



QUEENSWAY MEDICAL CENTRE



OLYMPIC WAY
WELLINGBOROUGH
NORTHANTS NN8 3QE

Tel: 01933 420777

www.queenswaymedicalcentre.co.uk

Welcome To Queensway Medical Centre

Queensway Medical Centre aims to offer the highest standard of health care and advice to our patients.

We ensure that all patients will be greeted in a friendly manner and be treated with courtesy and respect by the Practice Staff. The Practice aims to provide a high quality service that is accessible to all patients.

Our premises comprise of the following:

- 12 consulting rooms
- 4 Nurse treatment rooms
- 1 fully equipped minor surgery room with adjacent recovery room
- Administration offices
- 4 patient toilets, 2 of which are for disabled access
- Car park with disabled parking bays

PRIMARY HEALTH CARE TEAM

The Doctors

Dr Christopher Ellis	BMedSci (1992) BM BS (Nottingham 1994) NRCGP DM-S Med
Dr Peter Walters	MBBS DCH (1988) DRCOG (1988) - London 1985
Dr Selva Annamalai	MBBS (India 1992) FRCS DFFP MRCGP
Dr Sophie Bell	BMedSci BM BS DRANZCOG MRCGP DFFP - Nottingham 1998
Dr Sheila Matthews	MB ChB - Glasgow 1981
Dr Corina Popa	MRCP MRCGP DFSRH
Dr Angeli Maye	MB ChB - Leicester 1992
Dr Ngozi Agaba	MBBS MRCGP

The Managers

Joint Practice Managers Carol Willis and Carol Brown are responsible for the day to day administration and organisation of the Surgery. The Carols can be contacted by letter, telephone or by calling at the Surgery during opening hours.

Receptionist/Secretarial/Administrative Staff

We ensure that the Practice Staff are trained to the highest level and are multi-skilled. All patients are treated equally and strictest confidentiality can be expected from all our staff.

Visit our website - www.queenswaymedicalcentre.co.uk

Advanced Nurse Practitioner/Minor Illness Nurses/Practice Nurses/ Health Care Assistants

Practice Nurses offer a wide range of services and work closely with the Doctors.

Health Visitors

Health Visitors specialise in the care of preschool children offering health advice. Health Visitors also provide immunisations.

Midwives

Midwives provide ante-natal care. They give advice on all aspects of pregnancy and the early days after delivery.

QUEENSWAY MEDICAL CENTRE OPENING TIMES

Monday, Wednesday, Thursday and Friday	8.00am - 6.30pm
Tuesday	8.00am - 8.00pm
Saturday	8.30 - 11.15am (alternate Saturdays)
Sunday and Bank Holidays	Closed

The Practice closes one afternoon a month for training

SURGERY TIMES (BY APPOINTMENT ONLY)

Monday	8.00am - 12 noon	3.00 - 6.30pm
Tuesday	8.00am - 12 noon	3.00 - 8.00pm
Wednesday	8.00am - 12 noon	3.00 - 6.30pm
Thursday	8.00am - 12 noon	3.00 - 6.30pm
Friday	8.00am - 12 noon	3.00 - 6.30pm
Saturday (Alternate)	8.30 - 11.15am	

REGISTERING WITH A DOCTOR

Patients wishing to register with the Practice will be given registration forms, which will need completing in full. Details of documents needed to register are:

- Registration forms
- Proof of identity i.e. passport, driving licence, birth certificate, visa if appropriate
- Proof of address i.e. utility bill, bank statement etc

VETERANS

Queensway Medical Centre is setting up a Veterans register, therefore please inform your doctor, or a member of staff if you meet the above criteria. If you have a health problem that is related to your service in the Armed Forces, the Practice may be able to get you referred more quickly for any hospital care that you may need. (Please note that this is subject to the clinical needs of others.) Veterans are defined as:

'Anyone who has served for at least one day in HM Armed Forces (Regular or Reserve) or Merchant Navy Seafarers & Fishermen who have served in a vessel at a time when it was operated to facilitate military operations by HM Armed Forces'.

Visit our website - www.queenswaymedicalcentre.co.uk

HOW TO CONTACT US

If you need to contact the Surgery for an appointment or you need to speak to the surgery for whatever reason, you can either attend in person or telephone **01933 420777**. Our Reception/Administrative team are there to help you with any query you may have.

Keep us informed if you have a change of name, address or telephone number.

