

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.

Booklet Updated: Oct 2018

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

SURGERY OPENING TIMES & HOW TO CONTACT US

The surgery premises and telephone lines are open Monday to Friday 8.00am to 6.30pm excluding public bank holidays.

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

Telephone options on **587918** or **751832**:

Option 2 - Speak to reception

Option 3 - Results (after 10.00am)

Option 4 - Prescription team (11.00am-6.00pm)

Option 5 - Secretaries

Option 6 - Administration team

APPOINTMENTS

When you contact the surgery to book an appointment you will be directed to the most appropriate appointment and clinician. This may not always be a doctor.

Appointments Available

Routine
prebookable
appointments
at the surgery

Routine
prebookable
telephone
consultations
with a clinical
pharmacist
(medicines
specialist)

Routine
prebookable
telephone
consultations
to discuss
test results

Urgent on the
day
assessment
with the
emergency
care team

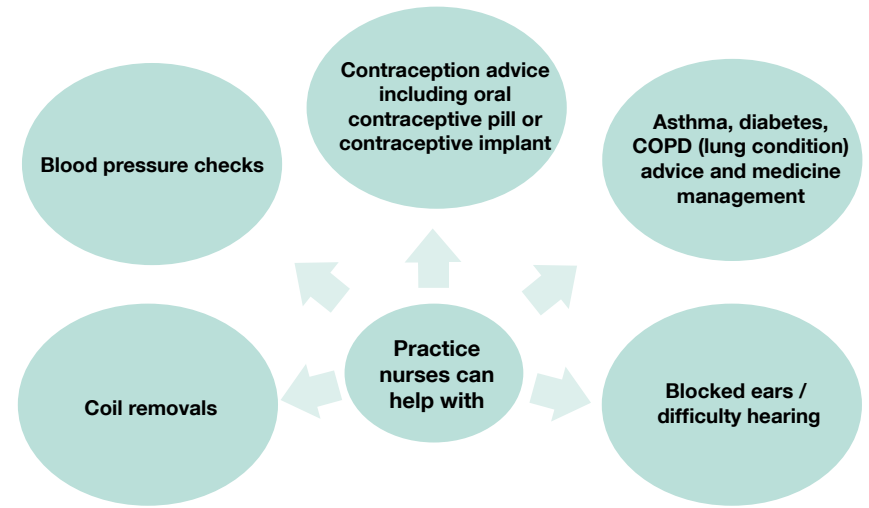
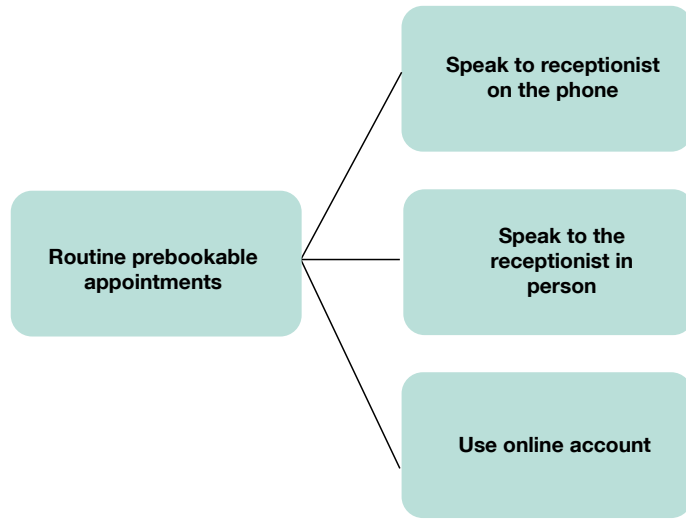
ROUTINE PREBOOKABLE APPOINTMENTS

Appointments are bookable on a two week rolling basis as per the example below.

