

WELCOME TO THE MOUNTS MEDICAL CENTRE
Practice Booklet

THE PARTNERS

Dr Sukhjeevan Dale (Male)	BMed Sci BMBS Nottingham 1992
Dr Sobhi Sadek (Male)	State Exam, DRCOG, DFSRH, LoCIUT, DDM
Dr Ahmed A Shurrab (Male)	LRCS LRCP MB Bch BAO (NUI) Dublin 1993
Dr Atif Saeed (Male)	MBBS Punjab 1990 MRCP (UK)
Dr Syed Shah (Male)	MBBS, MRCP , DPM, DCP
Dr Naveed Zafar (Male)	MBBS
Dr Anthony Williams (Male)	MBBS London 1984

PRACTICE STAFF

PRACTICE MANAGEMENT TEAM

Your Practice Management team will be able to help you with any administrative or non-medical aspects of your health care and is also available to discuss any suggestions or complaints.

THE RECEPTIONISTS & MEDICAL SECRETARIES

The Receptionists and Medical Secretaries are your link with the rest of the practice. They will try in every way to help you and the more information you are able to give, the better they will be able to assist you. Our staff always aim to be courteous and we greatly value their contribution to the smooth running of the surgery.

PRACTICE NURSES / HEALTHCARE ASSISTANT

The practice nurses are available by appointment. They can help with minor injuries, dressings, injections, removal of stitches, ear syringing and cervical smears. They can also advise on travel immunisations and a wide variety of health issues, but will refer you to the doctor if your condition requires it. They also hold daily Minor Illness Clinics which are for patients with symptoms of a cough, cold, sore throat, ear problem, backache etc. However, to make this clinic work efficiently and beneficial to you, when you make an appointment for this clinic, the receptionists will ask for your symptoms in order that you are seen by the correct healthcare professional.

STAFF ATTACHED TO THE PRACTICE

DISTRICT NURSES

District nurses work closely with the doctors and are able to provide treatment at home and advise about care and convalescence after discharge from hospital. They can be contacted on 0300 777 0002.

HEALTH VISITORS – 0300 1111 022 (Opt 4)

Health visitors are qualified nurses, having specialised training in the care of the newborn, child development and other aspects of family health, including care of the elderly. They act as health educator to all members of the family and can be contacted by telephone on 0300 1111 022 (Opt 4).

MIDWIFE

The community midwives work with the doctor to provide care for mothers before and after delivery. They hold regular antenatal clinics Monday to Friday and are also available for advice.

COUNSELLOR / WELLBEING TEAM (CHANGING MINDS PROGRAMME)

We offer a various clinics with our resident counsellor as well as with the Wellbeing Team who are able to assist patients with anxiety and depression management.

DISABLED PATIENTS

Our premises provide easy access for the disabled and wheelchair users. We have a loop induction system, with two portable units, available for our deaf or hearing-impaired patients. Please ask one of our receptionists for assistance.

PARKING

Access to several local Pay and Display Parking areas are available within a short proximity of the surgery. Allow plenty of time for the parking of your vehicle and please do not block the main entrance into the surgery, as the doctors are required to attend emergencies between the hours of 08:00 18:30 Monday to Friday.

SUGGESTIONS FOR IMPROVEMENT

We are always happy to receive patients' comments as to how we can improve the services we offer. Please direct all suggestions to the Practice Management team.

THE SURGERY OPENING TIMES

Weekdays 08:00 – 18:30
Closed on Weekend

APPOINTMENTS – TELEPHONE 01604 632117

We offer a range of morning, afternoon and evening appointments Monday to Friday. To arrange an appointment with your doctor, simply contact the surgery on the day that you would like to be seen, either by phoning or by coming to reception. Wherever possible, you will be given an appointment to suit you, with the doctor of your choice, however it must be emphasised that this is not always possible therefore the receptionist will tell you which doctors are available.

We also offer you the choice of booking your appointment with your GP in advance however, due to the number of patients who fail to attend their appointments, we have had to restrict this to three weeks only. Our receptionists will advise you on the availability of these appointments. Our doctors want to be available when you need them, so please consider carefully whether it is a doctor's appointment you need, or whether a practice nurse can help. If you are uncertain which will be better for you, ask us – we will always be pleased to advise you.

