

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)

Nurses

Lesley Driscoll
Advanced Prescribing Nurse Practitioner (Partner)
Adele Emerson Practice Nurse prescriber
Jackie Bullivant Practice Nurse Prescriber
Abby Samuel Practice Nurse Prescriber
Sarah Mitchell Practice Nurse Childhood Immuniser
Chloe Capstick, Urgent Care Practitioner

Management Team

Jane Earl Practice Manager
Ann Vickery Office Manager
Angela Goward, Reception/Admin Manager

Brook email: Brookhealth.k83620@nhs.net

nccg.silverstone.prescription@nhs.net

BROOK HEALTH CENTRE

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

Surgery Opening Hours:

Monday	8.00 - 6.30 pm
Tuesday	8.00 - 8.00 pm
Wednesday	8.00 - 6.30 pm
Thursday	8.00 - 6.30 pm
Friday	8.00 - 6.30 pm

SILVERSTONE SURGERY

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

Surgery Opening Hours:

Monday – Friday	8.00 – 1.00 pm 2.00 – 6.00 pm
------------------------	----------------------------------

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.

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

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

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

We aim to resolve any complaint within 21 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

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. You can re-order in any of the following ways, allowing at least 72 hours for collecting the prescription. By ticking the required items and placing the slip in the box at reception. Online. You can book appointments and order repeat prescriptions via Systmonline. You will need to register for this service at reception to receive a username and password. This is a very reliable way of ordering prescriptions and you will also be able to view your medication. Call the surgery and the receptionist will email you the details and user instructions an alternative method is to use of the SystmOne Online Request form on our website or through the NHS App. Pre-registration to use the online service is required. Your repeat prescription will be sent to the Practice for processing before being sent electronically to your nominated pharmacy.

Hospital Prescriptions from outpatient clinics

If the hospital prescribes you medication, and deems it to be urgent, they will provide a prescription for the required medication which should be taken to the pharmacy in the hospital. If you have not received the medication from the hospital, it means that this is not urgent, so please bring the paperwork you are provided to the surgery and allow 3 working days for processing of any request.

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.

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.

SMX 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

Midwives/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 Physiotherapy or 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 on a daily basis. 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 eg 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.

Nurse Team

Lesley Driscoll, Adele Emerson, Jackie Bullivant and Abby Samuels are highly trained Nurse Practitioners 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.

Practice Nurse, 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.

Chloe Capstick is our Urgent Care Practitioner who will consult patients who contact the practice for our daily triage service.

Tracy Mitchell and Kerrie Mortimer are our healthcare assistants who support the nursing staff and carry out many clinical tasks to include blood pressure monitoring, some immunisations, ECGs, health checks and phlebotomy.

Primary Care Network (PCN) Staff

Our Primary Care Network Team work across the Brook Health Centre, Towcester, Brackley and Springfield Surgeries. The team comprises of Social Prescribers, Wellbeing Coach, Care Coordinators, Clinical Pharmacist, Pharmacy Technician and are currently recruiting a physio therapist. You maybe referred to one of the team depending on your needs.

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 are no available face to face appointments.

When given a time for a telephone consultation, please be near your phone. The **Clinician** when he calls, 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.