

# Rothwell and Desborough Healthcare Group



## Practice Information Leaflet

Rothwell Medical Centre  
109 Desborough Road  
Rothwell  
Kettering  
NN14 6JQ

Tel: 01536 211277

Desborough Surgery  
35 High Street  
Desborough  
Kettering  
NN14 2NB

Tel: 01536 211277

**[www.rdhg.co.uk](http://www.rdhg.co.uk)**

April 2020

## SURGERY TELEPHONE NUMBERS

	<b>Rothwell</b>	<b>Desborough</b>
<b>Appointments</b>	01536 211277	01536 211277
<b>Home Visits</b>	01536 211277	01536 211277
<b>Test Results (after 12pm)</b>	01536 211277	01536 211277
<b>General Enquiries (after 11am)</b>	01536 211277	01536 211277
<b>Out of Hours</b>	111	111

## OTHER TELEPHONE NUMBERS

<b>District Nurses</b>	0300 777 0002
<b>Health Visitors</b>	0300 111 1022
<b>Community Midwife Office</b>	01536 492000

<b>Co-op Chemist Rothwell</b>	01536 712392
<b>Well Pharmacy Desborough</b>	01536 760232
<b>Howitts Chemist Desborough</b>	01536 761115
<b>Lloyds Chemist Rothwell</b>	01536 713232

<b>Emergency Care</b>	999
<b>Urgent Care</b>	111

24hrs day / 365 days a year. Calls are free from landlines and mobile phones

<b>Corby Urgent Care Centre</b>	01536 202121
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Open 8am-8pm 365 days a year

<b>Kettering General Hospital</b>	01536 492000
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## DOCTORS

<b>Dr Timothy Myhill (m)</b>	MB ChB DRCOG Leicester 1986
<b>Dr Paul Ayton (m)</b>	MB ChB Birmingham 1987
<b>Dr Sophie Crowley (f)</b>	MB BS DRCOG Newcastle 1991
<b>Dr Anand Pattar (m)</b>	MB BS BSc MRCGP PG Cert Med Ed London 2003
<b>Dr Amrin Rahuf (f)</b>	MB ChB DFFP DRCOG MRCGP MFFLM PG Cert Med Ed Leicester 2002
<b>Dr Sukhman Kalra (m)</b>	MB BS MRCS MRCGP Dip. Geriatric Medicine Dip. Musculoskeletal Medicine 1995 Punjab University
<b>Dr Asif Khokhar (m)</b>	MB ChB BSc (Hons) Leicester 2008
<b>Dr Rod Montgomerie (m)</b>	BM BS BMedSci MRCGP PG Cert Med Ed University of Nottingham 1998
<b>Dr Davinia Hetherington (f)</b>	MB ChB MRCS MRCGP DFSRH Leicester 2002
<b>Dr Tahir Khokhar (m)</b>	MB ChB MA MRCGP Cambridge 2008
<b>Dr Emily James (f)</b>	BSC (Hons) BM MRCP DRCOG MRCGP Southampton 2005

## PRACTICE BUSINESS MANAGER

Nicola Warren

## OPERATIONS MANAGER

Sarah Yarrow

## **INTRODUCTION**

The aim of this leaflet is to introduce you to your Doctors Surgery and outline the services we provide you. Please read this leaflet carefully and keep it to hand for future reference.

We are a partnership of 11 doctors.

As a practice our main duty to you the patient is not only to treat illness but promote good health and wellbeing. We endeavor to treat all our patients as individuals and equals.

The Practice is part of the Northamptonshire Clinical Commissioning Group which is based at Francis Crick House, Summerhouse Road, Moulton Park, Northampton, NN3 6BF, Telephone number 01604 651100, email [involvement.nene@nhs.net](mailto:involvement.nene@nhs.net)

## **PRACTICE FACILITIES**

The Practice is situated over 2 sites, Rothwell Medical Centre and Desborough Surgery.

Rothwell Medical Centre is located on the outskirts of the town and benefits from car parking on site.

Desborough Surgery is located in the centre of Desborough close to the library and other amenities. There is limited parking to the side of the surgery and nearby.

Both sites are purpose built medical centers, have wheelchair access toilets and baby changing facilities.

