



Hazelmere Medical Centre

A Guide To Our Services

Telephone:

| | |
|-------------------------------------|----------------------|
| Appointments & Enquiries | 0116 277 1666 |
| Emergencies | 0116 247 7828 |
| Out of Hours Emergencies | 0845 045 0411 |

Fax: 0116 277 2416

58 Lutterworth Road Blaby LE8 4DN

www.hazemeremc.co.uk

There are four doctors working at the Medical Centre in a non-limited Partnership.

Dr Helen J Watson (female)
MB ChB (Leicester 1980), FP Cert

Dr Omer Jan (male)
MBBS (Pakistan 2003) MRCGP DRCOG
Special interest – Minor Surgery/Dermatology

Dr Peter Furber (male)
MB ChB (Leicester,1983)
Special interest – Minor Surgery/Contraceptive Implants

Dr Juliet Dover (female)
MB ChB (Leicester, 1985) MRCGP DRCOG FPCert DPD
Special interest – Dermatology

Dr Ruchira Bhalla (female)

All GPs are involved with the training of health care professionals and teaching of persons intending to become health care professionals.

Practice Manager

Mrs Claire Boswell (on Maternity Leave until Jan 2016)

NURSING STAFF

Practice Nurse (Prescribing) - Sister Cathy Marshall

Practice Nurse - Sister Judy Kirk

Specialist Health Care Assistant - Ms Kerry Davie

HEALTH VISITOR

Mrs Helen Tipton - telephone 0116 284 9526

COMMUNITY MIDWIFE

Mrs Joanne Lee

Telephone the Community Midwife Office 0116 258 6060
(08.30 – 17.00)

Welcome to Hazelmere Medical Centre

The mission of Hazelmere Medical Centre is to improve the health of our patient population and to manage illness with skill and compassion. We aim to work with our patients in providing excellent and modern, family centered health care. We are committed to ensure that this care is provided with sensitivity and takes into account, the best and latest clinical evidence that is available both in treating our patients and in providing preventative services to keep our patients in the best possible health.

OPENING HOURS

The Medical Centre is open:

| | |
|---------------|--------------------------|
| 08:00 – 18:00 | Monday, Tuesday & Friday |
| 07:30 – 18:00 | Wednesday |
| 07:10 – 18:00 | Thursday |

The telephone lines are open from 08:00 – 18:00 Monday, Tuesday, Wednesday and Friday. 8:00 – 12 noon Thursday (excluding Bank Holidays). There are no telephones open on a Thursday afternoon or Monday evening, but calls are automatically re-routed to the Out of Hours services.

TEACHING and TRAINING

The Practice is involved in training for general practice and teaching medical students. GP Registrars work at the Medical Centre. They are fully qualified doctors obtaining general practice training. Clinical medical students are also attached to the Practice. They may be sitting in with the doctor or you may be asked to see a student prior to seeing the doctor. To help with teaching some consultations may be video recorded. This will only be done with your consent.

PATIENT CONTACT DETAILS

If you move house, or simply change your contact telephone number(s), please ensure that you inform the Medical Centre as soon as possible.

PREMISES AND FACILITIES

The Practice will provide and maintain premises that are clean, comfortable, safe and accessible to all of its patients, including those with mobility disabilities and special needs. There are ramps at the front and back entrances of the Medical Centre. There is an induction loop facility on the reception desk for the hard of hearing, and we can provide information in Braille format if required.

PLEASE NOTE:

The Practice operates a zero tolerance policy, and any visitor to the Medical Centre considered to be behaving in an inappropriate manner will be asked to leave the premises immediately.

PRACTICE AREA

Please ask a member of the Reception team for details of our Practice area, or refer to the map at the back of this leaflet.

HOW TO REGISTER

We are always pleased to welcome new patients within the Practice area. You will be asked to complete and sign a new patient form and invited to see a member of the Nursing Team for a new patient check up. It would be helpful if you could provide your current NHS Medical Card. You will not be registered with an individual doctor, but you may still ask to be treated by a particular GP. We will make every effort to ensure you do see the doctor of your choice, but this may not always be possible, particularly if you need to be seen urgently.

OUT OF HOURS EMERGENCY SERVICE

In the event of an emergency please telephone 0845 045 0411. During Medical Centre hours these calls will be answered within the Practice. When the Practice is closed, these calls will automatically be re-routed to the Out of Hours Service (co-ordinated by NHS Leicestershire County & Rutland).