To contact:

District Nurses - please telephone 01933 420777 - Messages can be left for them at the Surgery

Health Visitors - please telephone 01933 235359

Midwife - please telephone 01933 420777 - Messages can be left for them at the Surgery

Results - Our dedicated results line is open on Thursday afternoons between 2.00pm and 5.00pm.

Appointments

The Practice offers the following appointments:

- Same day appointments, with the Doctor/Advanced Nurse Practitioner/Minor Illness Nurses
- Urgent on the day appointments with the on-call doctor - these are for one urgent problem only
- Pre-bookable appointments up to six weeks in advance
- Minor Surgery/Vasectomy Clinics
- Chronic Disease Management
- Health Care Assistant
- Travel Clinics
- Bookable on-line appointments
- Nurse Treatment Room
- Dressing Clinic
- Contraception Clinics
- Smoking Cessation Clinics

Non - NHS Services (by appointment)

- Pre-employment medicals
- Insurance medicals
- HGV Medicals
- PSV Medicals
- Taxi Medicals

Please remember a significant number of appointments are wasted by people not attending. Please let us know if you are unable to attend for any reason.

Home Visits

If you are unable to get to the Surgery because you are too ill to attend or are housebound, the doctor may discuss your visit request over the telephone before visiting.

Emergencies outside Surgery Hours

If you require medical attention outside normal surgery hours, please telephone 111.

PRESCRIPTIONS

Repeat prescriptions can be ordered in the following ways:

- **In person** - completing a prescription order form. There is a prescription post box in the foyer.
- **On-line** - if you are registered for on-line services; registration forms can be obtained from Reception.
- **By post**
- **By fax**

We do not take requests over the telephone as mistakes can often occur. Please allow two working days (48 hours) for the repeat prescription to be prepared.

Visit our website - www.queenswaymedicalcentre.co.uk

FOR RESULTS OF INVESTIGATIONS

TELEPHONE 01933 420777

The results of blood tests, x-rays and other investigations organised by your GP, come in to the practice and are checked by the doctors. You will be contacted regarding the result if there is any reason for concern or follow up, or if you need further tests.

Should you wish to telephone for your results, please telephone **01933 420777** on Thursday afternoon between **2.00pm and 5.00pm**, selecting **Option 6**. Owing to the legal requirement to maintain confidentiality, results can only be given to the patient.

FOR EMERGENCIES OUTSIDE SURGERY HOURS

In a situation where it is necessary for you to be seen outside the normal surgery hours, please telephone **01933 420777** and our answering machine will give you the telephone number for the out-of-hours service which has been commissioned by NHS Northamptonshire.

Alternatively, you can telephone the out-of-hours service NENEDOC direct on **111**.

Please note - this service should only be used for urgent medical problems.

Inappropriate use leads to delays with genuine emergencies.

When calling the out-of-hours service your telephone call may be recorded for security and quality control.

WHAT TO DO IN TIME OF BEREAVEMENT

Death is a fact of life. However, many of us never think about what we need to do until we are faced with the situation. It is at this time you need all the help and support possible to help you through the grieving process. We at the surgery are available to give you advice and guidance. However, there are certain practical steps you might need to know about. These are things that you will have to do.

If Someone Dies At Home

1. Telephone the doctor and they will visit to confirm that death has taken place and also tell you how to obtain the death certificate.
2. Contact a funeral director who will be able to advise you on registration procedures.

If Someone Dies In Hospital

1. Contact a funeral director to let them know that their services will be required.
2. Collect the doctor's death certificate from the hospital.

In All Cases Of Death

1. Make an appointment to take the death certificate to the registrars office for the area in which the death took place. Also, take the deceased's medical card, if available, and also details of the birth certificate. The registrar will then issue you with a green form.
2. Take this green form to the funeral director who will take over the responsibility for arranging the funeral and allow you to grieve in peace.

Visit our website - www.queenswaymedicalcentre.co.uk

CHC-ComplementaryHealthcareLtd

Cognitive Hypnotic Coaching focusing on quality of life and functionality for patients experiencing chronic pain* as well as those seeking weight loss.*

*If you have been diagnosed or suspect you may have a medical condition, you should consult your GP for advice, diagnosis and treatment and always inform your health professional before starting any alternative or additional therapies or treatments

Free Initial Consultation (lasting 15 minutes via phone or skype)
Call 0333 224 7150 E: info@chccomplementaryhealthcare.co.uk
www.chccomplementaryhealthcare.co.uk

Would talking help?

