



Practice Information Leaflet

SURGERY ADDRESSES

Rothwell Medical Centre
109 Desborough Road
Rothwell
Kettering
NN14 6JQ

Desborough Surgery
35 High Street
Desborough
Kettering
NN14 2NB

WEBSITE AND SOCIAL MEDIA

Tel: 01536 211277
Website: www.rdhg.co.uk
Facebook: Rothwell and Desborough health group
Instagram: rdhg_gpsurgery
Twitter: RDHG_GP_Surgery

SURGERY TELEPHONE NUMBERS

All telephone calls to the practice are recorded for your protection.

Appointments	01536 211277
Home Visits	01536 211277
Test Results (after 9am)	01536 211277
General Enquiries (after 9am)	01536 211277
Out of Hours	111

OTHER TELEPHONE NUMBERS

District Nurses	0300 777 0002
Health Visitors	0300 111 1022
Community Midwife Office	01536 492889
Blood booking number	01536 494494 (urgent bloods) 01536 494411 (non-Urgent)
Well Pharmacy Rothwell	01536 712392
Well Pharmacy Desborough	01536 760232
Howitts Chemist Desborough	01536 761115
Lloyds Chemist Rothwell	01536 713232
Urgent Care	111
Emergency Care	999

24hrs day / 365 days a year.

Calls are free from landlines and mobile phones.

Corby Urgent Care Centre 01536 202121

Open 8am-8pm 365 days a year

Kettering General Hospital 01536 492000

Welcome to the Practice

INTRODUCTION

We would like to take this opportunity to introduce you to our clinical team and outline the services we provide for you. Please read this leaflet carefully and keep it to hand for future reference.

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.

We have different types of clinicians within our team.

When you call us for an appointment, we may need to ask you some medical questions which is documented for clinical triage. Please answer as best you can, so the clinician triaging

your request can ensure you are signposted to the most appropriate Healthcare Professional for you.

The Practice is part of the Northamptonshire Integrated Care Board, which is based at Haylock House, Kettering Parkway, Venure Park, Kettering, NN15 6EY Telephone number 01604 476777, Email: northantsicb.patientexperience@nhs.net

PRACTICE BUSINESS MANAGER: Tracey Byrne
OPERATIONS MANAGER: Sarah Yarrow

OUR TEAM:

DOCTORS

Dr Amrin Rahuf (f) GP Partner	MB ChB DFFP DRCOG MRCGP MFFLM PG Cert Med Ed
Dr Sukhman Kalra (m) GP Partner	MB BS MRCS MRCGP Dip. Geriatric Medicine Dip. Musculoskeletal Medicine
Dr Asif Khokhar (m) GP Partner	MB ChB BSc (Hons)
Dr Rod Montgomerie (m) GP Partner	BM BS BMedSci MRCGP PG Cert Med Ed
Dr Davinia Hetherington (f) GP Partner	MB ChB MRCS (2006) MRCGP (2012) DFSRH
Dr Tahir Khokhar (m) GP Partner	MB ChB MA MRCGP
Dr Emily James (f) GP Partner	BSC (Hons) BM MRCP DRCOG MRCGP
Dr Priya Mistry (f) GP	MBChB Bsc MRCGP
Dr Josephine Squire (f) GP	MBChB (Hons) MRCGP
Dr Shora Montgomerie (f) GP	BM BS BMedSci, DFFP, DRCOG, MRCGP, PC Cert Med Ed

Dr Andrew Cook (m) GP	MB ChB, FRCGP, MSc, FHEA
Dr Aayesha Ladhani (F) GP	MBChB, MRCGP

NURSING TEAM

Lead Nurse Claire Clarke	Diabetes Nurse, Infection Prevention & Control Lead, Contraception
Advanced Nurse Practitioners & Nurse Practitioners Maxine Bunker Kay Edwards Kate Blackwell Suzanne Minney Kerry Moore	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. 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
Practice Nurses Tessa Kidd Mags Annear Kate Ferrison	Our nursing team support our patients and manage long Term Conditions such as Asthma, COPD, Diabetes, Hypertension

Leighanne Hedges	and Contraception. Cervical smears, Childhood immunisations
Health Care Assistants Sam Clow Chloe Bhangal Louisa Percival Sophie Thorneycroft	Our healthcare assistants will see patients for: ECG's; dressings; leg ulcers; suture removal; lifestyle advice; annual health checks; well person checks; NHS Health Checks and height, weight and blood pressure checks for all controlled medications.

