

ST LUKE'S PRIMARY CARE CENTRE

TIMKEN WAY SOUTH

DUSTON

NORTHAMPTON

NN5 6FR

**TELEPHONE: (01604 587918
AND 01604 751832)**

www.stlukesprimarycarecentre.co.uk



Welcome To St Luke's Primary Care Centre

The practice has been serving the people of Duston and St James for more than 100 years and currently looks after around 22,000 patients. Our purpose-built premises were opened in November 2012 and were designed and built with the aim of providing modern, efficient health care to all of our patients. The surgery has both car parking and cycle parking available and is on a number of local bus routes. It also provides easy access for wheelchair users. Our doctors and supporting teams of nurses, receptionists and administrative staff are able to offer you many services. Details of the services we offer to you, our patients, are contained within this booklet along with some useful tips and telephone numbers. Please keep this booklet handy as you never know when it may be of some assistance.

For the latest information click to: www.stlukesprimarycarecentre.co.uk

THE PARTNERS

Dr Sinead Rogers MB BS MRCCP DRCOG DFFP (Female) - Partner

Qualified in 1992 at Guy's Hospital, London and joined the practice in 1997. She is on the obstetrics, contraceptive, minor surgery and child health surveillance lists. Dr Rogers is the practice clinical lead for diabetes.

Dr Martin Adams MBChB MRCCP (Male) - Partner

Qualified in 1993 at Leicester and joined the practice in March 2000. He is on the obstetrics, contraceptive, minor surgery and child health surveillance lists. He is a member of the local GP Forum.

Dr Tom Howseman MB BS MRCCP (Male) - Partner

Qualified in 2000 at the Royal Free Hospital London and joined the practice in 2005. He is on the obstetrics, minor surgery and child health surveillance lists. He has a particular interest in learning disabilities.

Dr Jag Patel BA (Hons) MB BS DRCOG MRCCP (Female) - Partner

Joined the practice in 2006. She qualified in 2000 from the Royal Free and University College London.

Dr Catherine Dowlman MB BS BSc DRCOG MRCCP (Female) - Partner

Also joined the practice in 2006. She qualified in 2001 from St George's Hospital Medical School.

Dr Sarah Field MBChB MRCCP DRCOG DFRSH (Female) - Partner

Qualified in 2003 at Sheffield Medical School and joined the practice in 2008. She is on the obstetrics, family planning and child health surveillance lists.

Dr Sapna Nehra Sharma MBBS MRCCP (Female) - Partner

Joined the practice in 2011. She qualified in India in 2000.

Dr Annika Wells MBChB DRCOG DRSB (Female) - Partner

Joined the practice in 2013. She qualified from Sheffield University in 2000.

Dr Muhammad Asad Akram MBBS MRCCP (Male) - Partner

Joined the practice in 2014. He qualified in Punjab in 2002.

SALARIED DOCTORS

Dr Louise Bassett MBChB MRCCP

Joined the practice in 2002. She qualified from Leicester in 1994.

Dr Samila Asad MBBS MRCCP

Joined the practice in 2014. She qualified from London in 2003.

Dr Emma Clancy MBChB MRCCP

Joined the practice in 2015.

Alison Pound - Practice Manager

Joined the practice in 2014 and has overall responsibility for the administration of the practice.

For the latest information click to: www.stlukesprimarycarecentre.co.uk

CONSULTING HOURS

DOCTOR/DAY	Monday am	Monday pm	Tuesday am	Tuesday pm	Wednesday am	Wednesday pm	Thursday am	Thursday pm	Friday am	Friday pm
Tanqueray	✓	✓					✓	✓		
Rogers	✓	✓	✓	✓					✓	✓
Adams	✓	✓			✓	✓	✓	✓		
Howseman	✓	✓							✓	✓
Dowlman	✓	✓	✓	✓	✓					
Patel			✓	✓	✓	✓	✓		✓	✓
Field	✓		✓	✓	✓	✓				
Sharma					✓	✓	✓	✓	✓	✓
Wells			✓				✓	✓	✓	✓
Akram	✓	✓	✓	✓			✓	✓	✓	✓
Bassett	✓		✓							
Asad	✓	✓			✓	✓			✓	✓

SURGERY INFORMATION

SURGERY OPENING TIMES

The surgery premises are open Monday to Friday 8.00am - 6.30pm.