NHS 111

For further advice outside of surgery hours, including dental advice, please contact NHS 111 service on telephone number 111.

SOCIAL SERVICES (BLABY, OADBY & WIGSTON)

Tel: 0116 278 7111

DENTAL EMERGENCIES

The Dental Access Service on 0116 295 1278 who will triage/arrange treatment for all urgent dental problems.

MAJOR HOSPITALS (with A&E)

Leicester Royal Infirmary

Infirmery Square, Leicester, LE1 5WW
Tel: 0300 303 1573

George Eliot Hospital

College Street, Nuneaton, CV10 7DJ
Tel: 02476 351 351

Hospital of St Cross

Barby Road, Rugby, CV22 5PX
Tel: 01788 572831

University Hospital Coventry

Clifford Bridge Road, Coventry, CV2 2DX
Tel: 02476 964 000

URGENT CARE CENTRES

Leicester Royal Infirmary Urgent Care Centre

Leicester Royal Infirmary, Infirmery Square, Leicester. LE1 5WW
Tel: 08450 450 4113
Opening Hours: 24 hours a day, 365 days a year

Loughborough NHS Walk-In Centre

Loughborough Health Centre, Pinfold Gate, Loughborough, Leicestershire, LE11 1BE
Opening Hours: 24 hours a day. 365 days a year

Oadby and Wigston Walk-in Medical Centre

18 The Parade, Oadby, Leicester. LE2 5BJ
Tel: 0116 2711360
Opening Hours: 08:00 – 20:00 daily. 365 days a year

The Merlyn Vaz Health and Social Care Centre

1 Spinney Hill Road, Leicester. LE5 3GH
Tel: 01455 552150
Opening Hours: Mon – Weds 08:30 – 17:00 and Thurs – Fri 08:30 – 16:30

MINOR INJURIES UNIT

Minor Injuries Unit, Feilding Palmer Hospital

Gilmorton Road, Lutterworth, Leicestershire, LE17 4DZ
Tel: 01455 552150
Opening Hours: 09:00 – 20:00 daily

Minor Injuries Unit, Market Harborough and District Hospital

Coventry Road, Market Harborough. LE16 9DD
Tel: 01858 410500
Opening Hours: 09:00 – 21:00 365 days a year

SERVICES OFFERED

- ✓ Ante-Natal
- ✓ Cervical Smears
- ✓ Counselling
- ✓ District Nursing Service on a Tuesday and Thursday
- ✓ Family Planning Services
- ✓ INR Clinic
- ✓ Well Person / New Patient
- ✓ Minor Illness
- ✓ Minor Injury
- ✓ Post Natal Support Group
- ✓ Smoking Cessation
- ✓ Stoma Clinic – the Stoma Nurse will arrange appointments
- ✓ Teenage Health Screen
- ✓ Travel
- ✓ Weight Management

Chronic Disease Management:

- ✓ Asthma
- ✓ Coronary Heart Disease (CHD)
- ✓ Chronic Obstructive Pulmonary Disease (COPD)
- ✓ Diabetes
- ✓ Chronic Kidney Disease (CKD)
- ✓ Hypertension

Child Health Promotion

Wednesday 14.00 – 15.30 with the Health Visitor. Please note that this is by appointment only.

Childhood Immunisations

Wednesday 14.00 – 15.00 with the Practice Nurse

Health Information

Our nurses are able to provide a selection of health related leaflets and information (available on request). If you have access to a computer, a list of printable health leaflets is available online at www.patient.co.uk. Please be aware of our notice boards around the Medical Centre which display useful information relating to health issues. Also feel free to help yourself to any leaflets that are available in our reception area.

Patients between the age of 16 and 75 years old who have not had a consultation for 3 years can make an appointment to see a healthcare professional.

Patients over the age of 75 years who has not had a consultation within 12 months can make an appointment to see a healthcare professional at the Medical Centre or request a home visit if housebound.

HOW TO SEE A CLINICIAN

Please call at reception or telephone during Medical Centre opening hours. The telephones open at 08.00 daily.

All consultations are by appointment only, and should be booked either on the day that you wish to be seen, or pre-booked up to one week in advance. Each appointment is for ten minutes. The GPs and Nurses will endeavour to assist you with all your queries within the consultation. However, if you have more than one problem which requires additional time, the GP may ask you to book another appointment. This ensures that the GP is able to dedicate a sufficient amount of time to the diagnosis and continuing care programme. Please also ensure that you make one appointment for each person wishing to be seen. Please speak with Reception staff for details of pre-bookable appointments.

