

Burton Latimer Medical Centre



Higham Road
Burton Latimer
Northants NN15 5PU
Tel: 01536 723566
Fax: 01536 420226



Branch Surgery:
Health Centre
Regent Street, Finedon
Northants NN9 5NB
Tel: 01933 680223
Fax: 01933 680786

Welcome to Burton Latimer Medical Centre & Finedon Health Centre

THE PRACTICE

The practice team is committed to providing high quality care at Burton Latimer and Finedon both of which have suitable access for disabled patients.

We offer a wide range of medical services including health promotion and screening as well as diagnosis and treatment of illness. We hope you will find the practice friendly and sympathetic to your needs. We have a well trained team of doctors, nursing and administration staff to help us provide a high standard of care.

The practice welcomes new patients who live within the practice area (see map on back cover). We are a training practice and we will have a rotation of doctors who are taking additional training to obtain further GP qualifications.

THE DOCTORS

Dr Charles N Spencer	(Male)	MB BS (1997 London)
Dr Rowan J Child	(Female)	MB BS BSc DFFP (1997 London)
Dr Sarah L Haughney	(Female)	MBChB MRCP DFFP (1989 Sheffield)
Dr Apoorva S Raja	(Female)	MB BS BSc MRCP (2005 London)
Dr Moksudul Ali	(Male)	MB ChB (2004 Leicester)
Dr Philip Doust	(Male)	BM MRCP BSc DRCOG

Patients are able to see a particular practitioner if they so wish.

Drs Spencer, Haughney, Child & Raja practise together as a non-limited partnership.

THE PRACTICE STAFF

Practice Director

Joanna Cox

Our practice director 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. Alternatively, the Burton Latimer Medical Centre Patient Participation Group may be of service to you. Ask at reception for details. Why not join our patient group?

Reception Supervisor

Diane Langley

Receptionists

Ann Piper	Sandra Ives	Shelley Labrum	Lesley Craig
Caroline Smith	Elaine Coles	Debbie Cox	Mandy Aston
Gloria Smith			

Secretary

Cathy Twelvtree

Administration Staff

Jenny Babb (Systems Manager)	Joanne Burns	Natasha Burrows (Deputy Manager)	Bridget Lacey	Ian Watson
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NURSING STAFF

Practice Nurses

Mary Lewis	RGN Dip Prof. Studies in Nursing, BA Healthcare, Cert. Diabetes
Hannah Doust	RGN Dip HE Adult Nursing
Hannah Trevaskis	RGN Dip HE

Mary, Hannah and Hannah can be seen by appointment for dressings, injections, removal of stitches, ear syringing, smoking cessation and immunisation. Advice regarding minor health problems and general health checks for men and women. In addition, Mary can be seen for cervical smears, family planning and travel health services. Our practice nurses now also run some clinics at our Finedon branch surgery.

Chronic Disease Management Nurses

Mary Lewis	RGN Dip Prof. Studies in Nursing, BA Healthcare, Cert. Diabetes
Jane Tiney	RGN Asthma Dip Prof. Studies in Nursing

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

Health Care Assistant

Lynda Talbot-Sykes

Lynda performs various simple nursing procedures such as blood pressure monitoring and dressings.

Phlebotomist

Julie Murdin

Julie undertakes phlebotomy (the taking of blood) up to 12 noon on weekdays.

Nurse Practitioners

Marianna Mancini and Emma Wilkinson

Marianna and Emma are highly qualified nurse practitioners and you may be offered an appointment to see them as an alternative to seeing the doctor. They are available by appointment for the treatment of many minor illnesses and are able to prescribe where appropriate.

All our practice nurses are members of The Royal College of Nursing.

ATTACHED STAFF

A number of district nurses and health visitors, who are employed by the local NHS organisation are attached to the practice.

District Nurses

District nurses provide highly skilled nursing care for patients and their families who are either too ill to attend the surgery for treatment, or who are frail or in some way infirm.

They work collaboratively with other agencies including social services, who will provide personal care (meals on wheels etc), occupational therapists, the palliative care team or any other specialist service.

The district nurses provide a seven day service, providing care from 8.30am - 4.30pm and are contactable by telephoning the surgery. An emergency evening service is also provided between 7.00 - 11.00pm and this is contactable via the out-of-hours service.

Part of the role of the district nurses is to partake in education and this will involve student nurse training and specialist practice degree training.

Telephone reception for an appointment.

Health Visitors

Viv Wills

Dawn Coles

The health visitors work with the doctors at the practice and are especially involved in the healthcare of infants and children. They can offer advice on feeding, sleep management, bed wetting etc. All team members are qualified nurses with specialist training in family health and child development. Their primary responsibility is for the promotion of good health and prevention of ill health. The health visitors are contactable by telephoning the surgeries.

Childhood immunisation and vaccinations are also performed at dedicated clinics. Ask our practice nurses for details.

Midwives

The midwives provide antenatal care by appointment. They organise parenthood relaxation classes and visit new mothers at home in the early days following delivery. Antenatal clinics are held at the Surestart Centre Meadowside School, Burton Latimer Tel: 01536 723985 and at the practice.

