

Northampton Emergency Hub Frequently Asked Questions

Why have the practices changed the way their appointments are offered?

The new pilot service has been launched in response to patient feedback from each of the practices. One of the major issues that patients identified was a lack of available pre-bookable appointments. The three practices' response is to arrange for all emergency appointments to be seen at a single surgery.

Will I have the opportunity to provide feedback on the pilot service?

Yes, patients will be offered a range of ways to feedback on the pilot service for example as part of the Friends and Family questionnaires.

Do I need to register with another practice?

No you will not need to register with another practice; your registered practice will remain the same as it is now.

Will the other practices be able to access my medical records?

All Surgeries are covered by confidentiality and will not be able to share your information without your permission. If you are offered an appointment that is not at your regular surgery the receptionist will request your permission to share your records for the purpose of the appointment. It is important to remember that if you refuse to share this information we may not be able to provide you with a same day appointment.

Each practice will be able to see your medical record for the duration of the appointment, after that your record will be closed and will only be able to be accessed again if you have another appointment at that practice.

How do you get to each of the practices?

To access Greenview Surgery from Leicester Terrace Health Care Centre:

Catch the number 19 bus from the bus stop opposite the old post office on Barrack Road:



Get off the bus at the bus stop outside Kingsthorpe Golf, Kingsley Road:



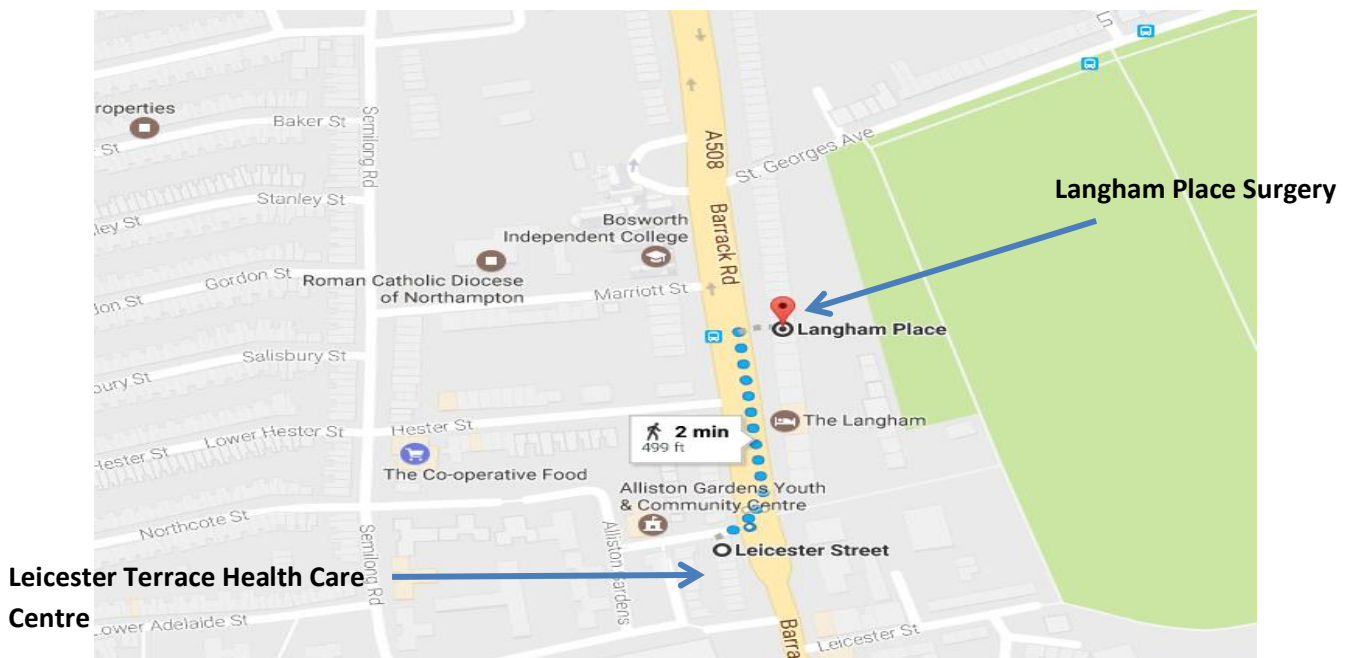
On leaving bus no. 19, turn right and then take the next left turning into Fairway, keep walking and Greenview Surgery will be on your right:



[Click here for a Google Maps link for route information \(to Greenview Surgery\)](#)

To access Langham Place Surgery from Leicester Terrace Health Care Centre:

Cross Barrack Road from Leicester Terrace Health Care Centre and turn left. Keep walking down the road and Langham Place Surgery will be on your right





[Click here for a Google Maps link for route information](#) (to Langham Place Surgery)

Is parking available at all of the practices?

Limited parking is available at all of the practices.

Are the practices dispensing practices or is there a pharmacy near each practice in case I need a prescription?

The three practices are not dispensing practices. Both Leicester Terrace Health Care Centre and Greenview Surgery have pharmacies next door to the practice. The closest pharmacy for Langham Place Surgery would be either by Leicester Terrace Health Care Centre (Northampton, NN2 6AL) or The Mounts pharmacy (Campbell St, Northampton NN1 3DS).

Will the other practices still be able to refer me for further treatment?

Yes, if you attend an emergency appointment at the duty practice they will be able to refer you on for follow up treatment (for example at the hospital) if it is required as a result of your emergency appointment.