

Arranging an appointment. Do you need to see a doctor? Have you tried any self help remedies? Have you asked for advice from the Pharmacy?
Surgery hours: 8 am – 6.30 pm, Monday – Friday.

Is it urgent?

Yes

The telephone lines open at 8 am for same day appointments. Ring 01604 587918 or 01604 751832 and listen for the options. You may be asked to give a brief explanation of your illness and you will either be given an appointment or a telephone consultation with the relevant Emergency Care Team Clinician.

If you are given an appointment, please make sure you get to the surgery in good time. Have you used the **Self Check in** system? This is really easy to use and will save time if there is a queue waiting to speak to Reception Staff.

If you are late, you may not be seen and will need to re-book your appointment.

No



Are you ringing about your recent test results?

Please do not ring before 10 am – your results may not be ready. This will help to keep the phone lines free for morning appointments.

Have you registered for on-line appointments?

An on-line registration form is available on the website or from Reception. Complete it and take back into the Practice with ID. You will then be sent a User ID and login details. Once registered, you can book Doctor's appointments up to 4 weeks in advance. You can also use this service to order your prescriptions on-line.

Does the Practice have your up to date contact details?

Remember to advise change of address and mobile phone numbers. You will be contacted by text to remind you of your appointment. You can cancel by text if you cannot keep your appointment.

USE IT OR CANCEL IT – BUT PLEASE DON'T WASTE IT!



Carers Direct Helpline:

If you are a Carer, the helpline advisers can give you information to help you make decisions about your personal support needs and the needs of the person you are looking after.

Tel: **0300 123 1053**

Email: CarersDirect@nhschoices.nhs.uk

Lines are open 8 am – 9 pm, Monday – Friday, 11 am – 4 pm at weekends.

Choose well:



A & E or 999

Choking, chest pain, blackouts, blood loss. Suspected fracture.

Walk in Centre

Cuts, bites, strains.

GP

Vomiting, ear pain, painful or persistent cough.

Pharmacist

Upset stomach, cold, headaches, sore throat.

NHS 111

Unwell? Unsure? Need help? Out of hours?



This organisation provides community transport to medically related appointments, for elderly and disabled people who live in the Borough of Northampton or Grange Park and who are unable to use Public transport.

Web address:

www.voluntaryimpact.org.uk
or telephone 01604 628234, to find out if they can help you.

Perhaps you are a car driver and have some time to spare as a volunteer.



In each newsletter, we will focus on one aspect of the Practice, to give you more information.

For this edition, we would like to tell you more about **The Emergency Care Team** which now operates at the Practice.



The Emergency Care Team deal with “on the day” work. They deal with all emergencies or urgent medical advice that patients need. There are 3 members of the team who are fully autonomous practitioners and are able to issue prescriptions without a doctor. They will assess your needs and may issue medication or refer you on if they feel it is necessary.

Members of this team can also undertake home visits, carry out routine prescription work and deal with results.

If you ring into the Practice for a same day appointment, you may be referred to the Emergency Care Team.

Practice opening times:

8 am – 6.30 pm Monday – Friday

Telephone: 01604 587918 or 01604 751832

for general enquiries, same day appointments, test results. You can also use the on-line booking service and/or the telephone consultation service. Details of these services can be found on the Practice website:

www.stlukesprimarycarecentre.co.uk

Please note the Practice will be closed for Training Sessions on the following dates:

Wednesday 10th May 2017, Wednesday 14th June 2017 and Wednesday 12th July 2017. Further dates are posted on the Practice Website. These sessions are set by NHS for all Practices in the County. **During these times, if you need medical assistance you should dial 111.**

St Luke's Primary Care Centre

Patient Participation Group (PPG)



Welcome to the first PPG newsletter. The PPG is involved in working with the Practice to be a voice for the patients. In the past 2 years the PPG have arranged talks on [Living with Arthritis](#), a [Skin Awareness week](#) in preparation for the summer and a further talk on [Living with Stress and Anxiety](#).

You may have taken part in the survey we carried out to assess your opinions on intended cuts to services. The results of this survey were available on the Practice website and were also shown on the news feed screens in the Practice.

If you would like to join the group or you have any suggestions for future newsletters, we would love to hear from you. Please contact us by email: dustonppg@gmail.com

Please follow the link on the Practice website for more information on the PPG. We hold quarterly meetings to discuss general issues, and may hold additional interim meetings if we have a specific project to work on. We also have a **Patient Reference Group** for people who may not want to be part of the Committee but would be happy to contribute their opinions from time to time.

Our Annual General Meeting will be held on 12th September 2017 at 6.30 pm.

We look forward to hearing from you.

Kind regards

Moiria Chapman

Chairperson PPG