

# Welcome to Harborough Field Surgery

## A guide to our Services

### Harborough Field Surgery

160 Newton Road

Rushden

Northants

NN10 0GP

Tel: **(01933) 354200**

Web: [www.harboroughfieldsurgery.nhs.uk](http://www.harboroughfieldsurgery.nhs.uk)



**This practice is within the NHS Northamptonshire healthcare area.**

*You can book an appointment, order a repeat prescription or notify a change of address on-line from links on our website. However, first you must apply and be authorised to use this service. Please complete the application form on our website, or ask at reception.*

**Surgery Opening hours: Monday to Friday 8:00am – 6:30pm**

**Enhanced Access Opening: Monday to Friday 6:30pm – 8:00pm and Saturday 9:00am – 17:00pm**



### Out Of Hours Services

For when it's less urgent than 999, or not suitable for primary care

Available 24/7 - calls from mobiles and landlines free

Type talk 18001 111

This leaflet can also be made available in large print. Please ask at Reception.

## How to Register

Harborough Field Surgery serves the whole of **Rushden and Higham Ferrers** covering the **NN10 postcode area except for those residing in the County of Bedfordshire e.g. Wymington**. We do not accept new patients residing outside of this area. Our team includes nine GP's, a Nurse Manager, Nurse Practitioners, Practice Nurses & Healthcare Assistants, as well as our operations Manager, reception and administrative staff.

We offer a full general practice service and run specialist clinics for children, diabetes and asthma sufferers, contraception and patients needing minor surgery. At Harborough Field Surgery we aim to treat all our patients promptly, courteously and in complete confidence.

If you live in our practice area and would like to register with us, please enquire at reception. You will be asked to complete a registration form, and basic health questionnaire. It would also be helpful if you would bring along your medical card if available. You will be registering with the practice rather than an individual doctor. However, when making an appointment, you may specify that you wish to see a particular doctor, and this will of course only be subject to availability.

For us to register you as a patient, we will require sight of identification and address confirmation documentation, to establish whether you are entitled to full or temporary registration. For permanent English residents such documentation would include photo identification such as a passport or driving licence, and a utility bill dated within the last 3 months. Specific documentation requirements are available from reception for other applicants such as asylum seekers, overseas workers, overseas students, overseas visitors etc...

## Services

We seek to offer a range of NHS General Practice services, which are subject to contracts between NHS England (NHS), or Northamptonshire ICB or Northamptonshire County Council and Harborough Field Surgery (an unlimited partnership), and terms may vary or availability be limited. If you require a specific service, please feel free to ask if it is one that is commissioned, or provided privately and subject to relevant fees e.g. medical reports.

## Your NHS

The area served by Harborough Field is in the district covered by NHS England – Herefordshire & South Midlands; which is responsible for commissioning and ensuring you receive many of the health services you need.

NHS England  
PO Box 16738  
Redditch  
B97 9PT

<http://www.england.nhs.uk/>

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Telephone:** 0300 311 22 33 (Monday to Friday 9:00am to 15:00pm (apart from Wednesdays when they open at 09:30am – and excluding English Bank Holidays)

## **Our team**

### **The Doctors / Partners**

#### ***DR DAVID THOMAS***

Part-time GP Principal - MB, ChB Manchester 1992, MRCGP GMC 3666638

Usually available Monday, Tuesday, Wednesday (alternate weeks) and Thursday & Friday (alternate weeks)

#### ***DR NAOMI PAWLIK***

Part-time GP Principal - MBChB- Sheffield 2003 GMC - 6075681

Usually available Monday to Friday except Tuesday and Thursday afternoons

#### ***DR PRIYA SENADHIPATHY***

Part-Time GP Principal - MBBS-Sri Lanka 16th November 2000. Primary FCA 2006.nMRCGP June 2015 GMC 6069388

Usually available Monday, Tuesday, Wednesday & Thursday mornings, and Monday and Thursday afternoons.

