

## Computer Usage & Patient Information

The practice is registered under the Data Protection Act. Confidentiality is very important to us, we have strict procedures for protecting your information. This practice also has a Publication Scheme.

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.

## Complaints and Suggestions

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can contact NHS Northamptonshire Advice and Information Service on 0800 5870 879 or email

**pals@northsnts.nhs.uk**, who can often help resolve any problems before they become formal complaints. If you have concerns that are not resolved, you can request the involvement of the Independent Complaints Advocacy Service (ICAS) – telephone 0300 456 8347.

## 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:

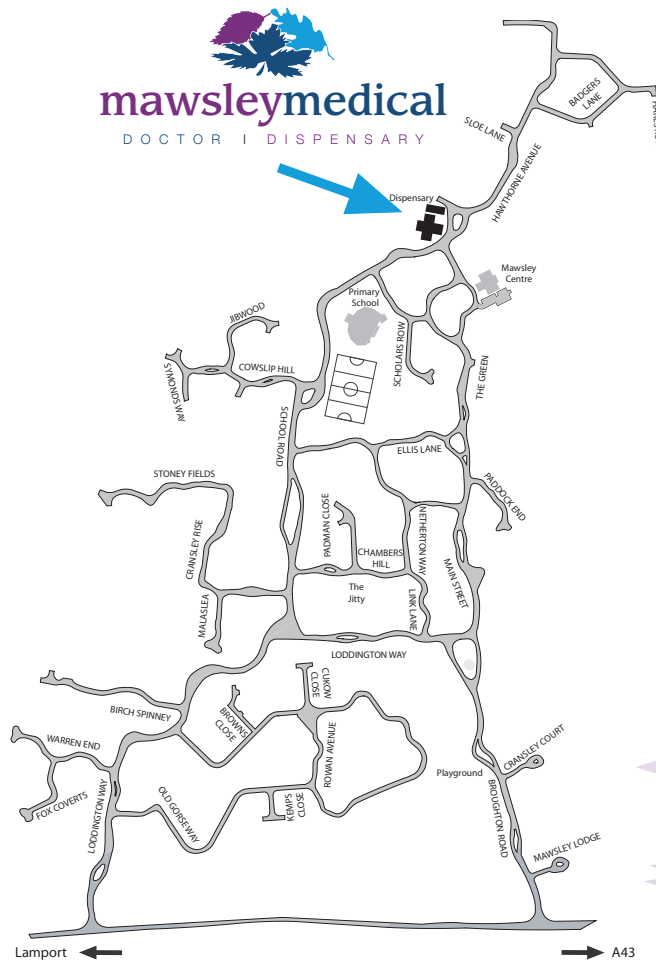
- Minor Injury
- GP Consultations
- Minor Surgery Clinics
- Ante-natal and Post-Natal Care
- Contraception Advice
- Insurance Medicals
- HGV and Taxi Medicals
- Dispensing of Medicines

## Specialist clinics for:

- Asthma/Diabetes/Heart Disease
- Vaccinations (travel and routine)
- Cervical Smears
- Child Health Surveillance
- Weight Management
- Smoking Cessation
- Wound Care

## How to find us:

mawsleymedical is situated on School Road.



# mawsleymedical

DOCTOR | DISPENSARY

School Road, Mawsley, Kettering, NN14 1SN

t: 01536 791300 f: 01536 791301

e: [info@mawsmedical.co.uk](mailto:info@mawsmedical.co.uk)

[www.mawsleymedical.co.uk](http://www.mawsleymedical.co.uk)



**Dr D Keith Oliver** Principal GP

MB BS MRCGP FRCS (glas) DRCOG DFFP Dip MedEd

Qualified St Bartholomew's Hospital

**Dr Mini Kumar** (female GP)

Opening Hours: Mon, Tues, Wed, Fri,  
8:00am to 6:00pm

Thurs: 8:00am to 8:00pm

Weekends: Closed

Please note the Out of Hours emergency cover

**Telephone number is : 03336 664664**



DOCTOR 01536 791300

DISPENSARY 01536 791300

# Welcome to mawsleymedical

This is a new practice working from purpose built premises with full disabled access including disabled parking. There is also an allocated pram park within the surgery building. Our team includes three part – time GP's, An Advanced Nurse Prescriber, Health Visitor, Midwife, Assistant Practitioner, a member of the Well Being Team, A GP Counsellor 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 within two working days, though you may have to wait longer if you want to see a particular GP. 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

<b>Monday</b>	<b>9:00-11:30</b>	<b>3:30-5:00</b>
<b>Tuesday</b>	<b>9:00-11.30</b>	<b>3:30-5:00</b>
<b>Wednesday</b>	<b>9:00-11:30</b>	<b>3:30-5:00</b>
<b>Thursday</b>	<b>9:00-11:30</b>	<b>1:30-8:00</b>
<b>Friday</b>	<b>9:00-11:30</b>	<b>3:30-5:00</b>

## Speaking to Doctor/Nurse

If you wish to have a telephone consultation with a doctor or nurse, please leave a request 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 Prospect House, Lower Street, Kettering, tel: 033336 664664. 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.

## NHS Direct

NHS Direct offers free expert health information and advice 24 hours a day on 0845 4647 or at their website, [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) which also offers an enquiry service. For deaf people and those hard of hearing, a telephone service is available on 0845 606 4647. If English is not your preferred language, you can choose to use a confidential translation service.

## Repeat Prescriptions

Repeat prescriptions may be ordered via our website at [www.mawsleymedical.co.uk](http://www.mawsleymedical.co.uk) or by returning the request slip provided with your previous prescription with the item clearly ticked. This slip can be posted, faxed or e-mailed to us. We must have your repeat request in writing. Please allow two full working days to enable the prescription to be prepared and signed.

## Results of Tests

For enquiries about test results, you may telephone the main switchboard after 11:00 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 11am
- Request your repeat medication in writing, either by email, fax or post in the letter box provided. We cannot accept verbal requests.

## Staff at the Surgery

Practice Manager

Principal GP

Female GP

Locum GP

Advanced Nurse Practitioner

Practice Nurse

Assistant Practitioner/HCA

Health Visitor

Midwife

GP Counsellor

Admin staff

Dispensary Manager

Dispensary Technician

Dispensary Technician

Mrs Angene Kane

Dr Keith Oliver

Dr M Kumar

Dr R Babinskyj

Helen Wykes

Rebecca Oliver

Corrine Wykes

Audrey Spence

Yvonne Miller

Susan Longstaff

Nichola Smith

Richard Pullar

Louise Beal

Jane Evans

Sally Ebbs

Bethany Reid