The telephone lines are open from 8.00am every day.

The surgery is closed one Wednesday afternoon per month for education purposes. This is usually the second Wednesday of the month, but please check notice boards in house or our website for more details.

HOW TO REGISTER WITH THE PRACTICE

If you are not currently a patient at the practice but live in the practice catchment area (see map at the back of the booklet) and you wish to register with the surgery, all you have to do is call in at the surgery. The receptionists will inform you whether we are taking new patients on at that time and, if we are, we will ask you to complete our registration forms. We ask all patients to provide evidence of both identity and address when registering. Please note: we are a local practice and will give priority to patients moving in to the practice area or who already have relatives registered with the practice eg children with parents registered. Whilst the practice will endeavour to comply with the right of patients to express a preference in accordance with Clause 174, it might not always be possible and if this were to be the case, an explanation would be offered.

Patients will be advised of their named allocated GP at the point of registration, but are free to see whoever they would like.

VIOLENT AND ABUSIVE PATIENTS

The practice will not tolerate patients who are violent or abusive to GPs or any member of staff. NHS SBS (Shared Business Services) registrations department will be informed immediately that the patient has been removed from the practice list and the patient will be advised within seven days of the decision.

HOW TO SEE YOUR DOCTOR


The practice offers both telephone consultations and face to face consultations. Telephone consultations are booked on the day either via reception or via our 24 hour automated telephone service. Face to face consultations can be booked via reception or via our online service. Registrations forms for on line services can be collected from reception or downloaded via our website. Please note; photographic evidence of identity will be required to open an account. Please bear in mind that face to face consultations are 10 minutes long which means the doctor can only deal with one problem. If you would like to discuss more than one issue please book a double appointment.

Once our routine appointments are full we have a duty doctor to deal with any urgent problems on the day, these can only be booked via reception and are not for routine matters.

If the doctor speaks to you and needs to see you, this appointment will be on the same day so please make sure you are available to attend.

The duty doctor will be assisted by a triage nurse so your appointment may be with them. When the duty doctor's morning page is full you will be asked to ring back after 2.00pm when the afternoon slots will become available. This is to ensure that we have availability through the day. We do try very hard to see patients when they need to be seen so please help us to help you and, if you cannot make your booked appointment, please ring to cancel so we may offer it to someone else who may need it.

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GENERAL PRACTITIONER LOCUMS

From time to time we have to employ GP locums who are fully qualified general practitioners, to help us out during times of holiday, sickness and maternity leave cover.

HOME VISITS

Please telephone the surgery before 10.00am giving sufficient information to enable the doctor to deal with the problem. The doctor will need to know whether it is an emergency, whether it can be dealt with by an urgent surgery appointment or by a home visit. The practice covers a fairly large area and home visits do take a lot of travelling time. Please do try to attend the surgery if possible.

FOR EMERGENCIES WHICH OCCUR WHEN THE SURGERY IS CLOSED, PLEASE TELEPHONE NHS 111 BY DIALLING 111 FROM YOUR PHONE

If you cannot remember this number you can always telephone the surgery directly. Your call will be answered by an answering machine which will give you the telephone number for the out-of-hours service. NHS 111 offers emergency medical care whilst the surgery is closed, and signposts to other services where necessary. NHS 111 is commissioned by Nene CCG.

"EARLY BIRD" SURGERY

This clinic operates between 7.00 and 8.00am and allows patients to attend for medical care before going to work. Please ask at reception for details. This is not a 'drop in' clinic - appointments should be made through reception. Please note that the phone lines and appointments for emergencies are only available after 8.00am.

