

PRACTICE AREA

WARBOYS SOMERSHAM
WOODHURST COLNE
BLUNTISHAM EARITH
WYTON
HUNTINGDON HOUGHTON NEEDINGWORTH WILLINGHAM
HEMINGFORD ABBOTS ST IVES HOLYWELL
HEMINGFORD GREY FEN DRAYTON
HILTON FENSTANTON
CONINGTON
BAR HILL
CAMBOURNE

CAR PARKING

For Northcote House Surgery, side road parking is available or at the Broad Leas Centre (opposite the surgery). The practice car park may be used by the Ambulance Service and Blue Badge Holders

Northcote House Surgery

Patient Information

Leaflet

Fenstanton Surgery

DOCTORS:
Boudjema Boukersi
LRCP LMSSA LRCS Registered 1998 London

PRACTICE NURSES:

Paula Darer, & Jenny Summerton

HEALTH CARE ASSISTANTS:

Emma Holmes & Sophie Walker

Consultations are by appointment only & although we make every effort to run our surgeries on time, sometimes problems arise which may cause delays. In these circumstance we will keep you informed and offer an alternative appointment if necessary.

We welcome new patients
To register, please contact Reception or visit our website

WWW.NORTHCOTEHOUSESURGERY.CO.UK

THE ADMINISTRATION TEAM

PRACTICE MANAGER: Jenny Parker

MANAGEMENT ASSISTANT: Nicola Jarmain

DISPENSER: Sue Moore

SECRETARY/ADMIN: Lucy Pistilli , Juliet Mansfield & Liz Tomkins

RECEPTION TEAM : Tania Jarvis, Vanessa Edwards,
Lesley Stewart, Cheryl Phillips & Margaret McCabe

***OUR MISSION
STATEMENT***

Our Practice Team aims to provide
an excellent, efficient, safe and
friendly service to all our patients

COMPLAINTS

Although we do our best to provide you with a quality service sometimes the service may not reach patient expectation and we need your help to correct it. Should you experience a problem or have any concerns, please let our Practice Manager know, either by letter, phone or by requesting an appointment to meet with her.

CHRONIC DISEASE MANAGEMENT

The Practice has a very robust management plan for our patients with chronic disease such as those listed below. We aim to see patients on the registers for an annual review of their conditions and we strongly encourage you to attend when invited for your appointment.

Chronic Heart Disease	Asthma	Hypertension
Chronic Kidney Disease	Diabetes	Mental Health
Chronic Pulmonary Disease		Epilepsy

We aim to keep our Disease Registers up to date and from time to time it may be necessary to seek details on your height, weight and the quantities of alcohol you drink or the amount of tobacco you smoke.

The Government is presently recommending that we encourage overweight patients to seek advice on their diet and exercise regimes. Our nurses and health care assistant will be pleased to provide support and assistance with all health promotion initiatives.

OUR LOCAL DISTRICT NURSING TEAM ARE IN REGULAR CONTACT WITH THE PRACTICE HOWEVER THEY ARE CONTACTABLE ONLY THROUGH THE SINGLE POINT OF ACCESS, 08444 810089

OTHER HEALTH CARE STAFF WHO ATTEND NORTHCOTE HOUSE

Dietician Midwife Mental Health

Medicines Management Diabetic Nurse Specialist

THE PRACTICES

NORTHCOTE HOUSE SURGERY

8 Broad Leas, St Ives, PE27 5PT (opposite the Police Station)

FENSTANTON SURGERY

High Street Fenstanton, PE28 9LQ (just behind The Frock Exchange)

Both surgeries offer the same services. All patients now have a named accountable GP (Dr Boukersi) who is responsible for their care, however patients are free to consult any of our General Practitioners. Should you wish to speak to a doctor please telephone 01480 461873 and the doctor will call you back. Alternatively, for routine admin/non clinical correspondence, you can email northcote.house@nhs.net and your message will be passed to the appropriate member of staff.

DISABLED PATIENTS

Both surgeries are accessible to the disabled and patients in wheelchairs through the main entrance doors. Consulting Rooms are on the ground floor and parking nearby.

