



Linden Medical Group

Practice Information Leaflet

Linden Medical Centre
54 Linden Avenue
Kettering NN15 7NX

Branch Surgery at:
Ise Medical Centre
French Drive
Kettering NN15 5BT

Tel: Appointments / Enquiries: 01536 481734
Fax no. 01536 527055

www.lindenmedical.co.uk

Welcome to the Practice

Staff at Linden Medical Group

The Partners

Dr Paul Barclay (Male)

MB, ChB (1992) FRCGP (2014), PCT (Maternity List, Child Health Surveillance List, Minor Surgery List), Family Planning. GP Trainer and Co-ordinator

Dr Simon Spooner (Male)

MBBCh MRCGP DRCOG (Cardiff 1995) PCT (Maternity List, Child Health Surveillance List) Family Planning. GP Trainer and Co-ordinator

Dr Mayur Shah (Male)

MBBS (University of Pune, India 2000).

Dr Georgina Bennett (Female)

BMedSci, BM BS (Hons), MRCGP

Dr Nick Waters (Male)

MB CHB (Leicester University Medical School)

General Practitioners

Dr Sharon Waspe (Female)

MB ChB MRCGP DRCOG DFSRH

Dr Emily Jackson (Female)

MB ChB 2004 University of Leicester

Practice Management

Mr Peter Billingham MBA - Practice Manager

Mrs Chris Fox - Reception Manager

Nurse Practitioner & Nurse Manager

Susan Rogers - R.N. BA (Hons) Community Healthcare Studies, Diploma Professional Studies, BA Professional Nursing (Unscheduled Care Pathway), Independent Nurse Prescriber

Nursing Staff

Lesley Virgo Nurse Practitioner—minor illnesses, family planning
Practice Nurse—Asthma, Chronic Obstructive Pulmonary Disease (COPD)
Independent Nurse Prescriber

Alison Moxey Nurse Practitioner—minor illnesses, minor injury
Practice Nurse—Asthma, Chronic Obstructive Pulmonary Disease (COPD), childhood immunisation vaccinations
Independent Nurse Prescriber

Lauren Smith	Practice Nurse—diabetic care Independent Nurse Prescriber
Alison Arissol	Practice Nurse—diabetic care
Marissa Mulvihill	Practice Nurse—women’s health, cervical screening and family planning, general wound care, treatment room duties, childhood and adult immunisation vaccinations
Charlotte Henderson	Practice Nurse—specialist wound care, treatment room duties, childhood and adult immunisation vaccinations, cervical screening
Deborah Barclay	Practice Nurse—asthma, general wound care, treatment room duties, childhood and adult immunisation vaccinations
Susan Iwanoff	Practice Nurse—specialist wound care, treatment room duties, adult immunisation vaccinations Independent Nurse Prescriber
Amanda Blair	Health Care Assistant—sample collecting including blood tests, health screening, simple wound care, health education support
Jill Tierney	Health Care Assistant—sample collecting including blood tests, health screening, simple wound care, health education support

Opening Times

<i>Linden Medical Centre</i>	Monday to Friday 8.00am - 6.30pm
<i>Ise Medical Centre</i>	Monday to Friday 8.00am - 12.30pm

Extended Hours

Linden Medical Centre is also open on Saturday Mornings from 8.00am to 11.30am

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

If you require medical assistance outside surgery opening times you have the following choices:

- If you need medical help fast, but it’s not a 999 emergency then dial 111 for the NHS 111 service. You will be assessed, given advice and directed straightaway to the local service that can help you best.
- Check your symptoms online with the NHS Health and Symptom Checker or download the NHS Health and Symptom Checker App.
- Access health advice and information on NHS Choices
- You can attend the Corby Urgent Care Centre which is open every day from 8:00am till 8:00pm, it is located at the Willowbrook Health Complex, Cottingham Road, Corby, NN17 2UR.
- **If you believe it is an emergency** you may attend the local Accident and Emergency Department at KGH.

Registering with the Practice

The Practice list is currently open and we are accepting eligible patients to register on our list, a plan of the geographical area covered by the Practice is included at the back of this leaflet. To Register with the Practice we require two forms of identification, one of which is photo identification, you also need to provide proof of your current address, this could be a Utility bill or a Bank statement.

Please contact Reception for more information and a new patient pack.

