

Welcome to Greens Norton Medical Centre



Introduction

Greens Norton Medical Centre is situated in the small Northamptonshire Village of Greens Norton, about 2 miles from Towcester. The purpose built medical centre was opened in 1999 and serves patients living in and around Greens Norton and surrounding villages including Towcester.

Our aim is to provide high quality medical care in a friendly and relaxed atmosphere. We promote healthy living with an emphasis on disease prevention.

Our Team - Doctors

The Partners

Dr Mike Greenhalgh, M.B., B.S., (St. Mary's London 1981), DRCOG FP DPD
Special interests include diabetes and dermatology

Dr Asif Akram, M.B., ChB., (University of Manchester 1997), MRCGP, DRCOG FP
Special interests include musculo-skeletal medicine

Dr Jill Greenhalgh, M.B., B.S., (St Mary's London 1980) DRCOG FP
Special interests include contraception, coil fitting and implants

Dr Diane Geatch, MB., ChB., (University of Leeds 2002), DCH., MRCGP, DFFP
Special interests include contraception and child health

Medical Students

Two to three times a year we welcome medical students to the Practice as part of their final year training. When a medical student is with us a notice will inform you that the student may be consulting with the doctor. You may still see the doctor on your own if you wish. Ask at reception.

Our Team - Practice Staff

Practice Staff

We have a dedicated practice team who cover many specialities and enable us to offer a wide range of services to patients 'in-house'.

Practice Manager: Mrs Gina Thompson

**Greens Norton
Medical Centre**
Towcester Road
Greens Norton
Towcester
Northamptonshire
NN12 8BL

Appointments:
01327 358287

Dispensary:
01327 359670



Greens Norton Medical Centre

Reception

Reception is staffed by a team of six experienced receptionists who will make appointments for you, deal with enquiries and repeat prescriptions for non-dispensing patients.

Dispensary Supervisor: Mrs Carol Holmes

Carol has four trained dispensers to provide medicines for those patients who live within the practice catchment area and do not live within one mile of a Chemist. Patients attending the surgery will normally have their prescriptions dispensed at the time of their consultation providing they are dispensing patients.

Nurses:

We have four Practice Nurses and two Health Care Assistants:

Practice Nurse: Alison Foster

Practice Nurse: Wendy Meredith

Practice Nurse: Vicky Taylor

Practice Nurse: Trish Ducker

Health Care Assistants: Angela Collett & Jean Pickup

Our Nurses are fully qualified to carry out a wide range of services including blood tests, ear syringing, hearing tests, dietary advice, blood pressure checks, wound dressing and advise on minor illnesses.

Appointments

Appointments

To make an appointment either call at the reception desk or telephone 01327 358287.

If you have an urgent medical problem you will be able to access a health professional within 24 hours.

All consultations are by appointment. Where possible the appointment will be with your own doctor. However, if the doctor of your choice is not available, you will be offered an appointment with another doctor. All of our Practice Nurses are trained in the management of minor illness and you may be offered an appointment to see or speak with a nurse. All consultations and medical records are recorded on the computer system and all the doctors and practice nurses have access to your complete medical records. Patients who need to be seen urgently will always be seen at the end of either the morning or evening surgeries. Some problems can be

resolved over the telephone (triage). The doctor or nurse will decide whether an emergency appointment or triage is appropriate.

If you are unable to attend your appointment it is important that you cancel so that your appointment can be reallocated. Patients who regularly miss appointments without letting us know may be asked to leave our practice.

For various ongoing medical conditions (Receptionists will advise) you may be offered an appointment with one of our specialist practice nurses for routine consultations and the management of your condition.

Home Visits

Please remember, seeing you at home takes four times as long as seeing you in the surgery. Do try and attend the medical Centre if you are able. If you feel that a home visit is required, please telephone the medical centre before 10:00 am.

Triage

There is also a facility for triage during morning surgeries.

Reception

The receptionists will welcome you to the Medical Centre and answer the telephone. You may talk to them and seek advice from them in confidence. They will advise you about whom to see if you need help.

