

nene valley surgery

Green Lane
Thrapston
Northamptonshire
NN14 4QL

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www.nenevalleysurgery.co.uk



Dr Stephen Cotterell
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We are a partnership of three doctors supported by a team of experienced medical and administrative staff

Ours is a modern practice that embraces the best of both modern medicine and traditional values.

You can be assured of receiving a high standard of health care in a friendly and supportive setting

Opening Hours

Our reception is open between 8.00 am and 6.30 pm Monday to Friday. Contact can be made with the practice during these times either in person or by telephone.

For the purpose of staff training, the practice closes from 12.45 pm to 2.00 pm on the first Monday of each month (a duty doctor remains accessible by telephone), and also for one afternoon (from 1.00 pm) each month. A list of afternoon closures can be obtained from reception and our website.

When the surgery is closed, emergency treatment can be obtained from Nenedoc, telephone 03336 664 664 or alternatively, advice may be sought from NHS Direct on 0845 46 47 which is a nurse led advice line.

Additional 'out of hours' services can be obtained at Lakeside Plus, the Corby walk-in Centre which is open from 8.00 am to 8.00 pm every day. It is located in Cottingham Road, Corby, NN17 2UR. Telephone 01536 748 200.

Surgery Consultation Times

DOCTORS SURGERIES

We offer a mix of same day appointments and appointments that can be booked in advance, each morning. "Book in advance" appointments are also available each afternoon.

"Book in advance" appointments can be made in person at reception; by telephone; or through our on-line booking system on our website.

To make a same day appointment either visit reception after 8.00 am or telephone after 8.30 am.

MORNING SURGERY

Monday	8.30 am to 12.00 noon
Tuesday	9.00 am to 1.00 pm
Wednesday	8.30 am to 1.00 pm
Thursday	8.30 am to 1.00 pm
Friday	9.00 am to 1.00 pm

AFTERNOON SURGERY

Monday	2.30 pm to 6.00 pm
Tuesday	2.30 pm to 5.30 pm
Wednesday	2.00 pm to 5.30 pm
Thursday	4.00 pm to 6.30 pm Extended Hours 6.30 pm to 7.30 pm
Friday	3.00 pm to 6.30 pm

PRACTICE NURSE CLINICS

Monday	8.30 am to 12.30 pm 2.00 pm to 5.30 pm
Tuesday	8.30 am to 12.30 pm 2.00 pm to 5.30 pm
Wednesday	8.30 am to 12.30 pm 2.00 pm to 5.30 pm
Thursday	8.30 am to 12.30 pm 2.00 pm to 5.30 pm
Friday	9.10 am to 12.00 noon 3.30 pm to 5.30 pm

BLOOD TESTS

Monday to Friday	8.00 am to 12.00 noon
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To Register As A Patient

To register with the practice, please visit reception and collect the relevant documentation which will include a short questionnaire regarding your medical history. You will also be required to provide proof of your entitlement to our services.

You can ask to be registered with any doctor that you wish but if you have no preference you will be registered with the doctor currently taking on new patients. However, you will be able to consult any of the doctors regardless of who you are registered with.

As new patients you may be offered a consultation with our Practice Nurse for a health check.

Practice Area

We accept registrations from patients who reside in the practice area, which is approximately within a six mile radius of Thrapston.

Our practice area not only covers Thrapston but also many of the villages around it. Including Brigstock in the north, the Addingtons to the south, and Cranford and Thurning to the west and east.

Disability Access

Nene Valley Surgery is a purpose built modern surgery. Conforming to the Disability Discrimination Act, it is a single storey building with ramp access from the Disabled Car Parking space. The interior of the building has wide access doors, a designated toilet, a low level reception counter, and a hearing loop installed.

Dispensary

Our on-site Dispensary is able to dispense medications to patients who have registered for this service and whose address is more than one mile from the chemist which is located on the High Street, Thrapston. It is also available to all patients when the chemist is closed. We can also dispense medications to registered disabled patients irrespective of their address.

A repeat prescription may be issued up to the recommended review date. After which point a medication review may be necessary. Repeat prescriptions can be requested in person; in writing; by fax (01832 736 939) ;or through our on-line ordering system on our website. We regret that telephone requests cannot be accepted under any circumstances. If requested by 10.00 am, repeat prescriptions will be ready by 2.00 pm the same day. Requests made after 10.00 am can be collected from 2.00 pm the next following weekday.

The Dispensary is open from 9.00 am to 12.15 pm every morning. It is open from 3.00 pm each afternoon (except Tuesday, 2.00 pm), and closes at 6.30 pm on Mondays, 5.00 pm on Tuesdays, 5.30 pm on Wednesdays, 6.30 pm Thursdays, and 6.00 pm on Fridays.

Services Provided

In addition to consultations with doctors, the surgery also has many clinics which include

Phlebotomy, Ante-Natal, Health Visitor (for childhood immunisations), and Counselling. We also have an excellent working relationship with the community based District Nursing team. We occasionally assist with the training of medical students.

Telephone Consultations and Home Visits

Telephone consultations with clinicians can be booked by telephoning our Reception Team on 01832 732 456 before 11.00am if a consultation is required that day. Similarly, if you are prevented from attending the surgery due to your infirmity, and wish to request that a doctor visits you at home, please telephone the Reception Team.

When telephoning for a 'book in advance' appointment, or for the result of a test, it would be most helpful for these calls were made after 9.30 am.

Patient Forum Group

The Nene Valley Surgery Forum (NVS Forum) exists to liaise between the practice and its patients, to raise valid issues relating to medical care, and to consult regarding changes within the practice and the NHS in general. If you would like to contact the Forum please email or write c/o of the Surgery. Further information about the Forum can be found on the notice board in the waiting area or by emailing nvsforum@googlegmail.com

Complaints and Comments

To make a complaint or make a comment about any of our services please contact the Practice Manager, Mr Gordon Shone. If you are not satisfied with the response you have a right to contact the Complaints Department at Northamptonshire Primary Care Trust; their details can be found below.

Rights and Responsibilities

We expect all appointments to be kept, not only to prevent a waste of time but also because other patients, who may be in greater need, could have been seen. Abusive and violent behaviour towards any member of staff will not be tolerated and will result in you being removed from our list of patients.

Confidentiality

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interest of patient care.

Primary Care Trust

Primary Care services including *Out of Hours* provision in Northamptonshire are commissioned by the Primary Care Trust. They can be contacted as follows :

NHS Northamptonshire, Francis Crick House. Summerhouse Road, Moulton Park
Northampton NN3 6BF

Telephone : 01604 651 100

www.northamptonshire.nhs.uk