All Patients should be aware that although they will have a named GP as their registered doctor they are actually registered with the Practice and can be seen by any of the GP's at the Practice. All Practitioners have access to your medical records and are able to provide a full range of consultations, medical advice and medication.

Appointments

The Practice's appointment system is designed to offer you the most appropriate appointment for your needs. We will wherever possible try to accommodate your requests, but we cannot guarantee that a particular GP or nurse will be available on any particular day. For acute appointments the Doctors have requested that receptionists are to ask you to briefly describe your symptoms in order to ensure you see the right clinician.

Bookable appointments are available Monday to Friday both morning and afternoon. You may now book certain appointments online, please contact reception for more information.

Acute Appointments - will be with a Nurse Practitioner or a Doctor. You will not be able to choose which Doctor you see for these Urgent appointments. If you need to see a Clinician urgently every effort will be made for you to be offered an appointment that day, however you may be directed to other service providers, if required.

Routine Appointments - are usually available with your usual GP, or GP of your choice. These are usually pre-bookable non-acute appointments. If you have a more urgent need to see a Doctor you must inform the Receptionist when calling.

Pre-Booked Appointments - can usually be booked up to six weeks in advance with the GP of your choice, subject to availability. These appointments may be for medication reviews, follow-up appointments and other non-urgent planned reasons.

Cancelling Appointments - please make a note of your appointment time and contact us **ASAP if you need to cancel**. Although most patients do attend their appointments, every week a large number do not attend their booked appointments. The outcome of this severely hampers our ability to provide our patients with appointments. Please inform us as soon as possible if you are unable to attend an appointment, this will allow us to utilise these appointments for the benefit of other patients.

Text Messaging - We have a text messaging service which sends you text message reminders of your upcoming appointments. If you would like to sign up to this service then please ask one of our receptionists either in person or on the telephone. Alternatively you can sign up to this service online, if you have online access you can find this option by clicking Online Account Management and then Change Contact Details.

Telephone Advice - If you wish to speak to a GP or practice nurse we will try to accommodate your request but we may ask you some questions to determine the urgency or nature of the call. A telephone consultation may be offered to you with a GP, a GP will get back to you at their convenience.

Where you require nurse advice, a nurse will contact you during normal surgery times. The practice nurses cannot offer Travel vaccination advice over the telephone.

Home Visits - our doctors can typically see four patients at the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However if you feel you are too ill to attend the Surgery a Doctor may be able to visit you at home. Please phone 01536 481734 and press option 1 to arrange this, ideally before 10.00am. A doctor may contact you before attending. Visits are at the discretion of the Doctor and you will be asked by the receptionist to outline details of the problem.

Late Arrivals - please note that if you are 10 minutes late for an appointment the Doctor/ Nurse is likely to have moved on to the next patient. You may be asked to re-book your appointment, or if you need to be seen that day you may be advised to wait until your GP has seen those who have arrived on time. Please contact us as soon as possible if you know that you are going to be late, we will try to accommodate you where possible.

Nurse Practitioners

The Nurse Practitioners have undertaken specialist training to be able to assess and diagnose acute new presenting problems. The list below are examples of what our Nurse Practitioners deal with on a day to day basis, if you are suffering from any of the following symptoms then you will be directed to the Nurse Practitioners.

Minor Illness - Fever, Sore Throats, Coughs, possible Chest Infection, Abdominal Pain, Diarrhoea and Vomiting, Urinary Tract Infections, Ear Ache, Eye Infections, Sinusitis, recent onset Rashes etc.

Minor Injury – Bruises and Sprains, minor Head Injury, Cuts and Burns etc.

Emergency Contraception

Our Nurse Practitioners are also Independent Prescribers and they can prescribe medication for acute problems. however she is not able to print and issue prescriptions for repeat or long term medications.

The Practice Nurses are involved in the monitoring and promotion of health and wellbeing, supplying advice and support of treatment plans, lifestyle, diet, exercise, smoking cessation and appropriate alcohol consumption . Specialised clinics are available via invitation, for those with Diabetes, Cardiovascular conditions, Epilepsy and Respiratory disorders including Asthma and chronic obstructive pulmonary disease.

Nurses also undertake a variety of general nursing duties including, wound care, collection of samples as appropriate, including Cervical Cytology, ear irrigation, removal of sutures, some immunisations and assisting with minor surgery.

