Long Buckby Practice

Practice Booklet

Information for patients

Telephone (01327) 842360

www.longbuckbypractice.nhs.uk

24 Station Road, Long Buckby,
Northampton NN6 7QB

Armed Forces Veteran friendly accredited GP practice

Northamptonshire Investors in carers for general practice

Recipient of the Northamptonshire Carers Gold Plus Award

Care Quality Commission

Our last check showed

That the Care Quality Commission has rated our Practice as GOOD in all areas

Welcome to Long Buckby Practice

The Practice is situated at 24 Station Road, Long Buckby and is opposite the Community Centre.

Surgery Hours

We are open from 8.00am until 6.30pm Monday to Friday. Please ask at reception.

Long Buckby Practice accepts new patients from Long Buckby and the following surrounding villages:

Ashby St Ledgers	Guilsborough	Ravensthorpe
Chapel Brampton	Harlestone	Teeton
Church Brampton	Holdenby	Watford
Crick	Little Brington	Welton
East Haddon	Nobottle	West Haddon
Great Brington	Norton	Whilton

We have no facilities for serious casualties - patients with major injuries or obvious fractures should go directly to the Accident and Emergency department at Northampton General Hospital.

Disabled Access

There is access and toilet facilities for disabled patients.

New Patients

Registrations
01327 841842

Patients who wish to permanently register with the Practice will be asked to complete a patient registration form and patient questionnaire. This can be done online via our website.

Once your application to register has been accepted you will be allocated to a GP; to try to ensure everyone has good access to our services we allocate new patients to our GPs on a rota basis. You have a right to express a preference of GP, we will make every attempt to accommodate your request or provide you with details of why your request cannot be met.

New adult patients registering with the Practice are invited to make an appointment to see a Health Care Assistant for a health check. The purpose of this health check is to collect information about personal and family medical history, and to ensure that all routine preventative measures are up to date, e.g. smears and blood pressure measurements.

Any new patient with a current medical problem, or who is taking long-term medication, will be given an appointment with a doctor.

Once registered with the Practice it is important that your contact details are kept up to date. Please don't forget to let us have your new details should you move house or change your name or telephone number. If you change your name by marriage, divorce or deed poll, a certificate proving this is required before any changes can be made to your record.

Registering new babies

For new babies the parent / guardian will be asked to fill in a registration form. We also may ask to see a copy of the baby's Birth Certificate.

Temporary Registration

If you are living within our area for a period of less than 3 months you can register as a temporary resident to allow us to treat you, but your registration with your usual GP at home will not change. The details of your consultations with us will be sent on to your own doctor once you leave us.

If you are just 'passing through' – which means being in Long Buckby for a period of less than 24 hours - then we can offer 'Immediate Necessary Treatment' only.

All temporary patients will be asked to complete temporary resident forms.

Accessing Your Doctor

All GPs provide daily telephone consultations and lots of queries, results of tests, requests for advice etc can be dealt with in this way. Many people don't need to come into the surgery to be seen at all; their problem can be dealt with by telephone. This gives their Doctor more time to see those people that need appointments in the surgery on the day only.

All our GP telephone consultations are bookable up to six weeks in advance.

Routine face to face appointments can also be booked up to six weeks in advance with all our GPs. For more urgent problems, we aim for you to be able to see a GP within forty eight hours, although this may not be your own GP.

Our Advanced Nurse Practitioner is also available for on-the-day appointments for minor illness and injury.

Clinics

The following clinics, held in addition to the normal surgery appointments with a doctor or Practice nurse, may be booked by appointment.

Asthma / COPD (Chronic Obstructive Pulmonary Disease)

Available to book with a Practice Nurse who has undertaken special training in respiratory care.

Blood Pressure / Heart Disease

Monitoring patients with high blood pressure and with heart problems, offering advice on lifestyle and diet.

Contraception Services

This service is provided during normal surgery hours by Deb our Advanced Nurse Practitioner.

Diabetes

Bookable with a Practice Nurse who has undertaken special training in the area of Diabetic care.