#### ***DR MITHUN UMRAO***

Part-Time GP Principle - University of Central Lancashire, 2005 - 2008, BSc (Hons), Leicester Medical School, 2009 - 2014, MBChB GMC - 7461581

Usually available all day Tuesday, Wednesday & Thursday

#### ***DR OLUWATOSIN ALERE***

Part-Time GP Principle - M.B.B.S 2008, University of Ilorin, Nigeria, GMC - 7497494

Usually available all day Wednesday, Thursday & Friday.

#### ***DR MILI SINGH***

Part-Time GP Principle - M.B.B.S, M.R.C.G.P, D.R.C.O.G, D.F.S.R.H (1997 - 2002: Royal Free & University College Medical School), GMC – 6049041, usually available Wednesday, Thursday & Friday mornings.

#### ***DR SITA THAKRAR***

Part-Time GP Principle - MBChB (2014) MRCGP (2020), GMC – 7461430, usually available all day Tuesday & Friday.

#### ***DR EMMANUEL ENWEREM***

Part-Time GP Principle - University of Lagos, Nigeria 2008 MBBS Medicine & Surgery GMC 7568139, Usually available all day Monday, Tuesday & Wednesday

## **Our Nursing Team**

Our highly qualified nurses deal with a range of conditions and health concerns. They examine patients, make a diagnosis and plan care, including prescribing certain products. They are experts in many areas of long term condition management, such as diabetes and asthma.

### **Mrs Lorraine Buckley RGN – Clinical Nurse Manager**

Lorraine is a member of our management team providing expert advice and support on all aspects of nursing within the Practice. As a Nurse Practitioner she works alongside the doctors in the practice to provide a medical service including hypertension clinics as well as minor illness surgeries. Lorraine is also able to prescribe a range of medicines. Lorraine is normally available most days of the week.

### **Nurse Practitioners**

**Mrs Sonya Sage RGN & Mrs Claire Frith-Squire RGN** work alongside the doctors in the practice to provide a medical service including asthma, diabetes and hypertension clinics as well as minor illness surgeries.

**Mrs Debbie Lewis RGN, Mrs Sarah Stevens RGN, Mrs Lucy Jenkins RGN & Mrs Emmeline Lister RGN** are treatment room nurses who undertake not only routine treatment room work such as wound dressings but also cytology (cervical smears), child immunisations and travel vaccinations. At least one nurse is available every day.

**Mrs Sharon Maddox, Miss Chloe Rayson and Miss Olivia Dolden** are our nursing assistants who work under the supervision of a qualified nurse. They can take blood samples, check blood pressure, test urine and undertake dressings and removal of sutures. As part of the nursing team they are also involved in the treatment of asthma, diabetes and spirometry. They are normally available Monday to Friday.

### **Choice**

You may express a preference for which clinician you wish to consult, and indeed we encourage this to facilitate patient-centred continuity of care. Please ask at reception if you wish to formally record your preference, which is subject only to availability.

### **Practice Management**

**Miss Sophie Lumbis** is our Practice Business Manager who undertakes and advises on all aspects of managing our busy General Medical Practice. She will be able to help you with any administrative problems you may have with the way our practice is run. She is directly supported by our administrative team comprising:

**Mr Mike Hale – Operations Manager**

**Our Head of Administrator & IT is Georgina and she is supported by Sandra, Jessica, Paula, Zoe, Steve, Christy and Cassandra.**

**Our Care Co-ordinator for the Surgery is Mrs Linzi Pearsall.**

### **Our Reception Team**

Our reception team are here to help you. They book appointments, deal with enquiries and take repeat prescriptions. Their job is very demanding so please be patient. Our senior receptionist is **Paige** and she is well supported by a team comprising of **Nicola, Juli, Gemma, Amelia, Hayley, Angela, Jess and Tina**.

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### **Community Midwife**

If you think you are pregnant, we will give you the number to arrange an appointment to see the midwife and then appointments will be made throughout your pregnancy by them. Most of our deliveries are booked for Kettering, your doctor or midwife will be pleased to discuss the alternatives with you.

### **District Nurses**

Our district nurses work closely with us and can provide treatment and aftercare at home. They can be contacted via the Surgery.

