

# County Surgery



## Patient Leaflet

Website address: [www.countysurgery.co.uk](http://www.countysurgery.co.uk)

# WELCOME TO COUNTY SURGERY

County Surgery has been serving the people of Northampton for more than 30 years.

We hope this booklet will give you all the information you require about the facilities available from our practice.

## THE PARTNERS

**Dr Santiago Dargallo Nieto** (male) LMyC (Spain 1992)

**Dr Nimeetta Kotecha** (female) MBBS, LMSSA (1989)

Due to the NHS contractual changes from April 2015 every single patient will have an accountable GP. If you desire to know the name of your accountable GP, please ask our reception team. However, that does not mean that you won't be able to be seen by another GP if required so neither obstruct you to choose GP of your own choice or opt out from this process.

## NHS SERVICES

The practice offers a full range of services including:- Ante Natal care, Asthma, Diabetes and Coronary Heart Disease , Child Health Surveillance, Family Planning/Contraception, Cervical Cytology Minor Surgery and **some** Travel vaccinations. (Please note that not all travel vaccinations are available under the NHS and there may be a fee). It is important to seek advice from the practice regarding your vaccine requirements as soon as possible before travelling as some of these need to be given well in advance.

## SURGERY OPENING TIMES

Monday, Wednesday, Thursday & Friday	8.00am to 6.30pm
Tuesday (with some exceptions)	7.30am to 6.30pm
Monthly evening surgery, Wednesday	6.30pm to 8.30pm

## **HOW TO SEE A DOCTOR OR PRACTICE NURSE**

In line with Government directives on access, the doctors are currently operating a system of combined appointment and drop-in surgeries. Drop-in surgeries are being held on Monday and Friday mornings where any patient who arrives before 10.30am will be seen by the duty doctor(s). Appointments for the rest of the week are released at 12.00 midday on Monday and can be made by telephoning **01604 250250** after this time. You will be offered the earliest possible appointment convenient to you. In addition there are some pre-bookable appointments available where appointments can be booked up to two weeks ahead. Urgent cases will nearly always be seen the same morning but not necessarily with your preferred doctor. We try very hard to see patients at their allotted times so please help us to help you by attending promptly.

Appointments for the practice nurses can be made at any time during normal surgery hours and appointments can be made for more than a week in advance.

## **CANCELLATIONS**

If you are unable to keep an appointment please contact the surgery to cancel it so that we can offer the appointment to someone else.

## **URGENT PROBLEMS AND REQUESTS FOR HOME VISITS**

Please telephone the surgery before 11.00 am and give sufficient information to enable the doctor to assess the problem. The doctor will need to know whether it can be dealt with by an urgent surgery appointment or by a home visit. The practice covers a large area and home visits take up a lot of travelling time, sometimes at the expense of surgery appointments. Please do try to attend the surgery if at all possible.

## **EMERGENCIES OUTSIDE SURGERY HOURS**

In the event of a genuine medical emergency please telephone the Out of Hours service on **111**, if you have a life threatening medical emergency, please dial **999**. Advice and information is also available on the website [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## **TELEPHONING YOUR DOCTOR**

A telephone call can often save an unnecessary appointment and can certainly deal with simple queries. Dedicated Telephone consultation slots are therefore available throughout the week. Other than this it is not always possible to interrupt the doctor and you may be asked to call back at a later time. Please be patient therefore while we try to sort out your query.

## **INTRODUCING THE OTHER MEMBERS OF YOUR PRIMARY HEALTH CARE TEAM**

Alongside the doctors at our surgery our skilled nursing and administrative staff work hard performing other duties.

### **PRACTICE NURSES**

In addition to routine treatment room procedures our nurses have received extra training to enable them to run Asthma, Diabetic, Coronary Heart Disease and Family Planning Clinics.

**The following groups of staff are attached to the practice but are not employed by us or based at our surgery premises.**

### **DISTRICT NURSES**

District nurses provide invaluable care, mainly to patients who are terminally ill or housebound. They can perform blood tests, dressings, injections, and other nursing procedures. They also provide longer term nursing care to those who require it at home. If you feel that you need the help of a District Nurse, please ask your doctor.

### **MIDWIFE**

The Midwife runs a regular ante-natal clinic every Wednesday. If you need to contact the Midwife please telephone 01604 632918 or contact the Barratt Maternity Home on 01604 545830. Please note that it is very important for expectant mums and babies that all ante natal and post natal appointments are kept.