Date you contact us	Date you will be able to book
Monday 1st	Monday 14th
Tuesday 2nd	Tuesday 15th
Wednesday 3rd	Wednesday 16th
Thursday 4th	Thursday 17th
Friday 5th	Friday 18th

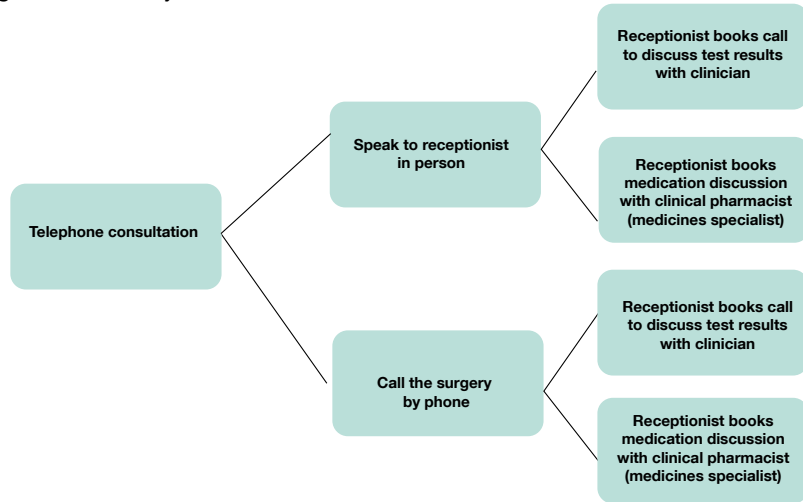
You can book a routine appointment via one of the methods below:

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



TELEPHONE CONSULTATIONS

Telephone consultations can be booked to discuss results of tests or to discuss medication. Not all things require patients to come into the surgery and offering telephone consultations gives patients greater flexibility to book these around their other commitments.



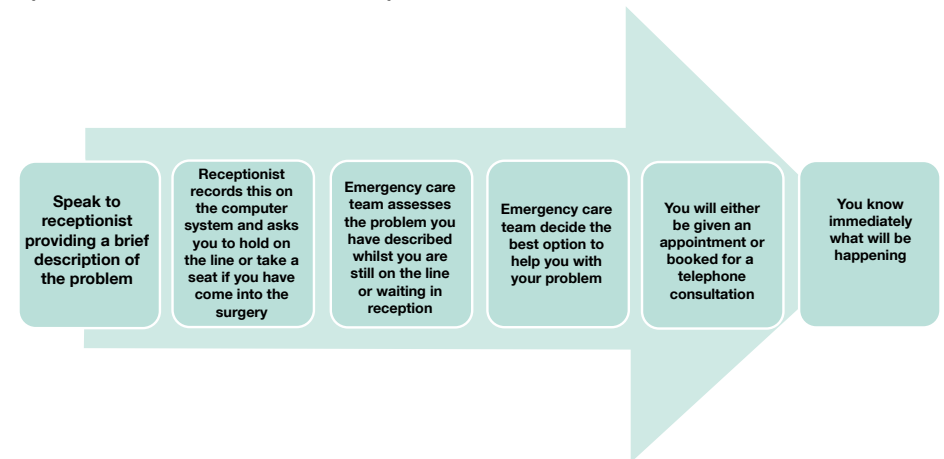
OTHER APPOINTMENTS

These are some of the things that can be dealt with by practice nurses and do not need an appointment with a doctor. Our receptionists will direct you to the most appropriate appointment and clinician.

URGENT ON THE DAY ASSESSMENTS

Urgent on the day assessments are managed by the Emergency Care Team. This is a group of clinical staff who have a range of specialties. The benefits of this system are:

- Immediate plan of treatment. If an appointment is required you will be given this at this very first point of contact
- The most qualified person decides the plan of action for you
- If you contact us in the morning, you will be dealt with in the morning
- If you contact us in the afternoon, you will be dealt with in the afternoon



Helping you put your best foot forward

MILLY'S TREAT Chiroprapist/Podiatrist

Home Visit - I come to you!

Milly Pick
07891 379710

HPC Registered No. CH26773



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but it's not an emergency?**



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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. Please do try to attend the surgery if possible.

IF YOU NEED MEDICAL ADVICE WHEN WE ARE CLOSED, PLEASE TELEPHONE NHS 111 BY DIALING 111 FROM YOUR PHONE

If you cannot remember this number you can always telephone the surgery to hear a recorded message reminding you of the number.

CANCELLATIONS

If you are unable to keep your appointment, please contact the surgery so that we can 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.

