

# Parklands Surgery



Wymington Road  
Rushden  
Northants  
NN10 9EB

Tel: 01933 396000

Fax: 01933 396001

[www.parklandssurgery.co.uk](http://www.parklandssurgery.co.uk)

# Welcome to Parklands

Parklands surgery aims to provide the highest quality healthcare to its patients. Our doctors, nurses and all our other staff are dedicated to offering a professional service.

As well as a source of information about our practice, the staff and the services we provide, we hope you will use this booklet as a useful resource for other health-related information. Please have a look and do send us some feedback if you like. We can use your ideas to improve our services and further develop the content of our practice information booklet.

## Meet the Team

Dr Anne M Duncan	MB ChB MRCGP DCH DRCOG FPCert
Dr Victoria E Barber	MB BS DFFP DRCOG DCH MRCGP
Dr Aninda Biswas	MBBS MRCGP
Dr Sohail Shad	MB ChB DRCOG MRCGP
Dr Rick Freeman	BM 1988 MRCGP
Dr Bhupen M Patel	MB ChB DRCOG MRCGP (Salaried)
Dr Thara Thomas	MRCGP DFSRH MBBS (Salaried)

ANP Jane Hill

Nurse Andrea Porter

Nurse Sue Bird

Nurse Jo Jones

Nurse Gina Miotello

Nurse Lisa Freeland

Healthcare Assistant Kirsty Dodd

The Practice aims to provide the best possible personal care to all its patients. Surgeries are run on an appointment basis – emergencies and urgent cases will

be seen on the same day, although this might necessitate a short wait. Where illness or infirmity prevents travel to the surgery, the doctors will visit at home where appropriate.

## Surgery Opening Times

Monday	8am – 6.30pm
Tuesday	8am – 6.30pm (8pm on alternate Tuesday evenings, pre-booked appointments only)
Wednesday	8am – 6.30pm
Thursday	8am – 6.30pm (8pm on alternate Thursday evenings, pre-booked appointments only)
Friday	8am – 6.30pm
Saturday	8am – 12.30pm (Alternate Saturdays for pre-booked appts only)

## Out of Hours

If you contact the surgery out of hours you will hear a recorded message telling you how to make contact with **NHS 111**, the out of hours emergency service. **The telephone number for Out of Hours is 111.** Telephone conversations may be recorded.

For emergencies, such as chest pain and trouble breathing you must still call 999 for immediate assistance.

## Appointments



Telephone **01933 396000** or call into Parklands.

You may also book appointments via the Internet by registering for EMIS Access,

ask at reception for a registration form.

For routine appointments please contact us as soon as possible in order that you can be offered a convenient appointment. To ensure continuity of care we like our patients to keep the same doctor where possible. However you may choose whichever doctor you prefer.

If your problem is very urgent and you cannot wait for an available appointment, please tell us and you will be seen on the same day. Please remember however, that this may involve a wait and you will not necessarily see the doctor of your choice. Please be considerate and do not abuse the service.

GP Booked Appointment Times: 8.10am – 10.30am (Mon – Fri)

2.50pm – 5.10pm (Mon – Fri)

Sit & Wait appointments take place after these times

6.30pm – 8.00pm (alternate Tues & Thurs)

8.00am – 12.30pm (Saturdays)

If you are unable to keep an appointment please let us know with as much notice as possible so we are able to offer the appointment to someone else.

## Chaperones

All Patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend but on occasions a formal chaperone may be preferred.

If possible, patients are advised to ask for a chaperone, if one is required, at the time of booking an appointment so that arrangements can be made and the appointment is not delayed in any way. The Healthcare Professional may also require a chaperone to be present for certain consultations.

## Telephone Advice

If you wish to speak to a doctor on the telephone please ring and ask to speak to the Practice Secretary who will arrange this for you.

## Home Visits



Visits are available for housebound or seriously ill patients. Please telephone **01933 396000** before 11am and ask to speak to the Practice Secretary. She will ask for all details – name, address, telephone number and a brief description of the problem. This is so the doctors can see the most urgent cases first.

Every effort is made to see patients promptly if they can be brought to the surgery; facilities for examination and treatment are readily available and on average it takes four times longer to see you at home.