STOP SMOKING

For patients wishing to stop smoking, we would recommend the NHS Stop Smoking Service on 0845 601 3116 and we provide a clinic at the surgery one morning each week.

SURGERY HOURS

Burton Latimer Medical Centre:

Monday	8.00am - 7.30pm
Tuesday	7.30am - 7.00pm
Wednesday - Friday (Doors close at 6.00pm)	8.00am - 6.30pm
Saturdays	8.00 - 10.15am

Individual doctors' consulting hours vary and details may be obtained from the practice reception.

Finedon Health Centre:

Monday - Friday: 8.30am - 12.30pm. Monday: 1.30 - 4.30pm

A doctor is not always in attendance at Finedon, but the receptionist on duty can direct your call to Burton Latimer.

APPOINTMENTS

To make an appointment telephone **01536 723566** or **01933 680223** (Finedon) or visit the reception desk during opening hours. We operate a computerised appointments system and appointments can be made at either surgery for both sites. 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. An explanation will be given if the requested doctor is not available. Telephone advice is also available with a GP or practice nurse if you do not need to see them face-to-face. The receptionist will advise you when this will be convenient or will ask them to call you back.

On-line Booking

It is now possible to book your appointments and order your repeat prescriptions on-line. Please ring the surgery or ask at reception for your website log in details.

Cancelling Appointments

If you are unable to keep your appointment, please inform the practice as soon as possible. Missed appointments are a waste of a 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, will be told where to wait.

OUT-OF-HOURS SERVICE

NHS111 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 Prospect House in Kettering. The nearest "Walk in" centre is Lakeside Plus, Cottingham Road, Corby NN17 2UR. Alternatively, if you require medical advice only.

REPEAT PRESCRIPTIONS

We have a computerised repeat prescription system for which we require two working days' notice for your prescription to be ready for collection. When you require a further supply of your medicines, return the tear-off computer slip to the surgery. Please enclose a stamped addressed envelope if you wish your prescription to be posted back to you. **We do not take requests via the telephone.**

If you need long-term medication your doctor will authorise you to obtain repeat prescriptions. To order your prescription please bring to the surgery, post or fax your re-order slip. If you do not have your re-order slip, write down on a piece of paper, your name, date of birth, who your doctor is and the medication required, with the dosage if known. If you have registered for our on-line service you may order your prescription via that method also. The surgery requires two working days to process your prescription request. If your prescription is to be posted please allow enough time for postage and two working days for processing. We do not count weekends in the number of days.

Examples:

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

Pharmacy Collection

If you have arranged for a pharmacy to collect prescriptions on your behalf, please write on your order slip the name of the chemist. We will only give prescriptions out to pharmacies if the prescription has that chemist's name written on it. Some pharmacies may require further time in which to obtain certain medications.

Stamped Addressed Envelopes

If you send your re-order slip to us with a stamped addressed envelope we will return your prescription to you in the post. Please remember to allow enough time for postage and two working days for processing.

Margaret Rose Funeral Services



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Finedon,
NN9 5NA

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PLEASE NOTE: Margaret Rose Funeral Services is a trading name of Bespoke Funerals Limited

When the time comes that you need to organise a funeral, we understand that everyone is different and we all have differing requirements, beliefs, and lifestyles and we appreciate that having to make funeral choices at such an emotional time can be quite difficult. At Margaret Rose & Bespoke Funerals we feel that families should be able to make decisions about what they want in their own time, without having to explain their reasons or decisions and without a complex sales procedure. For that reason we offer a simple funeral, alongside our more bespoke funeral options.

Our simple funeral has been created for people who want a traditional service at a reasonable price and is designed to make the funeral arranging process as easy as possible. We very much believe that it is important for people to know how much the funeral will cost before they book it, so at Margaret Rose Funerals we have an open-pricing policy, meaning that a complete list of our fees can be found on the internet, in our brochure or over the phone. And for those people who would like to pre-arrange their funeral, we offer pre-paid funeral plans with the Funeral Planning Service as well as the less formal option of a 'Final Wishes' document for those who want to leave some last requests regarding their funeral.

Whatever you would like, Margaret Rose and Bespoke Funerals are here to help wherever we can.

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

Funeral Director

When you suffer a bereavement, a funeral for a member of your family is the most difficult day of your life. Sometimes the death may be expected, but nothing prepares you for the emotional shock of losing someone close and you may not know what should be done next.

If death occurs at home, telephone your doctor who will visit to confirm that death has taken place and advise you how to obtain the certification as to cause of death. Then contact your local funeral director who will be able to advise you on registration procedures. If death occurs in hospital just contact your local funeral director to engage their services, and collect the doctor's certificate as to cause of death from the hospital.

In either case, you should then contact the local registrar for the area in which the death took place and make an appointment to take in the certificate as to cause of death. (If available, also take the deceased's medical card to this meeting.)

Throughout all this, your local funeral director is there to help and advise in whatever way they can. They are dedicated professionals who are able to provide a personal service to you and your family 24 hours a day, 7 days a week. Many local funeral directors feel it is a rare privilege to stand in a sensitive position at this crucial time, in the midst of your family, knowing that the quality of their service and reputation will help and comfort you through this most difficult time in your life. So choose a local firm who offer a personal caring service, with dignity.

