

S PINNEY
B ROOK
M EDICAL
C ENTRE

59 HIGH STREET
IRTHLINGBOROUGH
NORTHANTS NN9 5GA

TEL: 01933 650593

APPOINTMENTS ONLY: 650303

www.spinneybrookmedcentre.co.uk

OPENING TIMES

Monday and Wednesday	8.00am - 8.00pm
Tuesday, Thursday & Friday	8.00am - 6.30pm
Saturdays, Sundays and Bank Holidays	Closed

Drs J. M. Bevan
M. D. Mitchell
J. English
A. M. Lambert
N. G. Reed
L. P. Watson
B. Lagisetty



Welcome To The Practice

The doctors look after the patients of Spinney Brook Medical Centre and Woodford Medical Centre. As well as serving those patients of Irthlingborough, the Practice also covers the rural areas of Woodford, Little Addington and Great Addington with a Dispensing Surgery at Woodford. Both our Medical Centres at Irthlingborough and Woodford are purpose-built, modern, airy buildings, in which we are able to offer a high standard of medical care in a friendly and professional manner. You can help us to achieve our aim by reading this booklet, which contains useful information on how to get the best from your surgery, or visit our website at www.spinneybrookmedcentre.co.uk.

HOW TO REGISTER AT SPINNEY BROOK

Simply come and visit us at 59 High Street and collect a registration pack (one for each member of the family). You are required to prove your entitlement to NHS treatment.

SECURITY

For security purposes some parts of the building (not consulting rooms) are covered by CCTV.

THE DOCTORS

Dr J M Bevan (male)
MBChB 1981 DRCOG 1985 MRCP 1985 Birmingham

Dr M D Mitchell (male)
MBChB DCH 1988 Birmingham

Dr J English (male)
MBChB MRCP 1992 Leicester

Dr A M Lambert (female)
MBChB 1984 Leicester

Dr N G Reed (male)
MBChB 1983 DRCOG 1985 MRCP 1987 Nottingham

Dr L P Watson (female)
MBChB 2002 MRCP 2006 Leicester

Dr B Lagisetty (male)
MMBS 1989 FRCS 1998 DCH 2004 London

GENERAL PRACTITIONER TRAINING

Our Practice is a training practice for new General Practitioners. The trainer in the practice is Dr English. Our GP registrars are with us for a few months at a time as part of their ongoing training. Video recordings of consultations are often used for training purposes and therefore you may be asked if you are willing to have your consultation videoed. You will be asked at the time you book your appointment if you consent to this. The training doctor and registrar are the only people to use the recording - it is then erased. There are occasions when medical students or registrars may need to sit in with one of the partners during their surgery. You will always be informed and have the right to decline if preferred. We enjoy having these doctors with us - please consult with them as any other doctor in the practice. Student doctors from Leicester University will also be joining the practice for a few weeks throughout the year.

For the latest information click to: www.spinneybrookmedcentre.co.uk

PRACTICE NURSES

Alison Miles RGN

Mary Allen RGN

Janet Meads RGN

Julie Marchant RGN

Sally Williams RGN

Charlotte Cole RGN

The Practice employs a team of six highly skilled Nurses trained in the monitoring and treatment of chronic diseases such as asthma, diabetes, high blood pressure etc. HRT, contraception, ECGs and spirometry are also available. They are also trained in the assessment and management of minor illnesses. Practice Nurses working in the treatment room will renew dressings, remove sutures, give advice on ear-care, carry out travel vaccinations and advice, give routine health checks and smear tests. Routine and urgent appointments to see the Nurses may be made with our receptionists.

DISTRICT NURSES

Anne-Marie Wilke Senior District Nursing Sister and her team

The District Nursing Service provides skilled nursing care, seven days a week, to housebound patients. Patients are considered housebound if they are physically unable to leave their house and attend the surgery. The Nurses will assess your needs, agree a

plan of care and advise and support you. Referral to appropriate agencies and services can be made, dependent on your needs, together with any assessments for medical equipment.

The nursing sisters are able to prescribe items required for your nursing treatment.

