

BURTON LATIMER MEDICAL CENTRE

Higham Road

Burton Latimer

Northants

NN15 5PU

Tel: 01536 723566

Website: <https://www.burtonlatimermedicalcentre.co.uk>



Welcome to Burton Latimer Medical Centre

Our practice team are committed to providing high quality care for our patients including suitable access for disabled patients. Our practice is highly patient focused, and we have a multidisciplinary approach to patient's health care. We aim to deliver the best for our patients by combining the skills of the practice team with other health and social care workers in the community.

Our mission at Burton Latimer Medical Centre is to provide the highest standard of care to all of our patients in a safe, well-led and caring environment

Cover page
back



I have got a question about my care

If you have a question about your care please talk to your care provider directly.

If you are unsure of who your health care provider is, please speak to your GP practice. For urgent advice and services please visit 111.nhs.uk

I have a question about Northamptonshire ICB

If your enquiry relates to Northamptonshire ICB, you can reach us in the following ways:

By post

NHS Northamptonshire Integrated Care Board

Haylock House
Kettering Parkway
Venture Park
Kettering
NN15 6EY

By email:

northantsicb.patientexperience@nhs.net



The Burton Latimer Medical Centre Team

The Doctors

Dr Charles N Spencer (Male) MBBS (1997 London)

Dr Rowan J Child (Female) MBBS BSc DFFP (1997 London)

Dr Apoorvaa Raja (Female) MBBS BSc MRCGP DRCOG (1998 London)

Dr Toby Rose (Male) MRCGP MBChB (2002 Sheffield)

Dr John Delaney (Male) MBBS DRCOG DFFP MRCGP 1997 (London)

Dr Martin McGrath (Male) FFMLM FRCGP MBChB DAvMed DipIMC RCSEd MA



The Nursing Team

Advanced Nurse Practitioners

Georgie Butlin, Ruth Crowhurst, Julie Robinson, Kylie Trinder and Susan Hateley.

Our team of Advanced Nurse Practitioners see urgent on the day illness. They are available by appointment for the treatment of minor illnesses where they work closely with the GP's and can prescribe where appropriate.

Practice Nurses

Mary Lewis RGN Dip Prof Studies in Nursing, BA healthcare, Cert, Diabetes

Melissa Andrews PG Cert Practice Nursing, BSc Adult Nursing RGN

Mary and Melissa can be seen by appointment for dressings, injections, removal of stitches, Dopplers, travel and child immunization. Also, general health checks for men and women, cervical screening and family planning services.

Mary can be seen by appointment at specialist clinics for diabetes.

Nursing Associate

Gemma Peel Can be seen by appointment for NHS health checks, immunisations including Flu, Covid and B12, Long Term Condition reviews, ECG's, Blood pressure monitoring dressings

Health Care Assistant

Sally Gazeley Sally supports the nursing team by performing various nursing procedures such as blood pressure monitoring, dressings, health checks, long term condition reviews. She can also take blood and give B12 and flu vaccinations.

Blood Tests

Julie Murdin undertakes phlebotomy (taking of blood) up to 12 (noon) on weekdays. She is also available for blood pressure readings.

Care Co-Ordinator

Jinal Panchal can be seen by appointment for taking blood, long term condition reviews, cancer care reviews, b12 and flu vaccinations.

Social Prescriber Link Worker

Sophie Ellidge provides support to patients with a wide range of social, emotional and personal needs where non medical issues are affecting their health and Cancer care reviews.

Pharmacy Technician

Amy Stout undertakes clinical medication reviews and proactively support patients with long term complex conditions

Clinical Pharmacist

Cha Nyoni undertakes is an independent practitioner who performs clinical medication reviews and proactively support patients with long term complex conditions

Musculoskeletal Physiotherapy

Chris Heywood provides first contact physio for our patients regarding muscular skeletal issues including back, shoulder and foot problems.

Digital and Transformation Lead

Darren Whiting is the digital and transformation lead across Burton Latimer Medical Centre.

Integration Manager

Hayley Harvey is the focal point for the Frailty multi disciplinary team including age UK and adult social care.

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.

Practice Staff

Practice Business Manager **Helen Beesley**

Our Practice Business Manager is responsible for the management of the practice.