We regularly audit our appointment system therefore from time to time you may be asked to complete a short questionnaire so we can keep up to date with your views.

WHEN THE SURGERY IS CLOSED

If you need a doctor outside surgery hours phone NHS Direct 111(free call from all phones in the UK). Alternatively, you can ring the surgery on 0844 387 8181, an answer phone message will give you the emergency telephone number. Please have a pen and paper ready.

HOME VISITS – TELEPHONE 01604 632117

If you are too ill to attend the surgery and require a home visit, please telephone **before 11.00am**, if possible. Please remember home visits are not available to solve your transport problems and it is often very difficult for a doctor to examine a patient without surgery facilities, so always try to attend the surgery **whenever possible**.

REPEAT PRESCRIPTIONS

Repeat prescription slips are printed by the computer. This allows you to re-order repeat medication without seeing the doctor every time. After a specific number of repeats, you will be required to see the doctor or nurse for review to ensure that all is well before further prescriptions are issued. Any inconvenience caused by this is regretted but we feel this policy is essential to good medical practice. The repeat prescription slip should be handed into the surgery **48 hours** (2 working days) before you require the prescription.

Alternatively you can post this to us, ticking off the items you require and if you enclose a stamped addressed envelope, we will post your repeat prescription back to you. Please allow at least one week if you choose this method. If you have no slip, simply write your medication, as clearly as possible onto a piece of paper. We also provide an online prescription ordering system for your medication, please come to the surgery with a government issued ID and you will be sorted. Please ask one of our receptionists for further details. Repeat prescription requests are not taken over the telephone as this can lead to mistakes.

ENQUIRIES & RESULTS – TELEPHONE 01604 632117

Enquires:- Available Monday to Friday 08:00 - 18:30.

Test Results:- Available Monday to Friday 11:00 - 16:00.

NEW PATIENTS

All new patients will be asked to see a member of the practice team for a simple health check. This enables us to obtain details of your past medical problems and to provide better care. Before coming to your appointment you will be asked to complete a questionnaire for each member of the family and also to bring a **specimen of urine**, your **medical card** and **two proofs of identity & address** i.e. Drivers licence/Passport utility bills, bank statement and visa or residence/work permit where applicable.

CHANGE OF PERSONAL DETAILS

If there is any change in your details, please let us know as soon as possible so that we may keep our records accurate. If you move outside the practice area it will be necessary for you to find a doctor in your new area.

SPECIAL SERVICES

DIABETIC CLINIC

This is held twice a week on a Tuesday / Friday morning between 08:30 to 11:00 Dr Sadek runs the clinic with the help of the practice nurse. He also liaises with the diabetic team at the Northampton General Hospital in providing a service for people with diabetes in the general practice setting.

CARDIOVASCULAR DISEASE CLINIC (CVD)

The clinic is held twice a week on a Wednesday between 10:50 - 11:40 and Friday between 11:20 – 12:10. In these clinics our patients with known heart disease, stroke, TIA (sometimes called a mini stroke) and other vascular conditions are reviewed annually. They have relevant blood tests and examinations performed and general “lifestyle” advice given. Our practice nurses run these clinics.

SPIROMETRY CLINIC

The clinic is held once a week, on a Tuesday afternoon between 14:05 - 16:25. Margaret, our practice nurse runs these clinics. Patients with known chronic chest and breathing conditions, for example emphysema, bronchitis, etc, are screened in these clinics to establish how well their lungs and airways are functioning.

SMOKING CESSATION APPOINTMENTS

If you are interesting in or are actively trying to give up smoking, why not enlist the help of our trained Smoking Cessation Nurse and Healthcare Assistant. Appointments are available through our Reception Team. You don't need to do it alone!!

FAMILY PLANNING

Our doctors are able to advise on and provide a full range of contraceptive services. Our practice nurses are also available for routine contraceptive advice and follow up appointments. Dr Sadek, with the help of a practice nurse, is available for all coil fittings and removals. Appointments are available through our Reception Team.

MATERNITY MEDICAL SERVICES

All the partners in the practice provide antenatal and postnatal care.

MINOR SURGERY

Certain surgical procedures can be performed in the surgery. This is normally discussed with the doctor first.

