

Welcome to Langham Place Surgery.

This practice believes in traditional values of patient care, combining up to date methods and quality standards with a holistic approach.

Please find information about our practice enclosed. This information is also available on our website (www.langhamplacesurgery.co.uk) or, if you have any further queries, please contact our Practice Manager.

Practice area

The Practice area covers an approximate 2 mile radius of the surgery.

How to register as a patient

Please visit our website www.langhamplacesurgery.co.uk or enquire at the Reception desk in order to register as a patient.

Clinician availability

Urgent appointments - Langham Place Surgery has joined a pilot study called [DoctorLink](#) – an online tool that enables you to answer a series of questions about your condition. It will then signpost you to the most appropriate pathway for example, self-help, or to see or speak to a clinician. The information will be reviewed by a clinician at the surgery and we will contact you to arrange an appointment if one is needed. Please visit our website www.langhamplacesurgery.co.uk and use [DoctorLink](#) for all urgent appointments. These appointments may be with our lead nurse or one of our paramedics.

Pre-bookable appointments – These appointments can be booked in person, on the telephone or online at: www.langhamplacesurgery.co.uk You can view, book and cancel your future appointments by logging on to our online service. You can manage your appointments quickly and easily wherever you are, 24 hours a day, 365 days a year. In order to use this online service you must first register to receive your unique username and password. Please visit our website to do this.

When booking an appointment if you wish to see a particular doctor we will do our best to accommodate your request depending on availability.

Results of investigations

Please ring the surgery after 11.00am. It is important that you check the results of any tests or investigations you have had done. Please do not assume the result is normal.

Repeat prescriptions

Repeat prescriptions may be requested via our online service, by post or in person. Please allow 48 hours (excluding weekends and bank holidays) for standard

repeat items, 72 hours for items not authorised on repeat and at least a week for postal prescriptions (SAE to be enclosed): www.langhamplacesurgery.co.uk
We also use the electronic prescription service (EPS).
Please ask reception for details.

Home visits

Home visits are made when the doctor feels it is necessary on medical grounds. You can greatly assist by attending the surgery whenever possible. If you are too ill to come to the surgery, please try to telephone before 10:30am. Please give as much detail as possible about the problem so the doctor can judge how urgent the visit is.

Minor Surgery

The doctors carry out some minor surgical procedures at the practice. Please ask the Doctor for advice.

Practice Nurses

Practice Nurse appointments can be pre booked for the following: Chronic disease management clinics (e.g. diabetes, asthma and coronary heart disease), family planning advice, smears, weight management, ear syringing, travel advice, injections and smoking cessation advice. They also run a Minor Illness Clinic (see separate paragraph for details).

Health Care Assistants

Our Health Care Assistants undertake: Blood pressure checks, ECGs, blood tests, urine tests, general health checks - MOT's, new patient checks and weight monitoring.

District Nursing Team

Patients who need nursing assistance at home may arrange, through their doctor, for a District Nurse to call. The District Nurses may be contacted for advice by telephoning 0300 7770002 between 8.00am and 10.00pm. Out of these hours please dial 111 to speak the NHS 111 service. The District Nurses also offer information and support for the elderly and for carers.

Carers: The Secretariat Supervisor is the Carer Co-ordinator and can be accessed on 01604 887515.

Maternity Medical Services

Maternity medical services are provided by each doctor in conjunction with a Community Midwife. Arrangements are made for delivery in the GP Unit at Northampton General Hospital. Please enquire about antenatal appointments.

Health Visitors

We have a 2 Health Visitors and 1 Nursery Nurse attached to the Practice.

You may speak to the team by phoning the Central Hub on 0300 1111022 between 9.00am and 5.00pm.

Counselling service

The surgery provides a counselling service via our Wellbeing Team for patients with stress related problems. Patients can be referred to this service by their GP.

Health Checks

These are available for all patients. In addition, for those aged 75 or over, where owing to a medical condition it would be impossible to attend the surgery, this can be undertaken at home.

Primary Care Services in this area are the responsibility of Hertfordshire & South Midlands Local Area Team of NHS England. They can be contacted at: Francis Crick House, Moulton Park, Northampton NN3 6B. Tel: 01604 651100

Special Services available

Services outside the scope of the NHS are available on request but will attract a fee.

Disabled access and parking

Wheelchair access can be gained from the rear of the building but general patient parking is at the front. You may park immediately outside the front of the building after 9:30am, where access is possible with assistance. Please inform reception in advance if you feel you may need help on arrival.

There are facilities for patients on three floors (lower, ground and first floor). A lift is available for the lower floor but the first floor may only be accessed via a staircase. Please inform reception if you have difficulty with stairs.