If you have any queries about test results, hospital appointments or anything else that you are uncertain of, please telephone the surgery receptionists after 10:30 am whenever possible. They will advise you and liaise with your doctor.

When the medical centre is closed please telephone NENEDOC on 03336 664 664. The doctors are available to provide treatment and advice for urgent illnesses and minor injuries when the surgery is closed, Monday - Thursday 6.30pm to 8am and weekends from Friday 6.30pm to Monday 8am (including bank holidays). Calls are charged at local rates.

Change of Address

If you move house or change your telephone number it is important that you inform us on 01327 358287.

Our Team - Attached Staff

Health Visitors

Provide child health surveillance and parenting support.

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The Health Visitor can be contacted on 01327 350182.

Midwives

Our midwife works closely with the doctors in caring for mothers before and after the birth. Our midwife holds a clinic here at the surgery on a Monday afternoon by appointment. Home births can be considered.

District Nurses

Are available for the nursing care of housebound patients in their own homes. Arrangements can be made through your doctor or directly with the team. The team can be contacted on 01327 320960.

Community Matron

The practice is able to call upon the Community Matron, based at Towcester, to provide support for patients with long term conditions. Please contact Yvonne Dewale on 01327 320960.

Counsellor

A counsellor is employed by the practice. Appointments can be made with her after referral by your doctor.

Physiotherapy

A physiotherapist is available locally, by appointment following referral by your doctor.

Macmillan Nurses

The Practice is able to call upon a team of Macmillan nurses based at Danetre Hospital, Daventry. These nurses provide extra support for the terminally ill and their families.

Services Offered

Minor Surgery

Certain minor surgical procedures are performed under local anaesthetic. Your doctor will be happy to discuss your case with you and advise whether surgery is required, and if this can be safely undertaken in the surgery. If there is any doubt, you will be referred to the appropriate hospital specialist.

Well Person Checks

Our nurses provide general health screening for men and women. Cardiovascular disease and diabetes can cause ill health and premature death. We provide individualised risk assessments, with advice on life-style changes that can reduce the risk of these diseases. Any problems highlighted will be dealt with after discussion with your doctor.

We have recently started inviting men to attend for a health check on reaching their 40th birthday.

The check for women will include a cervical smear, and advice on breast self-examination.

Cervical Screening

All women are encouraged to have regular smear tests. You will be invited to attend routinely with our Practice Nurse.

For the latest information about the cervical screening programme see www.cancerscreening.nhs.uk/cervical/index.html

Travel Immunisations/Vaccinations

Please make an appointment and complete a travel questionnaire at least six weeks in advance of your planned travel in order that arrangements can be made for your particular requirements, for travel questionnaire please click [here](#). Specific information on vaccinations and malaria requirements can be found on this website <http://www.fitfortravel.scot.nhs.uk/>.

A charge will be made for certain immunisations that are not covered by the NHS.

A list of these charges can be viewed [here](#) or at the reception.

Yellow Fever Vaccinations

We are a Yellow Fever Centre for the immunisation of patients and patients registered elsewhere who are travelling to countries where yellow fever is high risk.

Flu Vaccinations

An influenza vaccination is recommended for all patients over 65 and for others with heart, lung or kidney disease, diabetes and residents of nursing and rest homes. Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

Pneumonia Vaccination

In accordance with the Department of Health guidelines we offer a pneumonia vaccination to all our patients with diabetes, chronic lung disease, heart disease, residents of nursing or residential care homes and for all patients aged over 65 years. This vaccination only needs to be given once.

Private Medical Examinations (HGV, Taxi and Insurance Medicals)

The doctors are happy to carry out medicals by appointment. Please telephone the surgery for an appointment. Please ask at the reception for the charges for these services.

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Nurse Led Clinics

Four specialist nurses are responsible for the management of patients with diabetes, asthma, chronic respiratory disease, heart disease and strokes in conjunction with a doctor. Patients will be invited to attend the surgery at least once a year for review of their condition.