HEALTH VISITORS

Ingrid Alexander-Monk Health Visitor

Sally Hayes Health Visitor Assistant

Gill Hunt Community Nurse

Our Health Visiting Team can counsel and advise on all aspects of health care to all age groups, but particularly to families with young children. Please speak to any of the team regarding immunisation of children. They can be contacted by telephoning 01933 650949.

COMMUNITY MIDWIFE

Isebrook Hospital: Tel 01536 494078 (direct line)

Kettering General Hospital: Tel 01536 492000

Care in pregnancy is provided by the Practice in conjunction with the hospital and Community Midwife. In nearly all cases, most of your antenatal care will be carried out in the practice by the Doctors and Midwife. Please always bring a urine sample in a clean bottle to your antenatal check.

The Community Midwives can help with all aspects of pregnancy and the postnatal period. Messages can be left either by ringing Isebrook Hospital between 9.15 and 10.00am or the labour-ward of Kettering Maternity Unit.

For 24 hour information click to: www.spinneybrookmedcentre.co.uk

COUNSELLOR/WELL BEING TEAM

We have two experienced members of staff making up our Counselling/Mental Health Well Being Team. They attend the surgery two days each week. You can only see members of this team if you have been referred by health professionals, ie Doctors, Nurses or Health Visitors. If you feel you would benefit from this service, please discuss it with your Doctor.

ADMINISTRATIVE STAFF

Mrs Alison Fenn Coles is the Practice Manager and she is able to help you with any administrative or non-medical aspects of your treatment. She is also available to discuss any suggestions and is happy to talk to you about any worries or complaints within the practice. An appointment can be made via the receptionist.

Our team of administrative staff are fully trained and do a very professional job. They are there to help you, and in doing so may need to ask for more details. All information is regarded as confidential as all staff are bound by the same codes of conduct as the doctors. A member of the Reception Team is available to talk to you between 8.00am and 6.30pm Tuesday, Thursday and Friday and between 8.00am and 8.00pm Monday and Wednesday.

Mrs Frances Howkins is the Practice Financial Manager, working part time, dealing with all financial aspects of the practice.

PROTECTED LEARNING TIME

We have dedicated time set aside to conduct additional training for Doctors and all practice staff. This happens in all practices throughout Northamptonshire and many others around the country. Spinney Brook Medical Centre training afternoons are monthly, with the exception of July and August, and normally held on Wednesday

or Thursday afternoons. On these afternoons the Medical Centre will be closed from 1.00pm. If you need urgent medical attention during this time you will be asked to contact Northamptonshire Out of Hours Service who will be covering the Medical Centre. This training is very necessary to keep us all up to date with current practice and the many changes taking place within the NHS.

HOW TO SEE YOUR DOCTOR

Appointments: 01933 650303

All attendances at the surgery are by appointment. To make an appointment ask at the Reception Desk or telephone 01933 650303. Routine appointments can be made up to three weeks in advance with the Doctor of your choice. Please make a separate appointment for each patient. Appointments are booked at 10-minute intervals but we realise that some problems may take longer than others. If the surgery does not run strictly to time, please be patient. Doctors are available between 8.30am and 6.00pm Tuesday, Thursday and Friday and between 8.30am and 8.00pm Monday and Wednesday.

If you are unable to keep an appointment, please cancel it in good time so that we can offer it to someone else. Please remember you can cancel unwanted appointments at any time day or night by phoning the appointments number 01933 650303 and leaving the details at the end of the message.

APPOINTMENTS OVER THE INTERNET

www.spinneybrookmedcentre.co.uk

We are now able to offer internet access for booking appointments with Doctors and for routine blood tests online. To access this service, just ask at reception for details.

For the latest information click to: www.spinneybrookmedcentre.co.uk

URGENT APPOINTMENTS

(Same-day Appointments)

A Doctor or Nurse will always see genuine urgent cases but you may be asked to wait, so please be patient. During urgent consultations we will not be able to discuss other 'non-urgent' problems. Those patients needing an urgent appointment will be seen by one of the Triage Team (**not the Doctor of your choice**) and will be given an approximate time to attend. Calls for urgent appointments are taken from 8.30am onwards.