Immunisation

Clinics for routine child immunisations are held regularly. Immunisations for foreign travel and other purposes are arranged by consultation with the Practice Nurse. Please complete a travel form prior to your appointment - available online or from Reception.

Nurse Appointments

Our Health Care Assistant and Practice Nurses in the Treatment Room undertake many procedures, including:

- Cervical smear tests
- ECGS
- Dressings
- NHS Health Checks

We also offer the following appointments:

Treatment	Clinician
Liquid nitrogen (Cryotherapy)	Dr M Rookledge
Coils and Nexplanon	Deb Green, Nurse Practitioner
Chlamydia screening, Medicals, Social Prescribing, Podiatry and First Contact Physiotherapy.	

Cancelling Appointments

You can cancel your appointment in the following ways:

- Via our **Online Services or download the NHS App**
  *For more information please see our **Information Page** on our website.*
- Via telephone - please have your name, date and time of the appointment you wish to cancel, along with the name of the GP / Nurse you were seeing.
- Via cancellation line on telephone number option 2.

Out of Hours Emergencies

If you require medical attention when the surgery is closed, please use the NHS111 service.

Call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next

If you have difficulties communicating or hearing, you can use the NHS111 service through a text phone by calling 18001 111.

For many problems telephone advice may be all that is needed. When a consultation is required, you may be requested to go to the out of hours centre at Danetre Hospital in Daventry or to the Highfield Clinial Care Centre in Northampton.

For immediate or life threatening emergencies continue to call 999.

Repeat Prescriptions

To obtain a repeat prescription telephone (01327) 842360 any weekday between 8.30am and 10.30am. Repeat prescriptions can also be requested through the Practice website at www.longbuckbypractice.nhs.uk
or via the NHS app.

The Practice dispenses prescriptions for patients living more than one mile from the surgery between the hours of 8.30am and 6.30pm Monday - Friday. Patients living in Long Buckby may collect their prescriptions and take it to the Village Pharmacy to be dispensed or nominate a pharmacy to collect their prescriptions from.

Please allow up to three working days for your prescription to be prepared. Items which are not on your regular repeat prescription listing are not routinely available on request.

General Practice Training

The Practice participates in the General Practice Vocational Training Scheme, whereby fully qualified doctors wishing to enter general Practice receive three years' further training. From time to time one of these doctors (GP registrars) will be based here for a period of up to 12 months and will be available for consultations. Dr Rookledge is a qualified trainer.

As part of this learning process, your own GP or the GP registrar may be recording his or her surgery on video. This will only be done with your consent and the process will be explained fully at the time.

How to Register for Online Services

Please download the NHS App

Feedback and Complaints

To help us make sure that we provide the best possible care our surgery operates a Practice-based complaints procedure. If you have any comment, suggestion or complaint, please speak to the Practice Manager who will try to resolve these for you.

Medical Records

The staff at this Practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

You have a right of access to your health records - if at any time you would like to know more, or have any concerns about how we use your information, you can speak to the Practice Manager on 01327 842360.

See the Privacy Notice at the Surgery, at the back of this booklet, online or ask for a copy at Reception.

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 the Practice Manager.

Personal health information held by the Practice is safeguarded in accordance with the Data Protection Act and the principles laid down under Caldicott guidance. Please contact the Practice Manager for further details.

Training

The Practice will be closed for one afternoon per month for staff training. Dates available on our Facebook page and at Reception.

The Practice Team

The Doctors

Dr Mark Rookledge, MBBS 1990 (London), DRCOG, FRCGP, FRACGP, PG dip (sports and exercise medicine), (male)

Dr Jennifer Dean, MBBS (Newcastle) 2012, PGCert in palliative care, (female)

Dr Richard Llewellyn, MBChB (Birmingham) 1997, (male)

Dr Nick Gower, MBChB 2014 MRCGP PhD, (male)

Dr Laura Knight, BMBS (Nottingham) 2010, (female)

Dr Rookledge is a full time partner, Mondays, Tuesdays and Thursdays AM and Friday

Dr Dean works on Mondays and Thursdays

Dr Nick Gower works on Mondays, Tuesdays AM and Thursdays

Dr Richard Llewellyn works on Wednesdays and Fridays

Dr L Knight works on Tuesdays, Wednesdays and Fridays

Manager

The Practice Manager is responsible for the overall day-to-day management of The Long Buckby Practice and is available to discuss any queries or concerns you may have.