Smoking Cessation

Individual advice and support is available to patients who wish to stop smoking.

General Information

Opening Hours

Monday, Tuesday and Thursday 08:00 to 18:30
Wednesday 08:00 to 20:00
Friday 07:00 to 18:30

Surgery Times

Surgeries are usually held between 08:40 and 11:30 and 16:00 and 18:00 each weekday by appointment.

Extended Hours

We also offer a late Wednesday evening surgery from 6.30pm until 8.00pm and an early Friday morning surgery starting at 7.00am for pre-booked, routine appointments with a doctor. Emergencies during these times are to be referred to NENEDOC, the out-of-hours on call service on 03336 664 664.

Treatment Room

Open 08.30 to 12 noon and 14:00 to 18:00 most afternoons by appointment only.

Out of Hours Emergencies

When the Medical Centre is closed, telephone the out-of-hours provider NENEDOC on 03336 664 664. Trained staff will answer your call. You may be given telephone advice, asked to attend an emergency surgery or visited depending upon the severity of your problem.

NHS Direct

In addition NHS Direct nurses can provide 24 hour telephone advice on any medical problem and are available on 0845 46 47.

Their website is <http://www.nhsdirect.co.uk/>

How To Register with this Practice

If you wish to register as a new patient with this practice then please contact our receptionists who will help you. Alternatively, please call in to the surgery with a completed, signed registration form or medical card along with evidence of identification (passport, photo driving

licence, official ID card) and current address (council tax bill, paid utility bill, bank statement etc). On registering you will be invited to the practice to meet one of our nurses. At this time it is usual for you to have your height, weight, blood pressure etc checked and you will have the opportunity to discuss any matters concerning you.

Disabled Access

Wheelchair access to the building is through the main entrance. A disabled patients' WC is provided near the main entrance. The reception counter has a lowered section for disabled access and all the corridors are designed for wheelchair access. There are designated disabled parking areas in the car park.

Repeat Prescriptions

The dispensary is open between 08:30 and 18:30 on Monday, Tuesday and Thursdays and during extended surgery hours.

48 hours notice is required for the supply of repeat medication. This can be ordered on-line by filling in and submitting the online order form, or alternatively repeat medication can be ordered by ringing 01327 359670 between 10:30 and 15:30 whenever possible.

For those patients that are housebound or have difficulty in getting to the surgery to collect medication, we offer a free home delivery service three times a week. Please contact the dispensary where the staff will be happy to arrange this.

Hospital prescriptions can be dispensed by our dispensary as soon as is practical - often the same day as a hospital appointment but please bear in mind that medications may have to be specially ordered in - please speak with the dispensary staff who will be able to advise you.

EMERGENCY SUPPLY OF MEDICATION - OUT-OF-HOURS

Patients needing to obtain a prescription out-of-hours should contact NENEDOC on 03336 664 664.

Patients needing a prescription to be dispensed out-of-hours can take the prescription to a pharmacy of choice. For a list of which pharmacies are open and their opening hours consult local papers or telephone NHS Direct on 0845 46 47 for up-to-date information.

Medication Review

Please check the bottom of your prescription to see if your medication is due for review. If a review is due please make an appointment with your doctor.

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Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team. Prescriptions and some of the consultation records are run purely on computer. This enables us to analyse various aspects of health care and to produce an annual practice report.

Test Results

These may be obtained by telephoning 01327 358287, usually two to three days after the test has been performed, depending on the type of test as some tests can take longer. Please telephone after 10.00am. The receptionist will then inform you of the result, or she may arrange for you to discuss this with your doctor. It is practice policy only to give results of medical tests to patients over 16 and to the parents of those below this age. Please telephone in person and do not ask anyone else to collect your results UNLESS you have specifically given permission for them to do so and this is recorded on your medical record.

Laboratory Specimens

Specimens are sent to the hospital on a daily basis. If you are asked to bring a specimen please ensure that we receive it before 12 noon clearly marked with your name and date of birth.