- When a request is made for an urgent/same day appointment the Receptionist will take a phone number and arrange for a Nurse to call you back.
- The Nurse will ask a few questions in order to decide who is the most appropriate clinician to deal with your problem and will give you an approximate appointment time.
- Patients who come in person to request an urgent appointment, rather than telephoning, will be seen by the same Nurse who will arrange an appointment, in the same way. (It is important to note that while you will be given the earliest available appointment time, attending in person will not mean you will be seen any sooner.)
- Everyone who is assessed as needing an urgent appointment will be seen that day.

HOME VISITS: 01933 650593

Home visits are made at the discretion of the Doctor. Please do not ask the Doctor to call unless the patient is genuinely too ill to attend the surgery. Do try to request a home visit before 10.30am on that day. The Receptionist will ask for full patient details, telephone number and the reason for the visit. This information enables the Doctors to plan their calls and allows urgent visits to be dealt with as soon as possible.

The Doctor may telephone the patient to obtain more information and may ask the patient to come to the surgery. A request for a home visit does not necessarily mean that the Doctor will visit. It is the Doctor who decides what course of action is the most appropriate.

OUT-OF-HOURS EMERGENCIES

During the night, weekend and bank holidays when the surgery is closed, you have a choice. If you wish to speak to an emergency doctor, please phone Northamptonshire Out of Hours Service on 03336 664664. Please note: Northamptonshire Out of Hours Service is not a walk-in service, you must phone first.

Please note that all telephone conversations with Northamptonshire Out of Hours Service are recorded.

If you simply require health information or advice, NHS Direct, a 24-hour nurse-led advice line, is available on 0845 4647. They will give advice on many medical and family matters.

EMERGENCY ADVICE

If you feel you have an emergency and your problem needs more urgent treatment, you may need to go to Accident and Emergency at Kettering General Hospital.

Emergencies include:

- Severe chest pains
- Severe breathing difficulty
- Suspected broken bones
- Heavy bleeding
- Deep wounds (eg stab wounds)
- Loss of consciousness
- Swallowing something harmful or poisonous

If you have a medical problem out of hours (at night, evening or at the weekend) that cannot safely wait until the next working day, call Northamptonshire Out of Hours Service on 03336 664664.

For 24 hour information click to: www.spinneybrookmedcentre.co.uk

TELEPHONE ADVICE

A Nurse is available between 12 noon and 1.45pm to give general health advice and discuss the results of blood tests etc. The Doctors can be contacted by telephone but are not usually available to speak to on demand. It is therefore always advisable to phone first and ask which Doctor is available that day and what time would be convenient to call. The Receptionist will advise you.

MEDICAL SERVICES

NEW PATIENT HEALTH CHECK

A general health check is offered to all new patients joining the practice. These checks are run by our Practice Nurses on behalf of the Doctors. The Nurse will assess your current state of health by checking your height, weight, blood pressure and test your urine (please bring a sample of urine).

MINOR SURGERY

For your convenience, minor operations (eg removal of skin growths and toenails) are done at the surgery. Your Doctor will make the initial diagnosis and arrange a suitable time to operate. Please note that all patients will have to sign a consent form. For legal reasons, anybody under 16 must be accompanied by an adult.

HEALTH PROMOTION

We encourage all our patients to share responsibility for their health, both in preventing disease and in treating existing diseases. Prevention really is better than cure. Many of the most serious diseases can be prevented by a healthy lifestyle and without the need for drugs. Please feel free to discuss general health and your lifestyle and ask for advice.

DIABETES

All our diabetic patients, young and old, are invited to have a twice-yearly check-up (more often if necessary) with one of our specially trained Practice Nurses. Dietary and general advice is given and special tests are organised as necessary. If problems arise, patients will be referred back to their Doctor.

ASTHMA

Increasing numbers of people of all ages are suffering from asthma. It varies in severity and can be fatal. Your Doctor will make the initial diagnosis, arrange tests and explain your treatment. Our specially trained Practice Nurses will then ensure that the treatment is effective, by checking inhaler techniques and measuring lung function regularly, referring to your doctor if necessary. There is now a large range of effective modern treatments that should enable all asthma patients to lead a normal life.