You can cancel an appointment several ways:

- ring the surgery and speak to reception
- Use the on-line services (if you have an on-line account)
- Use the text cancellation service. Simply text the word **CANCEL** to the text confirmation number that you received with your appointment confirmation text. This must be done a minimum of two hours before the appointment. **This is an automated service and will not recognise any other text.**

RESULTS

It is important that you make sure you receive the results of any investigations or tests done. The results of most tests carried out at the surgery are now text directly to your mobile phone. Please note:

- You will often receive more than one text as one blood test can give many results. These are not duplicate texts.
- You may get separate texts each time a result arrives at the Surgery and is looked at by a Clinician.
- Some test results arrive from the laboratory quicker than others so there may be gaps between your text results.
- The text will advise you if any action is required. You may be asked to contact the surgery to discuss the results with a member of our clinical staff.

If you haven't heard from us with your test results within 1 week or you do not have a mobile phone, please contact reception after 10.00am. Please ensure that we have your up to date personal details and mobile phone number. It is your responsibility to let us know if you change those details so that we can update our records.

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

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now on 0800 612 1516.

REPEAT PRESCRIPTIONS

- Repeat prescriptions can be ordered via your online account or in person by returning the repeat prescription slip to the surgery. You will be able to collect your prescription from the surgery two working days after receipt.
- If you use a regular pharmacy, we will send your prescription electronically to the pharmacy of your choice. Please nominate your chosen pharmacy via reception.
- Some medication reviews can be carried out by the clinical team reviewing your medical records. This often does not need you to be in attendance. If there are reviews that need you to attend the surgery, for example for a blood pressure check or a blood test, we will let you know. If you receive an invite to come into the surgery, you must attend so that we can continue to safely prescribe your medication for you.
- Repeat prescriptions cannot be requested by telephone for safety reasons.

ONLINE ACCESS

- You can order repeat prescriptions, update contact details and book/cancel appointments via an online account.
- All new patients aged over 16 are automatically set up with online access
- If you do not have an account and would like to open one, please speak to a member of our reception
- Please note that online services are for NHS patients only and the facility is only available from within the UK. You cannot access this from abroad.

CARERS

- If you have a Carer or are a Carer then let us know. Please speak to reception or complete a form from the leaflet carousel in the reception area. Telling us about your situation will help us to support you better.

CLINICAL STAFF

Dr Sinead Rogers	MB BS MRCGP DRCOG DFFP DFSRH DOccMed (Female) - Partner
Dr Tom Howseman	MB BS MRCGP (Male) - Partner
Dr Jag Patel	BA (Hons) MB BS DRCOG MRCGP (Female) - Partner
Dr Sapna Nehra Sharma	MBBS MRCGP DFFP (Female) - Partner
Dr Annika Wells	MBChB DRCOG DRSH (Female) - Partner
Dr Emma Donnelly	MBChB MRCGP (Female) - Partner
Dr Louise Bassett	MBChB MRCGP (Female)
Dr Catherine Dowlman	MB BS BSc DRCOG MRCGP (Female)
Dr Sarah Field	MBChB MRCGP DRCOG DFSRH (Female)
Dr David Holding	MBBS BMedSci (Hons) (Male)

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

GP LOCUMS

We also have several long-term GP locums at the Practice, who are fully qualified general practitioners. From time to time we may also employ other Locums short term to help us out during times of holiday, sickness and maternity leave cover. Please see our website or in house notice boards for a full list of their names.

ADVANCED NURSE PRACTITIONERS (ANP'S)

ANP's can assess patients, make a diagnosis and provide treatment, just like a doctor. ANP's at the surgery see patients for urgent and routine matters; dealing with the diagnosis and management of many conditions. They also organize and deal with results of tests and authorize repeat medication. The ANP's will carry out home visits and refer patients on for further investigations where required.

Kyle Hastings

Louise Case

Kay Edwards

Clare Glasgow

PRACTICE NURSES

Practice nurses at the surgery carry out routine procedures and manage many long standing or chronic conditions.

- Asthma
- Cervical smears
- Contraception advice (including annual pill checks)
- COPD
- Diabetes
- Dopplers
- Dressings
- Emergency contraception (Morning after pill)
- Flu / pneumonia / shingles vaccinations
- Injections and vaccinations (including travel)
- Stitch or staple removal
- Swabs

Please note we are not a travel centre and some holiday vaccinations will incur a charge

Vicky Ross	RGN	Debbie Mellors	RGN
Leanne Lake	RGN	Ali Elliott	RGN
Clare Watson	RGN	Sarah Tyler	RGN

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

HEALTH CARE ASSISTANTS (HCA)

HCA's carry out routine procedures

- BP monitoring
- Diet and weight advice
- Dressings
- Ear checks and ear syringing
- ECG
- Flu / pneumonia / shingles vaccinations
- Injections
- Routine health checks (including NHS health Checks for 40-70 yr olds, and new patient checks)
- Smoking cessation

Chris Hughes

Theresa Pocklington

PHLEBOTOMIST

Our phlebotomist specializes in blood tests, ensuring that patients do not need to travel to the hospital to have this done.

