

BROOK HEALTH CENTRE

Swinneyford Road, Towcester NN12 6HD
Appointments/Prescriptions/Enquiries **01327 323900**
Fax **01327 323901**

SILVERSTONE SURGERY

Whittlebury Road, Silverstone NN12 8UN
Appointments **01327 857240** Prescriptions **01327 857980**
Fax **01327 858399**



Dr Arif Supple, Dr Clare Turner,
Dr Michelle Chellar and Dr Frank Voeten

www.brookhealthcentre.co.uk

Welcome To Brook Health Centre & Silverstone Surgery

The Doctors



Dr Arif Supple
MBBS DRCOG MRCGP



Dr Clare Turner
MB ChB DRCOG
MRCGP DFFP



Dr Michelle Chellar
BSc (Hons) MBChB
MRCGP



Dr Frank Voeten

Practice Staff

Practice Managers Julia Jones and Karen Wheeler

Nurse Practitioner

Lesley Driscoll



Prescribing Nurses

Pam Mason-Evans



Adele Emerson



Practice Nurses

Karen Folwell



Jackie Bullivant



Phlebotomists

Jenny Phipps, Mary Bates and Kerrie Mortimer

Immunisations Nurse

Karen Folwell

Attached Staff And Contact Telephone Numbers

Midwife	Natalie Savage	07881 501633
District Matron	Yvonne Dewale	07887 880130
District Nursing Team	Jeanette Campbell, Michelle Farrow Kelly Huckerby, Katie Masters Becky Lovell and Sarah Needham	01327 320970
Health Visiting Team	Justine Ellis, Jo Waters, Kathryn Collura, Suzy O'Shea, Rachael Eccles, Mary Calderbank	01327 322447

Surgery Hours

Brook Health Centre

Monday	7.30am - 6.30pm
Tuesday	7.30am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 6.30pm
Friday	8.30am - 6.30pm
Saturday	8.30am - 12 noon

Silverstone Surgery

Monday	8.00am - 12 noon (GP and Nurse) 2.00pm - 6.00pm (Dispensary only)
Tuesday	8.00am - 12 noon (GP and Dispensary) 2.00pm - 6.00pm (GP and Dispensary)
Wednesday	7.30am - 12 noon (GP and Phlebotomy) 2.00pm - 6.00pm (Dispensary only)
Thursday	7.30am - 12 noon (GP and Nurse) 2.00pm - 6.00pm (GP and Dispensary)
Friday	8.00am - 12 noon (GP and Nurse)

Out Of Hours (When The Surgery Is 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.

If you have a life threatening medical emergency, please dial 999.

Home Visits

Home visits are for those patients too ill to attend surgery. Except in an emergency please try and call the surgery before 10.30am. Visits are usually made between surgeries during the hours of 12 noon - 1.00pm

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 doctor every few months so that your condition can be reviewed. You can re-order in any of the following ways;

- By ticking the required items and placing the slip in the box at reception. Please let us have this slip at least 48 hours before you require the prescription.
- By telephone by calling 01327 323900 option 2 for Towcester or calling 01327 857980 for Silverstone. When Silverstone surgery is closed you will be redirected to Towcester surgery.
- Online at our website www.brookhealthcentre.co.uk. You will need to register for this service at reception to receive a user name and password.
- By email to prescriptions@gp-k83620.nhs.uk
- Please order early especially on public or bank holidays.

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.

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.

Appointments

Appointments may be made by telephone, on-line via our website www.brookhealthcentre.co.uk for which you will need to register or by calling into the surgery.

Routine appointments may be made up to six weeks in advance and are 10 minutes long.

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 run jointly by the duty GP and a nurse. Appointment times are shorter and in order to keep the session running smoothly we do ask patients to only ask the clinician to deal with the one urgent matter.

Please do not abuse the urgent appointment system with non-urgent problems as these are best managed during normal surgery when we can give more time.

SMS Texting Appointment Reminder Service

You will now automatically receive a reminder text to your mobile phone of appointments booked and the time. Please ensure we have the correct mobile number. If you do not wish to receive these texts please ask to opt out by contacting reception.