BLOOD PRESSURE (HYPERTENSION)

High blood pressure can, in the long term, increase the risk of heart attacks and strokes. Reducing blood pressure can reduce these risks. Treatment does not always require tablets. All adults are advised to have their blood pressure checked at least every three years. If you have not had yours checked recently please ask the Nurse or Doctor.

ADVICE ON IMMUNISATION FOR ADULTS

It is especially important that all gardeners are covered against tetanus. If you have never had a tetanus injection it is important for you to have a course of three injections to give you full immunity. Any woman who may be thinking of having children should consider having a blood test to check that she is immune to German measles (Rubella) BEFORE she becomes pregnant. If you have any questions about vaccinations it is better to ask rather than just to hope you are protected.

For the latest information click to: www.spinneybrookmedcentre.co.uk

HEALTH ABROAD

The Practice Nurse will be pleased to offer advice on general health matters for patients who intend to travel abroad. Anyone planning holidays abroad should check with us at least two months before they are due to travel so that we can make sure that any necessary vaccinations are completed in time. Information is available for recommended vaccinations, all of which can be arranged at the surgery (including Yellow Fever).

Please note that not all vaccinations are available on the NHS. There will be a charge for some vaccinations and anti-malarials. Please ask the practice nurse for details.

WART CLINIC

A wart clinic is usually held on the last Thursday in the month by appointment only. Patients must have been advised by a Doctor to attend this clinic. If you have not seen a doctor regarding the wart/verruca you will not be treated.

REPEAT PRESCRIPTIONS

(Patients on long-term medication)

Patients on long-term medication may request repeat prescriptions. Repeat medication is something that the Doctor feels you need to take regularly for a period of time. Only the Doctor will decide which medication should be repeated. When requesting your repeat prescription we would prefer that you return the most recent computerised list to us and tick only the medication you require for that month. The list can either be put in the box in the hallway or, if we are closed, posted in the letterbox to the left of the front doors. If you prefer to post your prescription and would like it posted back we ask you to enclose an SAE. Please allow us two working days to process your prescription (we do not work Saturdays, Sundays or

bank holidays). Please collect your prescription after 2.00pm from Irthlingborough Medical Centre and after 11.00am from Woodford Medical Centre. Patients in Irthlingborough can arrange for Cox and Robinson to collect their prescription for them so that it is processed and ready to collect after three working days.

Should you wish to use this very good service, please speak to Cox and Robinson Chemist. Alternatively, you may wish to register for our Internet service, where you can order repeat medication online. To register for this, just ask at reception.

When your medication requires review you may be advised to make an appointment with the Doctor or Practice Nurse.

Due to continual review of patient medication, taking into account recommended doses, safety guidelines, changing prices, interaction between drugs, you may find your usual medication has been changed to an equivalent alternative - you will always receive a written notification. If you have any concerns, please speak to your usual Doctor.

TEST RESULTS

PATH LAB RESULTS (BLOOD AND URINE TESTS ETC)

Your result is your responsibility. We do not telephone you routinely to give you your results. Please wait for one week and then phone us; most results will take several days to process.

When enquiring about your results, please telephone the Medical Centre on 01933 650593 between 12 noon and 1.45pm.

PHLEBOTOMY (BLOOD TESTS)

These tests are done at Spinney Brook on Tuesday, Wednesday and Friday mornings 8.30 - 11.15am and at Woodford on alternate Thursday mornings.

Appointments are needed at both sites.

For 24 hour information click to: www.spinneybrookmedcentre.co.uk

CHILD HEALTH SURVEILLANCE SERVICES

Our doctors are trained to assess children to see that they are growing and developing normally.

NON-NHS SERVICES

Certain services such as private sick notes, insurance claim forms, some travel immunisations and some medical examinations etc are not covered by the NHS. Charges for these are made in line with the BMA recommendations.

QUALITY ASSESSMENT

The Practice is mandated to achieve high standards of service in all areas and is now re-assessed each year to ensure these standards are maintained. Occasionally visiting assessors check our records to ensure good standards. They are also bound by the same confidentiality rules.

Other medical outlets may use personal health information - this is always anonymised.