Rachael Hoy

YOUR HEALTH CARE TEAM

PRACTICE MANAGER - Alison Pound

ASSISTANT PRACTICE MANAGER - Mini Scott

COMPLAINTS TEAM - Jo Battison & Janette Ashton

RECEPTION STAFF

We have a large team of receptionists who are here to assist you. Many of these work behind the scenes dealing with your phone calls. Our members of staff are fully trained and in order to help you they will have to ask questions to assess the best pathway to deal with your query. They deal with each query as fast and as efficiently as possible. Please bear this in mind if you are kept waiting. Our busiest times at reception are at 8.00am and at 2.00pm.

SECRETARIAL AND ADMIN STAFF

We have secretarial and administration staff to assist in the day-to-day work of the practice. They can help you with medical reports, referrals to other services, medical records and general paperwork enquiries.

PRESCRIPTION TEAM

We have a dedicated prescription team who process all repeat prescription requests, and help with any non-clinical medication queries you may have.

You can speak to them directly by selecting option 4 when you call the surgery. They are available between 11am and 6pm.

Please note we cannot take prescription requests over the phone. Please refer to the repeat prescription section of this booklet for more advice.

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

HEALTH VISITORS

The practice has a team of health visitors who are employed by the Northamptonshire Health Foundation Trust to look after the health of young people from birth to 19. They can be contacted by telephone on 0300 1111 022 (option 4).

DISTRICT NURSES

We also have a 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 be contacted by telephone on 0300 777 0002.

MIDWIVES

A team of midwives provide regular clinics at the surgery. If you think you are pregnant, you do not need to see the doctors first. Please speak to reception who will organise an appointment with the midwife for you. The contact number for your midwife will be given to you in the front of your maternity notes.

If you need to speak to a midwife in an emergency, contact the midwife triage on 07887 566 489

OTHER SERVICES

MINOR SURGERY

Some simple minor surgery procedures can be carried out at the surgery. You must be seen by a doctor to decide if you suitable for in house minor surgery. If it is something that can be done at the surgery, you will be placed on a waiting list and contacted when an appointment is available.

COILS AND CONTRACEPTIVE IMPLANTS

Coin fittings and contraceptive Implants are carried out at the surgery. Please speak to reception who will book you a telephone consultation with the doctor to discuss this. You will then be placed on a waiting list and contacted when an appointment is available.

JOINT INJECTIONS

Joint injections for some conditions are offered at the surgery. Please speak to reception who will book you an appointment with the doctor to discuss this. You will then be placed on a waiting list and contacted when an appointment is available.

CHILD IMMUNISATION CLINICS

Clinics are run twice a week at the surgery. You will be contacted by letter when your child's immunisation are due.

COMPLAINTS/CONCERNS

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 have a complaints team to deal with your complaint, however they do 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.

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

You can telephone us and where possible we will put you through to the complaints team. If they are unavailable a message will be sent to them and they will be back in contact. You can also put your complaint in writing or email us at complaints.stlukes@nhs.net. We will ensure that your complaint is investigated thoroughly and as speedily as possible. We will acknowledge receipt of your complaint within three working days.

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 rules of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient in question.

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

Please complete and send your complaint to as soon as possible as this makes it easier to investigate. Under normal circumstances complaints must be received within 12 months of the incident occurring. At the conclusion of the investigation our complaints team will either contact you or send you a written response reporting our findings.

If you remain dissatisfied with the outcome of the practice investigation, you are welcome to discuss this with us further.

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.

COMMENTS/PRAISE

We are always working hard to develop new ways of working to improve patient experience. If you feel we are doing well please let us know. This may be the practice as a whole or an individual member of staff. The practice is always looking to develop and improve its processes and procedures and the service we offer and your comments are always welcome.

You can give this feedback to the practice, online at NHS choices, via our in-house feedback box or via the PPG.