### **Health Visitors**

Our health visitors can give expert advice on your family's health care. When your child is due for a routine health check you will be sent an appointment to attend the clinic. They can be contacted by telephone 0300 111 1022, Health Clinic Rectory Road.

*The Midwife, Health Visitor, and District Nurse teams are very much an integral part of our practice team but are actually employed and managed by other NHS bodies (Trusts); and are therefore not directly accountable to the practice.*

### **Clinics**

We run a range of clinics. For an appointment or further details, please call our reception desk on **(01933) 354200**.

### **Asthma & COPD**

Led by Debbie, this clinic offers advice and support for those with respiratory problems. The clinic is usually held on Wednesdays.

### **Cervical Cytology**

Smears are usually taken by nurses in the Treatment Room. Details of appointment times are available from reception.

### **Child health and immunisation**

All new babies are invited for regular check-ups from six weeks old. Appointments for baby and pre-school immunisations are usually given for a Thursday morning.

### **Dermatology**

In these clinics our Nurses undertake wound dressings and assessments.

### **Diabetes**

Led by our Nurse Practitioner, Sonya and Practice Nurse Sarah, our clinics offer advice and general health check-ups to patients diagnosed with diabetes. Details of clinic appointment times are available from reception.

### **Family Planning**

Dr Pawlik and Dr Singh usually twice a month, run a family planning for the insertion and removal of contraceptive implants and intrauterine contraceptive devices (coils). For more information, please make an appointment with a GP or nurse to discuss your options. There is a waiting list for this clinic.

### **Minor surgery**

Our GP's can undertake minor operations in our operating suite. Please discuss this with your doctor who will then arrange for you to be added to the waiting list. The NHS has strict guidelines regarding clinical necessity, and cosmetic surgery is not generally available.

### **NHS Health Checks**

This clinic is run by Sharon Chloe and Liv. You'll be invited for a free NHS Health Check every 5 years if you're between 40 and 74 years of age and do not already have heart disease, stroke, diabetes, kidney disease or high blood pressure.

### **PCN Pharmacy Team**

The pharmacy team in the surgery consists of a Pharmacist and Pharmacy Technicians. They help patients manage their medications by providing services such as Structured Medication reviews where medications, diet, lifestyle and social issues are discussed.

The team also conduct blood pressure clinics and have dedicated time to answer patient queries.

### **Social Prescribing Link Workers**

The team work with patients aged between 18-64 years of age who may need encouragement or support with exercise or weight loss, returning to work, complex social needs or feeling lonely.

### **First Contact Physio**

They can help with musculoskeletal issues such as back neck and joint pain by assessing and diagnosing issues. Patients are able to contact this service directly without waiting to see a GP first. Please contact reception and they can give your more details.

### **Appointments**

To make an appointment you call reception from 8am. When booking, please give as much information as possible. The receptionists are here to help you and ensure that your medical needs are met in the best possible way.

Appointments are normally available Monday to Friday mornings and afternoons. Most doctors' morning surgeries start at 8:30am and finish at about 11:30am. Afternoon surgeries usually start at 2:00pm and finish at about 5:00pm although patients with 'urgent' medical problems will be seen by the duty doctor after 5:30pm. Surgery times may vary to meet other demands and circumstances.

- **Urgent cases** are seen on the day, either by a Nurse Practitioner or by the duty doctor. If medically necessary the Nurse Practitioner will refer you to the duty doctor as soon as practicable. You may be offered an appointment with a Nurse Practitioner for a wide range of common minor illness problems. Nurse Practitioners are qualified to prescribe from a range of medicines. Please only discuss the urgent matter you have come about.

