

## OUR PRACTICE AREA

Abthorpe  
Adstone  
Alderton  
Astcote  
Blakesley  
Blisworth  
Bradden  
Caldecote  
Caswell  
Cold Higham  
Dalscote  
Duncote  
Eastcote  
Easton Neston  
Farthingstone  
Field Burcote  
Foscote  
Fosters Booth  
Foxley  
Gayton  
Greens Norton  
Grimscote  
Helmdon  
Hulcote  
Litchborough  
Maidford  
Moreton Pinkney

Pattishall  
Plumpton  
Potterspury  
Sholebrooke  
Shutlanger  
SILVERSTONE  
Slapton  
Stoke Bruerne  
Syresham  
Tiffield  
TOWCESTER  
Wappenham  
Weedon  
Weedon Lois  
Whittlebury  
Wood Burcote  
Wood End

## PRACTICE BOOKLET BROOK HEALTH CENTRE AND SILVERSTONE SURGERY INFORMATION FOR PATIENTS

### Doctors

DR ARIF SUPPLE  
MB BS (LONDON) 1982 DRCOG MRCGP  
Assoc. MBMAS (Partner)

DR CLARE TURNER  
MB ChB DRCOG MRCGP DFFP (Partner)

DR VICTORIA WEST  
MBBS BSc MRCGP DFRS (Associate)

### Nurses

Lesley Driscoll  
Advanced Prescribing Nurse Practitioner (Partner)  
Adele Emerson Practice Nurse prescriber  
Jackie Bullivant Practice Nurse Prescriber  
Sarah Mitchell Practice Nurse Childhood Immuniser

### Management Team

Jane Earl Practice Manager  
Mel Thompson IT and Assistant Practice Manager  
Ann Vickery Office Manager  
Angela Goward Reception and Admin Manager  
Chris Starmer Finance Officer

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

## BROOK HEALTH CENTRE

Swinneyford Road, Towcester, NN12 6HD  
Tel No. 01327 323900

### Surgery Opening Hours:

<b>Monday</b>	8.00 – 6.30 pm (GPEA extended hours 6.30-8.00pm)
<b>Tuesday</b>	8.00 – 8.00 pm
<b>Wednesday</b>	8.00 – 6.30 pm (GPEA 6.30-8.00 pm)
<b>Thursday</b>	8.00- 6.30 pm
<b>Friday</b>	8.00- 6.30 pm

## SILVERSTONE SURGERY

Whittlebury Road, Silverstone, NN12 8UN  
Tel No. 01327 857240

### Surgery Opening Hours:

<b>Monday – Friday</b>	8.00 – 1.00 pm 2.00 – 6.00 pm
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### Dispensary at Silverstone Surgery

Our team of dispensers provide medicines for those patients who live within the practice catchment area and do not live within one mile of a chemist. Patients attending the surgery in Silverstone will normally have their prescriptions dispensed at the time of their consultation providing they are dispensing patients.

### Out of Hours (when the surgeries are closed):

If you require urgent medical assistance which cannot wait until the surgery re-opens. Please dial 111, to be put through to the NHS 111 service.

## Practice Patient Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered as soon as possible
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this, please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ Requests for repeat prescriptions will be dealt with within 72 hours.
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint, please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the Brook Health Centre/ Silverstone Surgery as accessible as possible. If you have hearing, visual, or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

Please order early especially on public or bank holidays.

### **Electronic Prescription Service:**

We now use the Electronic Prescription Service (EPS). With EPS you order your prescription in the usual way, but you can collect your medication without the green paper prescription. Your prescription will be sent electronically instead.

To use this service, you will need to nominate (Choose) which pharmacy you would like your prescription to be sent to. You can choose a pharmacy anywhere in England as long as they are ready for EPS (over 95% are).

To ask to use EPS, please talk to your pharmacy or to the reception desk in the surgery.

Please be aware that not all medications can be prescribed electronically - the surgery or the pharmacy can advise you further.

For more information go to [www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients)

### **INFORMATION ON THE PROTECTION AND USE OF PATIENT INFORMATION**

Everyone responsible for using personal data has to follow strict rules called **Data Protection principles. We therefore have to make sure the information we receive is used fairly, lawfully and transparently.** (GDPR – General Data Protection Regulation).

We ask you for information so that you can receive proper care and treatment.

### **Appointments**

Due to the Corona Virus, the appointment system has changed. All appointments will initially be telephone consultations. A clinician will call you and arrange to see you if necessary or arrange a **video consultation** if appropriate and with your approval.

Please note telephone consultations will be approximate times and you need to be available for morning or afternoon, as the clinician will only try twice to call you.

Telephone appointments with our Clinical Pharmacist are available. He is able to help with medication queries, reviews and minor illnesses.

If you have an urgent medical problem that you feel needs attention on the same day, then we have an Urgent Access Clinic every morning from Monday to Friday run jointly by the duty GP and two nurses. It is not a walk-in clinic so please call first and you will be given an approximate appointment time for the clinician to call.

### **On-Line Consultation/Patient triage system**

**Why not try our new on-line triage system? Tell us about your problem and request medical advice from a clinician. We will respond within 24/48 hours (Monday-Friday).**

**Please use the following link:**

**<https://florey accurx.com/p/K83620>**

## **Complaints or comments**

The practice strives hard to ensure that everyone receives quality care and welcomes any suggestions or comments you may have that could improve the service we offer. Should you feel your needs are not being met, we welcome the opportunity to discuss this with you. Please contact the practice manager who will be happy to deal with your complaint. Please feel free to ask the receptionist for a copy of the complaint's procedure

You may also receive a text, or you can complete a card within the surgery asking for feedback through the Friends and Family scheme. You will be asked if you would recommend the surgery to your friends and family and can leave any comments, good or bad.