Volunteer transport service

There is a community transport service provided by volunteers. It is for medically related problems for elderly and disabled people who live in the borough of Northampton and who cannot manage public services. There is a small charge and transport must be arranged at least 2 days before you want to travel. For more information, please telephone 01604 628234 between 9:00am and 12 noon on weekdays.

Safety and security

Please note that you are responsible for your personal belongings whilst on the premises as well as your own and your children's safety. Please inform us should you notice potentially dangerous situations.

Accessible Information Standard

We follow the accessible information standard and will take steps to ensure the communication/information needs are met for patients with a disability, impairment or sensory loss.

Confidentiality Policy

All information given to us is strictly confidential and will not be revealed to anyone at any time without the patient's permission and in line with the Confidentiality Code of Practice.

Confidentiality – Code of Practice

Information about patients at this practice is only disclosed in accordance with the Department of Health's Code of Practice (March 2005). This means that:-

- Within the NHS - Patient information anonymised or identifiable may be disclosed for the provision of care and the management of Health Care Services.
- Outside the NHS - Patient identifiable information normally only released with the Patient's specific consent.
- The Practice endeavours to protect your rights under the Data Protection Act 1998.

If you have any questions, please feel free to contact our Practice Manager, Joanne England, the Data Controller at the Surgery.

Rights and Responsibilities

The Doctors at Langham Place Surgery confirm their commitment to do everything possible to protect staff, patients and visitors from unacceptable behaviour and their zero tolerance of any incident that causes hurt, alarm, damage or distress. These situations justify removal from the Practice list. Responsibilities and Rights of Patients and Staff are twofold. Just as patients have a right to be treated with respect by staff, so staff have a right to be treated courteously by patients and this policy has been designed for both parties.

Patient Comments

We welcome any feedback or complaints about our service. A Complaints leaflet is available for this purpose in reception. Any complaints will be taken seriously. There is also a Suggestion box for comments. Alternatively, please contact the Practice Manager, Joanne England.

Langham Place Patient Group

There is a Patient Group attached to this surgery. The Group members are patients whose role in this group is to liaise with the practice on all aspects of services offered. Please let us know if you would like to join our group as we welcome new members.

Protected Learning Time

In line with all local surgeries, we close once a month for an afternoon's training. Our training afternoon will usually be a Wednesday. Please look out for notices at the surgery which will give you advance warning of the closures.

THE PRIMARY HEALTH CARE TEAM

The Doctors at this surgery work in partnership.

Dr Sarah Greening	M.B.Ch.B., D.R.C.O.G., F.R.C.G.P. Dip.FSRH Qualified 1987 GMC No. 3246106
Dr Naomi Caldwell	B.Med.Sci., B.M.B.S., D.F.F.P., D.R.C.O.G. Qualified 1996 GMC No. 4327059
Dr Stephen Le Maistre	M.B. B.S., D.C.H., D.R.C.O.G., Dip.I.M.C., R.C.S.Ed. Qualified 1998 GMC No. 4532435
Dr Robert Gale	MBChb.,MRCP.,BMed Sci Qualified 2008 GMC No. 7017119

Salaried GP

Dr Matthew Bundock	MBBS GMC No. 7411358 Qualified 2013
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Practice Manager

Joanne England	MSc OT, BSc (Hons), Dip.COT.
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Administrative and Clinical Staff

1 Deputy Practice Manager	
3 Secretaries	12 Reception/Administration staff
3 Paramedics	4 Practice Nurses
2 Health Care Assistants	1 Social Prescriber
1 Clinical Pharmacist	

Attached Staff

Health Visitors	Nursery Nurse
District Nurses	Nursing Auxiliary
Midwife	Well Being Team

Training Practice

We are actively involved in the training of new healthcare professionals, such as General Practitioners and medical students.

What to do When the Surgery is Closed

Telephone the surgery in the normal way. If we are closed, a taped message will give you another number to call. This is the NHS 111 Service. Simply dial 111.

Nearest Walk In Centre

(Minor Illnesses and Minor Injuries - MIAMI)

Based alongside A&E at Northampton General Hospital.

Patient Information Leaflet



Langham Place Surgery

11 Langham Place
Northampton
NN2 6AA

Dr S Greening Dr N Caldwell
Dr S Le Maistre Dr R Gale

Website: www.langhamplacesurgery.co.uk

**General Enquiries & Booking
Appointments
01604 638162**

**Monday, Tuesday, and Friday
8:00am to 6:30pm**

**Wednesday and Thursday
7.00am to 6.30pm**

Health Visitors: 0300 111022 Option 4
Monday to Friday 8.00am to 6.00pm

District Nurses: 0300 7770002
Monday to Friday
Monday to Friday 8.00am to 6.00pm