- If your condition is **routine (non-urgent)**, you can plan your appointment in advance and can book up to **2 weeks ahead, subject to availability on a first come, first served basis**. This will also make it easier to book with your GP of choice. Please book online or tell the receptionist. You can also book routine appointments by calling at 8:00am.
- Please remember that we are only expected to make an offer of an appointment with any clinician. We will try to meet your needs, but if nothing we offer is convenient for you we may have to ask you to contact us again when more appointments have become available.
- Let us know immediately if your call is an emergency.
- You can book to have a **telephone consultation** with a doctor or nurse. He or she will ring you on the telephone number you have provided. The GP or nurse will inform you if a telephone consultation is inappropriate and may ask you to make a face to face appointment.  
**The GP or Nurse cannot consult with you by telephone if you are outside the British Isles.**
- Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Remember that the results of tests can only be given to the patient.
- If the doctor or nurse is going to carry out an intimate or personal examination they will explain the examination, procedure or consultation and will offer you the choice to have a chaperone present in the room during the examination or consultation. Some clinicians may require a chaperone to be present. You can choose whether a trained member of staff is the chaperone (subject to availability), or a person of your own choice (subject to clinician acceptance). If a chaperone cannot be made available at that time then another appointment will be made for you.

#### **You can help us by:**

- Using our online services
- Being on time for your appointment.
- Letting us know if you need to cancel – as soon as possible - we can then offer it to somebody else.
- Calling for a home visit or urgent appointment before 10:30 am.
- Ringing for the results of tests between 1.30pm & 4pm.
- If you change your name, address, telephone or mobile number let us know - we can then keep our records up to date. Please note that you can now do this on-line through our website – see below.
- Please give the receptionist as much information as possible - this is to ensure that they can assist you as efficiently as possible.
- Please keep your repeat prescription sheet in a safe place – do not leave your re-ordering of medication until the last minute.

#### **Home visits**

Our doctors typically see a minimum of four patients in the practice, in the time it takes to do a single home visit. For this reason, and as we have better facilities and support here, we ask our patients to come to the practice if at all possible. However, we will visit you at home if it is necessary on medical grounds and your condition means you cannot attend the practice. We cannot visit simply because you lack transport to the surgery. Please ring before 10:30am to arrange a visit and let us know if your condition is urgent. Please give the receptionist a clear description of the problem. A telephone call may be needed with a GP first before they arrange for a clinician to visit.

## Test Results

If you have a test, i.e. blood, cervical smear, urine, etc., the result will go direct to the doctor requesting the test. You are responsible for contacting the surgery for your own results. Please do so only between 1:30pm and 4:00pm. The doctor will only contact you if there is an abnormal result.

Visit [www.labtestsonline.org.uk](http://www.labtestsonline.org.uk) for detailed information on tests.

## Specialist and hospital care

If a doctor believes you need hospital treatment or specialist care elsewhere, we should be able to arrange your referral electronically for you while you wait. The doctor will ask you where you would prefer to go. However, if you would prefer to have some time to think before deciding where to have treatment, you will be offered a choice of venues and can make your decision at a later stage. You will usually leave the surgery with a document detailing your options and the contact details and password to make the appropriate appointment.

## Applying to use our web based service

You can book appointments, order a repeat prescription and provide us with change of address details on-line via our website at [www.harboroughfieldsurgery.nhs.uk](http://www.harboroughfieldsurgery.nhs.uk).

To apply for this service, you will need to request access details from the surgery. A form for this is available on our website, or from reception.

You will be able to apply on behalf of your children to have access to this service but when they reach 16 years the registration will be cancelled, and they will have to re-register in their own right.

## Repeat Prescriptions

Your doctor will inform you if your medication can be obtained through the repeat prescription process. Please note that we review the care of all our patients who receive their medication by repeat prescription at least annually. This is not only good clinical practice but is a requirement under our contract with the NHS. Your review date is printed on your request slip.

### 1. Order on-line with the practice

You are able to order your repeat medication on-line, direct to the practice over an encrypted, secure link. Please allow a maximum of 4 days before you collect the prescription. Please register at reception or use the form on our website.

### 2. Order by placing a request within the box by the main entrance doors.

Always use the request slip printed on the right hand side of your repeat prescription. Just tick the items you need and either post or fax it to the surgery, or put it in the box by our entrance.

### 3. Order direct from your local pharmacist

Most local pharmacies will collect your prescription from us and deliver your medicines to you; including Harborough Field Pharmacy.

