**Patient Code of Conduct**

Most patients come to the practice to seek help with their medical problems, and they do so in a climate of respect to our staff and to other patients. There are occasions when a patient’s behaviour may be inappropriate or threatening. We do not condone this type of behaviour but if somebody did act in such a manner, we would feel obligated to act to protect our staff and other patients. Anybody acting in such an inappropriate manner may be removed from the patient list.

**Other Services available in the Centre**

Child health / Baby clinics, Dental Services, Podiatry, Physiotherapy, Speech therapy.

**Your Local Pharmacy**

We do not have a dispensing pharmacy of our own. However, there are several pharmacies located nearby, including Tesco Weston Favell.

**Stop Smoking**

If you wish to quit smoking and need help or advice, please call the *Northamptonshire Stop Smoking Helpline* on 0300 126 5700 or go to www.smokefree.nhs.uk

**Emergency Dentist**

For urgent dental problems, please contact 111 for more information

**General Health Information**

Please visit the NHS website for general health and other information regarding services offered.

www.nhs.uk

**Logo

Description automatically generatedNorthamptonshire CCG**

Francis Crick House

Summerhouse Road

Moulton Park

Northampton NN3 6BF

Tel 01604 651100

Please contact Nene CCG if you would like more information about medical services provided in out county, find out other practices in your area or make comments about services you receive.

**NHS England**

NHS England welcomes concerns, compliments and complaints as valuable feedback that will help us learn from your experiences and make improvements to services, we commission.

You can complain or give feedback:

**By post:**

NHS England

PO Box 16738

Redditch

B97 9PT

**By email to:** england.contactus@nhs.net

If you are making a complaint, please state: ‘For the attention of the Complaints Team’ in the subject line.

**By Telephone:** 0300 311 22 33

Opening hours are: 8am to 6pm Monday to Friday, except Wednesdays with a later opening time of 9:30am. Closed on bank holidays.

**Logo

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**Dr. M Dias**

**Dr. D De Silva**

**Dr. A Ejaz**

Our Team

Advanced Nurse Practitioner, Practice Nurse, Health Care Assistant, Practice Manager, Reception and Admin Team

**Contact Details**

Weston Favell Health Centre

Billing Brook Road

Northampton NN3 8DW

**Appointments and General enquiries**

Tel: (01604) 415457

email: *mayfieldsurgery1@nhs.net*

**Surgery Opening Hours**

Monday to Friday 8am to 6.30pm

Closed on bank holidays

*The surgery is closed on a Wednesday once a month for educational training. The dates can be found on our Practice Website:* ***www.mayfieldsurgerynorthampton.nhs.uk***

**Out of Hours Care**

Extended Access Saturday 9am to 5pm, Sunday 9am to 1pm

Call 111 if you have a medical emergency when the practice is closed.

**Disabled Access**

Our Practice has access for disabled patients including toilet facilities and parking. There is easy access for wheelchairs. There is a pram shelter at the main entrance.

**Appointments**

Appointments with the practice team can be booked up to three weeks in advance online or via the telephone.

Our aim is to see you as soon as possible but unfortunately, in busy times it might not be possible to be on the same day. You can pre book appointments if needed. We always endeavour to deal with your calls in a professional and timely manner, however, please be patient when calling, especially in busy periods such as mornings.

***Please call the practice if you cannot keep your appointments so that we can give this to another patient.***

**Urgent Appointments** – If you have an urgent problem that cannot wait, you will be offered the opportunity to speak to the duty doctor. It would be helpful to give a brief description of the problem to the receptionist handling your call.

**Home Visits** – If you are too ill to attend the surgery, please phone **01604 415157**. The receptionist will ask about the patients’ symptoms to prioritise visits by the duty doctor.

*The doctors will only visit patients at home if housebound or where the doctor considers that the patient’s medical condition requires a home visit.*

**Telephone Consultations** – Can be booked with any clinician by calling **01604 415157**

**Doctors and Advanced Nurse Practitioners**

We aim to provide a fully comprehensive general medical service for all our patients’ acute medical care, long term care and full prevention screening.

Our practice policy is that only intimate examination is carried out in the presence of a chaperone.

**Practice Nurses**

The following services are provided: sexual health education for young people, well woman/man clinics, diabetics reviews, asthma reviews, cervical screening, minor health problems, blood pressure checks, travel vaccinations, annual check for +75, three yearly health check, flu vaccination, NHS Health Checks for 40 and over.

**Health Visitor**

Health Visitors provide health advice for children under 5 and can be contacted by calling the hub on 0300 111 1022. Practice Nurses hold children immunisation clinics.

**General NHS Health Checks**

Patients are encouraged to have a general NHS Health Check every three years. This applies to patients of 40 years or over, excluding patients with certain health conditions.

Patients of over 75 and over are encouraged to have their health reviewed annually.

**Repeat Prescriptions**

Repeat medication can be requested by post, using online Patient Access Services (preferred method) or in person at reception using the repeat prescription request form. Please keep your repeat prescription tear-off slip that contains the list of your medication. You can use this slip to request your medication. Please enclose a self-addressed envelope if you wish the prescription to be posted to you.

Please allow three working days for requests to be completed.

Prescriptions can be forwarded electronically to a nominated patient pharmacy.

**Test Results**

Patients are requested to contact the surgery for all their results after 2pm (please allow 48hours for the results to come through). Bloods can only be taken before 10:30am on weekdays at the practice with a pre booked appointment. Alternatively patients can book an appointment at Northampton General Hospital by calling 01604 523303.

**Online Access**

Online access is available for booking appointments, requesting repeat medication, and viewing medical records. Photo ID is required to register for access to online access.

Please ask at reception for details.

**Registrations**

I you wish to register with the practice, please download the registration form which can be found on our website or collect the registration paperwork from our reception.

**Confidentiality and Access to Records**

We respect your right to privacy and keep all your health information confidential and secure. It Is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

This information is only available to those involved in your care and you should never be asked personal medical information by anyone not involved in you care.

Regardless of your age, doctors, nurses, and counsellors must keep anything you tell them private.

Only in exceptional circumstances, if you or anyone other persons safety is at risk or when required by law, will information about you be disclosed. In these exceptional circumstances you will be kept fully informed.

Patients can have access to their medical records under the Data Protection Act 1998. If you need to see your medical records, you should contact our receptionist to ask for a Subject Access Request form.

**Complaints**

We are always pleased to receive comments on the service that we provide, in order that we may serve you better. Should you have reason to complain, please inform the doctor or practice manager so that we can deal with the matter as quickly and satisfactorily as possible.

If you are dissatisfied with the outcome of the practice investigation, please contact the practice manager on **01604 415157** or email ***mayfieldsurgery1@nhs.net***, who will be able to advise you further.