The Health Care Assistants undertake a variety of roles including taking blood for testing, carrying out ECG's, BMI measurements, BP recordings and exercise advice.

Vaccination & Immunisation Clinics

Childhood vaccinations are undertaken by our Practice Nurses and you will be notified when to attend.

Adolescent & Adult vaccinations/immunisations are undertaken by the Practice Nurses. Please note the Practice will not vaccinate against hepatitis B for Occupational Health purposes, you should contact your employer to obtain details of the arrangements they have in place.

Travel vaccine and Advice Clinic

The aim of the Practice is to provide a safe, effective and efficient service for the Practice patients. **Linden Medical Centre** is not a specialist dedicated travel centre, however some of the Practice Nurses' and GP's can provide up to date vaccine advice and general travel information on travel risks, including malaria prevention advice for at risk areas and administer NHS vaccines in line with government and local protocols.

Travel vaccines **available free** (Administration of the vaccine and associated advice will incur no charge) **on the NHS include:**

- Tetanus, diphtheria and polio (which are combined in one vaccine)
- Hepatitis A
- Typhoid
- Meningitis C

At present all other chargeable vaccines will need to be obtained via a specialised dedicated travel clinic, information as to the closest centres is available from Reception.

The Practice Nurses cannot offer travel vaccination advice over the telephone.

Smoking Cessation Clinics & Advice

This service is available at the surgery where you can obtain leaflets, help and advice. The Practice also holds Nurse led clinics to provide support and treatment plans for nicotine replacement therapy. Please ask at Reception, or inform your GP or Nurse when attending if you want help in quitting smoking.

Contraception & Sexual Health

Contraception and Sexual Health advice is available from the GPs and the Practice Nurses. A number of contraceptive services are available at the Practice including long acting contraception such as contraceptive implants and IUD's.

All information will be treated as confidential and will not be discussed with anyone else outside the Practice without your consent.

It may be beneficial for a young person if they can discuss any issues or concerns they may have with either their parent/guardian or another appropriate adult, and to have their support prior to attending, but this is not a requirement.

Chaperones

The Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times. You are entitled to have a Chaperone present during your examination, a number of our staff have been trained to undertake this role should you require one. If you would like a chaperone to be present you can request this at reception or speak with your GP/Clinician.

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, contact reception for further information.

A number of Pharmacies are now able to offer other services, including Medication Utilisation Reviews and Smoking Cessation advice and materials.

Non-NHS Examinations

Medical examinations for non NHS purposes e.g. insurance medical, pre-employment fitness, HGV medical etc, are not undertaken during normal surgery hours. A special appointment must be made with a GP and a fee will be charged, please ask at Reception for details.

Health Visitors

The Health Visitors attached to the Practice are available to help with any health or social need in the community including baby and child care.

Health Visitors Direct line: 01536 512352

Child Health Care Services

Parents whose babies are registered with the Practice are notified automatically when immunisations are due. Routine development assessments are carried out by the Doctor and Health Visitors.

Community & District Nurses

The Community Nursing Team is available to discuss all aspects of nursing care at home and can be contacted via reception on 01536 481734.

Test Results

Normal laboratory results will be given over the telephone after 2.30 pm. Some results will need to be discussed with your doctor and you will be advised either by telephone or letter if you need to make an appointment. Please allow at least **3 days** before you ask for your results. Some results may take longer.

Repeat Prescriptions

If you are on long-term treatment or need regular prescriptions you will be given a repeat slip attached to your prescription. It allows you to get repeats of your medication either by completing your slip and posting it with a stamped addressed envelope or bringing it to the reception desk. Please tick the appropriate box for the medication you require. If you are on multiple medications and you do not tick which medication is required you will not be prescribed any of those listed.

We aim to have your prescription ready for collection **within two working days** of when you bring it in, excluding weekend and bank holidays. If you have an urgent requirement for your medication please let reception know.

TO AVOID ERRORS WE CANNOT ACCEPT TELEPHONE REQUESTS FOR PRESCRIPTIONS.

Online repeat Prescription Requesting - We are pleased to announce that you may now order your repeat medication online.

First you must register for this service. This is a one-off process that involves you coming to the surgery and requesting a username and password. Please bring photo identification with you for your own security. Once registered you will be able to order your prescriptions to be collected from the surgery in two working days

COMMUNITY MIDWIFE

Our community Midwife holds regular clinics at the surgery and can be contacted via Linden Avenue Medical Centre for any queries / problems.