Support Staff

Our support staff, receptionists, computer / prescription clerks / data manager and secretary are trained to look after you and answer queries about the services available from the Practice.

Practice Nurses / Advanced Nurse Practitioner

Practice Nurses are available each morning and afternoon to give advice and provide a wide range of service, including and dressing minor wounds.
ANPs are qualified to treat coughs, colds and sore throats, sickness and diarrhoea, ear and eye problems, childhood illnesses, rashes, urinary problems, injuries and emergencies, contraception (and morning after pill), women's health and smoking cessation advice. ANPs are also able to prescribe when appropriate.

District Nurses

Additionally District Nurses are available to visit patients confined to their homes or recently discharged from hospital and can be contacted by telephoning the surgery. A wide range of home nursing aids and equipment are available from them.

Community Midwife

When first aware of a pregnancy, please call them on 01604 545430.

Health Visitor

The Health Visitor is a qualified nurse specially trained to deal with problems of health care for families, they may be contacted by telephoning 0300 1111 022.

Specialist Palliative Care Nurse

The Specialist Palliative Care nurses have specialised knowledge and expertise in supporting patients and their families when cancer has been diagnosed. They will help to support, inform and co-ordinate care from diagnosis through treatment and beyond. They can be contacted through your doctor.

Useful Telephone Numbers

Age UK	01604 611200 or 0800 6781602
Chemist	01327 842210
Citizens Advice	01604 636000 or 0800 1448848
Police	01327 300300 or 0300 0111222
Samaritans	01604 637637 or 116 123
Dentist	01327 842815
Social Services: Children's Dept & Community Mental Health	01327 300567 or 0800 1707055
Social Services: Adults & Disabilities	01327 313200 or 0300 1267000
Relate (Marriage Guidance)	01604 634400 or 0300 10001234
Registrar for Births, Deaths & Marriages	01327 302209 or 01604 745390 or 0300 1267000
Northamptonshire Carers	01933 677907

Hospitals

Northampton General Hospital	01604 634700
The Hospital of St Cross	01788 572831
Danetre Hospital	01327 702113 or 0300 0272800
Cynthia Spencer Hospice	01604 499516 or 0300 0271270
Three Shires Hospital	01604 620311

Useful Addresses

NHS England

NHS England is responsible for the direct commissioning of GP Services, dental services, community pharmacy services, optometry services, health visiting services and screening services. If you are unable to discuss your complaint directly with us, you can ask NHS England to look into your concerns.

NHS Commissioning Board
PO Box 16738,
Redditch B67 9BT

Tel: 0300 311 22 33
Email: nhscommissioningboard@hscic.gov.uk

NHS Complaints Advocacy (Voiceability)

Mount Pleasant House
Huntingdon Road
Cambridge
CB3 0RN

Tel: 0300 330 5454
e-mail: nhscomplaints@voiceability.org

Long Buckby Practice Charter

All members of our primary health care team are committed to providing a high quality service for you, our patients. We will do everything we can to help you to keep healthy. We will treat you as an individual and will respect your personal beliefs. We will try to ensure that you have easy access to the services you use and that you understand the care and treatment we offer.

