

How to Register

Please complete all registration forms. Forms are available at reception or on our website. These forms need to be completed fully and handed back to reception staff, when you return the completed forms the reception staff will ask for proof of address and a form of I.D. A New Patient Questionnaire will be sent to you.

Temporary Registration

You must be temporarily living in Irchester.

Online Services

We offer an online service to our patients. You can **book GP appointments, order repeat medication and access your medical record**. In order to register for this service, you will need to attend the GP surgery in person, you will need to bring ID with you and complete an application form. The reception staff will then sign you up to online services, you will then be given your own login and password details. Please be aware you cannot sign another person up (adult) for online services unless we have their written consent.

Repeat Prescriptions

Requests can be made via online services, please ask at reception if you wish to sign up.

If you do not have an online service account, prescription requests should be made on the form attached to your prescription or written separately and posted in the boxes available at reception. Please give 48 hours notice for repeat medication requests and at least 5 working days for acute medication requests. Majority of prescriptions will be sent electronically to your nominated pharmacy.

Moving House or Change of Personal Details

Please let us know if your personal details, address or telephone number changes. If moving out of our practice area, we may not be able to continue to care for you.

PRACTICE OPENING TIMES

Monday—Friday 8am—6:30pm

We also offer extended hours on Monday evenings where the GP Surgery stays open until 8pm.

PHONE SYSTEM

We offer a queuing system for our patients, which means when you contact the GP Surgery you will be held in a queue.

Patient information, all incoming and outgoing calls are recorded.

APPOINTMENTS

An appointment can be made by **telephone, in person or online** to see a clinician. Consultations are for 10 minutes, If you have more than one problem or feel you need longer, please tell reception when booking the appointment.

If you cannot keep your appointment please telephone the GP Surgery to **cancel**. If you do not cancel your appointment you will receive a “did not attend” letter.

HOME VISITS

If you wish to book a home visit for yourself or relative, please contact the surgery before 11am. The Doctor may call back before visiting to assess the visit. Home visits are for housebound patients only.

WALK IN CENTRES

Walk in centres available near us are: Corby and Bedford.

Corby Urgent Care Centre, Cottingham Road, Corby, NN17 2UR

Opening Times—8am—8pm

WELCOME TO IRCHESTER SURGERY



Tel: 01933 413888

Email: Irchester.surgery@nhs.net

Dr Patrizia Pasquali MBBS

Your health and well being is our priority

Call 111 for Out of Hours Advice

OR

www.nhs.uk

Address:

School Road
Irchester
Wellingborough
Northants
NN29 7AW

www.irchestersurgery.co.uk

Comments, Suggestions and Complaints

We are always pleased to receive your comments both formally and informally, and any suggestions about how we can improve our services would always be welcome. Please address all correspondence to the Practice Manager.

Patients can provide feedback by completing the Friends and Family Questionnaire, this is available through our website or at the GP Surgery reception.

If you have a complaint, please contact the Practice Manager in writing. The Practice Manager will acknowledge your letter within 3 working days and respond more fully, after investigating the matter.

Zero Tolerance

We support the NHS policy of zero tolerance. Anyone who abuses or acts violently to any member of staff at the Practice, be it verbally, physically or in a threatening manner will risk removal from the Practice list.

Care Navigation

Care Navigation is to help patients receive the right care by the right health professional. Reception staff may ask you some questions when booking an appointment; they have been trained to Care Navigate. Reception may signpost you to an alternative healthcare service. You could be signposted to a: Pharmacy, Nurse Practitioner, First for Wellbeing, Physiotherapist, Improving Access to Psychological Therapies (IAPT) or a Paediatric Nurse. It is the patient's choice, If you feel you need to see a GP you will still be able to do so.

Patient Responsibilities

Patients have responsibilities to use the available medical facilities sensibly. This will include:

- Arriving on time for appointments
- Notifying the Practice of cancellations
- Ordering repeat medication in good time
- Complying with medical advice given, including medication
- Not abusing the out-of-hours service
- Having reasonable expectations when seeking medical help
- Behaving in an acceptable manner (verbally and physically) when dealing with the Practice staff.

Services

Our Practice offers a full range of general medical services. We offer clinics for chronic diseases for example; Diabetes, Heart Disease, COPD and Asthma. We offer arrange of health checks, including for New Patients, Over 75 year olds, Learning Disability and NHS Health checks. District Nurses and Midwives are attached to the surgery. We also offer Minor Surgery clinics once a week where steroid injections and excisions are carried out.

Extended Access Appointments

Patients may be offered an evening appointment at the Wellingborough Locality Extended Access Hub located at Albany House Medical Centre in Wellingborough. The Hub will be staffed by doctors and specialist nurses from local Practices in our area on a rota basis, so we are unable to offer an appointment with a specific clinician. An appointment may be offered to you between 6.30pm - 8.00pm. At the time of booking, patients will be asked for consent to share their medical records with clinicians at the Hub to ensure that advice or prescriptions given are appropriate and in accordance with existing medications, conditions and past consultations. Consultations at the Hub will automatically be updated to the medical records at the patients' registered GP Practice.

Meet the Team

You can request to see a clinician of your choice, however this may result in having to wait longer than if you are seen by a different member of the team.

GPs

Dr Patrizia Pasquali (GP Partner)
Dr Anwuri Ihedioha (Salaried GP)

Nursing Staff

Rachel Basra (Nurse Practitioner)
Kim Gorman (Practice Nurse)
Emma Pickering (Health Care Assistant)

Management

Rayanne Winsor (Practice Manager)
Lauren Gray (Deputy Practice Manager)