## **HEALTH VISITORS**

The Health Visiting team can be contacted on 01604 710868. As well as being available for general advice they also run child immunisation clinics every alternate Thursday. The health visitor will carry out some of your child's developmental checks and hearing tests They may also visit you in your home.

## **THE ADMINISTRATION TEAM**

### **PRACTICE MANAGER**

**Dr (Chem) Mohammed Islam** is responsible for the overall day-to-day management of the surgery. This includes staff recruitment and training, patient liaison, Health and Safety matters and general management of the building.

### **RECEPTIONISTS, SECRETARIAL AND CLERICAL STAFF**

Our receptionists, secretary and clerical staff act as the liaison between patients, doctors, hospitals and the various other organisations the practice has to deal with to ensure a seamless approach to our patients' care. They are trained to deal with your personal details in a sympathetic and confidential manner.

## **REPEAT PRESCRIPTIONS**

Repeat prescriptions are normally available using our computerised system. 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. This may be done either by hand or by post, but if you post it, please enclose a stamped, addressed envelope if you wish your prescription to be returned to you. You must give us notice of at least 48 hours (not including weekends and bank holidays) when requesting a repeat prescription. Several local pharmacies collect prescriptions from the surgery. You can then arrange to collect directly from the pharmacy or request delivery. One of the GPs at this surgery is a shareholder in Nene Healthcare, an organisation with an equity stake in Northampton Healthcare Alliance Ltd. the operators of **NHA Pharmacy**. Each shareholder's financial interest is less than 0.1%.

## **TEST RESULTS**

You may telephone the surgery on 01604 632918, after 2pm, to ask for your test results. Please note that results can only be given to the person on whom the tests were carried out (except children under the age of 16 years) and you will be asked to provide proof of your identity.

## **CONFIDENTIALITY**

Some details and information about yourself and any medical conditions you may have are stored on our computer. The practice staff use this 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 - the introduction of a computer based system does not alter this policy. The practice is registered under the Data Protection Act.

## **COMMENTS, SUGGESTIONS AND COMPLAINTS**

We aim to provide a high quality service to you but occasionally things do not go as smoothly as we would like. This can often be due to circumstances beyond our control. If you have a comment, suggestion or complaint please contact Dr (Chem) Mohammed Islam, the Practice Manager on 01604 632918 who will do his best to resolve the matter for you. A leaflet detailing the practice based complaints procedure is available from reception.

## **NON NHS SERVICES**

Services outside the scope of the N.H.S. are available on request but will attract a fee. Some examples of these services are: *Examination for HGV or PSV licences, Examination for Private Hire Taxi Licenses, Private Medical Certificates, Private Health Scheme Insurance Forms, Reports to schools or employers. (Further details on request.)*

## **TEMPORARY RESIDENTS**

You are able to see a doctor anywhere in the U.K. if you are away from home and in need of medical help. You can do this simply by asking to see the nearest doctor as a temporary resident. We will be happy to see any friends or relations staying with you if they need a doctor in an emergency.

### **DISABLED ACCESS**

Wheelchair access and toilet facilities exist on the ground floor of the surgery

### **SAFETY AND SECURITY**

Whilst all reasonable care has been taken to make the surgery as safe and secure as possible you should note that you are responsible for your own belongings whilst on the premises as well as you own and your children's safety. Please tell one of the receptionists if you see anything which could be potentially dangerous to other patients.

### **CHANGE OF ADDRESS/TELEPHONE NUMBER**

Please notify us immediately of any change in your address or telephone number even if they are ex-directory. Any such information is kept confidential. Apart from the obvious problem which may occur if you need a visit from the doctor or a nurse the Primary Care Trust could remove your name from our list without your knowledge if you fail to keep us up to date.

### **STAFF PROTECTION**

A zero tolerance policy towards violent, threatening and abusive behaviour is in place throughout the NHS. The staff in this practice have a the right to work in an environment free from such behaviour and everything will be done to protect that right. If you do not respect the rights of our staff we may choose to inform the police and/or make arrangements for you to be removed from our medical list.

## **THE COUNTY SURGERY**

202/204 Abington Avenue

Northampton NN1 4QA

01604 632918

Appointments 01604 250250

Fax No. 01604 601578

Health Visitor 01604 710868

## **PRACTICE AREA**

Area bounded by Holly Lodge Drive/  
Talavera Way, Lumbertubs Way, Nene  
Way, Bedford Road, York Road, Barrack  
Road, Kingsthorpe Road and Har-  
borough Road as far as Holly Lodge

## **NHS Nene Clinical Commissioning Group**

Northampton West & Central

Francis Crick House

Summerhouse Road

Moulton Park

Northampton

NN3 6BF