PATIENT CHOICE SCHEME

The practice has signed up to the Patient Choice Scheme. This offers patients who are away from their local area during the day, such as commuters, and who need a GP during normal working hours, to be seen. There are specific guidelines as to which areas of the country the patient must be ordinarily a resident of, as there are currently only a few areas who have signed up to this scheme. Please call the surgery if you need to use this service.

CHILDREN

Whilst we recognise that children become unwell very quickly, the majority should be able to be brought to the surgery.

CANCELLATIONS

If you are unable to keep your appointment, please contact the surgery to cancel so that we may offer this slot to someone else. Continued non-attendance of appointments may, in extreme cases, lead to you being removed from the doctor's list.

For the latest information click to: www.stlukesprimarycarecentre.co.uk

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RESULTS

It is important that you contact the surgery to get your results of any investigations or tests done. Please telephone after 2.00pm. You will be asked to provide information to identify yourself. Please remember, some test results can take weeks to come back from the hospital.

CARERS

If you have a carer and would like your carer to be able to collect any results for you, or deal with any aspect of your health care, please speak to a member of our reception team. Once you and your carer have given permission on the carer form, we will update your records accordingly.

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered online or in person by returning the repeat slip to the surgery. On the right half of your prescription is a repeat prescription slip. Please tick the box(es) for the item(s) you require and return it to the surgery. (Please enclose a stamped, addressed envelope if you wish your prescription to be posted back to you.) You will be able to collect your prescription two working days after receipt. Please remember that the doctor may only allow you to have so many repeat prescriptions without a check-up appointment. The receptionist may often mention this to you. Repeat prescriptions are not available by telephone. We can arrange for your prescription to be sent electronically to the pharmacy of your choice. Please nominate your chosen pharmacy via reception.

INTERNET OR ONLINE ACCESS

The surgery has the functionality to allow patients to order repeat prescriptions, update contact details and book appointments online. Please speak to a member of our reception team if you would like to sign up for this service or download a registration form from our website. Please note that photographic evidence of identity will be required to open an account.

MEDICAL RESEARCH COUNCIL

Patient records may be used for research purposes at this surgery through the MRC (Medical Research Council). Anonymity and strict confidentiality is maintained throughout any research project entered into. Patients must inform the practice manager, in writing, if they object to their records being used for this valuable research work.

From time to time the surgery also has involvement in different medical studies and your doctor may ask you if you wish to participate.

STAFF TRAINING

Mandatory staff training takes place once a month on a Wednesday afternoon when the surgery will be closed from 12.30pm for Protected Learning Time (PLT). We apologise for any inconvenience caused. However, we hope that you will understand that staff training is essential for the many different tasks our staff have to deal with. Closure posters are displayed at the surgery, and dates are available on our website so please look out for them.

For the latest information click to: www.stlukesprimarycarecentre.co.uk

DATA PROTECTION

Information about you and your visits to the doctor, as well as subsequent treatment, is held on computer. The practice staff use the computer to perform their day-to-day duties, such as repeat prescriptions, recalls etc.

Practice staff have always been required to treat patient information with the strictest confidence and have been given additional training in their responsibilities under the Data Protection Act.

The practice will not disclose patient identifiable data without first obtaining the patient's express permission. Patients retain the right to opt out of their data being used, and to change their minds before a disclosure is made. Further information can be obtained from the practice manager.

In the event of a complaint, the practice may need to provide information about the patient concerned and the treatment they have received to insurers or legal advisors.

FREEDOM OF INFORMATION ACT

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. For further information please contact the practice manager, Alison Pound.

SELF-CERTIFICATION

Your employers are responsible for providing you with form SC1 (self-certification) for the first seven days of absence from work due to sickness.