## NHS Walk-in Centre

The Lakeside Walk-in Centre at Lakeside Plus Surgery, Cottingham Road, Corby, NN17 2UR is available to anyone who has a minor ailment that requires attention. You do not need an appointment, just call in between 8am-8pm 365 days a year.

Please note, you will only see a nurse at the walk-in clinic, doctors are not available for this service. If your condition is more serious you must either contact your GP surgery in the usual way or in an emergency, visit A&E or call 999 for urgent assistance. For further information about the walk-in clinic please call 01536 204154.

## Repeat Prescriptions

If you need long term medication your doctor will authorise you to obtain prescriptions for a certain period before he/she needs to review the situation. To re-order please bring or send your computer slip to the surgery, having marked the items you require. If you enclose a stamped addressed envelope we will return your prescription and re-order slip to you. Alternatively you can collect them from reception.

You are able to order your repeat medication online via Emis Access direct to the practice over an encrypted secure link. Please allow a maximum of 48 hours before you collect the prescription. Please register for this service at Reception. You may also fax your request to the surgery on 01933 396001.

**Please give 48 hours notice for ALL requests** in order that we can process, check and dispatch the medication in time.

**We cannot accept telephone requests for repeat medication.**

A new repeat prescribing service is available for patients on regular medication. Your doctor will advise you if you are eligible for this service.

## Test Results

Please ring the surgery and ask to speak to the Practice Secretary between 2pm-5pm to obtain your test results. Results cannot be given until a doctor has seen them. Please allow 5 working days after your test before requesting your result.

You are responsible for contacting the surgery for your own results. The doctor will only contact you if there is an abnormal result.

Please remember that due to patient confidentiality results can only be given to the patient concerned unless there are exceptional circumstances.

## Disabled Access



Our surgery is accessible using a wheelchair. We also have two parking spaces outside the practice that are reserved for patients displaying a disabled sticker.

For patients with hearing problems we have a hearing loop system.

## Blood Tests

We do not have a phlebotomy service at Parklands, but arrangements have been made for you to attend the clinics below:

Rectory Road, Rushden:	8am - 12.00pm Mon-Fri
Isebrook, Wellingborough:	8am - 3.30pm Mon-Fri
Nene Park, Irthlingborough:	8am - 3.30pm Mon-Fri
Kettering General Hospital:	8.30am - 5pm Mon-Fri

## Referrals

If your doctor needs to refer you for hospital treatment or specialist care, you will be offered a choice of where you would like to go for treatment. You will be given a unique booking reference number which will allow you to ring the hospital of your choice and make an appointment at a time that's convenient to you.

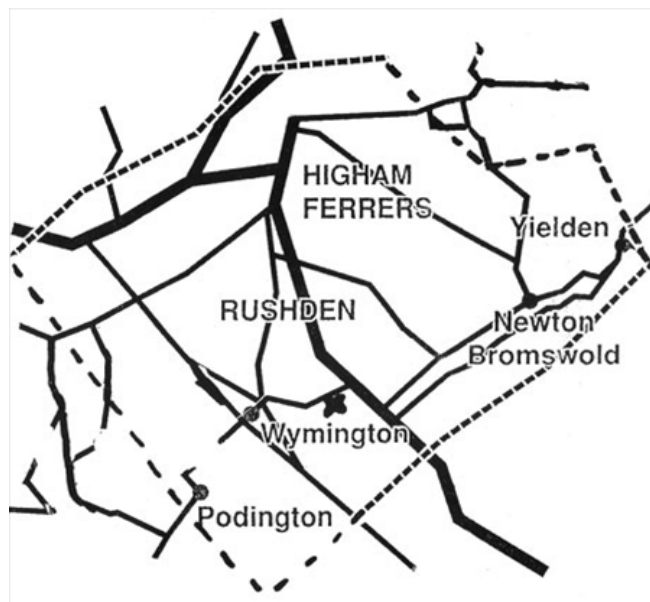
## Newly Registered Patients



If you live in our practice area and would like to register at Parklands, please collect a registration pack from reception. We will require proof of address and identification. Alternatively you can pre-register online, but you will still need to visit the surgery with identification before we can complete your registration. This can be brought in with you on your first appointment, but please allow an extra 10 minutes for our registration clerk to process this information.