Alternatively, she can be contacted via the Maternity unit at Kettering General Hospital on 01536 492000.

MATERNITY CARE

Please let the Receptionist know if you are making an antenatal appointment so that she can ensure the appointment is booked in with enough time for you to discuss your pregnancy with the midwife.

SPECIALISED SERVICES AVAILABLE

Cervical Cytology (SMEAR TESTS)

The Government Program invites women between 25–65 years of age to have regular tests. All women registered at the Practice within that age group are encourage to attend for a test. The tests are carried out by the Practice Nurses, who then forward the samples on to the laboratory. Informing the reception team of your smear is essential to ensuring that you are placed in the right clinic.

MAMMOGRAPHY

Mammography is offered to all females between the ages of 50 & 65 years by the local Breast Screening Unit every three years. When you reach the age of 50 you will be invited to attend screening when your postcode area is next routinely covered, which may be sometime later. If you wish to continue after 65 years please ask your doctor to arrange this.

PHYSIOTHERAPY SERVICE.

Patients with acute conditions may be referred by their doctor to the Physiotherapist. Patients can also contact them as self referrals. They will be sent an appointment and they may choose the most appropriate venue. Contact reception for details.

Health Checks

Any registered patient 40 - 74 years of age without a pre-existing condition may ask for a health check. During this check all appropriate examinations and investigations will be undertaken by a Health Care Professional.

DISABLED ACCESS TO SERVICES

There are dropped kerbs and allocated disabled parking spaces at both premises. 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. The Staff at Linden Medical Group are also available to assist with those who have a visual impairment.

COMMENTS AND COMPLAINTS

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably, but not necessarily, **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. The Practice's complaints leaflet explains further, you can also ask at Reception for advice.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

If you do not feel able to approach the practitioner or one of their staff, or are worried that if you do so you may be discriminated against please contact the Complaints Manager at NHS England, who will be able to help you.

Complaints Manager

NHS England
PO Box 16738
Redditch
B97 9PT

Tel: 0300 311 22 33

Email: england.contactus@nhs.net 'marked for the attention of the complaints manager'

Alternatively, you have the right to contact the Health Service Ombudsman directly or Health watch details are given below:

The Parliamentary & Health Service Ombudsman

Millbank Tower
Millbank
London, SW1P 4QP
Tel: 0345 0154033 Website: www.ombudsman.org.uk

Healthwatch Northamptonshire

3rd Floor
Lakeside House
Bedford Road
Northampton, NN4 7HD
Tel: 0300 002 0010, SMS/Text: 07951 419331, Website: www.healthwatch.co.uk
Email: enquiries@healthwatchnorthamptonshire.co.uk

PATIENT CONFIDENTIALITY AND DATA PROTECTION.

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and all employees have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

Please note that it is the Practice's policy to record all telephone calls for the purposes of patient and staff care, security, and dispute resolution. Recordings and their use will be at the Partners' discretion and will also comply with the Practice's Data Protection registration.

The Organisation's Responsibilities

The organisation will ensure that employees fully understand all their responsibilities with regard to confidential data. The employees will sign a written statement of the responsibilities they are undertaking towards the security of the data.

The organisation will also ensure that arrangements are in place for the confidential disposal of any paper waste generated at work.

The organisation will strictly apply the rules of confidentiality and in general will not release patient information to a third party without proper valid and informed consent, unless this is within the statutory exempted categories such as in the public interest, in which case the release of the information and the reasons for it will be individually and specifically documented and authorised by the responsible clinician.

We will not divulge your information to any organisation or body outside the NHS without your written consent.

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. A copy of the scheme is available to view on our website and a hard copy upon request from reception.

DO YOU LOOK AFTER SOMEONE?

We are trying to identify & support as many Carers as we can.
(this does not include employed care work)

If you're a Carer who helps and supports someone who can't manage on their own, we want to ensure you get all the support you need.

By identifying yourself as a Carer, you will be added to our Carers Register. In doing so we will, where possible, try to help you access our services more conveniently.

We can also offer you:

- A **FREE** Annual Health Check
- A **FREE** Annual Flu Jab
- Access to local and national support groups and services
- If wanted or needed a Carer's Assessment

We have Carer's packs available on the reception desk, which includes useful information and a Carer's identification and referral form, once this is completed and returned to us, we can then add you to our Carer's Register to ensure full support is given.