COMPLAINTS/CONCERNS/COMMENTS/PRAISE

If you have any complaints or comments about the service that you have received from a doctor or staff working for the practice, you are entitled to ask for an explanation. We operate an in-house complaints procedure to deal with your complaints. This procedure does not deal with matters of legal liability or compensation. In some cases, the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority. Your complaint should be directed to the practice manager, Alison Pound, via telephone in the first instance, or in writing if this is not possible. She will ensure that it is investigated thoroughly and as speedily as possible. We will acknowledge receipt of your complaint within three working days and we will agree an action plan with you covering:

- how long it will take to complete the investigation
- who will investigate
- how and what will be investigated
- what went wrong
- when we will respond by

If you would rather discuss your concerns with NHS England, you can contact them on 0300 311 22 33. If you prefer, you may write to NHS England, PO Box 16738, Redditch B97 9PT or email england.contactus@nhs.net marked 'For the attention of the complaints manager' in the subject line.

Please note that the practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient in question.

For the latest information click to: www.stlukesprimarycarecentre.co.uk

We can help you write down your complaint if you feel you need help to do so. Please do not hesitate to contact Alison Pound who will be pleased to assist you.

Please complete and send your complaint to Alison Pound as soon as possible. Under normal circumstances complaints must be received within 12 months of the incident occurring. At the conclusion of the investigation of your complaint you will receive a written response reporting our findings.

If you remain dissatisfied with the outcome of the practice investigation, please either contact the practice manager, Alison Pound, on 01604 587770.

If, after this, you are still dissatisfied with the response to your complaint, you have the right to contact the Health Service Ombudsman at 11th Floor, Millbank Tower, London SW1P 4QF.

The practice is always looking to develop and improve its systems and procedures and your comments are always welcome. In a time of so much change it is vitally important to constantly re-assess our procedures.

PRIMARY MEDICAL SERVICES

Details of other Primary Medical Services in the area can be obtained from the Nene CCG (see contact details on back cover).

PATIENT PARTICIPATION GROUP

The practice prides itself on maintaining a positive working relationship with its patients and is assisted in this by the Patient Participation Group. This group of patients is involved in decisions that affect you as patients in a number of other proactive projects. The group is chaired by Mrs Moira Chapman who can be contacted via the practice.

PATIENT REFERENCE GROUP

The practice also has a Patient Reference Group. This is a group of patients who have signed up to be contacted by the practice via email a few times per year to advise on services offered at the surgery. If you would be interested in joining this group please contact the practice.

YOUR HEALTH CARE TEAM - PRACTICE STAFF

PRACTICE MANAGER

Alison Pound is the practice manager and has overall responsibility for the administration of the practice. If you have any queries, comments, suggestions or complaints concerning the practice she is available to discuss them with you.

RECEPTION STAFF

The ladies behind the reception desk are there to assist you in making emergency and routine appointments to see your doctor, undertake repeat prescriptions, answer numerous and varied questions and help and assist at all times. It is a legal requirement that the confidentiality of patient records is maintained at all times by all staff.

Our members of staff are fully trained and do a difficult job well. Please remember that if you are kept waiting or seem to be asked one or two irritating questions, they are carrying out our policy which is aimed at providing a high standard of medical care for everybody. They have the difficult task of judging the urgency of your request; please assist them with their questions. By working together, we can fulfil all our aims.

For the latest information click to: www.stlukesprimarycarecentre.co.uk

SECRETARIAL AND CLERICAL STAFF

We have secretarial and clerical staff to assist in the administration of the practice.

THE PRACTICE NURSES

Vicky Ross-Cassidy	RGN	Gemma Bannister	RGN
Elaine Burton	RGN	Debbie Mellors	RGN
Leanne Lake	RGN	Kim Smith	RGN
Clare Watson	RGN		

They are helped by our phlebotomists and healthcare assistants.

You can make appointments to see the nurses through the receptionists.

In addition to routine treatment room procedures, our nurses have received extra training to allow them to run the following clinics:

Travel (for holiday and business vaccinations)	Asthma
Diabetic	Family Planning
Smoking Cessation	

Please note: the travel clinic does carry some charges. Please ask at reception for details.