### 4. Medication Review

There will be a Review Date printed at the bottom of your re-order slip. Our staff are **not** authorised to issue repeat medication once that date has passed, so as it approaches please make an appointment for review. If you are housebound, then please ask the receptionist to arrange for your doctor/pharmacist technician to visit for this review consultation

### ***Telephone requests for prescriptions cannot be accepted.***

Please note that we do not accept repeat prescription requests over the telephone as this is open to error and considered to be a high clinical risk.



## **Your prescription will be available for you to pick up within a maximum of 4 days**

If you no longer need a medication - please advise us as soon as possible, and do not order it.

If you look after the medication of a relative, please check they do not over-order or hoard. This can be risky and is a known waste of scarce NHS resource.

If you are on long term repeat medication, you may find this is changed to a different brand. This is infrequent, but perfectly normal, and is undertaken where appropriate to ensure best use of NHS resources. You will be advised of any such change.

### **Other local NHS services**

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

### **Remember**

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out-of-date medicines back to the pharmacy

### **Your local Pharmacist**

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis.

### **Community Pharmacist**

Working alongside the GP practice to communicate about patients, helping to enhance patient engagement and optimised counselling.

### **East Northants Hub**

East Northants Hub is a GP led evening and weekend service where local GPs and other clinicians offer a range of services for patients registered with a GP practice in East Northants. Please visit the Hub Website <https://www.eastnorthantshub.co.uk/> for more information.

### **NHS Walk-in Centres**

See a doctor or nurse everyday 8am - 8pm at Lakeside Plus Surgery, Cottingham Road, Corby, NN17 2UR. You can walk in and wait to be seen. This centre sees patients from 8am to 8pm, seven days a week, and offers a range of innovative services including a nurse-led minor illness service, screening for health problems such as cardiovascular disease, diabetes and sexually transmitted diseases, sexual health services, health and wellbeing clinics, and an out-of-hours weekend service. Patients are able to walk in or book an appointment over the telephone or internet.

### **Accident and Emergency/999**

**For life threatening emergencies such as:**  
**Severe bleeding**  
**Collapse or unconsciousness**  
**Severe chest pains...**

**Telephone 999 for an ambulance**

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

### **Patients with needs and access issues**

Our surgery is accessible to patients using a wheelchair. A wheelchair is available for those with difficulty in walking – please ask at reception.

We have five parking spaces reserved for patients displaying a disabled sticker.

For patients with hearing problems, we have fixed and portable hearing loop systems.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

There are toilet facilities for the disabled.

A separate baby changing room is available.

We will endeavour to provide a private room for confidential discussion or activity e.g. breast feeding upon request.

Dogs – all dogs, with the exception of assistance dogs, should be left outside the building.

Smoking – this is a non-smoking building and we request this is honoured.

Food – we would request that patients do not eat or drink whilst waiting for their appointments. A cup of water may be obtained from reception upon request.

Self-check-in – there is a simple to use system opposite the reception desk. However, should you feel uncomfortable using it, please book in with the reception team.

## Other information

### Complaints and Acknowledgements

Harborough Field Surgery aims to give a friendly and professional service to all our patients. If you have any constructive ideas for improving our service or simply wish to comment about it then we will be pleased to hear from you. However, if you have any concerns about any aspect of our service, please let us know. Speak with whomever you feel most comfortable – your GP, our manager or our reception staff will be happy to help. In the majority of cases, concerns can be resolved quite easily.

A complaint leaflet and form are available from reception. However, if you do not feel able to approach the practice direct, you can contact NHS England.

## NHS ENGLAND

### CHANGE IN THE PROCESS FOR PATIENTS WANTING TO MAKE A COMPLAINT ABOUT SERVICES COMMISSIONED BY NHS ENGLAND

FROM APRIL 1<sup>ST</sup> 2013 NHS ENGLAND IS RESPONSIBLE FOR THE DIRECT COMMISSIONING OF

- GP SERVICES
- DENTAL SERVICES
- COMMUNITY PHARMACY SERVICES
- OPTOMETRY SERVICES
- HEALTH VISITING SERVICES
- SCREENING SERVICES

### MAKING A COMPLAINT

IF YOU ARE UNABLE TO DISCUSS YOUR COMPLAINT DIRECTLY WITH YOUR PROVIDER YOU CAN ASK NHS ENGLAND TO LOOK INTO YOUR CONCERNS. THE CONTACT DETAILS FOR NHS ENGLAND ARE:

NHS England  
PO Box 16738  
Redditch  
B97 9PT

<http://www.england.nhs.uk/>

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Telephone:** 0300 311 22 33 (Monday to Friday 9:00am to 15:00pm (apart from Wednesdays when they open at 09:30am – and excluding English Bank Holidays))

If you are making a complaint please state: '**For the attention of the complaints team**' in the subject line.

