



# Wootton Medical Centre

36-38 High Street, Wootton  
Northampton NN4 6LW

## NEW PATIENTS:

Welcome to Dr C Moore & Partners, Wootton Medical Centre, thank you for choosing us as your GP surgery. The surgery has an effective, dedicated and comprehensive primary healthcare team. We are a small team with an open and honest ethos, everybody is valued and opinions are heard.

Our practice area covers Wootton, Quinton and Hardington.

## OPENING HOURS:

Monday to Friday	08.00-18.30 hrs
Wednesday	18.30-20.00 hrs (extended hours, limited service only)

Please note, we are closed at weekends & all public Bank Holidays.

## CONTACT DETAILS:

Telephone:	01604 709922
Website:	<a href="http://www.woottonmedicalcentre.co.uk">www.woottonmedicalcentre.co.uk</a>
Email (general):	<a href="mailto:wootton.medicalcentre@nhs.net">wootton.medicalcentre@nhs.net</a>
Email (prescriptions):	<a href="mailto:wmc.prescriptions@nhs.net">wmc.prescriptions@nhs.net</a>
Health Visitors Hub:	0300 111 1022
District Nurse Hub:	0300 777 0002



### **GPs:**

**Dr Christopher J F Moore** (GMC No 3117536)  
(Monday / Tuesday / Wednesday AM)

**Dr Hilary A Penfold** (GMC No 3240681)  
(Monday / Tuesday PM / Wednesday (covering care home only))

**Dr Alina Burada** (GMC No 7004078)  
(Wednesday / Thursday / Friday)

**Dr Sarah Moore** (GMC No 3305801)  
(Wednesday / Thursday / Friday AM)

**Dr Barbara Kolacki** (GMC No 4320423)  
(Monday AM / Friday AM )

**Dr Sian Loe** (GMC No 7081321)  
Tuesday AM / Wednesday / Friday

On registering with the surgery, you will be allocated a named GP. We would encourage you to see the same GP if possible, however, you can see any suitable clinician at the surgery.

### **PRACTICE NURSES:**

Our Practice Nurses & Health Care Assistant see patients for chronic disease management, childhood immunisations, cervical smears, dressings, blood pressure checks, new patient & health checks, travel, blood & urine tests & minor injuries.

Blood tests are carried out up to 13.30 hrs only (Monday to Thursday), alternatively, you may prefer to go to the drop in clinic at Northampton General Hospital, Monday to Friday from 07.00-16.30 hrs and Saturday from 07.30-12.00 hrs, providing a request has been made via Reception.



## **APPOINTMENTS:**

You can book appointments in person, by telephone, or by using our online services (once registered). When speaking to a Receptionist, they will ask for a brief problem and signpost you to the most suitable care.

**Telephone:** Appointments can be booked up to 3 months in advance.

The GPs & Practice Nurse will discuss problems by telephone if appropriate, the Receptionist will ask for brief details for the clinician to return your call, this will be anytime during surgery opening hours (no time can be advised). They cannot be interrupted whilst in consultation.

**Online:** You can book ,change or cancel appointments using our online services up to 2 weeks in advance. Pre-registration is required. You can also download the SystmOnline App for free within the app store or any iOS enabled device.

Urgent problems will always be seen, where possible, on the same day, but may not be with your usual GP.

The surgery operates an appointment system only.

## **HOME VISITS:**

Home visits can be arranged for those who are housebound or for those who are too ill to attend surgery. If you need to request a home visit, please telephone the surgery before 10.00 hrs, the Receptionist will ask brief details which will be passed to the GP. The decision to visit rests solely with the Doctor.

## **OUT OF HOURS:**

If you require urgent medical assistance whilst the surgery is closed, please telephone **111** (NHS 111 service) who will advise you accordingly.

For all emergencies, please dial **999**.



### **REPEAT PRESCRIPTIONS:**

To order your monthly prescriptions, you can:

- Register for SystmOne Online
- Email Reception at [wmc.prescriptions@nhs.net](mailto:wmc.prescriptions@nhs.net)
- Post in the prescription box by Reception or in outside letter box

Please note, we **DO NOT** take requests over the telephone, or requests directly from a Pharmacy. Please allow at least 48 working hours (Monday to Friday) between ordering & collecting your prescription. This may take longer if the item you require is not on repeat and / or if you are due a medication review.

### **TEST RESULTS:**

Please telephone the surgery after 13.30 hrs for your results, (please select option 2), or alternatively these are available via SystmOnline. Please allow up to 5 working days for blood results to come back, other results can take longer.

All specimens need to be handed in at the surgery by 12.00 hrs ready for collection by the hospital.

### **COMPLAINTS:**

The Practice Manager, Mrs Sharon Bailey, is responsible for the smooth day-to-day running of the surgery. If you have any problems concerning the surgery, please direct your queries here.

Our team respect your right to confidentiality & equally, we expect you to show mutual respect in return. We operate the NHS policy of zero tolerance to verbal or physical abuse to our staff.

**Thank you for choosing Wootton Medical Centre**