Suggestions, Feedback and Complaints

We aim to offer the best possible care to our patients and we welcome any suggestions or feedback which will help us improve our service.

Patient Panel

We have an active Patient Panel who meet at the surgery two to three times a year. The Patient Panel is made up of a selection of patients who meet with Practice staff to decide ways of making a positive contribution to the services offered by the Practice to the patients. If you wish to become a member on the Patient Panel, please contact the Practice Manager for more details. Alternatively, any suggestions or comments you would like the group to discuss can be forwarded by contacting the Practice Manager, placing them in the suggestion box located in the waiting room or posted online via the link to the online suggestion box. Future meeting dates and times are displayed on the waiting room notice board and minutes of past meetings are available from reception.

Complaints about our service should initially be directed to the Practice Manager (take out name). All complaints will be acknowledged within 2 working days. Alternatively you can complain to Northamptonshire Teaching PCT; however we would like to have the chance to investigate your complaint ourselves before this step is necessary.

Your feedback will help us to improve our service. There is a suggestion box in the waiting room or you may use our online suggestion box.

Violent/Abusive Patients

If a patient is violent or abusive to a GP or to a member of staff they will be removed from our patient list.

Health Advice Leaflets/Information

A general selection of leaflets and information on self help groups is available in the waiting room. Others are available from the doctor or nurse. If you cannot see what you require, please ask.

Out Of Hours

Out of Hours Emergencies

Before 08:00 and after 18:30 please telephone NENE-DOC on 03336 664 664. Your call will be passed to a doctor who will call you back and either advise over the telephone, arrange to visit you or ask you to attend the out-of-hours centre, depending on the severity of your problem.

NHS Direct

In addition NHS Direct nurses can provide 24 hour telephone advice on any medical problem and are available on 0845 46 47. Their website is www.nhsdirect.co.uk

Clinics

Diabetic Clinic

All patients with diabetes are invited by appointment to attend this clinic on a regular basis as well as, or instead of, the hospital clinic. A blood test will be required 7-10 days prior to your appointment.

Retinal Photography

Retinal photography in a visiting mobile unit is arranged annually for all patients with diabetes not attending the eye clinic.

Ante Natal Care

All the doctors see antenatal patients by appointment.

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Our midwives also hold their own clinics on a Monday afternoon.

Child Health Surveillance

This is undertaken at regular intervals on all children from birth to school age.

Assessments are made by a doctor and/or Health Visitor in the surgery, or at home, and allow an opportunity to discuss other problems eg sleeping, feeding and child health worries.

A Well-baby Clinic is held on the 1st Tuesday of the month, by appointment between 10:00am and 11:00am.

A Breastfeeding support group is held on a Monday morning 11:00 -12.30 at the Brook Health Centre in Towcester. This is a drop in session that provides support and a venue to meet other breast feeding mums. Health visitors and a breast feeding counselor are also available during those sessions.

A drop-in Baby Clinic is held on a Wednesday morning 10:30 -12:00, also at the Brook Health Centre.

You may weigh your baby in the Health Education room at other times to the baby clinic. However, this facility may not be available if the room is in use by another group.

Childhood Immunisations

Clinics are held fortnightly on a Thursday morning by appointment.

These start at two months of age. The Area Health Authority computer will usually forward you a reminder as to when your child requires to be seen in the clinic. If you do not receive a reminder, or are in any way concerned, please contact us for advice.

Children's Immunisation Schedule

See next page

Physiotherapy

NHS Clinics are held locally, by appointment following referral by the doctor.

Counselling Service

A qualified counsellor is available to patients following referral by a doctor.

Cryotherapy (Freezing Clinic)

Removal of warts and other lesions is provided on a regular basis by appointment.

Joint Injection Clinic

Dr Akram regularly holds a joint injection clinic after

referral from your doctor

Family Planning

The practice provides a full Family Planning Service. Dr Jill Greenhalgh is available to fit coils, caps and subcutaneous implants by appointment only on a Monday afternoon between 14:00 and 15:30.

