



Wollaston Surgery Brookside Medical Centre

Dr M Ruparelia, Dr Rajesh Kumar, Dr Fatima Shamim

**Wollaston Surgery
163 London Road
Wollaston
Wellingborough
Northamptonshire
NN29 7QS
Tel: 01933 664214
Fax: 01933 664132**

**Brookside Medical Centre
Brookside
Bozeat
Wellingborough
Northamptonshire
NN29 7NJ
Tel: 01933 663443
Fax: 01933 664132**

www.wollastonbozeatsurgery.co.uk

SURGERY HOURS:

Please see our website to review consulting times and consulting doctors.



INFORMATION FOR PATIENTS

The Doctors:

Dr M Ruparelia (male) MBBS MRCP

Dr R Kumar (male) MB, ChB

Dr F Shamim (female) MB, ChB

Practice Management:

Managing Partner Nicki Price

Practice Manager Mrs Pauline James

Practice Nurses:

Karen Hargreaves

Jo Folkes

Health Visitors: Mrs Bernie Allchurch

Midwife: Mrs Derri Merrington

Appointments and All Enquiries:

Tel: 01933 664214 Wollaston

Tel: 01933 663243 Brookside Medical Centre

Fax: 01933 664132

Surgery Hours:

See website for consulting times.

For details of how to register at the practice please see our website or telephone the surgery for details.



Complaints/Suggestions:

Whilst we make every effort to ensure the practice and your care run smoothly, occasionally problems can arise. Please speak to any member of the Practice Management team to discuss any problems. We have a complaints procedure and aim to acknowledge your complaint within 3 working days before completing a full investigation. If you are not happy with the outcome of this process you can request an independent review/conciliation. You must make your request in writing to the Complaints Manager, Northampton Primary Care Complaints Service within 28 days of the outcome of the local resolution process. Your letter must set out the details of your complaint and why you are dissatisfied with the response received.

Visits:

Please phone the surgery before 10:30 am. If you are able to give the reception staff a brief description of your symptoms where possible, it will help the doctors to assess urgency and plan their visits.

Telephone Advice Times:

If you need to talk to a doctor or a nurse, please telephone and tell the reception staff. You will be asked for a telephone number and it would be helpful if you could provide some indication of what you wish to talk about, as this enable the calls to be prioritised and enough free time allocated to deal with the matter. When the doctor is free they will return your call.

Out of Hours Emergencies:

Out of normal surgery hours (evenings, weekends and Bank Holidays) if you need to speak to a doctor you should phone the 111 service who will advise you on how best to treat your problem.

Chaperones.

Wollaston Surgery and Brookside Medical Centre is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

Therefore if a doctor considers that an intimate examination is required you will be asked if the doctor may call in a chaperone. The chaperone will be discreet and is bound by patient confidentiality to not repeat anything overheard whilst chaperoning.

If you wish you can request a same sex doctor for your examination and we will do our best to comply with this. Or you may nominate a friend or family member to act as chaperone.

Please feel free to discuss any concerns you may have about this with a doctor or staff member.



Your Health

We encourage all our patients to take an active part in preventing disease and in the treatment of their illnesses. We provide a variety of services listed below. We hope you make use of these as they are for your benefit. Receptionists can give details of any of these facilities.

Health Promotion Clinics:

Diabetic Clinic: Telephone for an appointment. All diabetics even if on no medication should attend this at least once per year.

Asthma Clinic: Telephone for an appointment. Open to children and adults. Please bring your inhalers so we can check how you use them and also your Peak Flow charts.

Heart Disease Clinic: Telephone for an appointment to check blood pressure, weight and smoking.

Health Checks: Available to all patients aged 40-74 who do not have any cardiovascular diseases. Please see receptionist for eligibility.

Practice Nurses:

There is a nurse available at varying times. They are able to deal with a wide variety of problems as well as dress wounds, remove stitches, take cervical smears and perform all immunisations. Please contact reception for more information on times.