Please make it clear if your problem requires urgent attention. If you are acutely ill, you will always be seen on the same day.

When you arrive for your appointment, you may use the touch screen computer to tell us that you have arrived. This saves waiting in a queue to speak with a receptionist.

Appointments are available during the following times:

Monday: 08:00-12:00 and 15:00-18:00
Tuesday: 08:00-12:00 and 15:00-18:00
Wednesday: 07:30-12:00 and 15:00-18:00
Thursday: 07:10-12:00 and Out of Hours (doors open for prescriptions or queries)
Friday: 08:00-12:00 and 15:00-18:00
(variable by clinician)

We have a mix of both pre-bookable and same day bookable appointments per GP.

CONSULTATIONS

You are free to consult with any doctor. Should any patient feel that they would like a chaperone present during their examination then please ask the doctor and this can be arranged.

In an emergency it may be necessary for you to see whichever doctor is on call. The receptionist will ask you for brief details of your problem so that the doctor can decide when you should be seen and who should see you.

It is the responsibility of the patient to ensure that they arrive in good time. Please note that late patients may not be seen, and may be asked to re-book another appointment. If you are unable to keep your appointment, please let reception know no later than one hour prior to your appointment so that it may be offered to another patient.

TELEPHONE CONSULTATIONS

If you feel that you have a problem that may be resolved over the telephone and may not require an examination, you may book a telephone consultation. Please note that these appointments are limited, and can only be taken at the end of morning surgery.

HOW TO SEE A MEMBER OF THE NURSING TEAM

Sister Cathy Marshall and Sister Judy Kirk run clinics for minor illnesses, contraception etc. Chronic Disease Management clinics are run on a weekly basis.

Kerry Davie is a highly qualified Health Care Assistant who is able to do New Patient Checks, Well Person Checks, Dietary Advice / Weight Checks, Basic Wound Care / Dressings, Suture Removal, Inhaler Technique, H Pylori breath tests, ECG, Spirometry, Urine Check, FEV readings and Smoking Cessation clinics.

RECEPTIONISTS

The reception team are here to help you. When telephoning for medical attention they may ask for a few details. They have been trained to make these enquiries so that we can help you in the most appropriate way.

HOME VISITS

Home visits will be undertaken at the discretion of the doctors. Please ring before 10:00 on 0116 2771666. Emergencies will be dealt with on an individual basis.

SICKNESS CERTIFICATES

You do not require a doctor's certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC1), which is available from your employer or the DSS. For any illness lasting longer than seven days you will need to see a doctor for them to issue a sickness certificate, **and** for any subsequent renewal of the certificate. However, if you have received any hospital treatment, the hospital doctors should provide these certificates. This applies to hospital in-patients and out-patients.

TEST RESULTS

It is the patient's responsibility to collect their test results. Patients must contact the Medical Centre five working days after the test to obtain these. These are available via our Administration Department between 10:00 – 13:00, either by telephone or in person. If you would like to appoint another person to collect information on your behalf, you will need to provide the Practice, in advance, with signed consent, naming the third party.

INSURANCE / MEDICAL REPORTS

Please contact the Administration Department for all queries relating to reports.

RIGHTS AND RESPONSIBILITIES OF OUR PATIENTS

Healthcare is a two way process between you, the patient, and the staff who care for you. You have the right to expect high quality care, but there are things you can do to help ensure you get this.

As a patient, you can expect...

- To be treated with courtesy and with respect for your privacy and dignity
- To receive treatment on the basis of your clinical need
- To be able to choose to have a relative or friend with you during consultations and examinations
- Staff to understand that you might be feeling anxious and vulnerable and that this may affect the way you behave
- To be informed on arrival at an appointment if delays are occurring and to receive an explanation why; to take part in all decisions about your treatment and to have the pros and cons of treatment, including any risks, side effects and alternative methods of treatment, fully explained
- To be encouraged to ask questions about your diagnosis and treatment
- To have details about you, including your medical records and anything you say, treated in confidence and, except when required by law, to be given an opportunity to decide whether your details can be passed to anyone else
- To be given access to information kept about you
- To know the names and professional status of all the staff involved in your care
- To receive an explanation and, where appropriate, an apology if things go wrong
- To be able to complain if you are unhappy with the treatment you received and to be given the name of someone who can help you with this if you wish
- To choose whether you see medical and other healthcare students or not, or take part in any trials, surveys, etc
- To be able to request a second opinion

As a patient, you have a responsibility...