PHYSIOTHERAPIST

Ramakrishna Garimella	Provides treatment for various conditions. Patients can self-refer, be referred by reception or their doctor.
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PHARMACISTS

Priya Erel Debbie Hughes (Pharmacy Technician)	Advise staff and patients on medication and prescribing issues.
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PARAMEDICS

Shirley Rowlatt	Our Paramedics can see and treat acute illness and help support the practice with home visits.
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CARE COORDINATORS

Debbie Priestley Nicola Gavin	Offering support to patients aged over 65 with care, health or wellbeing related issues. Coordinating support and access to social services, Age UK and
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SOCIAL PRESCRIBERS

Amelia Woolner Joyce Lawrence	Providing help with anything of a non-medical nature. Supporting patients with practical help at home, housing, finances, healthy lifestyles, finding employment and caring for family members.
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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.
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.
Speech Therapy	Offers help and support to patients with speech problems. Patients must be referred to this service by one of the doctors.

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.

NON-CLINICAL PRACTICE TEAM

The Practice Business Manager, Tracey Byrne is responsible for overall practice management. She is supported by Sarah Yarrow, Operations Manager who is responsible for the efficient running of the surgery and its administrative functions. The Business Manager and the Operations manager are supported by an additional team of over 30 administrative staff.

Our administrative staff work in 9 teams to support the clinical staff and are a vital to the efficient running of the practice.

Our administrative teams are:

- Reception Team
- Summarisers Team
- Audit Team
- Rota coordinator
- Prescription clerk Team
- IT Lead
- Practice assistant
- Secretarial team
- Medical reports

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	

NON-NHS (PRIVATE) MEDICAL EXAMINATIONS

All of our 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 at reception for details.

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 8.10am until 6.00pm Monday to Friday.

We offer enhanced access appointments that are at Prospect House in Kettering. Appointments are available every day of the week, subject to availability and must be booked via our reception staff.

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 at reception for details.

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. <https://gp-registration.nhs.uk/K83021/gpregistration/landing>

The completed forms should be handed to one of our receptionists who will check that you have given all the required information. You may be asked to provide ID to reception to register as a patient with us.

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.

CONFIDENTIALITY

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

APPOINTMENTS

Changes to our Appointment System

Starting from SEPTEMBER 11th 2023 we will be making changes to the way appointments are requested and allocated. We hope this will make appointments easier to access and fairer for all our patients. All patients will be asked to complete a request form. This form can be found under Online Consultations on our website or you can also request a link to be sent to your smartphone if you are contacting the appointment line at the practice. You will be given the following option – “If you are calling from a mobile telephone press 1 now and we will text you the web link to the online

form" You will need a smartphone/mobile that is compatible. Any patients who are unable to complete this form themselves, can phone the practice or come into reception for assistance.

Whether you choose to complete a request form on our website, attend the surgery in person or prefer to telephone us, your request will be given equal attention and no method will be prioritised over another.

How will the system work?

Your request will be reviewed by one of our clinical team members. Based on the information provided, we will direct you to the most appropriate healthcare professional or given advice. You will be informed of the outcome within a timeframe that the clinician feels is safe. This might be same day or could be pre-booked for up to 2 weeks in the future. We hope that these changes will remove the daily 8am scramble for appointments, which we know causes frustration for so many. Please bear with us while we changeover, it is likely that phone queues may take longer to get through as people adjust to the changes. (If you are stuck in the queue, did you know there is a call back function, which will allow you to hang up, and will call you back once you reach your turn.)

Ways that you can help

Please use the online form to request appointments
Spread the word - let family and friends know about the changes

Provide enough information on the form to allow the accurate triage first time.