## **OMBUDSMAN**

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

## **CONTACTING THE CARE QUALITY COMMISSION**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

## **Access to Patient Records**

The Practice does not charge fees where a patient requests to access their own medical records:

## **Additional Patient Services & Healthcare Information**

The Practice is committed to provide relevant information to people who use its services, and the following methods will be used to provide this information:

- During their consultation.
- Information leaflets.
- Posters displayed in patient communal areas.
- Information and health promotion boards within the patient waiting areas i.e., local advocacy services.
- Practice booklet / leaflet.
- Practice website.

If you require information on a specific topic and are unable to find it, please ask our Reception Staff, who will do their utmost to help you.

## **Consent for Children's treatment (Under the age of 16)**

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give legal consent to their own treatment.

Under these circumstances, the clinician must be satisfied that that the child has a full understanding of the advice and treatment being provided.

## **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. If you would like to see your records, a formal request form is available from reception.

When you register with another Practice your records will be transferred electronically and automatically. If you do not want this to happen, you must inform the new Practice at the time you register with them.

Harborough Field Surgery is the Data Controllers for the practice under the Data Protection Act 1998.

### **Carers**

DO YOU LOOK AFTER SOMEONE WHO IS ILL, FRAIL, DISABLED, MENTALLY ILL?

If so, then you are a carer and we would like to support you. Please complete a form available from our website or reception and hand it in to Reception.

If you are agreeable, we will pass your details to Northamptonshire Carers, which is an organisation providing relevant information and advice on local support services, regular newsletters and can organise a Carers Assessment.

A Carers Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It can also look at the needs of the person you care for. This could be done separately or together, depending on the situation. There is no charge for an assessment.

### **Freedom of Information Act**

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. Details are available from the Practice Manager. Any subsequent request for information under the Act must be made in writing to the Manager.

### **Mobile Phones**

We allow mobile phones to be used within the building, but please ensure you do not disturb other patients with loud conversations and switch them off during your consultation.

### **Non-NHS Services**

Patients should be aware that fees will be charged for services not covered by the NHS e.g. private certificates, reports, insurance claims etc.

Medical reports and examinations for insurance are usually paid for by the insurer.

Fees will be charged for HGV & PSV licences, Elderly drivers, fitness to travel certificates, sports fitness certificates, private sick notes, passport applications, etc.

### **Patient Participation Group**

We are delighted that a willing group of patients has started a support group for the surgery. Should you be willing and able to join, contact details are on our website and on the group's dedicated noticeboard in the waiting room. Alternatively, you may prefer to be a 'virtual member' and that facility is available too via our website.

### **Policy on Violence and Abuse**

We aim to treat our patients courteously at all times and expect our patients to treat us in a similarly respectful way. We take seriously any intimidating, threatening, abusive or violent behaviour against any of our staff, patients or other surgery users. If a patient is violent or

abusive, they will be warned to stop their behaviour. If they persist, we will exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

### **PPI Forums**

These groups of volunteers are independent of the NHS and are there to help feed your views and opinions on your local service into the NHS Trusts (the providers of the services). The PPI Forums are backed by law to enable them to have an effect and specifically aim to ensure that the opinions of people from all works of life are represented. To be effective they need to hear from you. To contact your local Forum or volunteer to help in their work please email [northants@patientsforum.org](mailto:northants@patientsforum.org), contact the Forum Support Organisation on (01933) 271300 or write to them at Patient and Public Involvement Forum Support Organisation, FREEPOST NAT18100, WELLINGBOROUGH NN8 4BR.