For Your Family's Peace Of Mind

Death is something that we would rather not think about at the best of times.

Nobody really wants to contemplate their own death. Nevertheless, anyone with a practical frame of mind will be reluctant to let their family bear the burden of funeral expenses.

That's why it makes sense to consider the option of a pre-paid funeral plan.

Paying for your funeral in advance is a wise choice. It releases your surviving members of your family from the anxiety of wondering if they can afford all the expenses involved in the funeral arrangements. These days, when even a modest funeral can cost thousands of pounds, this is an important consideration. The biggest advantage in taking out a pre-paid plan is that you pay for the funeral at today's prices, and that price is guaranteed to never change. When funeral costs are rising inexorably, the potential for major savings is too obvious to ignore.

Another advantage is that you can plan everything down to the last detail, including the religious service and clergy's fees, cortege, cremation/interment arrangements, all documentation and even catering. You can personalise every aspect to reflect your own special wishes.

The option of a lump sum one-off payment is available, of course, but there are many monthly instalment schemes on offer. A good funeral director will be able to point you in the right direction.

Planning ahead for your funeral may seem slightly macabre, but perhaps the real question

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

ADVERTISING FEATURE

ADVERTISING FEATURE

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your doctor.

SERVICES WE PROVIDE

Antenatal Clinics

Antenatal clinics are run by the midwife at both The Surestart Centre, Meadowside School in Burton Latimer and 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 may make your own appointment to see the midwife. Telephone our reception to make your booking.

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.

Child Health Clinics

These are run by the health visitors on Thursday mornings at Burton Latimer and Monday afternoon at Finedon. You can have your baby weighed and discuss baby's progress and any problems you may have. Please contact the health visitors to arrange an appointment.

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.

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, as good control of diabetes helps avoid long-term complications.

Family Planning

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

Health Checks

These are available to all patients on request. They include lifestyle assessments and advice.

Minor Surgery

Dr Charles Spencer is qualified to perform certain surgical procedures in our specially equipped minor operations suite. Your doctor will advise you where this may be 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.

GENERAL INFORMATION

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.

New Patients

To register as a patient, provided you live within the practice area as identified on the map on the back of this booklet, you need to supply a form of photographic identification and proof of residency. You will need to complete a new patient registration form, which is available from reception. We advise all new patients to make an appointment with the health care assistant for a new patient check, so we can obtain details of your medical history and current medication, as it can take time before we receive your records from your previous doctor.

Access

All consulting rooms and treatment rooms are on the ground floor and are accessed via reception at the front of the building. Patient toilets and baby changing facilities are available.

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.

Tests

Blood and urine tests will generally take three to four working days before the results are available and X-rays 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 and require an urgent appointment or treatment. Please ring the practice reception after 2.00pm for results.

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 initial period they will be provided at the time of a consultation with your doctor. A fee will be charged for private certificates.

Confidentiality

The surgery uses a computerised record system for recording patient consultations, medication details, past medical history and registration details. Our two surgery computers are linked. The doctors, nurses and other health professionals all use this system as appropriate. All patient information and records are held in the strictest confidence. Access is restricted to healthcare professionals and the practice teams. All staff are bound by rules of confidentiality under the Data Protection Act 1998. Disclosure of information to third parties requires the consent of the patient. The practice has a 'Caldicott Guardian' who oversees the security of information.

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.

Audit Of Patient Records

Anonymised non-identifiable patient data is often required by the NHS. This may be carried out by persons who are not medically qualified but who are also bound by the terms of their contract of employment to respect absolute patient confidentiality. If you object to your records being used in this way, please advise the practice receptionist and warning notices will be placed on your records.

Suggestions Or Complaints

We are happy to receive constructive comments and suggestions for improving our service to patients.

All GPs and staff at the practice use their very best endeavours to give patients the service they expect and to which they are entitled. Nevertheless inevitably 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 directly involved in your complaint and wish to take it further, then in the first instance any complaints should be addressed in writing to the complaints 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

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.

Our Responsibility To You

- We are committed to giving you the best possible service.
- We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. Please be punctual. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.
- We will try to answer the telephone promptly and to ensure that there are sufficient staff available to do this. However, there are times when we are extremely busy and we ask that you be patient.
- We will endeavour to give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.
- The practice will offer patients advice and information on steps they can take to promote good health and avoid illness and self-help which can be undertaken without reference to a doctor.
- You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Your Responsibility To Us

- Help us to help you.
- Please let us know if you change your name, address or telephone number.
- Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.
- Please only ask for home visits by the doctor when the person is too ill to visit the surgery.
- Please keep your telephone call brief and avoid calling during peak morning time for non-urgent matters.
- Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.
- We ask that you treat doctors and practice staff with courtesy and respect.
- Remember you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

To encourage **our patients to become your clients or customers**, advertise your business now through our practice booklets, appointment cards and website.

Simply call **0800 612 1516** for more information.

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