EMERGENCY OUT OF HOURS

Calls between the hours of 6.00pm and 8.00am on weekdays and all weekend should be made to 01480 461873. You will be advised how to contact the duty doctor for the Out of House Service.

SERVICES AVAILABLE

CONSULTATIONS

All clinics are by appointment only, which may be booked in advance. We make every effort to run our surgeries on time, but strict timekeeping is not always possible. Please bear with us if delays occur. If you wish to speak with a doctor, please telephone 01480 461873 and the doctor will call you back.

EXTENDED SURGERY HOURS

There are Early Morning Nursing Clinics on Tuesdays and Thursdays 7.00am to 8.00am. These appointments are pre-bookable and are ideal for patients who cannot get time off work during the normal working day to see a clinician. These appointments are available to any patient registered with the Practice. We also run occasional Saturday morning clinics with a doctor and a nurse

ON-LINE SERVICES

Making routine appointments, ordering of repeat prescriptions and access to your basic medical details are available on-line. To access this method, you must first call in to either surgery, with suitable photographic ID, to receive your "log in" instructions and pin number. Please see the receptionist for more details.

URGENT APPOINTMENTS

We provide a number of same day appointments for acute medical problems. However, if you request to see a doctor urgently a clinician may first talk to you on the telephone. They will discuss your needs with you and arrange appropriate treatment or follow-up. Please telephone as early as possible after 8.00 am.

HOSPITAL APPOINTMENTS

Wherever possible, referrals to any hospital are completed via the Choose and Book system. This system provides patients with much more flexibility to arrange an appointment to suit their own requirements. Before any action can be taken, during your consultation with the doctor you will be asked to complete and sign a form giving your choices of hospital. So long as the hospital you choose provides the service required, you will wherever possible be given your first choice. It is important that you inform the Surgery of any changes of personal telephone numbers as you will invariably be contacted by a member of staff to fine tune your appointment date and time. You should also us of any planned absences that may affect your appointment.

GENERAL INFORMATION

SUGGESTIONS

We welcome all constructive suggestions about ways to improve any of the services we provide. This can be done by placing a note in the Suggestion Box or by speaking or writing to the Practice Manager. We work alongside a Patient Group to help us review and improve the services we offer - Please ask Reception for details.

INFORMATION ABOUT PATIENTS

We have a legal responsibility to keep all the information held about you confidential. Information may need to be shared to provide you with the best care, for example with the hospital, or district nurse. Further information can be found in the NHS leaflet "Medical Information Data Protection Act 1998" - please ask for a copy at reception.

ACCESS TO MEDICAL RECORDS

You are entitled to access and obtain copies of all your medical records under the Data Protection Act 1998. Application forms, which also include the costs and timescales involved are available at Reception.

VIOLENT AND ABUSIVE BEHAVIOUR

In line with NHS policy on violence and abuse of staff by patients, we will not tolerate any form of threatening behaviour. We recognise that at times, patients and relatives may be in distress, but unacceptable behaviour results in stress for our staff and ultimately a reduced service to all our patients. In such circumstances, patients will be removed from the Practice list immediately.

TEMPORARY RESIDENTS

We are happy to see patients who are temporarily a resident in the area.

NORTHCOTE HOUSE AND FENSTANTON SURGERIES
FAMILY PRACTICE

OPENING HOURS:

Northcote House Surgery, St Ives is open between 8.00am and 6.00pm Monday to Friday
Extended Hours for pre-bookable appointments
Nursing: Tuesday 7am - 8am

Fenstanton Surgery is open 8.00am to 1.00pm Monday to Friday & from 2.00pm to 6.00pm on Monday and Friday afternoons
Extended Hours for pre-bookable appointments
Nursing: Thursday 7am - 8am

WWW.NORTHCOTEHOUSESURGERY.CO.UK

TELEPHONE NUMBERS

- Appointments (both surgeries) 01480 461873
- Fax (Northcote House) 01480 460612
- Fax (Fenstanton) 01480 497054
- District Nurse 08444 810089
- Health Visitor 01480 357152
- Midwife 01480 357145

HOSPITAL TELEPHONE NUMBERS

- Addenbrookes Hospital 01223 245151
- Hinchingsbrooke Hospital 01480 416416
- Papworth Hospital 01480 830541

IF YOU HAVE AN EMERGENCY, DIAL 999 AND ASK FOR AN AMBULANCE

HOME VISITS

Home visits are intended for those who cannot, for medical reasons, travel to the surgery. A nurse or doctor may return your phone call to discuss the need for/urgency of a home visit. Please try to phone before 10.00am if you are requesting a home visit.

