal. .

### **Violence or Abuse**

The practice supports the government's 'Zero Tolerance Campaign'. Violence and abuse is a growing concern. General Practitioners and their staff have a right to care for others without fear of being attacked and abused. Violent patients will be reported to the police and removed from the practice list.

# Welcome to Burton Latimer Medical Centre

Higham Road  
Burton Latimer  
Northants NN15 5PU  
Tel: 01536 723566

Website: [www.burtonlatimermedicalcentre.co.uk](http://www.burtonlatimermedicalcentre.co.uk)

Our practice team are committed to providing high quality care for our patients including suitable access for disabled patients.

We offer a wide range of medical services including health promotion & screening as well as diagnosis & treatment of illness.

We hope you will find the practice friendly and sympathetic to your needs.

We have a well-trained team of Doctors, Advanced Nurse Practitioners, Specialist Asthma and Diabetic nurses and administration staff to help us provide a high standard of care.

The practice welcomes new patients who live within the practice area.

## THE DOCTORS

**Dr Charles N Spencer** (Male) MBBS (1997 London)  
**Dr Rowan J Child** (Female) MBBS BSc DFFP (1997 London)  
**Dr Apoorva Raja** (Female) MBBS BSc MRCGP DRCOG (2005 London)  
**Dr Toby Rose** (Male) MRCGP MBChB (2002 Sheffield)  
**Dr Richard Robinson** (Male) MBChBaO DRCOG MFHom (1982 Belfast)  
**Dr Tariq Aziz** (Male) MBBS (2001) MRCGP (2017 London)

## ADVANCED NURSE PRACTITIONERS

**Emma Wilkinson, Julie Robinson, Mary Martin and Ruth Crowhurst**

**Emma, Julie, Mary and Ruth** are qualified Advanced Nurse Practitioners, and see urgent, on the day illness. They can refer to the on-call Doctor if they feel it is appropriate to do so. They are available by appointment for the treatment of minor illnesses and are able to prescribe where appropriate.

## PRACTICE STAFF

### **Practice Manager - Helen Corbett**

Our Practice Manager is responsible for the running of the practice, the practice staff, patient relations and liaising with many outside agencies. If you have any non-medical concerns or issues you would like to discuss please contact her by telephone or make an appointment to come and see her.

### **Operations Manager—Steve Edwards**

**Steve** works closely with the Practice Manager to oversee the operational delivery of services at Burton Latimer Medical Centre

### **Reception Supervisor - Diane**

**Receptionists - Ann, Caroline, Shelley, Suzi, Claire, Louise, India, Allison, Tina, Julie**

### **Secretary - Debbie Cox**

### **Administration Staff - Natasha Burrows (Deputy Manager)**

**Jenny Babb (Systems Manager), Joanne Burns, Bridget Lacey**



## SURGERY HOURS

Monday	8.00am - 7.30pm
Tuesday	7.30am - 6.30pm (Doors close at 6.00pm)
Wednesday - Friday	8.00am - 6.30pm (Doors close at 6.00pm)
Saturdays	8.00 - 10.30am

## **Health Checks**

These are available to all patients on request. They include lifestyle assessments and advice. Please call to make an appointment.

## **Minor Surgery**

Dr Charles Spencer and Dr Toby Rose are qualified to perform certain surgical procedures in our specially equipped minor operations suite. Your doctor will advise you where this is appropriate.



## **Physiotherapy**

This service is obtained either via a referral from the doctor or by self-referral to the hospital. Appointments are sent directly to the patient by the physiotherapy department at Kettering General Hospital.

## **Private Services**

Private medical examinations can be performed by the doctors at the surgery for which a fee is payable. These include insurance, HGV, PSV, pre-employment and sports medical examinations. Other private services include holiday cancellation and 'fitness to travel' forms. Details of fees are available from reception. A private physiotherapist also operates from the surgery.

## **Wellbeing Service**

A service called 'Changing Minds' is offered at this surgery. Your doctor can offer to refer you to a specially trained nurse who can see you at the surgery to help with a range of issues related to mental wellbeing.