Telephone Consultations

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. A telephone consultation may also be offered when there are no available face to face appointments.

Nurse Practitioners

Nurse practitioners 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 she feels you need to see a doctor she will book an appointment for you.

Practice Nurses

We have a team of highly qualified and experienced practice nurses who are able to perform a variety of tasks including cervical smears, dressings that need attention, blood pressure checks, travel advice and immunisations, blocked ears that need syringing, healthy living and family planning advice, asthma and diabetes checks and medication reviews. They also see patients on the urgent access clinic list suffering from minor ailments such as sore throats and skin rashes. We have two nurse independent prescribers who are able to prescribe any licensed medicine for any medical condition, including some controlled drugs. They have undergone appropriate training and have the skills and knowledge to do so.

Clinics

Phlebotomy Clinics

Our phlebotomy clinics for taking blood samples are held at the following times:

Towcester	Monday, Tuesday, Thursday and Friday mornings
Silverstone	Wednesday mornings

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 on Tuesdays 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.

Maternity Care

We have a midwife attached to the surgery providing antenatal and postnatal care. To book your first appointment at approximately 8-10 weeks, please phone the midwife directly on 07881 501 633 or speak to reception.

There are two antenatal clinics per week which can be booked at reception or through the midwife. Antenatal classes are available on a regular basis please also ask at reception.

If you have any urgent concerns out of hours and are more than 20 weeks pregnant please call the 24 hour midwife helpline on 0788 756 6489.

Family Planning Clinics

These clinics are held on Friday mornings 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 or nurse rather than a receptionist

Smear Tests

These are usually performed by the practice nurse and the recommended interval between smears is three to five years depending on age and starting at 25 unless there is a medical reason for more frequent tests. Test results are sent directly to the patient at home usually within two weeks.

C-Card Scheme

We participate in the C-Card Scheme. If you are under 25 and would like confidential health or contraceptive advice, free pregnancy testing or free condoms, please see staff at reception or any young person's organisation displaying the C-Card sign.

Chlamydia Screening For Under 25 Year Olds

Chlamydia is a common sexually transmitted infection that can easily be treated with antibiotics. If untreated, chlamydia can lead to complications such as infertility. There is a simple, painless, free test that you can do yourself. If you are under 25 years of age and would like a test please speak to one of the practice nurses.

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, warts and verrucas. These appointments are available at specific times so please ask at reception. An initial appointment for diagnosis will be required.

Well Being Clinics

We have a primary care mental health worker at the surgery on a Monday morning and afternoon. Should the GP feel you would benefit from a referral to the wellbeing clinic they will advise you to make an appointment at reception.

Health Visitor

The Health Visitor is available at Silverstone Surgery on the second and fourth Tuesday of each month between 9.30 -11.30am. Appointments can be booked at reception. Clinics at Towcester are held on the first and third Wednesday of each month between 9.30 - 11.30am which is a drop-in session. At any other time an appointment can be made with a health visitor by calling 01327 322447.

District Nurses

District nurses visit patients who need care in their own home to provide crucial support to those who are housebound or find it very difficult to get out. Most patients are elderly but district nurses attend to the needs of everyone in the family. District nurses work in the community and are based at the Towcester surgery. District nurses provide:

- Care and support to patients and carers
- Teaching and guidance on self-medication and independent living
- Daily visits to those returning from hospital
- Regular visits to clean and dress wounds
- Help with rehabilitation after major surgery

Physiotherapy/Podiatry/Speech Therapy

These are services offered by the Health Authority and available on the first floor at the Towcester surgery. Unfortunately we are not able to make, change or cancel these appointments.

Visiting Hospital Consultants

We have a number of hospital consultants who run clinics from the Towcester surgery. If you are referred to a consultant by a GP you may be given the opportunity to have an appointment to see them at Towcester instead of at the hospital. This includes ear nose and throat, infertility, gynaecology and paediatrics.