SUGGESTIONS AND COMPLAINTS

We constantly strive to give you the best possible care and attention. If you have any suggestions or are unhappy about any aspects of our service please ask to make an appointment with the Practice Manager, Mrs Alison Fenn Coles, who will be more than happy to listen to your suggestions/criticisms. If you have any comments or suggestions we would ask you to fill in one of the leaflets on the front desk entitled 'Help us to Help You'.

BRANCH SURGERY AT WOODFORD

13 Thrapston Road, Woodford, Kettering NN14 4HY

Telephone: 01832 732494

This surgery is for the convenience of patients living at Little Addington, Great Addington and, of course, Woodford. It is open

from 8.30am - 12.30pm, Monday to Friday; however, the doctor is only available from 9.00 - 10.30am. No appointment is necessary to see the doctor: simply come, sit and wait.

The general day-to-day running of Woodford Medical Centre, and the dispensing of medication, is done by our two very capable and highly trained dispensers.

We ask you to help us by giving two working days to process your repeat medication request and collect it after 11.00am on the morning of collection. Your repeat slip can be posted through the letterbox or placed in the box on the reception desk. Please remember to tick the items you require for the next month.

At our Woodford surgery a Practice Nurse is available three mornings a week (Tuesday, Thursday and Friday) by appointment only. She will cover the following: blood pressure, blood tests, dressings, smears, urine testing, injections, vaccinations, ear syringing, ECGs, asthma and diabetes check.

ACCESS TO HEALTH RECORDS

WHO CAN APPLY FOR ACCESS?

Patients may apply for access to their own records, or may authorise a third party, such as a lawyer, to do so on their behalf. Parents may have access to their child's records if this is in the child's best interests and not contrary to a competent child's wishes. People appointed by a court to manage the affairs of mentally incapacitated adults may have access to information necessary to fulfil their function. Information in medical records can only be accessed from November 1991 onwards.

CAN A FEE BE CHARGED?

Yes, and the fee varies depending on the type of record and whether the patient wants copies of the records or just to see them.

For the latest information click to: www.spinneybrookmedcentre.co.uk



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Spoil yourself - You deserve it

We all deserve to be pampered - and in this busy, stressful world what better way to relax and unwind than a visit to a hair or beauty salon. If you thought the world of pampering was reserved for the rich and famous, well, think again. There is a whole range of beauty treatments available, in short everything you need to keep you looking and feeling utterly beautiful.

Quite literally a trip to a hair and/or beauty salon can make you beautiful from the ends of your hair right down to the nails on your toes. You can have your hair cut or just styled differently, and, as many hair salons offer the services of a manicurist, have your nails done at the same time. Most nail services include the nails being professionally shaped, buffed and completed with the polish of your choice. So, indulge your hands in the healthy benefits of a manicure. Beauty salons offer a wide selection of affordable, top-to-toe body treatments including body massage, facials, waxing, eye treatments and electrolysis - as well as non-surgical face lifts. The list is endless. Go along and see just what treatments are on offer.

If you are stuck for a gift idea the majority of hair and beauty salons sell vouchers to be exchanged for treatments or products - young or old what better gift than being pampered?

Check out the treatments offered by your local hair and beauty salons - it's GREAT therapy. Looking good makes you feel good, and increases self confidence. So go on, spoil yourself - you deserve it.

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516



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Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

Advertising Feature

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

For example: To allow patients to read their records (where no copy is required) and held totally on computer the fee is £10. For records held in part on computer and in part manually with copies of notes, a reasonable fee of up to £50 may be charged.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from www.foi.nhs.uk.

CHANGE OF DETAILS

Please help us to keep your records accurate by informing us of any changes to your name, address or telephone number. If you move out of the practice area you will need to register with the GP Practice that covers your new address.

DISABLED ACCESS

Both Spinney Brook and Woodford Medical Centres have been designed with disabled patients in mind. We are equipped with easy access and disabled toilet facilities. If you need help, please ask a member of staff.

Please, if you are not disabled, leave the disabled parking spaces free for those who really need them.

CHILDREN'S SAFETY

Parents please note: It is very dangerous for children to play around the medical centres, especially the car parks.

Please make sure your children do not play in these areas at any time.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the Practice premises.

