

Computer Usage & Patient Information

The practice is registered with the Information Commissioners Office. Confidentiality is very important to us; we have strict procedures for protecting your information.

Information is held and transferred in writing and electronically with the hospital and other health service providers. The information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please request an Access to Medical Records form from our reception desk.

FOI ACT

We also comply with the Freedom of information Act Publication Scheme. Where a request for access to a record is made, all legislation and guidance in respect of the FOI Act 2000 and the Data Protection Act 1998 is followed by all staff.

Complaints and Suggestions

If you are dissatisfied with the outcome of your complaint from this organisation then you can escalate your complaint to your local Integrated Care Board (ICB):

Tel: 01604 476777

Email: northantsicb.patientexperience@nhs.net

Write to us: Patient Experience Team, Francis Crick House, Summerhouse Road, Moulton Park, Northampton, NN3 6BF

You may also contact the Care Quality Commission on 03000 616161. As a last resort, you can refer your complaint to the Parliamentary and Health Service Ombudsman on 0345 015 4033.

The NHS Complaints Advocacy for this area may be contacted on 0303112233, they assist patients in making an NHS complaint.

Violent and Abusive Patients

This practice operates a zero-tolerance policy when dealing with violent and abusive patients and such patients will be removed from our practice list immediately

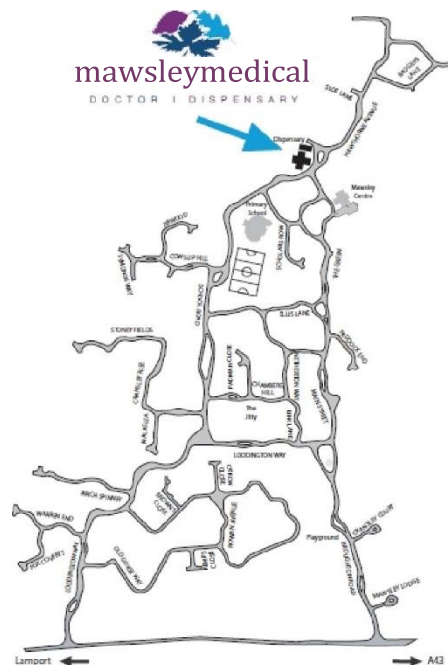


Clinics and Services we provide:

- Minor Injury
- GP Consultations
- Minor Surgery Clinics
- Ante-natal and Post-Natal Care
- Contraception Advice
- Insurance Medicals
- HGV and Taxi Medicals
- Specialist clinics for:
 - Asthma/Diabetes/Heart Disease Routine Vaccinations
 - Cervical Smears
 - Child Health Surveillance
 - Weight Management
 - Wound Care

How to find us:

mawsleymedical is situated on School Road.



mawsleymedical

School Road, Mawsley, Kettering, NN14 1SN

t: 01536 791300

e: mawsley.k83625@nhs.net

www.mawsleymedical.co.uk

Dr D Keith Oliver Principal GP

MB BS MRCP FRCS (glas) DRCOG DFFP Dip MedEd
Qualified St Bartholomew's Hospital

Dr P Barclay (male GP)

Dr H Sathanapally (female GP)

Please note the Out of Hours emergency cover
Telephone number is: 111

DOCTOR | DISPENSARY



Welcome to mawsleymedical

This is a modern practice working from a purpose-built premises with full disabled access including disabled parking. There is also an allocated pram park within the surgery building. Our team includes GPs, ANPs, Practice Nurses, Health Visitors, as well as a Practice Manager, Reception and Admin Staff. We are also a dispensing doctor practice offering a full dispensing service on site.

Our practice covers Broughton, Cransley, Mawsley, the Leisure Village and surrounding villages.

Please complete one of our registration forms that are available from our reception desk or visit our website to download our application form.

Making an Appointment

Please telephone 01536 791300 to book an appointment.

Urgent cases are seen on the day. If your condition is non-urgent, you can expect to see a GP or ANP within two working days, though you may have to wait longer if you want to see a particular GP or ANP. If you do not need an appointment within two working days, then you have the option to book up to three months in advance.

Surgery Times

| | |
|-----------|-------------------|
| Monday | 8:00 am to 6:00pm |
| Tuesday | 8:00 am to 6:00pm |
| Wednesday | 8:00 am to 6:00pm |
| Thursday | 8:00 am to 6:00pm |
| Friday | 8:00 am to 6:00pm |

Speaking to Doctor/Nurse

If you wish to have a telephone consultation with a doctor or nurse, please request this with the receptionist. The doctor or nurse will return your call as soon as it is feasibly possible.

Home Visits

If your condition means you cannot come to the surgery, you can be visited at the doctor's discretion. Please telephone your request before 10:00 am and give the receptionist as much information as possible to help the doctor assess the urgency of your call. You may be telephoned by the doctor to discuss your request. The doctor can see, on average, six patients in the surgery in the time taken for a home visit.

Evenings and Weekends

Our practice offers patients registered with our practice an emergency service when our practice is closed. This service operates an Out of Hours service based at Kettering General Hospital, **tel: 111**. It must be stressed that this service is there to deal with urgent medical cases only. All duty doctors at this centre keep accurate records of every patient seen and details will be forwarded to your own doctors.

Repeat Prescriptions

Repeat prescriptions may be ordered via our Patient Access or by returning the request slip provided with your previous prescription with the item clearly ticked. This slip can be posted to us or dropped off at the practice. We must have your repeat request in writing. Please allow two full working days to enable the prescription to be prepared and signed.

Result of Tests

For enquiries about test results, you may telephone the main switchboard after 10:00 am daily. Please allow three working days for test results to be returned to the surgery. Patients will only be given their own results.

How you can help us:

- Tell us if you need to cancel your appointment
- Be on time for your appointment
- Be courteous to all practice staff
- If a home visit is required, please call before 10:00am
- Ring for test results after 10am
- Request your repeat medication in writing, by posting your request in the letter box provided. We cannot accept verbal requests.

Staff at the Surgery

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|--|---|
| Practice Manager | Jane Evans Cheryl Lewis |
| Principle GP Male GP Female GP Advanced Nurse Practitioner Trainee ANP Practice Nurses | Dr Keith Oliver Dr P Barclay Dr H Sathanapally Helen Tillett Emma Morris Rebecca Oliver Melanie King Debbie Barclay Eleanor Humphries Jacqueline Leonard |
| Phlebotomist Doctor's Secretary Reception Team | Louise Beal Josie Davis Teresa Dixon Deborah Sullivan |
| Prescription Clerk Admin Support Administrator Dispensary Team | Sam Barclay Sally Foreman Susan Kings Sally Blunsom Suzanne Pickett |