CHILDHOOD IMMUNISATIONS

Every Monday 10:15 -12:50 and every Thursday 17:00 - 19:00 (appointments are sent out for these clinics).

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

BACK PAIN:- Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse i.e. lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol, which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

BED SORES:- Bedsores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift positions as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

BURNS:- Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

COLDS:- Even in this day and age there is still no magic cure for the common cold. Go to bed and drink plenty of fluids. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

MINOR CUTS AND GRAZES:- Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

DIARRHOEA:- In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine. Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken. Consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

GASTROENTERITIS:- Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach

ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up. Large quantities of water, orange juice, milk or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children six hours.

STOMACH ACHE:-Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and in the case of indigestion, a teaspoon or bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than 8 hours or increases in intensity you should consult your doctor.

SPRAINS:-Treat with a cold compress, containing ice if possible for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

NOSE BLEEDS:-Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

SUNBURN:-Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over exposure to the harmful affect to the sun.

INSECT BITES AND STINGS:- Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scrapped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

CHICKENPOX:-On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the early ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

GERMAN MEASLES (RUBELLA):-The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2 – 4mm and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears four or five days from that date. The only danger is to unborn babies and therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor. *Immunisation can prevent this disease.*

MEASLES:- The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date. *Immunisation can prevent this disease.*

MUMPS:- Symptoms are swelling of the gland in front of one ear often followed after a couple of days by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor. *Immunisation can prevent this disease*

OUR PRACTICE CHARTER

All members of the surgery primary care team are committed to achieve high quality services for you, our patients. We will do everything we can to keep you healthy. We will treat you as an individual and make every effort to respect your privacy and personal beliefs. We will also try to ensure you have easy access to the services you use and that you understand the care and treatment we offer. In return for these standards we ask that you take responsibility for your side of the bargain.

OUR RESPONSIBILITIES TO YOU

- You will be treated as a partner in the care you receive.
- You will be treated as an individual and will be given courtesy and respect at all times.
- You have the right to be treated in a confidential manner.
- We will try to answer the phone promptly and courteously.
- You will be able to see a doctor within 48 hours.
- We will try to see you within 30 minutes of your appointment time. You will be offered an explanation if we cannot do this.
- We will explain the likely effects of any drugs and review your long term medical needs at agreed times.
- We will advise you about how and when to obtain the results of any tests or x-rays you have undergone.
- If we believe that you need a second opinion we will try to help you to get this.
- We will visit you at home if, in the doctor's opinion, it would be detrimental to your health to attend the surgery.
- We will treat you outside normal surgery hours for emergencies.
- Wherever possible we will give you 24 hours' notice of any cancelled surgery or clinic.
- We will inform you about how you can make suggestions and complaints about the services we offer.
- You have the right to see your computerised medical records and written medical records compiled after November 1991.
- We can make these available to you within 40 days of the request but you may be charged for this.
- We will maintain accurate medical records.
- We will offer advice and information about how you can promote good health and avoid illness.
- You will be able to have a copy of our practice booklet.

- We have the right to remove patients if they repeatedly and persistently ignore their responsibilities to us and other patients, or threaten violence to any member of staff.

YOUR RESPONSIBILITIES TO US

- Help Us To Help You. Being a partner means that we have responsibilities to each other.
- We ask that you treat the doctor and all practice staff with the same courtesy and respect.
- Please try to call outside of peak surgery times for non-urgent requests.
- Please remember that the doctor may not always be available due to other commitments.
- Please do everything you can to keep appointments. Tell us as soon as possible if you cannot.
- Please try to be punctual. If you arrive later than your appointment time, this may cause delays and inconvenience other patients. If you have more than one problem your doctor may ask you to make a further appointment. If we are running late please bear with us because on another occasion it may be you that needs the extra time.
- You should not expect to be given a prescription every time you visit the doctor. Please remember to check your cupboards before ordering repeat prescription.
- Please do not call before the suggested time.
- You have the right to ask for a second opinion. If referred you will be expected to attend for your appointment or cancel it if not required.
- Facilities for examination and treatment are better at the surgery and the less time a doctor spends travelling the more time is available for patients. Please do not ask for a home visit unless it is strictly necessary.
- Please ensure that your request for a home visit reaches the surgery before 10.30am, unless a genuine emergency arises later.
- Please do not call out of hours except in real cases of emergency. Wherever possible it is best to wait for the next surgery.
- Please remember to tell us if you no longer need your appointment.
- Please read our practice booklet. This will help you get the best out of the services we offer.
- Please remember to tell us if you change your name and address.
- You are responsible for your own health and that of your children and should take appropriate action and advice.
- If you are seriously unhappy with us or the services we provide you have the right at anytime to leave our list and to register with another practice.