If you think you require emergency contraception then please ask to speak to a nurse immediately so you can be offered an appointment as soon as possible. For other methods of contraception make an appointment with the doctor or nurse during surgery hours.

C-Card Scheme

We participate in the C-Card Scheme. If you are under 25 and would like confidential health or contraceptive advice, free pregnancy testing or free condoms, please see staff at reception or any young persons organisation displaying the C-Card sign.

Chlamydia Screening for under 25 year olds

Chlamydia is a common sexually transmitted infection that can be easily treated with antibiotics. If untreated it can lead to complications such as infertility. There is a simple, painless, free test that you can do yourself. If you are under 25 years of age and would like a test, please speak to one of the Practice Nurses.

INR Monitoring

Regular monitoring for patients taking anti-coagulant therapy.

Weight Management

If you would like help with your weight please make an appointment with one of the Practice Nurses. South Northants Council organise Health Walks

Useful Contact Information

NENEDOC	03336 664 664
TADD Voluntary Drivers	01327 810300
Lloyds Chemist: Brook Health Centre	01327 352417
Lloyds Chemist: 108 Watling Street	01327 350433
Emergency Dentist	01604 762217
Social Services	01327 358323
Relate (counselling)	01604 634400
Health Visitors	01327 350182
CAN (drugs, alcohol + homelessness)	01604 622121/627027
Northampton General Hospital	01604 634700
Northamptonshire Teaching Primary Care Trust	01604 615000
Genito-Urinary Medicine Clinic	01604 637203
Police	01327 300300

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NHS Smoking Helpline	0800 1690169
Rape Crisis	01604 250721
NHS Direct	0845 46 47
Horton Hospital	01295 275500
Three Shires Hospital	01604 620311
MK Hospital	01908 660033
Danetre Hospital, Daventry	01327 705610
John Radcliffe Hospital, Oxford	01865 741166
PALS Patient Advice & Liaison Service	0800 5870 879

Children's Immunisation Schedule

Please note the vaccination programme below is up to date at time of writing and will be updated following any revisions to the programme by the Department of Health.

When to immunise	What is given	Vaccine and how it is given
2 months	Diphtheria, tetanus, acellular pertussis, Inactivated polio and Haemophilus influenzae type B (DTaP/IPV/Hib)	One Injection (Pediacel)
	Pneumococcal (PCV)	One Injection (Prevenar)
3 months	Diphtheria, tetanus, acellular pertussis, Inactivated polio and Haemophilus influenzae type B (DTaP/IPV/Hib)	One Injection (Pediacel)
	Meningococcal group C (MenC)	One Injection (Menjugate Kit or Meningitec)
4 months	Diphtheria, tetanus, acellular pertussis, Inactivated polio and Haemophilus influenzae type B (DTaP/IPV/Hib)	One Injection (Pediacel)
	Pneumococcal (PCV)	One Injection (Prevenar)
	Meningococcal group C (MenC)	One Injection (Menjugate Kit or Meningitec)
Around 12 months	Haemophilus influenzae type B and meningococcal group C (Hib/MenC)	One Injection (Menitorix)
Around 13 months	Measles, mumps and rubella (MMR)	One Injection (MMR II or Priorix)
	Pneumococcal (PCV)	One Injection (Prevenar)
3 years & 4 months to 5 years	Diphtheria, tetanus, acellular pertussis and Inactivated polio (dTaP/IPV or DTaP/IPV)	One Injection (Repevax or Infanrix-IPV)
	Measles, mumps and rubella (MMR)	One Injection (MMR II or Priorix)
12 -13 year old girls *(School year 8)	Human Papilloma Virus (HPV)	Three dose course over six months
13 - 18 years	Tetanus, diphtheria and polio (Td/IPV)	One Injection (Revaxis)

* If your daughter is not offered this vaccination programme at her school please make an appointment with our Practice Nurse. For girls outside this age group there will be a charge