HEALTH VISITORS

The practice has a team of health visitors who are employed by the Northamptonshire Health Foundation Trust. The health visitors are a team of qualified nurses and nursery nurses who provide general advice on child health and carry out development checks at various stages of your child's life.

They can be contacted by telephone on (01604) 683431 (messages can be left at the surgery number if they are not available). It is important to telephone the office as soon as possible if you are unable to keep an appointment, so that this time can then be given to another patient.

DISTRICT NURSES

We also have a comprehensive team of district nurses who are employed by the Northamptonshire Health Foundation Trust and who provide valuable care, mainly to patients who are housebound. They can advise and assist on health programmes, on health problems and self care at home.

They are able to perform blood tests, injections and nursing procedures to patients who cannot normally get into the surgery. They also provide longer term nursing care to those that require it at home. If you feel that you need the help of a district nurse please speak to your doctor about it. You can also contact them by telephone on their direct line (01604) 683432 between 11.30am and 12.30pm. If you require a district nurse urgently, please contact the surgery directly.

MIDWIVES

Our midwives provides regular antenatal and booking clinics. The practice works closely with the GP Unit and the Consultant Unit in the Barratt Maternity Home.

IF YOU NEED TO CONTACT THE MIDWIFE IN AN EMERGENCY TELEPHONE (01604) 545426.

The practice normally arranges for antenatal appointments to be shared between the hospital GP Unit and the surgery. Delivery takes place in the Barratt Maternity Home or at home and postnatal care is normally provided by the doctor and midwife. It is very important for the health of mums and babies that all antenatal and postnatal appointments are kept. If you cannot keep an appointment, please let the surgery or midwife know and book another appointment which you can keep later.

For the latest information click to: www.stlukesprimarycarecentre.co.uk

PATIENT SERVICES

BOOKING AND ANTENATAL CLINICS

The surgery operates booking clinics and antenatal clinics.

If you think you are pregnant, you do not need to see the doctors first. An appointment with the midwife can be arranged directly, via reception. Most deliveries take place in the Barratt Maternity Hospital, some under consultant care and some at the GP unit. Following discussion with the midwife, some patients may choose to have a home birth.

ASTHMA CLINICS

The practice offers comprehensive respiratory management with trained asthma nurses. The broad aims of the clinics are to identify asthmatics and ensure the correct treatment is taken at the right time, thereby preventing serious attacks occurring. All asthmatics should try and see the nurse to review every six months.

PATIENTS WITH ASTHMA ON THE CORRECT MEDICATION SHOULD BE ABLE TO LEAD A NORMAL LIFESTYLE.

SMOKING CLINIC

The practice offers help and support to those who wish to stop smoking. Please make an appointment to see our nurses who are specially trained in smoking cessation.

BLOOD PRESSURE AND HYPERTENSION CLINICS

Patients with blood pressure problems are welcome to make an appointment with our practice nurses to have their blood pressure taken.

CORONARY HEART DISEASE (CHD)

The practice offers advice and treatment of review opportunities for management of this condition. Please make an appointment with our trained nurses.

CHILD IMMUNISATION CLINICS

Clinics are run on a Tuesday afternoon and a Thursday afternoon. These surgery times may change, so please telephone the surgery to confirm times.

If you are unable to attend any appointment it is important to let the surgery know so you can be offered another. It is only by ensuring that all are immunised that we can keep all children free of diphtheria, tetanus, polio, whooping cough, German measles (Rubella), pneumonia and mumps.

CERVICAL SMEARS

This is an early warning test which shows if there are any changes in cells from the neck of the womb (cervix) which might develop into cancer. The test is offered to all ladies between the ages of 25 and 65 and you should receive a letter from the central screening department to be seen is due. If you are unsure please telephone the surgery for further information. You will be recalled for repeat tests every three years (aged 25-49) and every five years (aged 50-65). We encourage ladies to have a health check at the same time as their three yearly recall.