## **PRACTICE TEAM**

The Practice Business Manager, Nicola Warren, is responsible for overall practice administration and the general smooth running of the surgery. She is supported by Sarah Yarrow, Operations Manager, as well as an additional team of:

16 receptionists, a reception lead and 11 administrative staff, whose duties include registering new patients, answering the telephone, making appointments, dealing with repeat prescriptions, managing sick notes, recalling patients for health checks, ensuring the safe recording and storage of medical notes, handling and filtering post and helping with general enquiries.

3 secretaries who handle patient referrals, private letters and reports, practice correspondence and act as liaisons with hospitals and community clinics for the GP's.

1 IT lead who is responsible for the smooth running of our clinical computer systems.

1 Clinical Pharmacist who advises on medication queries.

1 Social Prescriber who helps patients to find support and independence.

1 Practice Assistant who is responsible for the PPG, health and safety, building maintenance, health campaigns and patient newsletters.

In addition to our reception and administration staff we have a clinical team of 4 Nurse Practitioners, 5 Practice Nurses, 3 Health Care Assistants and a research team of 2.

Each clinical team have specific roles:

<p><b>Nurse Practitioners</b></p> <p>Maxine Bunker Sunita Street Kay Edwards Sharon Sanchez</p>	<p>Diagnosis and treatment of common illnesses; Our nurse practitioners have undertaken specialist training to be able to assess and diagnose acute new problems. They are independent prescribers and can prescribe for acute problems. They are not able to print and issue prescriptions for repeat or long-term medication.</p> <p>The nurse practitioner can deal with the following types of common illnesses: Sore throat; Possible chest infections; Abdominal pain; Diarrhoea and Vomiting; Urine disorders/infections Earache; Eye infections; Skin problems Acute allergies; Limb pain – new; Cuts and burns; Sinusitis/headache; Emergency contraception</p>
<p><b>Practice Nurses</b></p> <p>Louise Joyce Gemma Bilson Michelle Rengger Jo Jones Sarah Sampson</p>	<p>Long Term Conditions such as Asthma, COPD, Diabetes, Hypertension and Contraception.</p> <p>Cervical smears; Childhood immunisations; Advice and administration of travel vaccines</p>
<p><b>Research Team</b></p> <p>Sara Jones Chloe Stolarski</p>	<p>We are a research practice are involved in research projects with the Royal College of General Practitioners.</p>
<p><b>Health Care Assistants</b></p> <p>Sam Clow Jackie Hodder Kirsty Crawford</p>	<p>ECG's; dressings; leg ulcers; suture removal; ear syringing; lifestyle advice; annual health checks; well person checks; NHS Health Checks and height, weight and blood pressure checks for all controlled medications.</p>

There are other health professionals working in close collaboration with our doctors and whose services can be accessed at our site.

Health Visitors	Advice and support for mothers and young children. Messages can be left at either surgery.
Community Midwife	Advice and support during pregnancy, delivery and postnatal care. Midwives are located at both sites and messages can be left at reception.
Physiotherapist	Provides treatment for various conditions. Patients can self-refer, be referred by reception or their doctor.
Changing Minds/IAPT	Offers help and support with emotional problems such as bereavement. Self-referral can be made by calling 0300 9991616
Phlebotomy (bloods)	We have a phlebotomy outreach service from Kettering General Hospital.
Podiatry	Podiatry (foot care) services are available at the Rothwell Medical Centre.
Speech Therapy	Offers help and support to patients with speech problems. Patients must be referred to this service by one of the doctors.
Clinical Pharmacist	Advises staff and patients on medication and prescribing issues.
Social Prescriber	There to support with access to activities and services within your community, enabling you to improve your health and wellbeing helping you to stay well.

## **SURGERY HOURS**

Monday	8am – 6:30pm
Tuesday	8am – 6:30pm
Wednesday	8am – 6:30pm
Thursday	8am – 6:30pm
Friday	8am – 6:30pm
Saturday	Closed
Sunday	Closed

Clinic times are variable, but in general there are appointments available from 8.30am until 6.00pm Monday to Friday.

We offer a number of extended access (out of normal hours) appointments which are available by appointment only.

Extended access service is available and is aimed for those patients that work or are unable to attend during normal hours. These are held at both Desborough and Rothwell Surgeries.

Our extended access service also includes appointments at Prospect House in Kettering. Appointments are available every day of the week and must be booked via our reception staff.

## **APPOINTMENTS**

All patients are seen by appointment. Appointments can be made in person at reception, by telephone or via the internet.

There are two apps available to patients, the NHS App and the SystemOne App. Both are available on apple and android devices. The apps offers patients much of the same



functionality as the SystemOnline website, but is optimised for smartphones.