Appointment Availability:

In accordance with government guidelines we offer a within 24 hour access to your doctor. In order to do this we run a walk in service daily. Other appointments are available to pre-book on a Wednesday afternoon. If you wish to see specific doctors please tell the receptionist, but please be aware that there may be restrictions in accommodating your request.

Health Visitors:

Messages can be left with the health visitors office for Mrs Bernie Allchurch on 01933 234042

Midwife:

The Midwife holds Antenatal Clinics on Thursday afternoon (New bookings only) and Friday mornings by appointment.



District Nurses:

If you cannot get to the surgery and require nursing help we can arrange for the District Nurse to call. The nurses also arrange for the use of various appliances e.g. commodes, wheelchairs. Please speak to our receptionists who are in daily contact with them.

Repeat Prescriptions:

Wollaston

If you require regular medication your doctor will put this on repeat for you. This enables you to request the medication a certain number of times without having to see the doctor. Your doctor will still ask to see you at least once per year so as to check the medication is still suiting you. When you receive your medication from the chemist you should receive a counterfoil showing all the drugs you take on repeat prescription. Use this form to re-order the next lot of medication. You do not have to ask for everything. *Save waste and only ask for those items needed.* You may request your repeat medication by:

- Calling in at the surgery personally (there is a box on the wall, if you do not need to discuss your repeat request)
- Posting your re-order counterfoil to us (along with a Self-Addressed Envelope please)
- By arrangement with a local chemist.
- By using the on line system accessible from our web site.
- Telephone 01933 663505 (for patients who struggle with any of the above)

Please allow 48 hours' notice before collection.

Brookside Medical Centre:

We dispense from this practice for patients who live in Bozeat and surrounding villages. You will need to complete a dispensing form when you register.

Pharmacy Collections:

The Pharmacies in Wollaston and Irchester operate a system whereby they will collect your prescription from the surgery. All you need to do is collect it from the chemist. You must let us know which chemist to send your prescription to. Other chemists operate a postal service.



Test Results:

We receive most test results and x ray results over a computer link, but reports and letters arrive by postal delivery Tuesday and Fridays only. If necessary the doctor will leave a message or prescription or ask you to make an appointment. Blood tests take 2-3 days to return. X-rays always take at least 1 week, often more and consultant letters often take 2-3 weeks, often more. Please ring for results between 10:30 and 12:30 daily.

You will be informed of smear results by letter from cytology.

The Computer:

All information is strictly confidential. Upon request patients are welcome to review information held about them on the computer. We are registered under the Data Protection Act.

Access to patient medical records

Any patient has the right to view their medical records on request. If you wish to view your medical records, the receptionist will explain what you need to do. You will need to complete a form and bring along some form of identification. Your appointment will be with an admin team member; however, if you then have further queries, another appointment with a health professional will be offered who will go through your records with you.

If you wish to be provided with copies of your records, there may be a charge for this. The receptionist will provide all details of charges and the procedure for obtaining copies of medical records when a patient makes the request.

Medical Records & Confidentiality

We are registered under the Data Protection Act 1998. All our records are treated as strictly confidential. No information will be given to anyone else (relatives included) unless you give us written permission.

Occasionally visiting assessor doctors check our records to ensure good standards. They are also bound by the same confidentiality rules. The Clinical Commissioning Group and NHS England occasionally check GP claims for payment. This may involve access to medical records. If you have any objections, please inform the Practice Manager.

Staff Training:

All practices in Wellingborough and surrounding villages operate a system whereby they close one afternoon per month for staff training. This is to improve the service we are able to offer. Out of Hours (111) cover emergencies during this time.



Access to your record by other Health Care Professionals:

Staff from outside bodies may need access to certain health care information in your notes. Strict rules of confidentiality are adhered to but if you object to this please let the Practice Manager know.

Disabled Access:

Wollaston:

The ramp to Wollaston is steep and you may need assisted wheelchair access to the building. Please telephone ahead or alert a member of staff for you to request assistance. There is a toilet available for people with disabilities.