SURGERY INFORMATION

HOW TO REGISTER WITH THE PRACTICE

If you are not currently a patient at the practice but live in the practice catchment area and you wish to register with the surgery, please collect registration forms from the carousel in the reception area. We ask all patients to provide evidence of both identity and address when registering. Whilst the practice will endeavor 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.

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

VIOLENT AND ABUSIVE PATIENTS

Staff have the right to work in a safe environment and the practice will not tolerate patients who are violent, rude or abusive any member of staff. Such behavior will result in the removal of the patient from the practice list. The central 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.

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.

GENERAL DATA PROTECTION REGULATION (GDPR)

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 arrange appointments, process prescription requests and carry out consultations.

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

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.

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.

Patients do not need to take any action unless they wish to change any of their preferences. Please see our website for the Privacy Notices updates which refer to how we collect, store and handle your personal data.

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.

GENERAL MEDICAL SERVICES (GMS)

Details of other GMS Services in the area can be obtained from the Nene CCG (see contact details on back cover), or by going to NHS Choices website.

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

PATIENT PARTICIPATION GROUP (PPG)

The practice prides itself on maintaining a positive working relationship with its patients and is assisted in this by the PPG. The PPG is a very friendly group of patients who have common objectives to support our Practice to provide a link between Practice staff and their patients and to give patients a voice in the organisation of their care.

PATIENT REFERENCE GROUP (PRG)

The PRG provides a direct link to the PPG and is comprised of registered patients from the surgery. Members may email the PPG with ideas and/or be contacted a few times a year via email but not necessarily attend face to face.

If you wish to join the PPG or the PRG, please complete the application form on our website and a member of the PPG will contact you. Alternatively please email dustonppg@gmail.com to contact them direct.

RECALLS

CERVICAL SMEARS

You will receive a letter from the central screening department when your test is due. If you do not have a recall letter we are unable to carry out a smear as the lab will not process it.

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. You will receive a letter from the central screening department when your test is due.

LONG STANDING HEALTH CONDITIONS

You need a review each year to ensure your condition is under control. These are carried out by our specialist nurses. You will receive a text or letter inviting you in the month of your birth. We will invite you 3 times, and if you do not respond you will be put on next year's recall list.

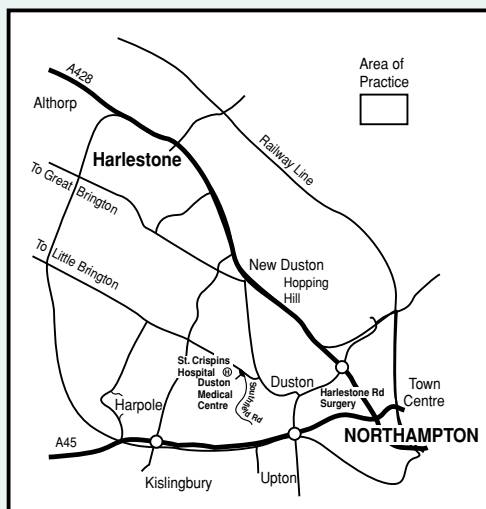
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OUR PRACTICE AREA



USEFUL CONTACTS

Community Health Visitors.....0300 1111 022 (Option 4)
 Community District Nursing Team 0300 777 0002

OTHER USEFUL TELEPHONE NUMBERS

Age UK..... (01604) 611200
 Email: northamptonshire@ageuknorthants.org.uk
 Aquarius - alcohol & drug mis-use service (01604) 622121
 CAN Drug & Alcohol Team (01604) 824777
 Citizens Advice Bureau..... 03444 889 629
 MIND..... (01604 634310)
 NHS 111 (out-of-hours service) 111
 NHS England..... 0300 311 22 33
 Email: england.contactus@nhs.net
 Nene Clinical Commissioning Group (01604) 651100
 Northamptonshire Drug & Alcohol Service 0845 034 4549
 Northampton General Hospital (01604) 634700
 Police..... 101
 Registrar of Births, Deaths & Marriages 0300 126 1000
 RELATE (01604) 634400
 Email: info@relatenorthants.org.uk
 Samaritans..... (01604) 637637
 Social Services (Children & Adults) 0300 126 1000
 The Lowdown (counselling & support for 12-25 years)..... (01604) 634385

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