### **Commissioning**

Harborough Field Surgery is a member of Northamptonshire ICB; an award-winning social enterprise which brings together around 75 GP practices across Northamptonshire into a commissioning consortium, with the aim of improving the health of the county. The practices in the consortium serve more than 657,000 out of the 696,000 patients in Northants.

### **Research & Surveys**

The Practice participates in studies and surveys to improve Patient Care and we are also externally evaluated as a training Practice and for re-accreditation of nationally recognized quality awards.

Qualified assessors come into the Practice and are bound by the same stringent rules of confidentiality as are all members of the NHS.

You may be asked to complete questionnaires from time to time but you have our assurance that these will be handled in an entirely confidential manner, as is all Patient-related data.

Your participation in any aspect of external evaluation or re-search is optional.

### **Safety and Security**

Our landlord has CCTV installed externally at the health centre premises. Images are held primarily for the prevention and detection of crime in relation to the premises outside opening hours; and footage would not be suitable and accordingly not released for car park incidents during opening hours.

The practice has internal CCTV in the reception area only for safety and security purposes. In keeping with our commitment to providing the best possible service to all our patients, we hope the CCTV installation will provide assurance to patients & staff that safety and security are high on our agenda.

We uphold our policy that all consultations are private and confidential therefore please be assured that no monitors have been installed in any of the consulting rooms.

## **Fitness Certificates**

Under current legislation a Patient can “self-certificate” for the first 7 working days of any illness. The self-certificate (Form SC2) is available from the DSS office or your employer. We do not issue doctors’ certificates for the first week.

After the first week, if you require a free Statement of Fitness for Work (Fit Note), please make an appointment as these are obtained as part of a consultation with a doctor.

Form SC1 (Incapacity Benefit Claim Form) is available from this Practice for people who have an illness or disability and are unable to work.

People who are in work but require special medical treatment (e.g. dialysis, radiotherapy, chemotherapy) may also be eligible for this benefit.

If you require a certificate for insurance or other purposes, please ask at reception (a fee will be payable in this instance). A receipt will be issued if requested.

## **Social Services – Some Useful information**

Social Care is a department of Northamptonshire County Council which provides information about, and access to, a wide range of social care services for people in need. Such services include care at home services, day care, respite care and long-term residential and nursing home care.

Services are provided directly by the County Council or by arrangement with the private or voluntary sector. The staff you are likely to be in touch with will include social workers, occupational therapists, home care assistants and day service workers.

Access to services is subject to assessment by Social Services staff who will take into account your views as well as information from any health professionals or others involved in your care and will often include financial assessment as some services are charged for.

If you meet the criteria which establish your eligibility for a service, a care plan will be agreed with you.

## **What Sort Of Help Can Social Services Provide?**

### Social Services for Adults aim to:

- Maintain an individual’s ability to live independently in the community;
- Provide relief for family carers;
- Enable provision of residential and nursing home care when independent living is not possible.

### The Main Types of Services are:

- Information and advice;
- Domiciliary services;
- Home care (for help with personal care such as washing and dressing). Help with housework and shopping is given where there are personal care needs, or to relieve a family carer;
- Community meals;

- Equipment or adaptations to property to enable independent living with advice from occupational therapists;
- Day services;
- Residential or nursing home care;
- Carers support.

### **How Do You Get Help?**

Contact your local area office on 0300 126 1000 who will be happy to advise about the help available.

### **Staff Training**

The Practice is occasionally closed for an afternoon each month, so that doctors, nursing staff and admin staff can attend essential training. Medical support is available from NHS111.

### **Temporary / Short –Term Resident**

We provide a Temporary Patient service for anyone residing outside the Primary Care Trust Area of Northamptonshire and Milton Keynes, but who is staying for a short period within our Practice area (e.g. whilst on holiday, staying with relatives etc.)

Just call into the Surgery, obtain a Temporary Resident Form from our Reception Staff, return it to us completed and we will be happy to assist you.

### **Training Practice**

The surgery has been accredited as being suitable as a training practice for trainee Doctors. Please accept them as a valued addition to our team.

The trainers in the practice are Dr Pawlik and Dr Umrao. 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.