

Charnwood Surgery

Dr. Umar Abdulmajid MBBS, Bsc
Dr. Munisa Patel MB ChB

39 Linkfield Road, Mountsorrel, LE12 7DJ

Tel/Fax 0116 2375089

www.charnwoodsurgery.co.uk



PRACTICE LEAFLET

SURGERY OPENING TIMES

Monday-Friday 0900-1300 & 1500-1800 (1430-1800 Fridays)

Saturday-Sunday Closed

Thursday afternoon closed from 12.00

WELCOME

Mountsorrel is a village with a population of 8,000+ and its neighbouring villages being Rothley and Quorn. The village is on the A6 between Leicester and Loughborough and is easily accessible from all major road networks.

We are a small suburban surgery based in the village of Mountsorrel with a small car park at the front of the building and street parking on Linkfield Road. We work together as a healthcare team and are committed to ensuring that our patients receive a friendly, caring and accessible family health service

We have a diverse patient population each with different healthcare needs, and we aim to provide a service that works for each of you. The main focus of our healthcare team is ensuring the good health and wellbeing of our patients and wherever possible to provide the right individualised care and treatment to maintain a good quality of life.

PRACTICE TEAM

Dr. Umar Abdulmajid MBBS Bsc GMC 7088240

Dr. Munisa Patel MB ChB GMC 7136062

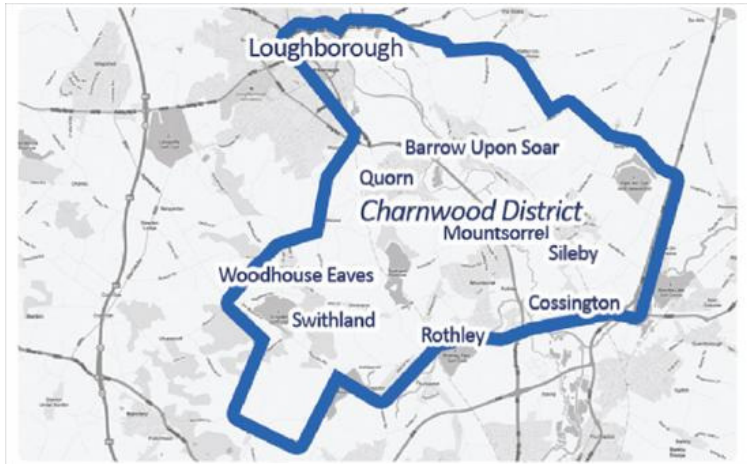
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| Practice Manager: | Kerry Ryan |
| Reception Staff: | Asma Bibi, Julie Russell, Emma Jarram, |
| Practice Nurses: | Nicole Green |
| Phlebotomist: | Emma Jarram |
| Health Care Assistant: | Emma Jarram |

Charnwood Surgery does not undertake teaching or training of Health Care professionals or persons intending to become Health Care Professionals.

We are a research practice conducting high-quality clinical research helps us to keep improving NHS care by finding out which treatments work best.

In this practice, you might be asked to take part in a clinical research study.

PRACTICE CATCHMENT AREA MAP



Loughborough, Quorn, Mountsorrel, Rothley, Sileby, Cossington.
Swithland, Woodhouse Eaves.

Our surgery is part of West Leicestershire Clinical
Commissioning Group, 55/56 Woodgate, Loughborough LE11
2TZ Tel 01509 567777

Surgery Opening Times

| | | |
|-----------|----------|---------------|
| Monday | 9am-1pm | 3pm-6pm |
| Tuesday | 9am-1pm | 3pm-6pm |
| Wednesday | 9am-1pm | 3pm-6pm |
| Thursday | 9am-12pm | <u>Closed</u> |
| Friday | 9am-1pm | 2.30pm-6pm |

Nurse Appointments

Nurse clinics are held on a Fridays 9 a.m.-12 noon and 2.30-5.00p.m.