We aim to resolve any complaint within 20 days.

## **Zero Tolerance**

The practice upholds a zero-tolerance policy. Any patient who is violent and/or abusive to doctors, health care professionals or any member of staff on the practice premises will not be seen in the surgery.

**Visit Our Website - [www.brookhealthcentre.co.uk](http://www.brookhealthcentre.co.uk)**

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website in your favourites folder today.

## **Home Visits:**

Home visits are for those patients too ill to attend surgery. Unless in emergencies, where possible, please try and call the surgery before 10.30 am. Home visits are usually made between 12 noon and 2.00pm.

## **How to Register with the Practice:**

To register, we need photo identification and proof of address. Registration forms and new patient questionnaires are available from reception or can be downloaded from the practice website.

## **Prescriptions:**

If you are on long-term medication, you will be issued with a repeat prescription list to make re-ordering easier. It will be likely that you will be asked to see a clinician every few months so that your condition can be reviewed. You can re-order in any of the following ways and please allow two working days (48 hours) for processing and 48 hours for the pharmacist to prepare your medication

Your request can be made by returning the side computer slip that came with your last prescription; and putting it into our letterbox at the practice. If you are attending the practice and do not have a copy, then please complete the repeat prescription request slip which are left in the lobby and place it into the box. Please indicate clearly which of the items you.

As an alternative the use of the Online Request form, found on our website. Pre-registration to use the online service is required. You may request your repeat prescription from the online service, and this will be sent electronically to your nominated pharmacy.

A further option is to use the NHS App for your Smartphone. This allows you to request repeat prescriptions from your phone, with the request being then sent on to the surgery.

### **Family Planning Clinics**

These clinics are held regularly by one of our female GPs and a nurse. The surgery offers a full range of contraceptive services. Appointments for procedures are usually booked by the GP/nurse, rather than a receptionist

### **Minor Surgery**

We are able to carry out a number of procedures in the practice such as removal of lesions/moles, joint and soft tissue injections and cryotherapy for solar keratosis. These appointments are available at specific times so please ask at reception. An initial appointment for diagnosis will be required.

### **Visiting Consultants**

We have various consultants (eg Gynaecologist) who run regular clinics at the Brook Health Centre. Your GP will advise you of this at the time of your referral.

### **Test results**

These are generally available after five working days. To obtain results please ring reception after 10.00am or visit the surgery. If the doctor needs to speak to you personally or would like to see you the receptionist will make an appointment.

### **SMS Texting**

You may receive reminders or text alerts/messages from time to time. Please ensure you keep us up to date with any changes in your mobile number.

### **Disabled Access**

There is good access at the surgery to aid wheelchair users. All consulting rooms are located on the ground floor and there is a lift to the first floor

### **Additional Services at the Brook Health Centre**

Podiatry/Speech Therapy/District Nurses are services provided at the Brook Health Centre, on the first floor. We are, however, unable to make or change appointments on behalf of patients. Should you wish to contact Podiatry please call the patient contact centre on **0330 555 6789**. The District Nurses can be contacted on **0300 777 0002**.

The Health Visitors are based at Towcester Medical Centre and can be contacted by ringing **01327359953**.

### **Phlebotomy Clinics**

Our phlebotomy clinics for taking blood samples are held regularly at The Brook Health Centre and Silverstone Surgery. INR clinics are held at Towcester Medical Centre.

### **Laboratory Specimens**

Specimens are sent to the hospital daily. If you are asked to bring a specimen, please ensure that we receive it before 12 noon.

### **Immunisation Clinics**

We immunise against infectious diseases which can cause death and disability. We strongly recommend that all children should receive their full course of immunisation. A children's clinic run by our immunisation nurse is held weekly for this purpose and appointments are sent automatically from the Health Authority. Adults should receive a tetanus booster every 10 years.

Other immunisations e.g. Hepatitis B, Flu or Rubella are advised according to age and risk. For travel immunisations, please make enquiries in regard to those required for travel abroad two months in advance of departure if possible.

### **Practice Nurses**

Lesley Driscoll, Adele Emerson, and Jackie Bullivant are highly trained nurses who have undergone advanced education, prescribing and clinical training. They can assess and treat most minor illness and can prescribe appropriate medication. They provide an alternative to seeing a doctor if you need to be seen urgently. In most cases the nurse practitioner will be able to deal with your problem without referral to a doctor. If they feel you need to see a doctor, they will book an appointment for you. Sarah Mitchell is our other registered nurse and has a special responsibility for childhood Immunisations.

The nurses run clinics for Asthma, Diabetes, and Hypertension management. They will also deal with Family Planning and HRT; offer Health Checks for both men and women and are trained to carry out cervical smears. Tracy Mitchell, Jenny Phipps, and Kerrie Mortimer are our Health Care Assistants who support the nursing staff and carry out many clinical tasks to include blood pressure monitoring, some immunisations, ECGs, health checks and phlebotomy.

### **Telephone Advice**

If you would like to talk to a GP or nurse for advice or any problem that does not require an appointment, please ask a receptionist to book a telephone consultation. Telephone consultation may also be offered when there is no available face to face appointments. **When given a time for a telephone consultation, please be near your phone.** The **Clinician** when they call, will only **try twice** to speak to you.

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 to see that the NHS runs efficiently, plans for the future, trains its staff pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's 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.

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.

**You have a right of access to your health records.**  
**EVERYONE WORKING FOR 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.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can, we shall remove details, which identify you. The sharing of some types of very sensitive information is strictly controlled by law.

Anyone who receives information from us is also under a legal duty to keep it confidential.