PRIMARY CARE TRUST

Your local Primary Care Trust is:

NHS Northamptonshire
Teaching Primary Care Trust
Francis Crick House
Summerhouse Road
Moulton Park
Northampton NN3 6BF
Tel: 01604 651100

Details of primary medical services in the area may be obtained from the PCT.

PATIENT CONFIDENTIALITY

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

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. Please be aware that other medical outlets may use anonymous information from our medical records.

For 24 hour information click to: www.spinneybrookmedcentre.co.uk

PRACTICE CHARTER

All members of the Spinney Brook and Woodford Medical Centres are committed to achieve a high quality of services for you, our patients.

We do everything we can to keep you healthy. We will treat you as an individual and make every effort to respect your personal beliefs. We will also try to ensure that you have easy access to the services you use and that you understand the care and treatment we offer.

In return for these standards, we ask that you also accept responsibility for your own health.

OUR RESPONSIBILITIES TO YOU

You will be treated as a partner in the care you receive.

You will be treated as an individual and will be given courtesy and respect at all times.

You have the right to be treated in a confidential manner.

We will try to answer the telephone promptly and courteously.

You will be able to see a Doctor of your choice, where possible, for routine appointments.

We will try to see you within 30 minutes of your appointment time. You will be offered an explanation if we cannot do this. The length of a routine, booked doctor's appointment is 10 minutes. Emergency appointments are normally also 10 minutes.

We will explain the likely effects of any drugs and review your long-term medical needs at an agreed time.

We will advise you about how and when to obtain the results of any tests or x-rays.

If we believe that you need a second opinion we will try to help you to get this.

We will visit you at home if you are really too ill to be brought to the surgery.

Whenever possible we will give you 24 hours' notice of any cancelled surgery or clinic.

We will inform you about how you can make suggestions and complaints about the services we offer.

We will maintain accurate medical records.

We will offer advice and information about how you can promote good health and avoid illness.

You will be able to have a copy of our Practice Booklet.

We have the right to remove patients from our list if they repeatedly and persistently ignore their responsibilities to other patients, and us, or act in a violent or threatening manner towards any member of the Practice.

YOUR RESPONSIBILITIES TO US

Being a partner means that we have responsibilities to each other.

We ask that you treat the Doctors and all practice staff with the same courtesy and respect.

Please try to call outside of peak surgery times for non-urgent requests. Our telephone lines are generally quieter in the afternoon.

Please remember that the Doctor may not always be available due to other commitments, holidays etc.

For the latest information click to: www.spinneybrookmedcentre.co.uk

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Please try to be punctual. If you arrive later than your appointment time it may cause delays and inconvenience to other patients. If we are running late please be patient as on another occasion it may be you that needs extra time.

You should not expect to be given a prescription every time you visit the Doctor. Please remember to check your cupboards before ordering repeat prescriptions. Always take medicines as directed.

Please do not telephone before the suggested time. Remember that the telephone lines are quieter in the afternoon.

You have the right to ask for a second opinion.

Facilities for examination and treatment are better at the surgery and the less time a Doctor spends travelling, the more time is available for patients.

Please do not call out of hours except in cases of real medical emergency. If possible wait until the next surgery.

Please bring any suggestion or complaint to any member of the practice team.

We can make records available to you within 40 days of the request but you may be charged for this.

You are responsible for your own health and that of your children and should take appropriate action and advice.

Please read our patient information booklet. This will help you get the best out of the services we offer.

If you are seriously unhappy with the services we provide, or us, you have the right at anytime to leave our list and to register with another practice.

SELF TREATMENT OF MINOR AILMENTS

Many common illnesses can be treated successfully at home without needing to see a doctor.

BACK PAIN

Most back pain responds to simple measures including paracetamol for pain and warmth to relieve muscle spasm. Current medical advice is to encourage gentle exercise. Consult your doctor if pain is not controlled or persists.

BURNS OR SCALDS

Apply large quantities of cold water to the affected area as soon as possible until the pain subsides. This may take 15 minutes. If the skin is unbroken but blistered, apply a large, loose, dry dressing. If the burn is larger than four inches across or the skin is broken, consult the hospital A & E department.