All newly registered patients will be asked to make an appointment with the Practice Nurse for a new patient check to identify any health problems.

Parklands Practice Area





## Fees for Non-NHS Services

Doctors carry out a number of non-NHS services for which a payment is required (eg insurance claim forms, medicals, private certificates). Charges for these are made in line with BMA recommendations.

A copy of our charges is on display on the notice board in reception and they are also available to view on our website.

## Clinics & Services

We run a range of clinics. For an appointment or further details please ring **01933 396000**.

**Antenatal** – the midwife runs this clinic. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

**Asthma** – asthma sufferers can obtain advice and support from Practice Nurses who specialize in asthma care.

**Cervical Cytology** – Smears are taken by our Practice Nurses.

**Childhood Immunisations** – Our Practice Nurses provide childhood immunisation sessions on a Wednesday morning.

**Chlamydia** – Chlamydia screening services are provided by our Practice Nurses.

**COPD** – COPD sufferers can obtain advice and support from our Practice Nurses who specialise in COPD care.

**Well Being Team** – Our experienced members of staff making up our Counselling/Mental Health Well Being Team are available on Fridays. If you feel you would benefit from this service, please discuss it with your Doctor. You can only see members of these teams if you have been referred by your GP.

**Diabetes** – our specialist Practice Nurses provide advice and general health check ups to patients diagnosed with diabetes.

**District Nurses** – patients who are housebound or discharged from hospital and who require nursing care are looked after by our team of District Nurses.

**Family Planning** – at Parklands we provide contraceptive services including fitting of coils and Implant insertions and removals.

**Minor Injuries** – we provide a minor injury service for conditions that can not be self managed but do not require attendance at Accident & Emergency.

**Minor Surgery** – minor operations can be done in the Treatment Room. Please discuss this with your doctor who will then arrange for you to be given an appointment.

**Other Facilities** – at Parklands we provide a variety of other services including ECG, Doppler and 24 hour blood pressure monitoring.

**Stop Smoking** – our Practice Nurses will give advice and support to patients trying to give up smoking.

**Travel Advice** – if you are travelling abroad and need advice on immunisations, contact our Practice Nurses who will be able to advise you on what you need before you leave.

## Travel Vaccines

If you require any vaccines relating to foreign travel you need to make an appointment with the Travel Nurse to discuss any vaccines you may require.



It is important to make initial contact with the Travel Nurse at least 8 weeks before you travel. Please provide information on the countries/areas that you will be visiting in order for the nurse to determine what vaccines are required.

Travel vaccines are usually stock items but sometimes we may need to order them in for you or refer you a specialist travel clinic. There may also be charges for some travel vaccines.

## Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure.

The personal health information held about you on our computer system is safeguarded by the Data Protection Act 1998.



It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and no patient information may be divulged to any outside enquirer without the written consent of the patient.

You have the right to know what information we hold about you. If you would like to see your records, please make a written request to the Practice Manager. You are entitled to a copy of your medical records but a charge may be made.

## Protected Learning Time

We have dedicated time set aside each month for additional training for Doctors, Nurses and all other practice staff.

This happens in all practices throughout Northamptonshire and takes place one afternoon each month with the exception of August. They are usually held on Wednesday afternoons and on the day of these PLT sessions the surgery will close at 12.30pm.

Protected Learning Time dates are available on the homepage of our website.

If you have an emergency during these afternoons you will need to contact NHS 111. **The telephone number for the out of hours service is 111.**

## Complaints & Suggestions

We aim to provide a caring and efficient service to all our patients. However, if you have any concerns about any aspect of our service you receive from the doctors or staff working for this practice, please ask for a copy of our Practice Complaints Procedure.

However if you do not feel you are able to discuss your complaint directly with The Practice, you can ask NHS England to look into your concerns.

The contact details for NHS England are:

Tel: 0300 311 22 33

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) marked 'For the attention of the complaints manager' in the subject line.

Or write to the address below:

NHS England  
PO Box 16738  
Redditch  
B97 9PT

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, we have a no tolerance approach to this behaviour and appropriate action will be taken immediately.