If you require a Doctor in an emergency during:

- ❖ If it's a life threatening condition call 999
- ❖ Monday to Friday between 8.00-8.30 am and 6-6.30 pm, then phone 07534 442393
- ❖ At weekends, Bank Holidays, and between 6.30 pm to 8.00 am during weekdays – **PHONE 111**
- ❖ Phone/visit Urgent Care Centre Hospital Way Loughborough Telephone 01509 568800

HOW TO REGISTER

If you wish to join the practice you will need to bring in 2 forms of I.D. One with your photograph and one with your name and address (adults only) i.e bank statement or utility bill, proof of address should be no older than 6 months. To be permitted to register at the Practice, you must live within the Practices inner boundary (see map).

You will be given a 'New Patient Registration Pack' and asked to complete a new patient registration form (GMS1 form) and a health questionnaire at the surgery. Once you have registered with the practice, a full health check will be organized for you with the Practice Nurse. This is a basic health check for you and an opportunity for us to obtain important background medical history prior to the arrival of your medical records.

Please ensure that you inform us immediately of any change of address or telephone number. Forms for this are available at the reception, or access the form on our website www.hiranicharnwoodsurgery.co.uk.

As of 1st of April 2015 all patients registered with our surgery have been allocated a NAMED ACCOUNTABLE GP who is responsible for the patient's overall care.

If you would like to know the name of your accountable GP, please contact the surgery and speak to any member of staff.

Please, note that you can still have an appointment to see either GP.

APPOINTMENTS

- We aim to offer appointment on same day. Please phone before 10am to guarantee an appointment
- Appointment can be booked on line at: www.charnwoodsurgery.co.uk You will need to obtain a
- User name and password form reception.
- We still allow appointments to be booked up to two weeks in advance
- You can help us by contacting us as soon as possible if you cannot keep your appointment.

USEFUL TELEPHONE NUMBERS

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|---|----------------|
| Emergencies NHS 111 is a telephone advice line and signposting service for patients with urgent health problems, but which do not need a call to 999. <u>Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.</u> | 111 999 |
| Leicester Royal Infirmary | 0300 3031573 |
| Leicester General Hospital | 0300 3031573 |
| Glenfield General Hospital | 0300 3031573 |
| Loughborough Hospital | 01509 611600 |
| NHS West Leicestershire Clinical Commissioning Group | 01509 567700 |
| Leicestershire Police | 0116 2222222 |
| Citizens Advice Bureau | 0870 123 4096 |
| Social Services Adult | 0116 3050004 |
| Social Services Children | 0116 3050005 |
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LOCAL PHARMACIES

Mountsorrel Pharmacy

Rothley Road
Mountsorrel
Telephone: 0116 230 2147

Opening Hours:
Monday to Friday
8.30am – 1.30pm
2.00pm – 6.30pm

Rothley Pharmacy

Woodgate
Rothley
Telephone: 0116 2302194

Opening Hours:
Monday to Friday
9.00am – 6.00pm
Saturday
9.00am – 5.00pm

Out of Hours

The out of hours pharmacist is available at Sainsbury's in Loughborough until 9.00pm every day except Sundays.

HOME VISITS

Doctor will visit you at home, if necessary, **please try to request before 10 a.m.** When a request is made for a home visit, Receptionist will take some details regarding nature of illness, etc. The message will be passed to the Doctor who may speak to you and decide to give you advice, prepare a prescription, arrange District Nurse to assess or visit you.

TELEPHONE ADVICE

If you have a problem or question which you feel does not merit making an appointment, doctors are available for contact by telephone. Please call at the end of morning or afternoon surgery. If the GP's are still in surgery or visiting patients when you telephone, our receptionist will take your name and telephone number and your call will be returned. Please be aware you will be asked for a brief description of the problem to ensure that your problem is directed to the most appropriate person to help you.

