



Welcome to Wootton Medical Centre

We are a long-established NHS Medical Practice in Northampton, close to the M1, Junction 15.

We provide a professional and friendly service to our patients. The surgery consultation rooms are situated on the ground level of a two-storey building, with allows for wheelchair access.

We offer the very best care to our patients at all times with highly skilled medical and non-clinical professionals. We have 4 General Practitioners, supported by a very experienced Nursing Team, Clinical Pharmacists, Physiotherapist, Paramedic, Social Prescribers, Administration and Reception Teams.

Most of our clinical and non-clinical team live locally and have worked in the practice for many years.

We welcome any new patient registering with us who live within our practice boundary.

We pride ourselves on providing continuity of care and getting to know our patients and their families well.

Please note all our telephone calls to and from the practice are recorded for training and auditing purposes.

We are part of the Parkwood Primary Care Network (PCN) working collaboratively with Denton Village Surgery and The Parks Medical Practice.

Our Vision

To enhance the health, well-being and lives of those we care for; provide a safe and fulfilling working environment.

Email: wootton.medicalcentre@nhs.net
Prescription Email: wmc.prescriptions@nhs.net
Website: www.woottonmedicalcentre.co.uk
Telephone: 01604 709922
Opening Hours: Monday to Friday 08:00-18:30



Our Mission Statement

Wootton Medical Centre is committed to providing our patients the highest standard of care through our patient driven, holistic approach and the provision of convenient and continuous access to a well-trained and highly motivated primary healthcare team, in a safe, responsive and caring manner.

Our Aims and Objectives

To: Provide a quality service:

By working within the NHS to provide the highest possible quality of care that meets the identified needs of our patients.

To: Respect our patients and staff:

By treating our patients and staff with courtesy, dignity and respect at all times. We will treat all fairly and be especially supportive to the vulnerable. We expect respect in return.

To: Involve our patient in decisions:

By a whole team approach in supporting our patients to help them make decisions to improve and maintain their health.

To: Promote best practice:

By using specialist expertise within the practice team and externally. We encourage the continuous education and professional development of all members of the practice team. We will adapt to change, build on our achievements, develop our services and share learning.



To: Be a caring practice:

By conveying compassion in word and action whilst assessing and responding to needs.

To: Work together as a team

By working as one flexible unit that enhances our colleagues' ability to perform their roles.

To: Work with integrity

By speaking and acting truthfully and being accountable for our actions.

To: Be a sustainable practice

By operating on a financially sound basis. Having as low an environmental impact with as reduced waste as possible.

Wootton Medical Centre Team Roles and Responsibilities

A range of healthcare professionals work at your surgery and in the wider community to help you get the right care when you need it.

Services in general practice and the community are being transformed to make it easier for you to access a wider range of help from your surgery, closer to home, by telephone or online. This is part of the NHS long-term plan to offer people further choice and more joined up healthcare.

More healthcare professionals including Clinical Pharmacists, Physiotherapists, Paramedics and Social Prescribing Link Workers are being recruited nationally to work alongside GPs in wider networks of practices.



Practice Management

The Practice management team are responsible for the overall day to day Management of the practice including complaints, contracting, human resources, information governance, supporting the Partners and other medical professionals with delivering good quality patient care.

Care Navigators and Administrators

Our Patient Coordinators and administration team are specially trained to know about the care and services available to you at your surgery and in your area. The Patient Coordinators and Administrators will facilitate patients accessing the clinical care provided by the practice, support the GP's and Nurses in providing that care, and act as first point of contact for anyone accessing the practice. They will also support the practice with operational duties and administrative tasks

Nurse Practitioners

Nurse Practitioners are trained specialist nurses. Nurse Practitioners can provide treatment and advice for many problems for which you may have seen a doctor for in the past. Their main areas of expertise are in the management of common illnesses and long term conditions. They can assess and examine you, make a diagnosis and provide advice and treatment including a prescription if required. They can order any necessary investigations, make referrals to hospital doctors or other health care professionals, and admit patients into hospital when necessary.

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Practice Nurses

Practice Nurses undertake a wide range of roles and are involved in almost every aspect of a patient's care, assessing, screening and treating people of all ages. In addition to providing traditional aspects of nursing care such as wound care, immunisations and administration of medicines, they run health checks and clinics for those with long-term conditions such as asthma, heart disease and diabetes.

Our Practice Nurses, can help with vaccinations and injections, supporting people with long-term conditions such as asthma, chronic obstructive pulmonary disease and diabetes, health living advice, cervical screening, and family planning.

Health Care Assistant

Working under the guidance of a Practice Nurse, they help with routine health checks and provide patients with general health and well-being advice.

Our HCA's, can help you with health checks such as blood pressure monitoring or taking samples, vaccinations and injections, healthy living advice such as stopping smoking or weight loss, ECGs, dressings and stitch removals.

