Repeat Prescriptions

These 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. Prescriptions can be posted to you if a stamped addressed envelope is supplied.

How to Register

Please complete a Registration Form and a questionnaire, these forms need to be completed fully and handed back to reception staff, when you return the completed forms the reception staff will need to see proof of address and a form of I.D.. An appointment to have a New Patient Health Check by our HCA or Nurse with be offered. (Forms available at Reception or on our Website)

Temporary Registration

You must be temporarily living in Irchester.

Moving House or Change of Personal Details

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

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.

PRACTICE OPENING TIMES

Monday—Friday—8am—6:30pm

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

111

Please call 111 when the surgery is closed if you required medical help or advice. If you are suffering from chest pains or severe stomach pains we advised calling 999 immediately.

WELCOME TO

IRCHESTER SURGERY



Tel: 01933 413888

Dr Patrizia Pasquali

MBBS

Your health and well being is our priority

Call 111 for Out of Hours or Advice

OR

www.nhsdirect.nhs.uk

Address:
School Road
Irchester
Wellingborough
Northants
NN29 7AW

www.irchestersurgery.co.uk

Personal Health Information

This information is treated in the strictest confidence and respect. Clearly when we need to pass on information e.g. to a hospital, this is done on a need to know basis.

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.

If you have a complaint, please contact the Practice Manager in writing. She 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, GP or our latest service is a Paediatric Specialist. 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 the full range of general medical services and there are clinics for chronic diseases for example diabetes, heart disease, COPD and asthma. We also offer health checks. There is also a Practice Counsellor and a midwife attached to the surgery. We offer Minor Surgery clinics once a week with Dr Pasquali where she carries out steroid injections and removal of moles etc.

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 on a rota basis, so we are unable to offer an appointment with a specific clinician. At this time, evening appointments are available on some weekdays from 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. This is a new and exciting initiative, working with other local clinicians to extend the availability of GP and Specialist Nurse appointments to patients registered with Wellingborough Practices.

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)
Dr Simon Wade (Locum GP)

Nursing Staff

Rachel Basra (Nurse Practitioner)
Lesley Haverson-Taylor (Practice Nurse)
Michelle Parry (Health Care Assistant)

Management

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

Reception Staff

Joanne Quick (Reception / Admin)
Erin Marlor (Reception / Admin)
Angela Drake (Reception / Admin)
Robyn Evans (Admin)
Dawn Dady (Reception / Admin)