GP TRAINING PRACTICE

Linden Medical Centre is also a GP Registrar training practice. GP Registrars are fully qualified doctors who are undertaking additional training to become General Practitioners. They may stay at the Practice for up to a year. As with the Medical Students, some consultations will form part of their assessment and will need to be videoed with your permission. If you do not want to take part in this please inform the receptionist again when making the appointment.

MEDICAL STUDENTS

The Practice is committed to the training of new doctors. Medical students from the University of Leicester Medical School will often, as part of their training, be based at the Practice. You may be asked for your permission to have a student present during your consultation with the doctor. They may also wish to video the consultation when undergoing an assessment. This will be explained to you when booking the appointment and you have a right to decline. The Practice is very grateful for your assistance whilst training our future doctors.

PROTECTED LEARNING TIME INITIATIVE (PLT)

All members of the Practice take part in the PLT. This means that the Practice will be closed for an afternoon on a regular basis for training purposes. During this time patients will be advised to use the services of NHS 111 for medical advice as detailed previously.

REGULATED STUDIES

Sometimes you may be asked to take part in a study involving old or new medications. These studies are run to enhance the quality of the treatments available to you and others and will only be undertaken if you are likely to benefit from the treatment in the study. The studies are strictly controlled, having been sanctioned by both regional and local ethical committees. They run in accordance with the Declaration of Helsinki and the guidelines of the Association of British Pharmaceutical Industries. Please do not feel apprehensive if you are approached to take part in a study. You have every right to refuse without fear of giving offence or incurring any detriment to the care offered to you.

Patients Rights & Responsibilities

The care of your health is a partnership between yourself and the Practice. The success of that partnership depends on an understanding of each others needs and co-operation between us. The Partners, staff and other members of the team work hard to provide the best service we can to our Patients, but we accept we sometimes get things wrong. Do let us know whenever you feel we have not met our responsibility to you, likewise, we would be pleased to hear from you if we do something very well and exceed your expectations.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. It is important that you contact us in good time if you cannot attend a pre-arranged appointment with us.

Zero Tolerance to Violence & Aggressive Behaviour

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. Verbal and physical abuse of NHS staff is a serious and growing problem. Any abuse of Practice or Attached staff i.e. District Nurses, will not be tolerated and any patient identified will be excluded from the Practice list, normally with immediate effect.

USEFUL TELEPHONE NUMBERS

For all information on what Primary Care services are available in the area contact:

NHS Nene Clinical Commissioning Group
Francis Crick House
Summerhouse Road
Moulton Park
Northants
NN3 6BF