Why wait for an appointment on the NHS?

There may be a qualified local counsellor that could see you today and help you get back to the real you more quickly.

Call a private counsellor for more details now!

Counselling Service

Heather Anderson MA MBACP

Counsellor and Clinical Supervisor

Working through life's challenges together

heatheredithanderson@gmail.com

07984 979 528

Need medical help
but it's not an emergency?



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ADDITIONAL SERVICES

Maternity Services

Our midwives provide antenatal care.

Contraceptive Services

All doctors provide contraceptive services. These include the pill, coil, Nexplanon and contraceptive injections. Advice on barrier methods is available, as is emergency contraception ('morning after' pill).

Cervical Smears

These can be carried out by appointment, by our practice nurse or the doctor.

Child Health

Immunisation clinics and developmental care for children up to five years is provided by the health visitors.

Minor Surgery

Minor surgical procedures are carried out within the practice. Please discuss this with your doctor.

Influenza And Pneumonia Vaccinations

These immunisations are given to a certain category of patients by our practice nurses.

Travel Advice And Immunisation Clinics

If you are planning to travel abroad, please fill in a travel form (which is available from reception) to enable the nursing staff and doctors to plan a suitable programme of immunisation and travel advice as appropriate. Please remember, this can take time, so early planning is recommended. Please note - a fee may be payable for some injections.

Asthma/Respiratory Clinic

These clinics are run by our asthma specialist nurses, in conjunction with the GPs.

Diabetes Clinic

These clinics are run by our diabetic specialist nurses, in conjunction with Dr Wainwright.

Smoking Cessation

Smoking cessation advice and support is available through your doctor or nurse.

Non-NHS Services

Pre-employment medicals

Insurance certificates

Certain travel immunisations and certificates

Driving medicals (HGV, PSV)

Private certificates

Visit our website - www.queenswaymedicalcentre.co.uk

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

TEACHING PRACTICE

In 2004 Dr Chris Ellis became a GP Trainer. This has enabled him to train future GPs and his first registrar started with the practice in August 2004. The registrar will be with the practice for six months and during this time will be seeing patients here at the medical centre. Registrars are trained doctors who have decided to specialise in general practice.

During the training period you may be asked if you would mind your consultation being video-taped. This will enable both the registrar and the trainer to assess their progress and could be used as part of the formal examination process. All video-taped consultations require your signed consent and will be kept confidential.

THE PRACTICE AIMS

We Undertake To

- Treat you to the very best of our ability, within the resources available to us
- Treat you with courtesy and respect at all times
- Visit you in your home only when you are too ill to come to the surgery
- Provide you with emergency care
- See urgent cases at the earliest opportunity
- Maintain confidentiality
- Deal with complaints promptly

What We Expect From You

- Treat us with respect and courtesy at all times
- Help the receptionist to help you. Please do not give misleading information in order to secure an urgent appointment if a routine appointment will suffice
- Do not request a home visit unless you are too ill or unfit to travel
- Familiarise yourself with our appointment system and keep your appointment on time
- Let us know when you no longer need an appointment or cannot keep it so that it can be offered to someone else
- Do not ask doctors to see more than one person during one appointment
- Co-operate and be understanding when we are busy or overstretched and remember that delays can happen, usually because someone needs our help more urgently or is needing more time during a consultation

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

COMPLAINTS

All complaints are taken seriously and are dealt with in accordance with the Practice Protocol. If you have a complaint in the first instance, please contact the Practice Manager, either in writing or by telephone on **01933 420777**. Complaint forms and information are available at Reception.

Visit our website - www.queenswaymedicalcentre.co.uk

If you prefer you may address your complaint to NHS England or to the Healthcare Ombudsman, their contact details are in the Complaints leaflet.

Any complaint you make will be investigated and you will receive a written response from the Practice within 10 working days.

If considered appropriate by all parties, you will be invited to attend the surgery to discuss the matter with the Practice Manager and where appropriate, one or more of the doctors, following which you will receive a written statement from the Practice regarding the discussion and the outcome.

Where other parties are involved, you will be kept informed as to the steps being taken to obtain their statements.

The Practice will strive to deal with complaints in a methodical and efficient manner in order to bring about an equitable conclusion.

Independent conciliation/advocacy services are available – see the complaints leaflet for contact details.

COMPLIMENTS, CONCERNS AND COMMENTS

It is always nice to receive a compliment, but if you have any concerns or comments regarding the Practice or the treatment you receive, please leave a message in the “suggestion box” which can be located in the ground floor waiting room.