## GENERAL PRACTICE INFORMATION

### **Access**

All consulting and treatment rooms on the ground floor can be accessed via reception at the front of the building. The Upstairs consulting rooms can be accessed by a lift or stairs.

### **Audit Of Patient Records**

Anonymised, non-identifiable patient data is often required by the NHS. Collection of this may be carried out by persons who are not medically qualified but who are bound by their contract to respect patient confidentiality. If you object to your records being used in this way, please do let us know.

### **Confidentiality**

The surgery uses a computerised record system for recording patient consultations, medication details, past medical history and registration details. Everyone employed at the practice uses this system as appropriate. All patient information and records are held in the strictest confidence. All staff are bound by rules of confidentiality under the Data Protection Act 1998. Disclosure of information to third parties requires patient consent. The practice has a 'Caldicott Guardian' who oversees the security of information.



## SERVICES WE PROVIDE

### **Antenatal Clinics and Midwives**

Antenatal clinics are run by the midwife at this surgery. Your doctor will refer you to the midwife when your pregnancy is confirmed. Alternatively, if you perform a positive home pregnancy test, you can contact our receptionists who will arrange your appointment for when you are around 7-8 weeks.

They organise parenthood relaxation classes and visit new mothers at home in the early days following delivery.



### **Asthma/COPD Clinics**

These clinics are run by the practice nurse qualified in this field. We offer regular review of treatment and instruction in inhaler use and self-help.

### **Cervical Smears**

Reminders for these tests are sent to women's homes directly from the local screening department of NHS England. Upon receipt, please telephone and make an appointment with the practice nurse.

### **Diabetic Clinics**

These clinics are run by the practice nurse qualified in this field. All diabetic patients on our register are invited for annual checks. Regular review of diabetic control is encouraged.

### **District Nurses**

District nurses provide highly skilled nursing care for patients and their families who are too frail or too poorly to attend the surgery and who would be classed as housebound. The district nurses are a 7 day-a-week service from 8am - 6pm.

They can be contacted on 0300 777 002. There is an evening nursing service which is contactable through the 111 Out of Hours service.



### **Family Planning**

A full range of services is offered during normal surgery appointments; please ask your doctor, nurse practitioner or practice nurse for advice. Emergency contraception is available after discussion with a doctor or nurse.

### **Health Visitors - Child Health Clinics**

Health visitors are qualified nurses with specialist training in family health and child development. Their primary responsibility is for the promotion of good health and the prevention of ill health. They work together with other professionals such as doctors, midwives, speech and language therapists, dieticians and children's social care.

They run Child Health Clinics where you can have your baby weighed and discuss baby's progress and any problems you may have.

They can be contacted at the Health Visitor Hub: 0300 1111 022, option 4

## NURSING STAFF

### **Practice Nurses**

**Jane Tiney** RGN Asthma Dip Prof. Studies in Nursing

**Mary Lewis** RGN Dip Prof. Studies in Nursing, BA Healthcare Cert

**Hannah Trevaskis** RGN Dip HE



**Jane, Mary and Hannah** can be seen by appointment for dressings, injections, removal of stitches, ear syringing, Dopplers, travel and child immunisation. Also general health checks for men and women, smears and family planning services.

### **Chronic Disease Management Nurses - Jane and Mary**

**Jane and Mary** can be seen by appointment at specialist clinics for diabetes, asthma, spirometry, epilepsy, coronary heart disease and kidney disease.

### **Health Care Assistant - Sally Gazeley**

**Sally** supports the nursing team by performing various nursing procedures such as blood pressure monitoring, ear syringing and dressings. She can also take blood and give B12 and flu vaccinations and perform health checks.

### **Phlebotomist - Julie Murdin**

**Julie** undertakes phlebotomy (the taking of blood) up to 12 noon on weekdays. She is also able to take blood pressure readings.

All our nursing team are members of The Royal College of Nursing.

### CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please speak to the doctor or nurse at the beginning of your consultation.

## **Kettering and South West Rural Primary Care Network**

We have formed this partnership working collaboratively with Dryland and Mawsley practices. We have now recruited the following staff:

### SOCIAL PRESCRIBER

Sam Tallant provides supports to patients with a wide range of social, emotional and personal needs where non-medical issues are affecting their health

### CLINICAL PHARMACIST

Nimisha Lodhia and Wendy Chau undertake clinical medication reviews and proactively support patients with long-term complex conditions to make sure their medicines help them to get better and to stay well.

## APPOINTMENTS

To make an appointment telephone **01536 723566** or visit the reception desk during opening hours. We operate a computerised appointments system. Pre-bookable GP appointments are available up to three weeks in advance. You may request the doctor of your choice but this will depend on availability. Telephone advice is also available with a GP or Nurse Practitioner if you do not need to be seen face-to-face.



### **On-line Booking**

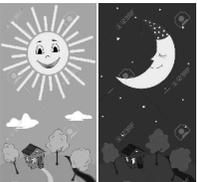
It is now possible to book your appointments and order your repeat prescriptions on-line. Please ask at reception for your website log in details. You will need a form of Photo ID for us to give you this information.

### **Cancelling Appointments**

If you are unable to keep your appointment, please inform the practice as soon as possible. Missed appointments are a waste of our health professional's time. If you are more than 10 minutes late for your appointment you may be asked to rebook.

## HOME VISITS

Home visits will only be made to patients the doctors consider to be too ill or immobile to come to the surgery. There is no automatic right to a home visit. Requests should be made, if possible, before 10.30am giving the receptionist as much information as you can to assist the doctor in deciding the degree of urgency. It is safe to bring children with a temperature into the surgery. They will be seen quickly and, if infectious, you will be directed to a side room to wait.



## OUT-OF-HOURS SERVICE

NHS 111 provides an emergency out-of-hours service for evenings and weekends for both urgent medical problems. Patients may be offered advice by telephone or asked to visit their centre at Kettering General Hospital. The nearest "Walk in" center is Corby Urgent Care, Cottingham Road,

Corby Northamptonshire, NN17 2UR Tel: 01536 202121

## EXTENDED ACCESS

Making it easier to get an appointment at a time that suits you.

Appointments are available each day as a shared service with other practices in the area and is based at Prospect House, Lower Street, Kettering. NN16 8DN

## PPG - PATIENT PARTICIPATION GROUP

This is made up of patients and practice staff who meet every other month to consider ways of making a positive contribution to the services and facilities offered by the practice to patients. If you would like to find out more and maybe join contact Debbie Cox, the Practice Secretary on 01536 720983



## ORDERING YOUR MEDICATION

### **We do not take requests via the telephone.**

We require two working days' notice for your prescription to be ready for collection or for it to be sent to your nominated pharmacy.



If you need long-term medication your doctor will authorise you to obtain repeat prescriptions. To order your prescription please bring your re-order slip. If you do not have this, write down on a piece of paper, your name, DoB, who your doctor is and the medication required, with the dosage if known.

Enclose a stamped addressed envelope if you wish your prescription to be posted back to you and allow enough time for postage and two working days for processing. We do not count weekends in the number of days.

If you have registered for our on-line service you may order your prescription via that method also.

### **Examples:**

- Brought into surgery on Monday - will be ready for collection on Wednesday after 1.00pm
- Posted through surgery letter box at the weekend - will be ready for collection on Wednesday after 1.00pm

### **Electronic Prescriptions**

If you have nominated a pharmacy for your medications to go to: once the GP has electronically signed off your request the prescription will be sent electronically to the pharmacy for you to collect your medication from them.



### **Paper Prescriptions**

If you are not signed up to a pharmacy or your medication requires a GP to physically sign it off then you will need to collect your prescription from the surgery.

## PRACTICE CHARTER STANDARDS

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything or would further information