MINOR INJURIES

We are able to treat many minor injuries here and we encourage our patients to contact us in the first instance before attending the A&E department. Injuries which are more serious or need x-rays will be referred to the hospital after an initial assessment.

MINOR ILLNESS

There are many conditions that can be treated both quickly and expertly by our Practice Nurses. However, you do need to book an appointment to access this service.

PRIVATE MEDICALS

These are not part of the NHS and take time to complete. A fee is normally charged, based on the nationally agreed rates. If you require a medical, please ask at Reception to book an appointment

DISPENSING

We are able to dispense prescriptions from Northcote House Surgery for patients living more than one mile from the nearest chemist.

REPEAT PRESCRIPTIONS

There are three ways you can order a repeat prescription:

1. Order on-line. Please see the Receptionist for registration details.
2. Leave computer printouts (in the black box on the partition next to the Dispensary) at **NORTHCOTE HOUSE**, or post through the letter box when the surgery is closed
3. Leave computer printouts at the Reception in Fenstanton Surgery, or post through the letter box when the surgery is closed

We are now part of the Electronic Prescription Service which gives our patients the choice of where to collect their medications. Please ask at reception for a leaflet.

We would ask you to allow at least 2 clear working days to prepare repeat prescriptions.

HEALTH CHECKS

The Nurses need to see all new patients soon after they register so that they can carry out a new patient health check. Patients registering who require medication need written evidence (in the form of a repeat prescription) or see a doctor before any prescription can be issued.

MINOR SURGERY

Minor surgical operations are carried out in our Fenstanton surgery.

CONTRACEPTION

We can provide advice and counselling in most forms of contraception for both male and female patients.

CERVICAL SMEAR TEST

This is carried out by our Practice Nurses who have all received training in this procedure.

MATERNITY CARE

With our midwife we can provide full support and advice throughout pregnancy, birth and in the postnatal period.

CHILD HEALTH SURVEILLANCE

Regular clinics are held by the Health Visitor and Doctors to conduct developmental checks for children under 5.

FAMILY HEALTH

We see ourselves as a family practice and offer support in the home to promote the wellbeing of all the family. The district nursing team covers all aspects of nursing for the housebound.

THE ELDERLY

We take particular interest in the health of the elderly and have close links with old people's residences situated in St Ives.

VACCINATIONS AND IMMUNISATIONS

CHILDREN'S VACCINATIONS. Routine vaccination is highly recommended. Appointments will be sent automatically by the Child Health Services for one of our regular immunization clinics for the under 5's.

ADULT IMMUNISATIONS. We actively encourage all our patients to continue with their adult immunisation programme, especially:

INFLUENZA VACCINATIONS.

Patients who are considered high risk such as those on Chronic Disease registers or are over 65 are encouraged to attend each year for flu jab.

PNEUMONIA VACCINATIONS.

Patients who are considered high risk such as those on the Chronic Disease register or are over 60 should attend for this once only vaccination.

TRAVEL VACCINATIONS. We give travel advice and can provide most vaccinations required for overseas travel. Please see our website for further details

MEDICATION REVIEWS

It is now a Government requirement to check medication every 12 months. Consequently, patients may be requested to attend the surgery for this to be done. Unfortunately, it will not be possible to continue prescribing further medication until this has been completed, so a prompt response would be appreciated.

TEST RESULTS

Most tests are available in 2 to 3 working days. For reasons of confidentiality, we request patients to contact the surgery personally for their own test results. It is important for you to ring in for the test results and not to wait for the Surgery to contact you. Please phone for results after 2pm when the Surgery is less busy.