Alternatively you can leave a “review” on the NHS Choices website

NAMED ACCOUNTABLE GENERAL PRACTITIONER

The Practice is legally required to allocate all patients a named accountable GP and individual patients will be informed of theirs at the earliest opportunity, e.g. on prescriptions. Please ask at Reception if you wish to know your named accountable GP.

Having a named GP does not prevent you seeing any other doctor in the Practice. However, if you express a preference as to which GP you have been assigned, the Practice will make reasonable efforts to accommodate this request

CONFIDENTIALITY OF PATIENT RECORDS

We may ask you for information so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again. We may use some of this information for other reasons, for example, to help us protect the health of the public generally and help the NHS run efficiently. Information may also be needed to help educate Clinical Staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information: for example, to notify a birth or a death.

The NHS Central Register for England and Wales contains basic personal details of all patients registered with a General Practitioner. The register does not contain clinical information.

EVERYONE WORKING IN THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you. Whenever we can we shall remove details which identify you.

Visit our website - www.queenswaymedicalcentre.co.uk

CARERS

Does your GP know you look after someone?

If you help a family member or friend because of their physical, mental ill health, frailty, disability or substance misuse...then you are a Carer!

If you look after someone you are at a higher risk of becoming ill yourself.

Why it's important to let your GP know?

- It will be recorded in your notes – important in case you become unwell - helps protect the person(s) you look after
- Provides a gateway to information and support including respite
- You should be offered a flu jab
- You may be offered a regular health check
- You may be offered more flexible appointments and home visits
- Help you get advice on treatment for the person you look after
- Recognition as an expert partner in care and vital link between the person you look after and health professionals

Ask a member of the practice staff how to register

or contact Northamptonshire Carers

Tel: 01933 677907 or click on the link below:-

www.northamptonshire-carers.org

IT/ELECTRONIC PATIENT RECORDS - STATEMENT OF INTENT

Summary Care Record (SCR)

NHS England requires Practices to enable successful automated uploads of any changes to a patients summary information.

Having your Summary Care Record available will help anyone treating you without your full medical record. They will have access to information about any medication you may be taking and any drugs that you have a recorded allergy or sensitivity to.

If you do not want your medical records to be available in this way, please let us know so that we can update your record.

The Practice ensures that SCR is automatically updated on at least a daily basis to keep the stored information as up to date as possible.

GP TO GP TRANSFERS

NHS England requires Practices to utilise the GP2GP facility for the transfer of patient records between practices, when a patient moves.

It is very important that you are registered with a GP at all times. When you register with a new doctor, your medical records will be removed from your previous doctor and forwarded on to your new surgery.

Queensway Medical Centre confirms that we send and receive patient records via GP to GP electronic transfers.

ONLINE FACILITIES

We now offer the on-line facility to book appointments, order repeat prescriptions, change personal details and view your medical summary, medications, allergies and any adverse reactions. To use this system you will need a log-in and password – please ask at reception.

FREEDOM OF INFORMATION PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A Publication Scheme is a guide to the "classes" of information the Practice intends to routinely make available.

SELF TREATMENT OF COMMON ILLNESSES & ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish take aspirin or paracetamol. Antibiotics have no effect on the common cold.

Diarrhoea

Diarrhoea in adults usually clears by itself in a few days. The symptoms can usually be eased by a medicine called Loperamide, available from the chemist. Consult your doctor if the symptoms persist for more than a few days.

Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Repeat once if necessary. If symptoms persist, consult your doctor.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Applying calamine lotion is also helpful. Note: bee stings should be scraped away rather than "plucked" in order to avoid squeezing the contents of the venom sac into the wound.

Chickenpox

The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

Head Lice

These are most easily detected by fine tooth combing through really wet hair. If head lice are discovered there are two available options. Firstly, the 'conditioning and wet combing' method is less expensive and more successful. Secondly, by using overnight lotions, which are available from a chemist without a prescription. Contact your health visitor for more advice.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation, whilst paracetamol will also help.

USEFUL TELEPHONE NUMBERS

Surgery 01933 420777
Fax 01933 672468

Details of Primary Medical Services in the area may be obtained from
NHS Northamptonshire, Francis Crick House, Summerhouse Road
Moulton Park, Northampton NN3 6BF
Tel: 01604 651100

MAP OF OUR PRACTICE AREA



PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

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