DIABETES

We encourage patients with diabetes to attend the diabetic clinic. The primary aim is to regularly monitor their health and prevent long-term complications.

ALL DIABETICS SHOULD ATTEND THE CLINIC AT LEAST YEARLY. A clinic setting allows more time per patient and allows us to offer extra services.

For the latest information click to: www.stlukesprimarycarecentre.co.uk

FAMILY PLANNING

A comprehensive service is offered at the surgery. We also run a designated family planning clinic each week, where you will be able to discuss all aspects of family planning and sexual health (a trained nurse is always in attendance).

EMERGENCY CONTRACEPTION

The "morning after" pill can be taken up to 72 hours after unprotected sex. However, it is more effective the sooner it is taken. Emergency contraception is prescribed by your doctor. When telephoning please say that you need emergency contraception.

VACCINATIONS

The practice provides travel advice and vaccinations. If you are going abroad on business or holiday there is a need to complete travel forms in order that correct vaccines are in stock. If you need advice and immunisations please make an appointment with the practice nurse. Please try to book in to see the nurse eight weeks before you travel. We now charge for some vaccinations so when booking your appointment, please ask for any costs. Unfortunately vaccinations will not be given if you do not have the means to pay.

HOME NURSING

If you are confined to your home and cannot attend the surgery, the district nurses can provide the service to you. Please speak to the receptionist or your doctor.

MAMMOGRAPHY

The Northampton General Hospital offers a three-year routine mammogram screening for women over the age of 50 years. This is particularly important for the early detection of breast cancer. Please make every effort to attend as it is in your interest.

MINOR OPERATIONS

These are performed in the surgery by the doctor. If you have a problem which may be suitable for a minor operation, you will initially need to see your own doctor who can arrange for minor operations to be performed in the surgery or in the hospital, if necessary. Certain procedures may require the completion of a consent form. This ensures that you understand the procedure and that any potential implications have been fully explained to you.

NEW PATIENTS

All new patients are required to fill in registration details and are offered a simple health check. The practice strongly advises everyone to take advantage of this health check, normally with the HCA (Health Care Assistant). In addition, the health visitor sees all new families with pre-school children.

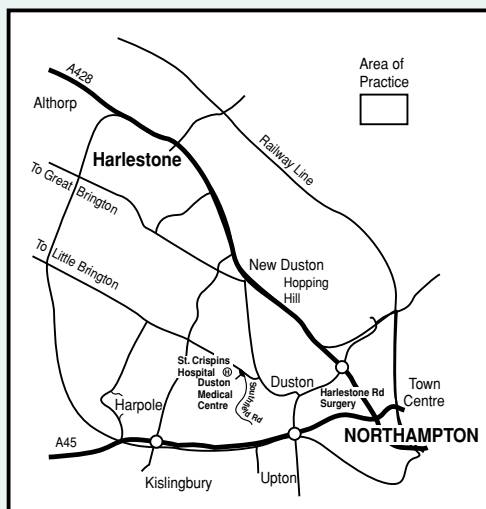
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OUR PRACTICE AREA



USEFUL CONTACTS

Health Visitors..... (01604) 683431

District Nurses..... (01604) 683432

OTHER USEFUL TELEPHONE NUMBERS

Age UK..... (01604) 611200

Alcohol Counselling And Information..... (01604) 622121

Citizens Advice Bureau..... (01604) 636000

Drugs Counselling Service..... (01604) 627027

NHS 111 (out-of-hours service) 111

NHS England..... 0300 311 22 33

Nene CCG (01604) 651100

Northampton General Hospital (01604) 634700

Police..... (01604) 700700

Registrar Of Births And Deaths..... (01604) 745390

RELATE (01604) 634400

Samaritans..... (01604) 637637

Social Services..... (01604) 236236

AIDS Counselling (01604) 410699

NHS Nene Clinical Commissioning Group, Francis Crick House,
Summerfield Road, Moulton Park, Northampton NN3 6BF