Brookside:

There is full wheelchair access to Brookside Medical Centre.

Holiday Vaccinations:

We can provide you with holiday vaccinations and travel advice. This consists of a consultation with the nurse. There will be a charge if you require a yellow fever vaccination. If you require more complex vaccinations for your travel, you may be requested to attend a travel clinic where further charges may apply.

Non-NHS Examinations:

Any certificate required for private use will incur a charge (as recommended by the BMA). This covers doctor and staff time in completing the forms. Please see our website for current charges

Minor Surgery:

This is undertaken at the practice as it helps to prevent long hospital waiting lists. Please discuss this with your doctor.

Temporary Residents:

If you fall ill away from home you may still be seen by a GP as a Temporary Resident. Please let the receptionists know and a doctor will see you.

On-Line Prescription

To use this service you must have a secure registration log in and password. This can be obtained by calling into the surgery and asking to register for the service. Please bring with you some form of photo id for example a passport or drivers licence with a photograph on it.



If through physical disability you are unable to get to the surgery to register then please speak to one of our receptionist to see how we can help you.

Wellbeing:

We have wellbeing advisors who attend the surgery regularly. Please discuss this with your doctor.

Under 16s:

We try to be as receptive as possible to patients of all ages. If you are under 16 years you have the right to absolute confidentiality. However, responsible adults should attend with you where this is possible.

The teaching practice

Wollaston surgery and Brookside Medical Centre are teaching and training practices. We provide training for registrars and foundation doctors.

Registrars

Registrars are qualified doctors who have chosen General Practice for their career. When present in the practice they are undertaking further training under the direct supervision of either Dr Kumar or Dr Ruparelia prior to taking up a position in the practice of their choice. During their training there is a requirement to video tape some consultations and you may be asked if you object to your consultation being taped.

Foundation doctors

Postgraduate medical education in the UK begins with the Foundation Programme. The new, two-year, structured training programme bridges the gap between medical school and specialist and GP training. It is now a requirement for all new UK medical school graduates embarking on their career in the UK.

Foundation doctors are qualified doctors who have not necessarily chosen General Practice for their medical career. They are required to do a four month placement in order to gain experience in General Practice. They work under the direct supervision of Dr Ruparelia, Dr Shamim and Dr Kumar.

Can I refuse to be seen by a doctor in training?

We acknowledge that some patients may prefer not to see a doctor in training, and we will respect any concerns you may have.

Will it count against me if I refuse to see a doctor in training or to be taped?



Definitely not, we want you to feel comfortable during your consultation. If you are not comfortable being taped or seeing a doctor in training, we quite understand the reasons.

Patient's responsibility;

Please let the surgery know as soon as possible if you are unable to attend your appointment, don't waste your doctor's time.

Appointments are booked for one patient at a time if you wish to have other family members seen by the doctor please book multiple appointments.

The staff at the practice are entitled to be treated civilly and feel safe in their working environment. Any patient showing violent or abusive behaviour or using offensive language or carrying items which may be considered as weapons will be asked to leave the premises immediately and will be removed from the practice list.

Your CCG name and address is

NHS Nene Clinical Commissioning Group
Francis Crick House
Summerhouse Road
Moulton Park
Northampton
NN3 6BF

And they can give you details of primary medical services in the area and where they may be obtained.



Useful Telephone Numbers:

Wollaston Surgery	01933 664214
Wollaston Prescription phone line	01933 663505
Brookside Medical Centre	01933 663243
Out of Hours 111 Service	111
Isebrook Hospital	01933 440099
NHS Nene Clinical Commissioning Group	01604 651100
Kettering General Hospital (Including A&E)	01536 492000
Northampton General Hospital (Including A&E)	01604 634700
The Woodland Hospital	01536 414515
Three Shires Hospital	01604 620311
Samaritans	08457 90 90 90
Citizens Advice Bureau	0844 855 2122



How to find Wollaston Surgery

Map of Wollaston Surgery



Map of Brookside Medical Centre