Patient Access To Medical Records

In accordance with the Data Protection Act 1998 patients are entitled to request to see their medical records. The records can be viewed on the computer in the presence of a clinician or a copy can be printed and collected from the practice reception. The request must be made in writing with a signature to the Practice Manager and will be dealt with within 21 days. A GP may refuse the right to release the medical records of a patient in certain circumstances. A fee of £10 will be charged for a copy of electronic medical records and £50 will be charged for copies of paper records.

Pre-school Reviews And Child Development

10-14 days	Visit from health visitor to mother and baby
6 weeks	Medical assessment by GP and health visitor
8 - 9 months	Developmental review by health visitor and GP
24 - 30 months	Developmental review by health visitor
Two months	Diphtheria, tetanus, pertussis (whooping cough), polio, Hib, pneumococcal disease & rotavirus
Three months	Diphtheria, tetanus, pertussis (whooping cough), polio, Hib, Meningococcal C disease & rotavirus
Four months	Diphtheria, tetanus, pertussis (whooping cough), polio, Hib, pneumococcal disease
12-13 months	Hib, Men C, pneumococcal disease, MMR (measles, mumps & rubella)
2, 3 and 4 years	Influenza
3 years 4 months	Diphtheria, tetanus, pertussis (whooping cough), polio, MMR
Girls age 12-13	Cervical cancer vaccine (HPV)
14 years	Tetanus, diphtheria, polio, Men C

Complaints And Suggestions

The practice strives very hard to ensure that everyone receives quality care and welcomes any suggestions or comments you may have that may improve the service offered. 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.

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.

Confidentiality - Protection And Use Of Patient Information

The computer system is part of the national programme for IT and connected to the NHS spine. The spine is part of the electronic summary care record which is available to NHS staff involved in your care anywhere in the country and will allow for better care of patients. If you do not want your medical details to be shared on this you are able to opt out. Everyone working for the NHS has a legal duty to keep information about you confidential. We only ever use or pass on information about you if people have a genuine need for it in your own and everyone's interest. Whenever we can we remove details that identify you.

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.

TADD (Towcester Area Door To Door)

Telephone 01327 810300. TADD aims to enable people to keep their health related appointments, locally or further afield, where public transport is unavailable or inappropriate. Drivers are volunteers, driving their own cars. The service caters for anyone with a genuine need and covers 49 Parishes in South Northants. For those with special needs who wish to take an escort or folding wheelchair/walking frame with them, more notice is required. Children need to be accompanied by a parent or guardian. Office hours: Monday to Friday 9.00am – 1.00pm.

Dial-A-Wheelchair

Wheelchairs are available from the British Red Cross on short-term loan (up to eight weeks) subject to availability. A delivery and collection service is available to those who cannot collect items themselves. For further details call 01604 678500. Wheelchairs are also available to borrow from Silverstone Surgery.

Hearing Aid Batteries

A small selection are available from reception.

Carers

We are interested in identifying carers, especially those people who may be caring without help or support. Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. As a carer, you are entitled to have your needs assessed by Adult Care Services. A carer's assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. There is no charge for an assessment. If you are a carer, please ask at reception for a carers identification and referral form which you can complete to let us know about your caring responsibilities.

Patient Participation Group

We have a patient participation group already who meet every eight weeks at the surgery for one hour to put forward ideas and opinions on how we can make things better. We would like to hear from all age groups from young mums to carers and young professionals. If you cannot spare the time to attend the meetings then why not become part of our virtual patient group and contact us by email. In turn we will take your suggestions to the meetings and let you know the outcome.

Home Treatments For Some Common Ailments

Back Pain

Most low back pain will settle within a few days. Painkillers such as ibuprofen and paracetamol are usually helpful. Keep mobile but avoid heavy physical activity until the pain eases. Seek further advice if pain is very severe, there are other symptoms, or if symptoms persist.