Our responsibilities to you

- You will be encouraged to be a partner in the care you receive.
- You will be treated as an individual and with courtesy and respect at all times.
- We will ensure that your care is dealt with confidentially.
- We will try to answer the phone promptly and courteously.
- You will be able to see a doctor of your choice, where possible within two working days. Urgent cases will be seen the same day by the clinical assessment team.
- Please remember that your doctor may not always be available due to other work commitments, duties, holidays etc.
- We will try to see you within 30 minutes of your appointment time. You will be offered an explanation if we cannot do this.
- Wherever possible we will give you 24 hours' notice if any surgery or clinic has to be cancelled.
- Requests for repeat prescriptions will be dealt with within 48 working hours.
- We will explain the likely effects of any drugs you are prescribed and review your long-term medical needs appropriately.
- We will advise you about how and when to obtain the results of any tests or x-rays you have undergone.
- If we believe that you need a second opinion we will help you to get this.
- We will visit you at home if you are really too ill or infirm to be brought to the surgery.
- You have the right to see your medical records.
- We will maintain accurate medical records.
- We will offer advice and information about how you can promote good health and avoid illness. A wide variety of leaflets are available in our waiting area.
- We have the right to remove patients from our list if they repeatedly and persistently ignore their responsiblities to us and other patients or threaten violence to anyone on our premises.

- All comments and suggestions about the service are welcome, please complete a complaints and comments leaflet.
- If you have a complaint, please speak to a member of staff. Your complaint will be dealt with in a professional and efficient manner

Your responsibilities to us

- Being a partner means that we have responsibilities to each other.
- We ask that you treat the doctors, all Practice staff, fellow patients and visitors with the same courtesy and respect, and act in a polite and responsible manner whilst on the premises, for the safety and comfort of others.
- Please try to call outside peak surgery times (8.00-9.30am).
- Please remember that your doctor may not always be available due to other commitments, holidays etc.
- Please keep appointments or tell us as soon as possible if you cannot.
- Please try to be punctual. If we are running late, please bear with us because on another occasion it may be you that needs extra time.
- You can also see what to expect from your General Practice by visiting our website and clicking on “You & Your General Practice”.
- 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.
- 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 ensure that your request for a home visit reaches the surgery before 10.00am unless a genuine emergency arises later. Please do not call out of hours except in real cases of emergency.
- An acknowledgement of good service is always encouraging to our staff!
- Please remember to tell us if you change your name and address or telephone number.
- You are responsible for your own health and that of your children and should take appropriate action and advice.
- If you are seriously unhappy with us or the service we provide you have the right at any time to leave our list and to register with another Practice.
- Please ensure you give us enough notice if you need a repeat prescription in order for us to be able to process it in time for you.

PRACTICE
PRIVACY NOTICE

Your data, privacy and the Law. How we use your medical records

- This Practice handles medical records according to the laws on data protection and confidentiality
- We share medical records with health professionals who are involved in providing you with care and treatment. This is on a need to know basis and event by event
- Some of your data is automatically copied to the Shared Care Summary Record
- We share some of your data with local out of hours / urgent or emergency care service
- Data about you is used to manage national screening campaigns such as Flu, Cervical cytology and Diabetes prevention
- Data about you, which usually doesn't identify individual patients, is used to manage the NHS and make payments
- We share information when the law requires us to do so, for instance when we are inspected or reporting certain illnesses or safeguarding vulnerable people
- Your data is used to check the quality of care provided by the NHS
- We may also share medical records for medical research
- To view the full Privacy Notice and for details of who to speak to if you have any concerns about how your data is shared, please visit our website.

For more information visit our website at
www.longbuckbypractice.nhs.uk

You can now request a routine appointment via the NHS App as well as accessing all of the other features listed below.

The NHS App provides a simple and secure way for you to contact us or access a range of NHS services on your smartphone, tablet or computer The NHS App is available to people aged 13 or over.

Download the app to your phone today.

Use the App to:

- Request a ROUTINE appointment. All URGENT appointment requests should be made by telephone or by visiting the Practice and speaking to Reception.
- Request a repeat prescription.
- Send us non-urgent medical queries.
- Change the details we hold for you.
- Check your recent test results and view any follow up instructions from your GP.
- Seek online advice about your symptoms and treatment. Don't forget you can use the NHS App for requesting repeat prescriptions, contacting the surgery to arrange an appointment.

Long Buckby Practice
24 Station Road, Long Buckby,
Northampton NN6 7QB

www.longbuckbypractice.nhs.uk