

**FAVELL PLUS SURGERY,
Weston Favell Health Centre,
Billing Brook Road,
Northampton,
Northamptonshire, NN3 8DW**

OPENING TIMES

Mon: 7.30am - 6.30pm

Tue: 7.30am - 6.30pm

Wed: 7.30am - 6.30pm

Thu: 7.30am - 6.30pm

Fri: 7.30am - 6.30pm

Sat: closed

Sun: closed

Please note that telephone lines do not open until 8.00am.

TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours
01604 733490

Appointments, Enquiries and Results

01604 773490, Request an appointment via our website.
please note: Prescriptions will not be taken over the telephone, for results please call after 11am.)

PRACTICE STAFF

Clinical Staff:

Dr Abbas – GP Partner

Dr Takla– GP Partner

Dr Malik – GP Partner

Marinela - Nurse

Urszula- ANP

Frederick-ANP

PHLEBOTOMIST

Jennifer

MANAGERS

Viqar Abbasi - Business Manager

Patrick Morgan- Practice Manager

Anita Coles- Asst Practice Manager

ADMIN & RECEPTION TEAM

Elena

Katie

Alfie

Karolina

Nicky

Charlotte

Carley

Lauren

Chloe

Sarah

Vicky

SECRETARIAL TEAM

Dione

Urte

FAVELL PLUS SURGERY

PRACTICE CHARTER

Information
for Patients

PARTNERS

Dr Abbas
Dr Takla
Dr Malik

Telephone: 01604 773490

Please take a copy

Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at Favell Plus Surgery.

FAVELL PLUS SURGERY Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavor to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered within 24 hours
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this, please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone as soon as possible.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ Requests for repeat prescriptions will be dealt within 48 hours. This can be in person or by e mail on You can order via online system, app, email nccg.prescriptions.favellplus@nhs.net or by coming to the surgery.
- ❖ All comments and suggestions about the service are welcome.
- ❖ If you have a complaint, please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the Favell Plus Practice as accessible as possible. If you have hearing, visual, or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

Patient's Responsibilities

- ❖ If you are unable to attend for an appointment, please let us know so that we can offer it to someone else. You can record voicemail on our phone system.
- ❖ Try to let us know in advance if you are going to be late.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10.00am if possible.
- ❖ An urgent appointment is for an urgent medical problem.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, careers, and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted; you may be asked to register at another surgery if this behavior occurs.