Tel 01604 651100 Fax 01604 745375

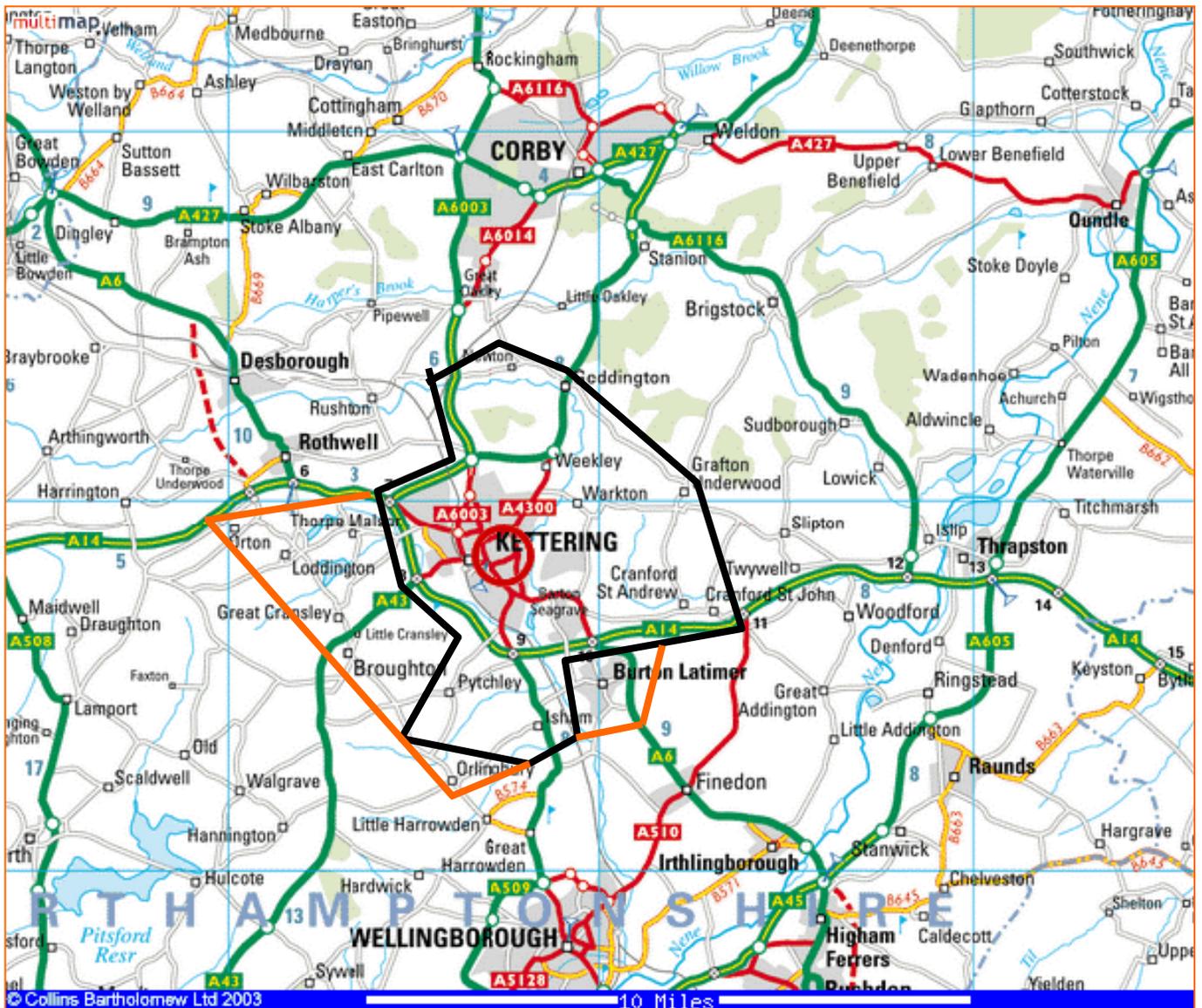
Website: www.neneccg.nhs.uk

Resource:	Contact Number / Details:
Out of Hours (NHS 111 Service)	Tel: 111
Kettering General Hospital	Tel: 01536 492000 www.kgh.nhs.uk
St Mary's Hospital	Tel: 01536 410141
Corby Diagnostic Centre	Tel: 01536 400090
Police	Tel: 03000111222
Community Midwife	Tel: 01536 492899
Patient Registration	Tel: 0116 2957880
Emergency Dental Service	Tel: 07860879279
Dental Helpline	Tel: 01604 406536
NHS Podiatry and Chiropody Clinic	Tel: 01536 488832
NHS Smoking Helpline	Tel: 0800 0224332
Cruse (bereavement)	Tel: 07772428532 www.cruse.org.uk
Drinkline - National Alcoholic Helpline	Tel: 0300 1231110
MIND (Kettering)	Tel: 01536 523216 www.ketteringmind.org.uk
Rape and Incest Crisis Centre	Tel: 01604 250721 www.nricc.co.uk
Ashwood Centre for Sexual Health	Tel: 01536 410647
Carers Support Line	Tel: 01933 677907 www.northamptonshire-carers.org
Samaritans (Kettering)	Tel: 01536 416999 www.samaritans.org
Citizens Advice Bureau (Kettering)	Tel: 01536 482281

The nearest NHS Walk-in Centre is at:
Corby Urgent Care Centre, Cottingham Road, Corby, NN17 2UR. Tel: 01536 204154

Linden Medical Group

Map of Practice Coverage



— Inner Boundary — Outer boundary

Since 2008 the area the practice covers has been as follows (shown in black):

Kettering Town, Barton Seagrave, Cranford, Geddington, Grafton Underwood, Isham, Pytchley, Warkton & Weekley

However, in 2012 the Practice agreed an outer boundary (shown in orange) with the Primary Care Trust, the effect of this change is that any Patient currently living within the outer boundary area that changes their address, but stays within that area, will be able to continue to be registered with the Practice. If you have any questions please ask at Reception.