Patients wishing to book appointments via the Internet using SystemOnline be it through our website or the app need to obtain an online access registration form from the reception desk.

Patients using the online or app services are able to book, alter or cancel their appointments 24 hours a day, seven days a week.

We offer daily routine and urgent appointments with a doctor. To see a specific doctor you may need to wait longer than the first available appointment time. We also offer pre-bookable doctor appointments. Common illnesses will initially be seen by one of our nurse practitioners.

If you are aged between 16 and 75 years of age and have not been seen for 3 years or are over 75 years of age and have not been seen for 12 months you can make an appointment with the HCA for a well person check. If you are housebound please inform the receptionist.

Appointments are for one patient only. It is unfair on other patients to delay the doctor with other family members who have not made an appointment.

Surgeries and clinics will normally commence on time. While the doctors and nurses make every effort to keep to the booked appointment times, surgeries may run late depending on individual patients' needs. We will endeavour to inform you if, for any reason, your appointment is delayed.

When you arrive at the surgery for your appointment you can check in without the need to queue by using the Self-Check-In touch screen.

Any questions regarding how to make an appointment can be directed to one of the reception staff.

## **HOME VISITS**

Most patients will be able to attend the surgery and we encourage you to do this, as it makes the most efficient use of the doctors' time. For patients who are unable to attend the surgery please contact reception as early as possible, preferably before 11am. This allows the doctor to plan their visits efficiently. Requests later in the day may have to wait until the next day.

## **HELP US TO HELP YOU**

Please keep the appointment you have made, or cancel it well in advance to allow other people to be seen. This also applies to any hospital appointments you have.

If you are more than 10 minutes late to your appointment you may not be seen, and be asked to re-book.

Please think ahead if you are taking regular medication. Remember to request a repeat prescription in good time.

Try not to store up multiple medical problems for one visit as appointments are only 10 minutes long.

If you change your name, address or telephone number please inform the practice as soon as possible. This enables us to keep our records up to date. Change of address forms can be found at reception or completed on-line. You must bring proof of address or name changes in to the surgery.

Please let us know if you act as a carer for a family member or friend. We realise that caring for someone can be stressful and that you may need extra help or support.

If you are chronically ill or disabled and have a friend or relative who cares for you, please let us know who they are. The information could be important in case of emergency.

The doctors and nurses try to work in partnership with patients. Please listen carefully and follow any advice given. If anything is not completely clear, please ask for a more detailed explanation.

## **CHAPERONES**

The doctors, nurses and other staff within this practice recognise the sensitive nature of intimate physical examinations. This applies to examinations of both sexes. In some cases the doctor or nurse may decide it is appropriate for a third party to be present, although the patient must consent to this.

In the event of a chaperone not being immediately available due to pressure of time or staff shortages, the examination may need to be deferred.

Any concerns regarding the conduct of an examination should be brought to the attention of the practice manager or one of the doctors or nurses.

## **REPEAT PRESCRIPTIONS**

Repeat prescriptions require 48 hours to fill (excluding bank holidays and weekends), provided the computer printout is delivered to the surgery. You may drop the request in personally, post it through the front door letterbox, use the internet or mail the prescription request to the surgery with a

stamped, self-addressed envelope. Please remember that prescriptions mailed to the surgery may take longer than 48 hours to complete, depending on the postal service.

Repeat prescriptions can be ordered with the surgery up to 7 days prior to their next issue date. Please ensure you have ticked the items you wish to order. We will not make assumptions as to what you wish to order.

Patients wishing to request repeat prescriptions via the Internet using SystmOnline need to obtain an internet booking registration form from the reception desk or sign up to one of the NHS app. Patients using this service are able to request repeat prescriptions 24 hours a day, seven days a week.

Pharmacies are no longer allowed to routinely order patient prescriptions for them, unless there is a medical need to do so or a patient is over 80. Many pharmacies offer a delivery service. Please discuss your requirements with your usual pharmacist.

Telephone requests for repeat prescriptions **will not be accepted**. This is to prevent mistakes such as the prescription of the wrong drug or dose.

There may be a delay in issuing prescriptions if patients have not attended for review, or if the drugs requested are not authorised on the computer for repeat prescribing. In these cases prescriptions will be issued at the discretion of the doctor concerned.