GENERAL INFORMATION

We ask you for information about yourself so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again. We may use some of this information for other reasons: for example, to help us to protect the health of the public generally.

You can be sure that anything you discuss with any member of this practice – family doctor, nurse or receptionist – will stay confidential. Even if you are under 16 nothing will be said to anyone – including parents, other family members, care workers or tutors – without your permission. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere – for example hospital, family planning clinics or any other establishment – it is best if you allow the doctor or nurse there to inform the practice of any treatment you are receiving. If you have any worries about confidentiality please feel free to ask a member of staff.

Sometimes the law requires us to pass on information: for example, to notify a birth. We only release this information with your written consent.

Some information about you may be held on computer and we comply with the Data Protection Act 1998.

Equality and Diversity

The Mounts Medical Centre is firmly committed to the principles of equality and diversity in all areas of our work. We believe that we have much to learn from diverse cultures and perspectives and that diversity will make us more effective in meeting the needs of all our patients. We are committed to developing and maintaining an organisation in which different ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.

Dignity and Respect

Our staff will treat patients, relatives and carers fairly and with dignity and respect. We will ensure patients, relatives and carers are assured that any complaint they make will not prejudice the treatment and care provided to them. We will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexuality, religion or age. We will oppose all forms of unlawful and unfair discrimination.

PATIENT ADVICE AND LIAISON SERVICE

This service can provide you with confidential advice and assistance in resolving problems or concerns with your local services. They can also provide information on health related matters and, if necessary, explain the complaints procedure. PALS can be accessed via your local GP surgery or Hospital via NHS Direct on **0800 0151 548**

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 walks 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 northantsd@patientsforum.org, contact the Forum Support Organisation on (01933) 271 300 or write to us at Patient and Public Involvement Forum Support Organisation, FREEPOST NAT18100, WELLINGBOROUGH NN8 4BR

USEFUL LOCAL TELEPHONE NUMBERS

NHS Direct	111	Three Shires Hospital	01604620311
Princess Marina Hospital	01604752323	Citizens Advice Bureau	08448552122
Northampton General Hospital	01604634700	Benefits Agency	08000556688
Registrar (Births, Deaths & Marriages)	03001261010	Aquarius	01604632421
Northamptonshire Primary Care Trust	01604651100	Alcoholics Anonymous	08457697555
Environmental Health Department	01604838000	Samaritans	08457909090
CAN Drug Alcohol Homelessness	01604627027	NHS Direct	08454647123
British Pregnancy Advisory Bureau	08457304030	Pavilion Clinic	01604662882
Northampton Borough Council	01604837837	Police	08453700700
National Drugs Helpline	0800776600		

**SMOKING IS THE BIGGEST CAUSE OF DEATH AND ILL HEALTH
IN BRITAIN TODAY.**

STOP IMMEDIATELY AND BECOME A NON-SMOKER FOR LIFE!



**SMOKING IS NOT PERMITTED IN ANY
AREA OF THIS MEDICAL CENTRE
OR IT'S GROUNDS.**

**THIS PRACTICE SUPPORTS THE GOVERNMENT'S NHS ZERO
TOLERANCE CAMPAIGN**



**VIOLENCE AND ABUSE IS A GROWING CONCERN. GPs AND
THEIR STAFF HAVE THE RIGHT TO CARE FOR OTHERS
WITHOUT THE FEAR OF BEING ATTACKED OR ABUSED.**

**VIOLENT PATIENTS WILL BE REPORTED TO THE POLICE AND
STRUCK-OFF THE GPs LIST.**

**WE ASK THAT YOU TREAT YOUR GP AND PRACTICE STAFF
PROPERLY – WITHOUT VIOLENCE OR ABUSE.**

WITH THANKS