REPEAT PRESCRIPTIONS

This service is for patients on regular medication who do not see the doctor every time for their prescription. **For reasons of medical and legal safety we cannot accept requests over the telephone.**

- Repeat Prescriptions will be issued within 2 working days, please tick the items you need on the counter foil
- We can arrange for your local Chemist to collect prescriptions from the surgery
- Please do not ask for medication that is not listed on the counterfoil of your prescription form. Additional medication can be requested.
- We will be happy to post your repeat prescription in a stamped addressed envelope provided by yourself.
- You can order your repeat prescription online at **www.charnwoodsurgery.co.uk**
- Please make sure that you have enough medication to last over weekends and bank holidays.

Repeat prescriptions are reviewed regularly and you will be asked to see the Doctor or Nurse.

Alternatively we can arrange for your prescription to go to the chemist electronically. Please ask at reception.

ONLINE SERVICES

Patients now have the availability of our online services which gives you access to book appointments, order a repeat prescription and view a summary of your medical record.

To access this service please ask the receptionist for more information. If you cannot attend your appointment, let us know as soon as possible. This enables us to offer that appointment to someone else. Please do not miss appointments, as it a waste of our time and resources. If you do miss more than three appointments in a year, your registration at the practice will be reviewed.

STAFF ATTACHED TO THE SURGERY

Community & District Nurses

A team of community nurses work in the community and liaise closely with the doctor. They can be contacted by telephone on 0300 300 7777.

Midwives

The Community Midwives run our antenatal clinic and visit patients at home when necessary. An ante-natal clinic is held at the surgery every other Wednesday morning.

CLINICS

MATERNITY CARE

Antenatal appointments are seen on alternate Tuesday mornings between 9.00am and 12.00pm

CHILD IMMUNISATION

Routine child immunisation appointments are organised by the Health Authority for 2,3 and 4 months and 1, 3 and 4 years of age. You will receive an appointment letter in the post. Vaccinations are usually undertaken by the G.P

PATIENT PARTICIPATION GROUP (PPG)

The practice has a PPG consisting of members from the practice population. They meet on a quarterly basis and discuss issues that relate to the practice, care and services provided by the practice. For further information contact the Practice Manager or Reception.

ROUTINE CHILDHOOD IMMUNISATIONS

A guide for parents to routine childhood immunisations (current as as at Winter 2014)

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|--------------------|--|
| Two Months Old | 1 st Diphtheria, Tetanus, Pertussis, Polio & Haemophilus Influenzae type b (5 in 1 vaccination) and 1 st Pneumococcal. |
| Three Months Old | 2 nd 5 in 1 (as above) and 1 st Meningitis C. |
| Four Months Old | 3 rd 5 in 1 (as above), 2 nd Meningitis C and 2 nd Pneumococcal. |
| 12 Months Old | Hib/Men C Booster, 3 rd Pneumococcal and 1 st Measles, Mumps & Rubella. |
| 3 Years & 4 Months | Diphtheria, Tetanus, Pertussis & Polio Booster (4 in 1) and 2 nd MMR. |
| Girls aged 12-13 | Human Papillomavirus (3 injections for Cervical Cancer-given in school) |
| 13-18 Years | Tetanus, Diphtheria & Polio Booster (3 in 1) |

Disabled Access

The surgery is accessible to patients using a Wheelchair.

Access to medical records

The patient can only access medical records if it is requested in writing. If he/she is under age, a parent or guardian is allowed to access their record, again, only if it is requested in writing. There is a small charge for this service. Please ask the reception for details.

PATIENT CONFIDENTIALITY

The practice is registered with the Data Protection Office and exercises a strict policy of confidentiality regarding all patient-related data. A patient may only access information stored about themselves. If a third party requests information about a patient, that information cannot be released by law without written consent from the patient concerned. There are some exceptions e.g. when a patient is a minor (a parent must provide written consent) or when a patient is not able to make decisions under the Mental Capacity Act 2005.

