

## 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.

This information is also available on our website ([www.langhamplacesurgery.co.uk](http://www.langhamplacesurgery.co.uk)) or, if you have any further queries, please contact our Practice Manager.

## Royal Parks PCN

The surgery is part of the Royal Parks Primary Care Network (PCN) working collaboratively with neighbouring surgeries to serve the needs of our patient communities.

## Practice area

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

## How to register as a patient

You can register using the NHS App, online at [www.langhamplacesurgery.co.uk](http://www.langhamplacesurgery.co.uk), and you can also enquire at the Reception desk in order to register as a patient.

## Doctor availability

There are a range of appointments available across the week. This is both for urgent and routine appointments. You can book in person, on the telephone, online at: [www.langhamplacesurgery.co.uk](http://www.langhamplacesurgery.co.uk), or using the NHS App.

## Chaperones

The surgery has trained chaperones who can attend your appointment with you, please enquire at reception if you would like more information or to view a copy of the surgery's chaperone policy, which is also available on our website at [www.langhamplacesurgery.co.uk](http://www.langhamplacesurgery.co.uk).

## Community Pharmacy

Your local pharmacy is now offering clinical advice and treatment for more conditions than ever before. You can now get care for a variety of minor illnesses including urinary tract infections (UTIs) and some skin infections, as well as blood pressure checks and oral contraception.

## Results of investigations

You can check your results using the NHS App. If calling for results, 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 can be requested using the NHS App, or our online service at: [www.langhamplacesurgery.co.uk](http://www.langhamplacesurgery.co.uk), in person, or by post. 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). We use the electronic prescription service (EPS). Please ask reception for details.

Please note we do not accept prescription requests over the phone.

## 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 11:30am. 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.

## 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.

## Community Nursing Team

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 to the NHS 111 service. The District Nurses also offer information and support for the elderly and for carers. We have a Lead GP for Carers and a Care Coordinator at the Practice.

## 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

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

## Social Prescribing Link Workers

The PCN provides a social prescribing service who can help people improve their health and wellbeing by connecting them with non-medical sources of support in their community. Please contact reception for more information or if you would like to be referred.

## Physiotherapy

The PCN provides a first contact physiotherapy service (FCPs) who are experienced musculoskeletal (MSK) physiotherapists who work in GP practices or primary care. Instead of first seeing a GP for issues like joint, back, or muscle pain, patients can book directly with an FCP.

## Health Checks

These are available for all patients. 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 Northamptonshire Integrated Care Board (ICB) for more information please visit [www.icnorthamptonshire.org.uk](http://www.icnorthamptonshire.org.uk)

## 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 where we also have parking spaces for patients with physical disabilities. 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.

## Research

We are an active research practice and regularly contribute to clinical studies aimed at improving patient care and developing new treatments. You may be invited to take part in a research project. Participation is entirely voluntary, and your decision will not affect the care you receive. All studies are carefully reviewed to ensure patient safety and confidentiality.

## 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 General Data Protection Regulation 2018. (GDPR).

If you have any questions, please feel free to contact our Data Protection Officer and Practice Manager, Joanne England.

## 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, complaints and feedback.

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. Feedback can be submitted through our online service: [www.langhamplacesurgery.co.uk](http://www.langhamplacesurgery.co.uk).

## Langham Place Patient Group

We are currently looking to recruit participants to join our PPA with the Aim of a PPA is to give patients voice in shaping services and supporting the practice in developing high-quality care. To express an interest to join please contact us via our website.

## 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 Naomi Caldwell	B.Med.Sci., B.M.B.S., D.F.F.P., D.R.C.O.G. Qualified 1996 GMC 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 4532435
Dr Robert Gale	MBChb.,MRCP.,BMed Sci Qualified 2008 GMC 7017119
Dr Matt Bundock	M.B.B.S., M.R.C.G.P., Qualified 2018 GMC 7411358
Dr Emma Foster	MB ChB Qualified 2015 GMC 7488421

## Salaried GP

Dr Dinesh Fernando	M.B.B.S. Qualified 2012 GMC 7090063
Dr Sarah Coulter-Brophy	B.M.B.S. Qualified 2017 GMC No. 7562151
Dr Sam Cullen	MB ChB Qualified 2015 GMC No.7488010

## Practice Manager

Joanne England MSc OT, BSc (Hons), Dip.COT.

## Administrative and Clinical Staff

2 Assistant Practice Managers  
9 Reception staff 5 Administration staff  
2 Practice Nurses 2 Health Care Assistants  
1 Training Nurse Associate

## PCN Staff

Pharmacists, Social Prescribing Link Workers, Safeguarding Coordinator, Physiotherapist, Patient Care Coordinator, Frailty Coordinator.

## Training Practice

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

## WHAT TO DO WHEN 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. Dial 999 if it is an emergency.

## NEAREST WALK IN CENTRE

(Minor Illnesses and Minor Injuries - MIAMI)

Based alongside A&E at Northampton General Hospital.

Updated Sept 2025

## Patient Information Leaflet



## Langham Place Surgery

11 Langham Place  
Northampton  
NN2 6AA

Dr N Caldwell Dr S Le Maistre  
Dr R Gale Dr M Bundock  
Dr E Foster

Website: [www.langhamplacesurgery.co.uk](http://www.langhamplacesurgery.co.uk)

**General Enquiries & Booking Appointments**  
**01604 638162**

Monday, Tuesday, Wednesday, Thursday &  
Friday  
**8:00am to 6:30pm**

**Appointment times - variable from:**  
Monday, Tuesday, Wednesday, Thursday &  
Friday **8:00am to 5:30pm**