If you have an appointment and can't make it, please cancel to free it up for others

Please only complete one triage form per problem - trust that we will get back to you, there is no need to call later the same day to chase

Online Consultations

New Appointment System - Medical Issues

Use this service if you have a new or ongoing medical issue between the hours of 7am and 10am weekdays

Admin Queries

Use this service if you would like to request a fit (sick) note, ask about recent tests, get a repeat prescription, or anything else admin related between the hours of 7am and 5pm weekdays. Kindly be advised as a medical practice we are unable to expedite the processing of your referrals. For hospital waiting times please use this [link](#).

For both please answer a few short questions and we will get back to you.

As we are not an emergency service, please do not use this online form for urgent or emergency requests.

Submitted forms will only be read during office hours and will not be read on weekends (Saturdays and Sundays) or on bank holidays. They will not be read Monday-Friday between the hours of 5pm and 8am.

Please contact 111 during out of hours or 999 if this is an emergency.

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.

HOME VISITS

Home visits are for house bound patients only. If you are housebound and require a home visit, please call the surgery before 10.30am.

This allows the doctor to plan their visits efficiently. Requests later in the day may have to wait until the next day.

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.

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

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 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/

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.

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 name changes into 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.

REPEAT PRESCRIPTIONS

Repeat prescriptions require 48 hours to fill (excluding bank holidays and weekends). You may hand deliver them to our post boxes, use the internet or mail the prescription request to the surgery. 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 SystemOnline need to obtain an internet access 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.

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.

DISABLED ACCESS TO SERVICES

There are dropped kerbs and allocated disabled parking spaces. There are toilet facilities suitable for the use of those in a wheelchair. Hearing loops are installed at both premises. If you experience any problems please ask any member of our staff, who will be pleased to assist you. Reception staff are able to assist with those who have a visual impairment.

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.

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.

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.

ACCIDENT AND EMERGENCY DEPARTMENTS

The following hospitals provide accident and emergency support.

Kettering General Hospital	01536 492000
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Northampton General Hospital	01604 545610
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URGENT CARE CENTRE

The Urgent Care Centre is based on the Willowbrook Health Complex, Cottingham Road, Corby NN17 2UR.

Opening hours 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 such as strains, sprains, wounds, minor burns and fractures can be assessed and treated.

No appointment is necessary

OUT OF HOURS & WEEKENDS

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.

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.

SURGERY CONTACT TIMES

These times apply Monday-Friday

Contact type/query	Time to call
Appointments GP, NP– SAME DAY	From 8am
Appointments – Nurse HCA, OTHER	After 9am
Cancellations – SAME DAY	From 8am
Cancellations - OTHER	After 9am
Test results	After 9am
Sick notes	After 9am
Referrals	9.30am-4pm
Insurance reports	10am-2pm
Access to medical records	10am-2pm
General Enquiries	After 9am

USEFUL CONTACTS

Out of Hours (NHS 111 Service)	Tel: 111
Kettering General Hospital Tel:	01536 492000 www.kgh.nhs.uk
St Mary's Hospital	01536 410141
Police	03000111222
Corby Diagnostic Centre	01536 400090
Drug Advice Centre	0845 034459
Emergency Dental Service	07860879279
Dental Helpline	01604 406536
NHS Podiatry and Chiropody Clinic	01536 488832
The Samaritans	116 123
The Samaritans Kettering	01536 416999
	www.samaritans.org
NHS Smoking Helpline	0800 0224332
Alcoholics Advice Centre	0845 034459
Rape Crisis	0300 222 5930
Rape and Incest Crisis Centre	01604 250721
	www.nricc.co.uk
Domestic Abuse	0300 0120 154
Sunflower centre	01604 888211

MIND (Kettering)

Tel: 01536 523216

www.ketteringmind.org.uk

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

www.northamptonshire-carers.org

Community Midwife

01536 492899

Citizens Advice Bureau

01536 482281

(Kettering)

Cruse (bereavement)

07772428532

www.cruse.org.uk