

**PRACTICE MANAGER – Mrs Pauline Norman** If you wish to make enquiries about administration or non medical aspects of your health treatment, contact the Practice Manager. She would also be interested to hear constructive suggestions about the Practice Services. We operate a Practice Based Complaints Procedure. Should you require details please ask at reception

**Nene Clinical Commissioning Group** is responsible for designing local health services locally. They do this by commissioning or buying health and care services including:

- ☑ Elective hospital care
- ☑ Urgent and emergency care
- ☑ Most community health services
- ☑ Mental health and learning disability services
- ☑ Primary Care via Federations

Our Practice is a member of GP Alliance Federation and is made up of member practices from Northampton Town and the surrounding area. The Federation is taking on more of a role from the CCG by commissioning services and working more collaboratively with its member practices.

**COMMENTS & COMPLAINTS** We are always striving to find ways of improving our services to you and would appreciate any comments with this. However if you have received a service from us and are not happy with it please speak to the staff member concerned or alternatively contact the Mrs Pauline Norman, Practice Manager, directly who will try to resolve the issue and offer you further advise on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint. Please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If you remain dissatisfied and are unable to discuss your complaint directly with your practice you can ask NHS England to look into your concerns. Further information is available from [nhscommissioningboard@hscic.org](mailto:nhscommissioningboard@hscic.org) or 0300 311 22 33. Postal Address: NHS Commissioning Board, PO Box 16738, Redditch, B97 9PT. If you need help or advice to approach the Ombudsman, you can contact your local Independent Complaints Advocacy Service (ICAS) on 0300 4568347.

## USEFUL NUMBERS

Nene Clinical Commissioning Group TEL: 01604 651100  
Francis Crick House, Summerhouse Road, Moulton Park  
Northampton NN3 6BF

### OUT OF HOURS

PLEASE  
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Consider  
ment with  
ask the local

NOTE THAT A&E IS ONLY FOR SERI-  
LIFE THREATENING CONDITIONS

Treating Yourself, making an appoint-  
one of our GP's or Practice Nurse's,  
Pharmacist or call 111

NHS 111

Dial 111

For all health queries.

The call handlers will ask you a number of questions and sign post you to the most appropriate service.

Northampton General Hospital	01604 634700
Genito Urinary Medicine Clinic (sexually transmitted diseases)	01604 637203
Alcoholics Anonymous	0800 917 7650
CAN (Drug, Alcohol, Homelessness)	01604 724772
IAPT (Well Being Counselling)	0300 999 1616
Pastoral Counselling Service	01604 401010
LOW DOWN (Young people's advice, 12—25 years)	01604 622223
Young Minds	0808 8025 544
RAPE Crisis Centre	<a href="http://recwinfoerapecrisis.org.uk">recwinfoerapecrisis.org.uk</a>
Samaritans (for all forms of counselling)	116 123
Women's Aid	0800 2000 247

## KINGSTHORPE MEDICAL CENTRE

Eastern Avenue South

Kingsthorpe

NORTHAMPTON

NN2 7JN

TEL: 01604 713823

<http://kingsthorpemedicalcentre.co.uk/>



DR. MUMTAZ PARDHAN MB.Bch.FFARCS (IRELAND)DRGOG DFFP

DR. ABOO THAMBY MBBS (INDIA) DCH (INDIA)

MRCPC (LONDON)

**UPDATED NOVEMBER**

**2017**



### **SURGERY HOURS**

#### **RECEPTION**

MONDAY TO FRIDAY

8.00 A.M.-6.30 P.M.

#### **APPOINTMENTS**

#### **Dr Pardhan & Dr Thamby**

Clinics available Monday to Friday

**LATE EVENING APPOINTMENTS  
PRE-BOOKABLE. PLEASE CONTACT  
RECEPTION FOR FURTHER DETAILS**

#### **Sister Karen Roy**

Clinics—Monday to Thursday

#### **Nurse Shelly Franklin**

Clinics—Monday & Tuesday

#### **Nurse Wendy Whiting**

Clinics— Wednesday—Friday

For Midwife, Well Being & First for Well  
Being appointments please contact  
Reception for appointments

**Contact Telephone Numbers for:**

#### **HEALTH VISITORS**

**TEL: 0300 1111 022**

#### **DISTRICT NURSES**

**TEL: 0300 7770 002**

### **Online Prescriptions and Appointments**

We are now offering you the facility to order your repeat prescriptions and to make appointments online. If you would like further details please speak to a Receptionist who will be able to register you and issue you with log in details.

#### **Patient Participation Group**

Would you like to be involved in a group that offers a link between patients, the practice team and the wider community? The aims of the group are:

- To bring about a sense of ownership and partnership between the practice team and patients.
- To give the practice team and group members the opportunity to discuss topics that will support the provision of the best health care for all patients.
- To act as a representative group that can be involved in influencing the on-going and extending the provision of health and social care to the practice.

If you are interested in joining please pick up a form at Reception or call the practice on:

Tel: 01604 713823

**CQC Registered: 01/04/2013**

**Provider ID: 1-19975773**

### **Confidentiality**

This practice complies with the Data Protection Act 1988 and operates a patient confidentiality policy for all services provided. Under the Data Protection Act you are entitled to access clinical records, or any other personal information held about you. Personal and Medical details will only be released to the patient, legal guardian, or others with the patient's written request. Please contact the Practice Manager for further information and costs if applicable.

### **Freedom of Information**

The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how decisions are made. This Practice fully complies with this Act and if you require a copy please contact the Practice Manager for further details.

### **REPEAT PRESCRIPTIONS**

You may obtain repeat prescriptions at Reception with your repeat request (please use tear off strip provided with each prescription). Please allow 2 working days excluding weekends and Bank Holidays. Alternatively you may either post your request and enclose a stamped addressed envelope or make a request online.

### **CHANGE OF ADDRESS OR TELEPHONE NUMBER**

Please notify us immediately of any change in your address. Apart from the obvious problems which may occur if you need a visit from the doctor or a nurse, the Health Authority could remove your name from our list without your knowledge if you fail to keep us up to date.

**TEST RESULTS**—Please ring allow 3 working days and ring back after 2pm for any results.