Community Nurses and Intermediate Care Team

The district nursing team nurses and the intermediate care team can be contacted on **0300 777 0002** between 08.00 and 11:30 every day. Their service is for patients who are housebound, and out of hospital care.

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Health Visitors – 0-19 Team

The 0-19 Admin Hub is the front door for 0-19 services in Northamptonshire; it is the central point of contact for telephone and administrative queries for the 0-19 service.

The 0-19 administrators help support the 0-19 service to provide the Healthy Child Programme, a planned series of contacts (face to face or virtual via video call) with children and young people up to 19 years old and their families.

Our friendly and caring 0-19 administrators are available to provide children, young people and their families with access to our 0-19 service (made up of Health Visitors in Northamptonshire, Specialist School Nurses, Community Nurses, Nursery Nurses and other skill mix professionals) as well as signpost to the most appropriate service to meet their needs.

The Health Visitors can be contacted on 0300 1111 022

Clinical Pharmacist

Clinical pharmacists work as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks.

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First-Contact Physiotherapist

A first contact practitioner (FCP) is an experienced physiotherapist who has the advanced skills necessary to assess, diagnose and recommend appropriate treatment or referral for musculoskeletal (MSK) problems on a patient's first contact with healthcare services e.g. when they visit their GP surgery.

Paramedics

The scope of practice for paramedics is; an autonomous practitioner who has the knowledge, skills and clinical expertise to assess, treat, diagnose, supply and administer medicines, manage, discharge and refer patients in a range of urgent, emergency, critical or out-of-hospital settings. They can also treat people with a variety of health conditions from coughs and minor injuries to more serious conditions such as asthma and heart attacks. They work alongside GPs and help manage routine or urgent appointments, telephone triage (assessment of urgency of illness or injury) and home visits.

Social Prescriber Link Workers

Social prescribing involves helping people to improve their health and well-being by connecting them to activities in the community. Link Workers connect those feeling lonely, overwhelmed or in need of help to a range of local support, from community and activity groups to work, debt or housing advice.

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Our Social Prescriber Link Workers, can help with getting people to focus on their own priorities and the things that affect their well-being as well as supporting people to take more control of their health and introducing people to groups and activities in the community.

GPs

Oversee all aspects of patient care. They meet regularly with other members of the practice team to plan joint approaches to co-ordinate a patients care. All other members of the practice teamwork under the supervision of a GP.

Our GPs, can help with complex concerns, diagnosing and treating a health condition, ordering tests and interpreting results, prescribing medication where necessary, referring you to hospital and other medical services for urgent and specialist treatment.

Extended Access and When we are closed

We are here to help you get the right care, as quickly and as conveniently as possible. Appointments in the evenings and at weekends are available via our Extended Access Hub, and you can also access a range of practice services online or via the NHS App on your smartphone.

Alternative Care resources

Patients also have the option if we are closed, or for medical advice for non-urgent or non-life-threatening concerns, patients

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can call NHS 111, the service is available 24/7 by telephone or online at 111.nhs.uk
or attend local walk-in centres at:

Corby Urgent Care Centre

Cottingham Road
Corby
Northamptonshire
NN17 2UR

Opening hours

Monday **8am – 8pm**
Tuesday **8am – 8pm**
Wednesday **8am – 8pm**
Thursday **8am – 8pm**
Friday **8am – 8pm**
Saturday **8am – 8pm**
Sunday **8am – 8pm**

and Milton Keynes Urgent Care Centre

The Urgent Care Centre,
Hospital Campus, Standing Way.
Eaglestone, Milton Keynes, MK6 5NG
Tel: 01908 303030

Open 24 hours

GP Video Service - Livi

Patients can book a same-day video GP appointment by downloading the Livi app. Register and select your GP Practice

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and book an appointment that suits you. The Livi app can be accessed by the link below;

<https://bit.ly/3mMpRQy>

NHS App

Download the NHS App or open the NHS website and login to access a range of NHS services online. The NHS App can be accessed by the link below;

<https://www.nhs.uk/nhs-app/>

Community Pharmacies – Pharmacy First

Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

What are the seven common conditions?

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women.

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How can I access treatment from my pharmacy?

You can get treatment for these conditions by walking into the pharmacy or contacting them virtually. GP receptionists, NHS 111 and providers of emergency care will also be able to direct patients to pharmacies, that offer the service, if contacted.

Prescription Requests

Patients can request repeat medication online or by submitting their medication requests to the surgery. Patients must allow up to 72 hours for the prescription to be processed, but not to make a request before 7 days of the medication being due.

Please allow up to 5 working days for acute medication requests.

Travel Advice and Vaccinations

Patients travelling abroad are required to submit a travel questionnaire to the practice not less than 8 weeks before travel. All NHS vaccines are available free at the GP surgery. Any vaccines not covered under the NHS; patients will be asked to make an appointment at their local travel centre.

Home Visits

Home visit requests must be made before 10:00am for a same day appointment.

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