Deputy Practice Manager **Christian Pawlyszyn**

Operations Manager **Sarah Bond**

Systems Manager **Jenny Babb**

Administration Staff **Joanne Burns, Bridget Lacey, Julie Crowther, Allison Lockwood, Ann Maurizi, Tyr John Baverstock, Katie Walters and Esther Govada**

Receptionists **Diane Langley, Shelley Labrum, Sophie Breed, James Tildesley, Anne Marie Deane,**

Surgery Opening Hours



Monday: 08:00 18:30 Doors close at 18:00

(Closed Bank Holiday Mondays)

Tuesday: 08:00 18:30 Doors close at 18:00

Wednesday: 08:00 18:30 Doors close at 18:00

Protected Learning Time _This means the practice will be closed from 12:30pm on the published Wednesday afternoons for training purposes according to the Northants ICB

PLT Calendar 23/24 (northantstraininghub.nhs.uk)

December 13th 2023, January 17th 2024, February 14th 2024, March 20th 2024

Thursday: 08:00 18:30 Doors close at 18:00

Friday: 08:00 18:30 Doors close at 18:00

Saturday: CLOSED

Sunday: CLOSED

Appointments

To make an appointment, please telephone **01536 723566** or visit the reception desk during opening hours. We operate a computerised appointment system. Pre bookable GP appointments are available up to 2 weeks advance. You may request the doctor of your choice, but this will be subject to availability. Telephone appointments is also available from a GP or Advanced Nurse Practitioner if you do not need to be seen face to face.



Cancelling Appointments

If you are unable to keep your appointment, please inform the practice as soon possible. Missed appointments are a waste of our health professionals time and take away valuable appointments from other patients. 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.

Out of Hours Service

NHS 111 provides an emergency out of hours service for evenings and weekends for urgent medical problems. Patients may be offered advice by telephone or asked to visit their centre at Kettering General Hospital. The nearest Walk in centre 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, please contact Helen Beesley (Practice Business Manager) or Joanne Burns (Secretary) on **01536 723566**

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 your nominated pharmacy.

If you need long term medication, your doctor will authorise you to obtain repeat prescriptions. To re order your prescription please complete your re order form.

If you wish for your prescription to be posted back to you, please enclose a stamped addressed envelope, and allow enough time for postage and the two working days to process. Weekend days do not count in the number of days.

Examples:

- Brought into surgery on Monday prescription will be ready for collection after 1pm on the Wednesday
- Prescription posted through the surgery letter box at the weekend will be ready for collection after 1pm on Wednesday

Electronic Prescriptions

If you have a nominated pharmacy for your medications to go to, once the GP has electronically signed of the request, the prescription will be sent electronically to the pharmacy for you to collect.

Paper Prescriptions

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

Repeat Prescriptions On-line

Patients can order their repeat prescriptions on line, please ask reception for your website log in details. You will need a form of photo ID for us to give you this information.

Repeat Prescriptions

Patients can order their repeat prescriptions in the surgery by putting their details on a prescription or a piece of paper with their details on including name, address, medication and post them in our prescriptions box or hand in to reception. You can also use the NHS app to order repeat prescriptions providing you have a nominated pharmacy.



Service's We Provide

Asthma/COPD Clinics

These clinics are run by the GP's. We offer regular review of treatment and instruction in inhaler use and self help

Cervical Screening

Reminders for these tests are sent to female patients directly from the local screening department of NHS England. Upon receipt, please telephone or book through the self book link with a 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 actively encouraged.



District Nurses

District nurses provide highly skilled nursing care for patients and their families who are too frail or poorly to attend the surgery and who would be classed as house bound. 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 and can also be obtained from your local pharmacy.

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 health 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 your baby's progress and any problems you may have. They can be contacted at the Health Visitor Hub on 0300 1111 022, option 4.

NHS Health Checks

Patients get invited via an Accurx invite to have an NHS Health Check in the practice when the patient is aged between 40 – 74 years old and does not have any of the following pre existing conditions: heart disease, chronic kidney disease, diabetes, hypertension, atrial fibrillation, transient ischaemic attack, inherited high cholesterol, heart failure, stroke, currently being prescribed statin for low cholesterol.

New Patient Health Checks

All new patients who register at the practice are welcome to have a new patient health check which is a free checkup of your overall health. The answers and results can help the practice team understand the patient better and address any current or future health issues. Please call to make an appointment or book into an appointment via the Accurx invite.



Talking Therapies

A service called Talking Therapies 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.

Minor Surgery

Dr Charles Spencer, Dr Toby Rose and Dr John Delaney 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 through a referral from a doctor. 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 the fees are available from reception and on the practice's website.



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 the 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 are bound by their contract to respect patient confidentiality as outlined by GDPR. If you object to your records being used in this way, please let us know.

Confidentiality

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



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.

Medical Certificates

Medical certificates for the first 7 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 consultation.

New Patients

To register you will need to complete a registration form which is available from reception or via the website. You will only be eligible to register 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. There is also an additional patient toilet on the first 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 your 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.

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 governments 'Zero Tolerance Policy'. Violence and abuse are a growing concern. General Practitioners and their staff have a right to care for others without the fear of being attacked or abused. Violent patients will be reported to the police and removed from the practice list.