- To treat the staff who care for you with courtesy and respect at all times
- To inform the medical centre at once of any change in contact address or telephone number
- To attend appointments on time, or give reasonable notice of inability to attend
- To understand that there are pressures and limitations of resources on the health service and those working within it
- To consider the consequences of refusing treatment or not following medical advice and accept responsibility for your own actions
- To let the staff know if you have any allergies or sensitivities to medications
- To give staff full information about your condition including permanent disabilities, along with details of any medicines you are taking
- To tell staff if you are uncertain or don't understand any aspect of your treatment
- To tell staff about any change in your health that could affect the treatment you are having
- To take any medicines as instructed and seek medical advice before stopping or changing treatment
- To treat other patients with courtesy and respect
- To attend follow up appointments as requested

In any of the following circumstances it would be considered reasonable to request the removal of a patient from our Practice list.

When a patient:-

- Is physically violent or threatening towards a doctor, Practice staff or other patients on the Practice premises.
- Causes physical damage to Practice premises or other patient's property.
- Gives verbal abuse or makes threats towards the doctor, Practice staff or other patients.
- Gives racist abuse, orally or physically.
- Is violent or uses or condones threatening behaviour to doctors (or some other members of the primary health care team) while visiting the patient's home. Such behaviour may involve the patient, a relative, a household member, or pets (such as unchained dogs).

Where a patient:-

- Fraudulently obtains drugs for non-medical reasons.
- Deliberately lies to the doctor or other member of the primary health care team (e.g. by giving a false name or false medical history) in order to obtain a service or benefit by deception.
- Attempts to use the doctor to conceal or aid any criminal activity.
- Steals from Practice premises.
- Where a patient has moved out of the designated Practice area and has failed to register with another GP.
- Where a patient has moved abroad for a period of 3 months or more.
- Failure to attend pre-booked appointments.
- Where a patient fails to attend pre-booked appointments on a number of occasions during a given period.
- Irretrievable Breakdown of the Doctor-Patient Relationship.
- Where a patient's behaviour falls outside of that which is normally considered reasonable and leads to an irretrievable breakdown of the doctor-patient relationship

REFERRAL INFORMATION

If you and your GP decide that you need to see a specialist for further treatment, you can now choose where to have your treatment from a list of hospitals or clinics. Full details are available on the NHS website (www.nhs.uk).

When we refer patients to other services the referral is administered by the local NHS in a referral management centre. The referral management centre is responsible for allocating your referral to other services and normally sees full information about the referral, including any confidential information.

If your GP is referring you to other services and you feel there is any information you wish to withhold from the referral management centre please inform your GP as soon as possible during normal working hours.

If you experience problems with the referral management centre or wish to discuss its role further please contact the Patient Advice and Liaison Service (PALS) on 0116 295 7011.

REPEAT PRESCRIPTIONS

The Practice offers several ways in which to request repeat prescriptions, including our Internet ordering service in conjunction with our clinical computer system. You can also deliver or post your Repeat Prescription Form to the Medical Centre, or fax the request on 0116 277 2416. Requests for repeat prescriptions are not taken over the telephone.

For the convenience of those patients delivering their repeat requests during Medical Centre opening times we have provided a post box just inside the front door.

1. Please allow forty eight hours or two working days for your prescription to be processed
2. If you have more than one repeat prescription please try and order all your items together
3. Tick which items on the request slip you require
4. You can collect your prescription from the Medical Centre, or we can post it to your home address if you have provided a stamped addressed envelope. You may also take advantage of the prescription service run by local chemists – please ask them for details.

You may notice a barcode now being printed on your prescription. This is the first phase of a new scheme allowing, in the future, prescriptions to be sent electronically to a nominated pharmacy. Please ask at Reception if you require further information.

The responsibility for collecting prescriptions rests with the patient. The Practice has a policy to destroy all uncollected prescriptions after six weeks.

PRESCRIPTION CHARGES

People in the following categories are automatically exempt from prescription charges: children under 16, under 19 and in full-time education and all patients over 60 years of age. Other exemption categories are listed on the reverse of the prescription form.