Burns And Scalds

As soon as possible, place the burned area under cold running water for at least 10 minutes to reduce the extent of the burn. Apply a loose dry dressing if the skin is not broken. If the area is larger than a few centimetres or the skin is broken see a doctor or nurse. As a First Aid measure, after running under cold water, a clean plastic bag or piece of cling film can make a useful temporary non-fluffy dressing.

Insect Bites And Stings

Antihistamine tablets, Eurax cream or hydrocortisone cream are available from the chemist to help with itching and swelling.

Diarrhoea And Vomiting

Most stomach upsets settle after a few days without any special treatment. Avoid food for 24 hours, or until vomiting settles. Pay attention to fluid intake; drinking small sips frequently usually maintains fluids adequately, either dilute squash, water or made-up sachets of rehydration powders that you can buy at the chemist. If symptoms do not settle or are particularly severe, consult the doctor or nurse.

Nosebleeds

Sit with your head leaning forwards over a bowl or sink. Firmly pinch the soft part of the nose between the bone and nostrils for 10 minutes by which time the bleeding will usually have stopped. Afterwards try not to blow your nose or sneeze which may start the bleeding again. If the bleeding continues, seek medical advice.

Sprains

Rest the part during the first few days. Gentle exercise once the swelling has settled will help recovery. Ice / cold compress in the form of a cold flannel or pack of frozen peas in a towel will reduce swelling. Apply a firm crepe or tubigrip bandage. Elevate to help keep any swelling down.

Minor Cuts And Bruises

Make sure the wound is thoroughly cleaned with water or antiseptic solution. Bleeding will usually respond to firm pressure with a clean dressing for 10 mins. Apply antiseptic cream and a clean dry dressing.

Temperatures In Children

A temperature is a normal part of the body's response to infection, even a simple cold, and is not necessarily serious in itself. Make sure the child is stripped down to their underwear. Use a fan if you have one. Give regular doses of paracetamol suspension (eg Calpol, Disprol), and children's ibuprofen suspension. Pay attention to the doses on the packaging. If you are concerned about the general condition of your child or the duration of the illness, seek further medical advice.

Hay Fever

This is a common allergy to pollen which causes itching, watering eyes; sneezing and a blocked nose. A number of effective medications are available from the chemist, Opticrom eye drops, antihistamine tablets and steroid nasal sprays. Simple measures are often surprisingly helpful, such as using sunglasses, closing windows in the afternoon and evening, and car windows whilst driving to reduce pollen exposure.

Colds And Flu

These often start with a runny nose, sore throat, cough and temperature. They are caused by viruses and do not respond to antibiotics. Paracetamol and ibuprofen will treat the temperature and muscle aches (check the dose on the packet). Keep drinking plenty of fluids, particularly during a fever.

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 and downloadable from the website.

Our Practice Area

The following surrounding areas are covered by the practice;

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	Sholebrook
Shutlanger	Silverstone	Slapton
Stoke Bruerne	Syresham	Tiffield
Wappenham	Weston,	Weedon Lois
Whittlebury	Wood Burcote	Woodend
Towcester		

Notes

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The Family Medicine Chest

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

Paracetamol Tablets

Good for headaches, colds, sore throats (gargle with the solution), and pains in general.

Ibuprofen Tablets

These may be used as an anti-inflammatory pain killer on its own or in conjunction with paracetamol.

Paracetamol Mixture

For relief of pain or fever in young children.

Sedative Cough Linctus

For dry or painful coughs - but not coughs caused by common colds.

Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

Vapour Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

Ephedrine Nose Drops

For runny noses in children over one year old. Use before meals and at night but not for more than four days.

Antiseptic Solution

One teaspoon diluted in warm water for cleaning cuts and grazes.

Antiseptic Cream

For treating septic spots, sores in the nose and grazes.

Calamine Lotion

For dabbing (not rubbing) on insect bites, stings and sunburn.

Dressing Strips

For minor cuts.

3" Wide Crepe Bandage

To keep dressings in place. To support sprained or bruised joints.

Cotton Wool

For cleaning cuts and grazes.

Thermometer

For fevers.

Tweezers

For removing splinters.

Remember that your local chemist can give you advice about medicines.