## **PATIENT REGISTRATION**

Patients living in our designated practice area can register with the practice. The following areas can register with us:

Arthingworth	Dingley	Loddington	Thorpe Malsor
Brampton Ash	Draughton	Orton	
Braybrooke	Glendon	Rothwell	
Desborough	Harrington	Rushton	

Please ask one of our receptionists for a registration pack or download the forms online. The completed forms should be handed to one of our receptionists who will check that you have given all the required information. You will need to bring documentation to verify your identity.

Once registered at the surgery you will be appointed an accountable GP, this is a requirement set by the NHS. This does not mean you can only be seen by this GP, you may ask to see any clinician, and will be offered appointments with other clinicians.

Your accountable GP will be responsible for your overall care at the practice and take responsibility for coordinating other medical services you may need as part of your care.

## **URGENT CARE CENTRE**

The Urgent Care Centre is based on the Willowbrook Health Complex, Cottingham Road, Corby.

The Corby Urgent Care Centre is open 8 am - 8 pm, every day of the year.

You will be seen by a Doctor or senior clinical Nurse Practitioner after being initially assessed by a Nurse to establish how urgent your complaint is.

As with all emergency departments patients are seen in a priority manner. The more urgent the condition is, the faster you are seen.

## **MINOR INJURIES UNIT**

The Minor Injuries Unit is also based on the Willowbrook Health Complex, Cottingham Road, Corby, in the Urgent Care Centre.

Minor injuries such as strains, sprains, wounds, minor burns and fractures can be assessed and treated.

No appointment is necessary but patients will be seen in order of clinical priority, so may have to wait if their condition is not as serious as others.

## **OUT OF HOURS & WEEKENDS**

There is always a doctor available for the treatment of emergencies.

If a problem arises while the surgery is closed and you feel in need of medical advice or urgent treatment, ring **111**. A trained advisor will take your details and information about the medical problem and a doctor or nurse will telephone you back.

If your problem is life-threatening, such as chest pain, severe breathlessness, etc. it may be more appropriate to ring **999** and request an ambulance.

## **ACCIDENT AND EMERGENCY DEPARTMENTS**

The following hospitals provide accident and emergency support.

Kettering General Hospital

01536 492000

Northampton General Hospital

01604 545610

## **NHS 111**

NHS **111** is 24 hours a day, 365 days a year telephone service. Calls are free from landlines and mobile phones.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

The service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. This may be A&E, an out-of-hours doctor, an urgent care centre or a community nurse, an emergency dentist or a late-opening chemist.

## **CONFIDENTIALITY**

All patients will be treated with courtesy and any personal details or information will be regarded as confidential.

## **ACCESSING YOUR HEALTH RECORDS**

You may request access to your medical records by writing to the practice. You must complete an application form for access to medical records. Please ask the receptionist for details.

## **NON NHS (PRIVATE) MEDICAL EXAMINATIONS**

All the doctors carry out medical examinations for insurance companies and other fitness medicals, including HGV, Elderly

Drivers, Sport and pre-employment medicals. Charges are made in line with National BMA Guidance. Please ask a receptionist for details.

## **DISCLOSURE OF INFORMATION**

We ask you for information so that we can provide you with proper care and treatment. 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, such as the protection of public health, education of clinical staff or to carry out medical research for the benefit of everyone. All persons working for the NHS have a legal duty to keep information about you confidential. Please visit our website [www.rdhg.co.uk](http://www.rdhg.co.uk) to find out more about how we use your information – this can be found under Privacy Notices in the GDPR section. Further information can also be found at [www.nhs.uk/using-the-nhs/about-the-nhs/sharing-your-health-records/](http://www.nhs.uk/using-the-nhs/about-the-nhs/sharing-your-health-records/)

Information requested by outside agencies such as banks or building societies regarding mortgage applications, life insurance etc. will not be released without your signed consent. If you are at all unsure about the contents of such a report you have the right to view the report before it is sent. Any queries should be discussed with one of the doctors. Anyone who receives information from us is under a legal duty to keep the information confidential.



## **TRAVEL ADVICE**

The Practice Nurses are able to offer information regarding immunisation advisable for travel abroad. We have a computer link to the School of Hygiene and Tropical Medicine, which provides us with up to date advice on prevention of Hepatitis, Malaria, Typhoid etc. The nurse will discuss individual requirements, administer injections as necessary and advise on additional medication or precautions. It should be noted that some vaccinations are not available on the NHS and will need to be administered privately elsewhere. If you require further information or need vaccinations visit our website or ask reception for a travel vaccination form.