YOU CAN HELP US BY

- Keeping the appointment you have made or cancel it well in advance so we can offer it to someone else. Persistent defaulters will be removed from the Practice.
- Reserve urgent appointments for problems that will not wait; this way Doctor can deal with urgent problems as soon as possible
- Think ahead if you are taking regular medication and remember to request a repeat prescription in good time
- Phone for essential home visits between 8.30am and 10.00am so that the Doctor can plan his visits efficiently
- When the surgery is closed, only call the Doctor in case of emergency
- An appointment is for ONE patient only
- If you feel you may need a longer appointment, tell the reception staff
- If you change your name, address or telephone - please let us know
- Do not bring food or drink into the surgery in the interest of hygiene
- Please switch off or put your mobile phone on silent mode
- Please show courtesy at all times to all our staff

CHILD HEALTH SCREENING

These developmental screenings take place when your child is 6 weeks old. Dr will need to see Mother and baby after 6 weeks from birth for a postnatal examination. Patients have to book themselves in for this.

MINOR SURGERY

Minor surgical procedures and operations are carried out at the surgery by one of the doctors. If you need to have a minor operation your doctor will advise you.

MINOR INJURIES CLINICS

We also offer a Minor Injuries service to you. If you should suffer a minor injury i.e. fall, blow to the head, cut finger etc, please contact the surgery in the first instance as we should be able to deal with your problem without the need for you to go into the Walk-in-Centre or Accident and Emergency. Do be aware however, that this is a service for minor injuries. Chest pain or collapse etc should be seen by trained paramedics by calling 999.

If we are unable to deal with your minor injury, we will advise you on where to seek assistance

PRACTICE NURSE

The Practice Nurse sees patients by appointment for dressings, blood pressure monitoring, taking blood sample, giving vaccinations, monitoring and managing of chronic illnesses, including the following:

- Smears - every 3 yearly for 25 to 50 and every 5 years until 65
- Coronary heart disease
- Diabetes
- Asthma/COPD
- Hypertension
- Elderly patients check up
- New patient checkups.
- Dressings
- Seasonal flu clinics

Appointments for a blood test can be arranged with the Phlebotomist to be taken on either a Monday, Tuesday or Thursday morning. Childhood immunizations, joint injections, coils/implants are given by Doctor.

OTHER INFORMATION

TEST RESULTS

Please request your investigation results or hospital reports by phoning after 10.30am; however if your test is not normal, we shall contact you for appropriate action

Dental emergencies cannot be dealt by the Doctor; you need to contact your own Dentist or telephone 0116 2951278

SELF-CARE & INFORMATION LEAFLETS

- We promote good health and lifestyle advice particularly in relation to smoking, alcohol, diet and exercise
- Leaflets available: Alcohol, Smoking, Exercise, Diet, Contraception, Cancers
- Information on all medical conditions are available on web site www.nhs.uk

OTHER SERVICES

There are a number of services that we provide that are not covered under the NHS and for which we charge a fee. Please see our list of Fees in reception.

- Private Services
- We offer Travel vaccinations and a charge will be made for certain vaccinations like ACWY, Hepatitis B
- You can contact national travel vaccination helpline on 0891 224 100 or visit website www.fitfortravel.nh.uk to obtain advice
- If you require PSV or HGV medical examination, please arrange an appointment and a fee is charged for this service.

Chaperone

A chaperone service is available for any sensitive consultation/examination. Please ask at Receptionist or mention it to the Doctor.

Comments and Suggestions

The Practice welcomes comments, compliments and suggestions that might improve the service. Patients can contact the Practice Manager either in person or in writing. Alternatively, there is a Suggestion Box in the reception.

Complaints

We welcome any suggestions you may have to help us improve our service to you. There are slips available that you can put in the suggestion box in the waiting room.

The complaints procedure is part of the NHS system. The complaints leaflet give details of its procedures and is available at Reception.

If you are not satisfied with the outcome, you may contact Complaints Manager at West Leicestershire CCG, Woodgate, Loughborough, LE11 2TZ

Zero Tolerance

The Practice operates zero tolerance policy. Any violent and abusive patient will be removed from the Practice list.

The Practice staff aim to be courteous and treat patients with respect.

Data Protection

The Practice is bound by the Data Protection Act and will treat all patients' information confidential.

Practice Area:

Loughborough, Quorn, Mountsorrel, Rothley, Sileby, Cossington. See map on back page.