'SEASON TICKETS'

It is sometimes worthwhile buying a season ticket for pre-payment of prescription charges. You should speak with your Pharmacist about this.

GOING ABROAD

Travel abroad is so common nowadays that it is often easy to forget the necessary precautions.






Please ask the receptionists for a Travel Form at least two months before your departure. The completed form will be passed to the Practice Nurse, who will assess individual requirements. The appropriate appointments can then be arranged to ensure that you are immunised in sufficient time prior to travel.

PHARMACY SERVICES

Please speak with your local pharmacist regarding services and assistance that they can provide to patients. The pharmacy closest to the Medical Centre is Lloyds Pharmacy, 3 Lutterworth Road, Blaby. Telephone 0116 277 2535.

PATIENT PARTICIPATION GROUP

The Practice has a Group that was formed in April 2009. The main functions of the Group are:

-  To consult and plan with patients wherever possible on the facilities and provision of services
-  To give practice staff and patients the opportunity to discuss topics of mutual interest
-  To allow patients to make positive suggestions about the Practice and their own healthcare
-  To develop self-help projects to meet the needs of fellow patients
-  To act as a representative group that can be called upon to influence the local provision of health and social care

New members are always welcome.

The Patient Participation Group has its own notice board in the waiting room, together with a dedicated box where patients can liaise directly with the Group. The minutes of the meetings and the next meeting date are published on this same board.

DATA PROTECTION ACT

We need to hold personal information about you on our Computer system and in paper records to help us to look after your health needs, and your doctor is responsible for their accuracy and safe-keeping. Please help to keep your record up to date by informing us of any changes to your circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You have a right to see your records if you wish. Please ask at reception if you would like further details. An appointment will be required. In some circumstances a fee may be payable.

COMPLAINTS PROCEDURE

We operate an in-house complaint procedure. The aim of the Practice is to give an efficient and caring service although problems can arise through misunderstandings and matters beyond our control. Should you wish to complain about the service or treatment you have received in this Practice, you can write or speak to the Practice Manager.

We shall try to acknowledge receipt of your complaint within 3 working days and aim to have looked into your complaint within 10 working days. Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so.

We hope that if you have a problem, you will discuss it with the Practice but if you feel you cannot raise the complaint with us you can approach the advice services at the local Primary Care Trust.

The PCT's Patient Advice and Liaison Services (PALS) will provide:

- Information on NHS and health related matters
- Explanations of NHS complaints procedures and help in resolving problems
- Information on how you can get more involved in your own healthcare and the NHS locally
- PALS can also refer patients, carers and families to local or nationally based support

Your PALS advisor can be contacted on: 0116 295 7011.

Postal Enquires only to: Customer Services
NHS Leicester City & NHS Leicestershire County & Rutland
St Johns House
30 East Street
Leicester
LE1 6NB
Telephone 0116 2957011
Fax: 0116 2951457
Email customerservices@lcr.nhs.uk

Additionally you can be supported to make a complaint by:

Independent Complaints Advisory Service (ICAS)

Leicester ICAS
The Business Box
Sowing Road
Braunstone
Leicester
LE3 1HR

Tel: 0300 456 8347

COMMENTS AND SUGGESTIONS

Any comments and suggestions are welcome and can be left in the Suggestion Box in the waiting area. The Practice Manager will be pleased to speak with you regarding any issues you wish to raise.

This Practice Leaflet may be reproduced in any of the following formats, subject to sufficient notice:

- Braille
- Audio tape
- Any other languages (please specify)

Further details of primary medical services in the area may be obtained from:

NHS Leicestershire County & Rutland
Lakeside House, 4 Smith Way, Grove Park, Enderby, LE19 1SS
Telephone 0116 295 7500 or Fax 0116 295 7599

DENTAL PROBLEMS

For example toothache, sore mouth, facial swelling, trauma to mouth, a mouth ulcer that is not healing etc.

Patients calling about the above problems are advised to contact their Dentist

If they do not have a Dentist they can contact:

The Dental Access Service on 0116 295 1278 who will triage/arrange treatment for all urgent dental problems.

If it is a non-urgent problem such as a lost crown or broken tooth they should contact the Patient Advice & Liaison Service (PALS) on 0116 295 7011 who will signpost them to an NHS Dentist.

If patients ring NHS 111 they will be given the above advice

PRACTICE AREA MAP