## **PATIENT PARTICIPATION GROUP**

Rothwell & Desborough Health Care Group has a Patient Participation Group (PPG) which is made up of volunteers interested in healthcare issues. They meet regularly to decide ways and means of making a positive contribution to the services and facilities offered by the surgery to patients. It is an excellent way for us to keep in touch with the patient perspective and improve the patient experience.

The PPG can also help to influence the provision of health and social care, make positive suggestions about the practice and their own health care, develop self-help projects to support fellow patients and contribute to the practice through more practical ways such as fundraising or organising support groups.

If you are interested in joining the group please speak to one of our receptionists or register your interest via our website.

## HOME REMEDIES

Many common minor health conditions can be treated with over the counter medication from your pharmacy. We will no longer routinely prescribe for:

Acute Sore Throat	Conjunctivitis	Coughs, colds and nasal congestion	Mild dermatitis
Cradle cap	Dandruff	Diarrhoea (adults)	Mouth ulcers
Dry eye/Sore tired eyes	Earwax	Excessive sweating	Oral thrush
Haemorrhoids	Head Lice	Indigestion & Heartburn	Sunburn
Infant colic	Infrequent cold sore of the lip	Infrequent constipation	Threadworms
Infrequent migraine	Insect bites and stings	Mild Acne	Mild to moderate hay fever
Minor burns and scalds	Mild Cystitis	Mild Dry skin	Nappy rash
Warts and Verrucae	Travel Sickness	Prevention of tooth decay	Minor pain, discomfort and fever (e.g. aches, sprains, headaches, period pain and back pain.
Ringworm/ Athletes foot	Sun protection	Teething/mild toothache	

## ZERO TOLERANCE POLICY

The surgery, in keeping with standard procedures throughout the NHS, operates a Zero Tolerance policy with respect to the protection of its staff, its patients and its property.

Any person who is violent or abusive in any way to any member of staff, another patient or who deliberately

damages property may be removed from the practice list. Extreme cases will result in being reported to the police.

## **TRAINING PRACTICE**

As a training practice we often have medical students and training doctors working in the surgery. You may have an appointment at the surgery or receive a home visit from them.

## **RESEARCH**

Our practice is a research practice and from time to time we are involved in research projects with the Royal College of General Practitioners.

You can register your interest to take part in research projects at any time, we will then contact you should a relevant project be running at our practice.

## **COMMENTS, SUGGESTIONS AND COMPLAINTS**

If you have a problem with any of our services or feel that we are not meeting expected standards, please tell us.

We have a practice policy for dealing with complaints. Details can be found in the waiting room, from Reception or via our website.

In the first instance, please discuss any problems with one of the doctors, nurses, operations or practice manager. If you find it easier to express your feeling in a letter, please write to one of the partners or practice manager.

We take all feedback seriously, positive and negative and will reply to any correspondence.

## **USEFUL CONTACTS**

When you register with us, please let us know if you are a carer. We can offer advice and guidance for registered carers, as well as referrals, health checks and priority Flu vaccinations. You can find out more on support for carers on our website.

## **USEFUL CONTACTS**

Drug Advice Centre	0845 034459
The Samaritans	116 123
Alcoholics Advice Centre	0845 034459
Rape Crisis	0300 222 5930
Domestic Abuse	0300 0120 154
Mental Health Crisis	0800 917 0464
Citizens Advice Bureau	03444 111 444
Red Cross	0344 871 1111
Child Vaccinations	01536 410141
Age UK	0800 678 1602
Northamptonshire Carers	01933 677907

## **SURGERY CONTACT TIMES**

**These times apply Monday-Friday**

<b>Contact type/query</b>	<b>Time to call</b>
Appointments – SAME DAY	From 8am
Appointments - OTHER	After 11am
Cancellations – SAME DAY	From 8am
Cancellations - OTHER	After 11am
Test results	After 12pm
Sick notes	After 12pm
Referrals	9.30am-4pm
Insurance reports	10am-2pm
Access to medical records	10am-2pm
General Enquiries	After 11am

## **SURGERY CLOSING DETAILS**

Once a month the surgeries close on a Wednesday at 12.30pm. This is to allow our staff to be trained on any changes which affect how the services we offer are run. This is the case for all GP surgeries. The dates we are closed can be found in the surgery or on our website.

The surgery will be closed on all Public Holidays.