

PATIENT INFORMATION LEAFLET

SURGERY OPENING/CLOSING

HOURS

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30

Every Second Saturday of the month **08:30 - 12:00**

The surgery is currently open once a month on the second Saturday (please check as this is variable).

The practice will be closed from 12:30 every second Wednesday of the month for PLT (Practice learning Time) and will reopen the next working day as usual.

REGISTRATIONS

All persons wishing to register at this practice must be present at the time of registration.

Registration can take up to 5 working days.

TIMES

Monday – Friday 12:45 – 13:45 & 17:00 – 18:00

Every second Saturday of month 09:00 – 11:30

APPOINTMENTS

Appointments are bookable either by contacting the surgery via telephone or by use of our website.

To book online, please ask at reception for details.

Please assist staff by letting them know the problem briefly. Just 1-2 words will do without any details so they can direct you to the most appropriate service (e.g. chest infection, asthma, epilepsy review or needing sutures removed, sore throat, sprain etc.)

Certain illnesses can be treated by our experienced minor illness nursing team. If necessary, the doctor will review afterwards on the same day.

Please do not abuse the urgent appointments available for such problems as corns, warts, fungal nail infections, acne, cholesterol tests, routine referrals, sick notes etc.

To balance best possible care with access for all our patients normal appointment slot is 10 minutes. Usually only one problem can be addressed at a time and you will be requested to book a further appointment if you have more than one problem to discuss.

The surgery runs a very tight appointment system and if you are late for your appointment you may NOT be seen.

NURSE APPOINTMENTS

Treatment Room;

Travel clinics and other vaccinations, swabs and smears, wound/ulcer dressings, ECG, blood pressure.

Chronic Disease Management;

Diabetes, COPD, Asthma, CHD, CKD, Stoke/TIA clinics.

Minor Illness Clinics;

Routine appointments;

For follow up and routine reviews e.g., blood pressure, epilepsy, asthma, medication reviews etc.

Blood testing;

The surgery runs a Phlebotomy clinic 5 days a week from 08:20 – 11:20.

It is important that you are punctual for your appointment as any sample taken after 11:30 will not be collected by Northampton General Hospital as all samples are collected promptly at 11:30.

1 WEEK APPOINTMENTS

For conditions or situations that are less urgent and can wait.

ACCESS APPOINTMENTS

Bookable 24 hours in advance. These are used if a problem is serious, but not necessarily urgent for a same day appointment.

URGENT APPOINTMENTS

Bookable on the day itself.

An urgent surgery is available every morning from 08:00 and every afternoon from 14:00 for appointments in which the problem must be seen to today. Please give the staff a brief explanation as to the urgency so the doctor or nurse is able to deal with your problem more efficiently.

(e.g. injuries less than 48 hours old. Temperature symptoms, urine infections, chest infections, back pain, abdominal pain etc.)

CANCELLATIONS

Please be punctual for your appointment – there is no guarantee that you will be seen if you are late. Unfortunately many patients fail to keep their arranged appointments. If you are unable to attend, please contact us to cancel so that the appointment is not wasted.

EMERGENCIES

We are not an emergency service. Any severe chest/abdominal pain or heavy bleeding, severe injuries or severe breathlessness will be directed to A&E.

Please call the surgery or call 111 for help and advice.

OUT OF HOURS

Between 18:30 and 08:00, Monday – Friday and throughout weekends and public holidays, please call 111.

HOME VISITS

Home visits are for patients who are clinically unable and not those that are unwilling to come to surgery.

These would be reserved for physically housebound patients or end of life care.

We do not visit children. Parents are expected to bring them into the surgery.

Lack of transport, money and social reasons are not accepted.

Please refer to our home visit policy on the website.

A home visit request does not automatically guarantee a visit.

The request will be triaged by the doctor who will decide if this is appropriate.

All requests for visits must be in by 11:00 to be seen on the same day.

It is unlikely a doctor would leave his/her surgery to attend a home visit, unless absolutely necessary.

TELEPHONE CALLS

Please give staff some information regarding the reason for the doctor to call. It may not always be possible for doctors to call back and you may be asked to book an appointment instead on some occasions.

RESULTS

Bloods, swabs and x-ray results can take up to 7 days (sometimes more).

Please call after 2pm when the phones are less busy.

Children under the age of 16 will not be given results.

These will be given to the parent or guardian.

Letters for review following tests are usually for routine appointments within 4 weeks, unless stated in the letter.

PRESCRIPTION REQUESTS

The surgery does not accept requests via telephone.

- SystemOnline repeat prescriptions ordering system.
- Return your order slip to the surgery by post. You can enclose a stamped addressed envelope if you would like us to return it to you.
- If you are ordering a large number of items and the envelope will be bulky please provide an envelope

measuring 9 inches x 6 inches. This will still be covered by first class postage.

- Fax your order to us on 01604 646208.
- Bring your prescription request into the surgery and post it in the box at reception.

If your prescription is not on repeat, it is at the doctor's discretion to reissue this may take longer than 72 hours, as some medications are only for short term use, you may be asked to book an appointment for a review.

HOSPITAL PRESCRIPTION REQUESTS

The hospital will issue either a letter or prescription request slip for you to hand it in to your GP.

The surgery will be unable to help you without knowing what medication, dosage and frequency is required.

Please ensure that you obtain this information from the hospital before passing it to a receptionist.

We usually require 72 working hours to process any request for medication.

SICK/FIT NOTES

Please give receptionists the details. We would need;

1. The condition.
2. The starting date.
3. The end date.
4. 72 working hours for processing.

The practice is only able to print the certificate on the day it runs out or back date it. We cannot issue advanced sick notes.

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).

It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

Statement of Fitness for Work - 'Fit Note'

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

SYSTMONLINE

This is a utility for patients to use via our website. Here you can book appointments, order your repeat prescriptions and more online.

For more information, please ask a receptionist or go on to our website:

www.woodviewmedicalcentre.co.uk

TEACHING PRACTICE

The practice is a teaching practice and Doctors; Boteju, Ong and Narra teach medical students. On some occasions there may be a student present at your consultation. You will be informed of this when you book your appointment.

We also take Foundation Year 2 doctors. These are newly qualified practising doctors who undertake four months' work within general practice. During this period they are supervised by our general practitioners.

PLEASE SEE OUR WEBSITE FOR MORE INFORMATION ABOUT THE SERVICES WE OFFER AND ADVICE ON HEALTHCARE ISSUES.

Upon registering, you will be asked to sign to say that you have read and understood this leaflet thoroughly.