CHICKENPOX

This rash is of small red patches that blister and then crust over. The rash is itchy and fever may occur. Calamine lotion and paracetamol syrup will give relief. Children may return to school when all the crusts have dried over.

COLDS AND INFLUENZA

These are caused by viruses. Antibiotics have no effect on viruses. Take paracetamol for fever or aching and drink plenty of fluids. There are many other remedies - ask your pharmacist for advice. If you are concerned, consult your doctor as complications are possible, particularly in the elderly or infirm. For these groups of people annual flu vaccinations are recommended.

For 24 hour information click to: www.spinneybrookmedcentre.co.uk

DENTAL PAIN

It is not appropriate for dental problems to be managed by your doctor - please contact a dentist.

DIARRHOEA AND VOMITING

The main treatment aim here is to prevent dehydration by drinking plenty of clear fluids. Rehydration powders (eg Dioralyte) help the fluid to be absorbed. Vomiting usually settles within a few hours. If it persists beyond 24 hours, sooner in a baby or young child, consult your Doctor.

GERMAN MEASLES (RUBELLA)

This rash is harmless to the sufferer and usually gives few other symptoms. It consists of small pink patches, 2-4mm across and covers the body, arms and legs. It can be harmful to the unborn child, therefore it is important to inform the contacts of the diagnosis.

Remember, all children should be immunised by the MMR (Measles, Mumps and Rubella) vaccine at about 13 months of age and again with a pre-school booster.

MEASLES

This usually causes a high temperature, cough and sore eyes, before the typical rash appears. This rash is red, blotchy and occurs on the face and trunk. It is contagious until 10 days after the rash began. Severe illness is unusual but complications can occur, so vaccination of every child by the MMR vaccine is strongly recommended.

HEAD LICE

These creatures prefer clean hair and are not a sign of poor hygiene. Wash hair in the normal way with ordinary shampoo. Using lots of conditioner and while the hair is very wet, comb through the hair from the roots with a special fine toothed comb (available from

your pharmacist). Make sure the teeth of the comb slot into the hair at the roots with every stroke. Do this over a pale surface (a paper towel or the bath). Clear the comb of lice between each stroke. If lice are found, repeat this routine every three to four days for two weeks. Your local pharmacist will be able to recommend lotions or rinses if necessary. If the problem persists then discuss with your health visitor.

MINOR CUTS

Wash the wound thoroughly. Stop bleeding by applying a clean dressing firmly to the wound for five minutes. Cover with a clean dry dressing.

INSECT BITES AND STINGS

Most of these need no treatment. Antihistamine tablets can be obtained from your pharmacist without prescription and will relieve most symptoms.

MUMPS

Painful swelling of the gland in front of one or both ears occurs. The patient is infectious for about 10 days after the onset. Serious complications can rarely follow and all children should be immunised by the MMR vaccine.

NOSEBLEEDS

Sit forward, blow the nose clear, then pinch the fleshy part of the nose for at least 10 minutes to stem the bleeding point. If the bleeding persists consult the hospital casualty department.

SORE THROATS/TONSILLITIS

Sore throats almost invariably get better within a few days whatever treatment is given. Most are caused by viruses that do not respond to antibiotics. Take paracetamol and suck lozenges for relief of symptoms.

For the latest information click to: www.spinneybrookmedcentre.co.uk

SPRAINS

Elevate the injured limb and apply a cold compress or ice pack to reduce swelling. Take regular painkillers.

HIGH TEMPERATURE

In small children it is important to stop the temperature rising too quickly and children should be given paracetamol syrup, which may be bought from your pharmacist. If they still appear hot they should be undressed and gently sponged with tepid water in order to cool them down. If the temperature is very high and does not come down with the above treatment, consult your doctor. A child or adult with a temperature will not come to any harm being brought to the surgery. It is often the quickest way to see a doctor.

SUNBURN

Sunburn is harmful particularly to children's skin. Avoid it at all costs by covering up with light, loose clothing (including a sun-hat) and using a high factor sun cream on exposed areas. Treat as for burns.

PLEASE HELP YOUR DOCTOR

Did you know you don't need a sick note if you are off work less than seven days? You can self-certify - contact your personnel office at work for details.

