



ST LUKE'S PRIMARY CARE CENTRE

NEWSLETTER SPRING 2020

EASTER OPENING

TIMES Good Friday

10/4/2020 CLOSED

Saturday

11/4/2020 CLOSED

Easter Sunday

12/4/2020 CLOSED

Easter Monday

13/4/2020 CLOSED

IF YOU NEED A DOCTOR IN AN
EMERGENCY DURING THIS TIME
PLEASE CONTACT NHS111



CONTACT US

St Luke's Primary Care Centre
Timken Way South
Duston
Northampton, NN5 6FR

Tel: 01604 587918 or
01604 751832
Fax: 01604 592781

- Option 2 - Speak to reception
- Option 3 - Results (after 10 am)
- Option 4 - Prescription team
(11am - 6pm)
- Option 5 - Secretaries
- Option 6 - Administration team

Website:
www.stlukesprimarycarecentre.co.uk

PLT DATES 2020



The surgery will be
CLOSED on the following afternoons
from 12.30 for training purposes:

Wednesday 22nd April

Wednesday 13th May

Wednesday 17th June

Wednesday 15th July

Wednesday 5th August

Wednesday 16th September

Wednesday 28h October

Wednesday 11th November

December - no closure



**Armed Forces veteran
friendly accredited
GP practice**

TELEPHONE SYSTEM



We have been experiencing some issues with our telephone system recently whereby patients have reported that they have been cut-off **when waiting in the 'queue'**. We have reported this to our supplier who is investigating the problem. If you experience this problem when trying to get through to the practice could you please report it to us giving a date, time and your position in the queue.

We have also had some reports from patients of excessive charges when waiting in the queue. Please check with your telephone provider/tariff as we have discovered some providers charge a day-time charge of 39p per minute. This is not something the practice is responsible for.

CORONAVIRUS

NHS 111 has an online coronavirus service that can tell you if you need medical help and advise you what to do. Use this service if:

- you think you might have the symptoms of coronavirus—a dry cough, sore throat, high temperature, shortness of breath
- you've recently come back from abroad and visited any of the at risk destinations
- you've been in close contact with someone with coronavirus

DO NOT COME TO THE SURGERY—STAY AT HOME AND CONTACT NHS111 FOR FURTHER ADVICE AND GUIDANCE

DEVELOPMENTS/GOOD NEWS

CQC



We are pleased to announce that we have successfully passed our recent CQC inspection carried out in February, 2020 with a continued rating of GOOD

Senior Clinical Pharmacist

We have a new Clinical Pharmacist, Freya, working with us as part of our Primary Care Network. If you would like to know more follow this link:-
<https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2016/07/easy-read-clincl-pharm.pdf>

ECT Suite/Waiting Areas

We are nearing completion of our new Emergency Care Team (ECT) Suite.
LOOK OUT FOR OUR SPECIAL UPDATE COMING SOON



PRESCRIPTION ORDERING

Some of you may have already noticed we now have a table by the prescription post box in the main entrance with the order forms and pens—this initiative was as a direct response to patient feedback.

Connect with us on Facebook