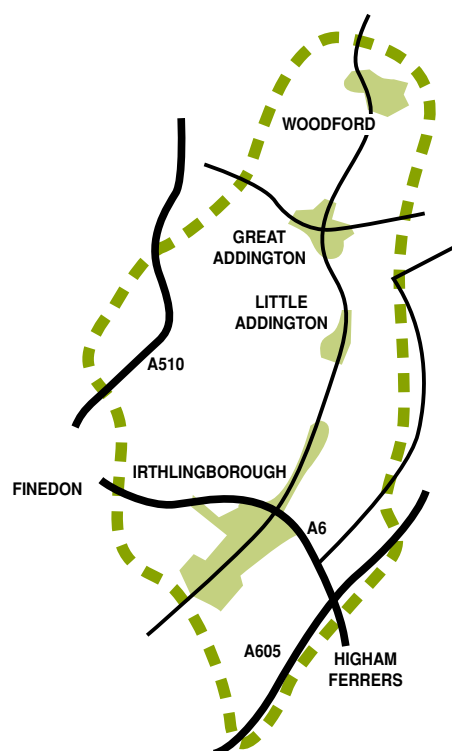
Don't forget you don't always need an appointment with your GP for advice on coughs, colds and other minor health problems - you can see the Practice Nurse or your local pharmacist instead.

For general health advice and information go to:

- Your nearest NHS Walk-in Centre
- www.nhsdirect.co.uk
- NHS Direct Interactive on digital satellite TV by pressing the interactive button on your remote control

- NHS Direct on 0845 4647
- The NHS Direct self-help guide at the back of your Thomson Directory

OUR PRACTICE AREA



For 24 hour information click to: www.spinneybrookmedcentre.co.uk

THE FAMILY MEDICINE CHEST

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

SOLUBLE ASPIRIN OR PARACETAMOL TABLETS

For adults and older children. Good for headaches, colds, sore throats and painful bruises. (Aspirin should not be given to children under 16 years old.)

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 dressing in place. To support sprained or bruised joints.

COTTON WOOL

For cleaning cuts and grazes.

THERMOMETER

For fevers.

TWEEZERS

For removing splinters.

STICKING PLASTERS

Various sizes for cuts.

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

For the latest information click to: www.spinneybrookmedcentre.co.uk

IRTHLINGBOROUGH DENTAL SURGERY

THE DENTIST

Mr K Olejniczak

OPENING HOURS

Monday to Friday	9.00am - 12.30pm 2.00 - 5.30pm
Weekends and bank holidays	Closed

THE DENTAL PRACTICE

The dentist and staff at this practice believe in the principle of a true family practice, with the emphasis on prevention. We will do our best to make you feel welcome at the practice and to allay any fears you may have.

Our primary aim is to achieve and maintain good dental health for all members of the family through preventive dentistry. This means offering regular advice and helping patients understand how to care for their teeth and thus reduce the need for treatment. We hope that as a patient of this practice you will feel that you are getting a first class service in a friendly atmosphere.

Treatment is available under the National Health Service or private contract.

In an emergency during normal surgery hours, telephone the surgery for advice and if treatment is needed we will do our best to arrange an appointment outside normal hours. Please phone the surgery where the answerphone will give details of the emergency service.

The practice asks that as much notice as possible should be given if you have to cancel an appointment. A charge may have to be made if insufficient notice is given.

The dental surgery phone number is 01933 652036.

NOTES



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Spinney Brook Medical Centre

Fax	01933 653641
Enquiries	01933 650593
Appointments.....	01933 650303
Home Visits	01933 650593
Emergencies.....	01933 650593
Health Visitors.....	01933 650949
Dental Surgery	01933 652036

Woodford Medical Centre..... 01832 732494

Hospitals

Kettering General Hospital	01536 492000
Northampton General Hospital	01604 634700
Rushden Hospital.....	01933 440666
Memorial Clinic, Rushden.....	01933 353382
Isebrook Hospital	01933 440099

Social Services

Wellingborough	01933 220710
Rushden.....	01933 359416
British Pregnancy Advisory Service (Milton Keynes Branch).....	01908 233880
Cox and Robinson Chemist.....	01933 652219
Northamptonshire Out of Hours Service	03336 664664