

# Field Street Surgery-Practice Newsletter

Welcome - this newsletter replaces the old Practice Leaflet and contains up to date information about the Practice, general health and health promotion matters.

Firstly, let's introduce the people who work so hard on your behalf...

## The Doctors



Dr. Parveen Singh Ghatora trained at Glasgow University where he was awarded a B.Sc. (Hons) in Biochemistry in 1982 and his basic medical degrees of M.B.Ch.B. in 1985 and M.R.C.P.

in 1989. He works as a hospital practitioner in diabetes at Leicester General Hospital on Thursday afternoons and in cardiology at Glenfield Hospital on Friday afternoons. He has been in General Practice since January 1993.



Dr Asif Khokhar, who trained in Leicester he was awarded BSc (Hons) in Research in 2006, MB ChB 2008 and MRCGP in 2013. He is in surgery on Thursdays and Fridays.

*Note: All Doctors have been approved by Leicestershire County and Rutland PCT for Minor Operations, Child Health Surveillance and Obstetrics.*

## The Nursing Team



**Nurse Marie** joined our practice in August 2014, she has been a Practice Nurse for over 20 years and has a wealth of knowledge and experience.

**Health Care Assistant Kay** joined the Practice in 2017 but has now moved over to be a clinician with over 5 years experience in her field.

## The Admin Team

Rosie



Carol



Rachael



Michele



## General Practice Opening Hours

Monday- Friday (exc Thursday)- **08:30-18:30**  
Thursdays- **08:30 – 13:00**

## Doctors Surgery Times

Morning (Mon-Fri) – **09:00-12:00**  
Afternoon (Mon, Tues, Weds, Fri) – **15:00-17.30**  
Afternoon (Thurs) – **Closed**

## Nurse Surgery Times

Morning (Mon, Tues, Weds) – **9.00-11.45**  
Morning (Thurs, Fri) – **09:00-11.45**  
Afternoon (Mon, Fri) – **13.30-17:00**  
Afternoon (Tues, Weds) – **13.30-17.**Afternoon (Thurs) – **Closed**

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## Contact Numbers

Appointments (from 08.30 am) - 01509 601201  
(4 lines)

For blood test results or x-ray reports please ring  
after 10.00am - 01509 601201 (4 lines)

Emergencies (24 hour line) - 01509 601600  
Fax - 01509 651311

## Appointments

We offer "Book on the Day" system for GP Appointments from 8.30am onwards – and online registration for booking appointments. *(Please be advised that, with four incoming telephone lines and three people answering the telephone, the appointments can go very quickly!)*. When all the appointments are taken, there will be a telephone message informing patients of this.

The GP will also triage calls over the telephone if that helps and if that is more convenient please ask at the time of booking.

### Why do we have a "Book on the Day" system? –

Being a single-handed GP Practice, it is always difficult to have a sufficient number of appointments available for our growing Patient list. We have found that with "Book on the Day" appointments, we have far less patients who do not attend (DNA). We therefore make best use of the GPs' valuable time and this enable us to see more patients.

## The Services We Offer

**Repeat Prescriptions** - Please allow us **48 hours** to process your request for a Repeat Prescription. Requests must be made through your designated Chemist, by post or in person. **(IMPORTANT - We are unable to take requests for prescriptions over the telephone, as we are unable to prove a patient's identity).**

## How To Register

New patients are most welcome and are registered at the discretion of the G.P. On completion of a registration form and an easy to complete health questionnaire, the patient will be invited to attend a new patient health check with one of our Practice Nurses. Please ask at Reception for details.

## Our Practice Area

The Practice covers Shepshed and surrounding villages including Belton, Hathern and Long Whatton.

## Disabled Access

The Practice premises are centrally located in Shepshed with wheelchair access to the waiting-room, consulting rooms and toilet.

**NOTE:** On-site parking is very limited. Please be aware parking is at the patient's own risk.

## Did You Know???

- Humans have the ability to distinguish 4,000 to 10, 000 smells.
- From the age of thirty, humans gradually begin to shrink in size.
- When you blush, your stomach lining also reddens.
- In the average lifetime, we spend five years eating and we consume around 7,000 times our own weight in food.

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**Cervical Smears** - These are taken by the Practice Nurse. The Health Authority will usually inform you of the result. (If you have not had a report within six weeks of the test, please let us know).

**Contraception** - Family Planning advice is available from the doctor or practice nurse.

**Influenza Vaccination** - These are available from October onwards each year.

**Home Visits** - These will only be made if a patient is unable to attend the surgery. Requests should be made before 11.00 a.m. and the Doctor will triage your call and ensure that a visit necessary. In these circumstances, be prepared to give as much information as possible, not forgetting your telephone number, and try to give some indication of the urgency for the visit – thank you.

**Spirometry** – we now offer lung function tests.

**24 Hour Ambulatory Blood Pressure Monitoring**  
We now have the ability to monitor a patient's blood pressure over 24hrs – again, this saves the inconvenience of referring patients to Hospital.

**24 Hour Electro-Cardiogram (ECG)** we have also purchased a 24hr ECG machine to continually monitor heart activity throughout the day and night. This saves the inconvenience of referring patients to Hospital.

## **Travel Vaccinations**

We ask for you to fill out a travel form at least 6 weeks before you are due to travel for the nurse to check your immunisation status.

## **Other services at the surgery include:**

- Being co-located at Shepshed Health Centre, patients have easy access to the following Community Services –

**Health Visitors** are based at Shepshed Children's Centre and are available by appointment only.

Tel. 01509 568872

## **Ante-natal Care**

By appointment with the midwife – Tel. 01509 601201

## **District Nurses**

Shepshed area district nurses are now based back at Shepshed but still have to be contacted through Loughborough

Tel. 03003007777

**Physiotherapist** – Accessible via referral from the GP.

**Podiatry** – the Podiatry Service is available by telephoning 01162 255118

## **Important!! What To Do In Case Of An Emergency**

*In an emergency, firstly – DON'T PANIC!*

*If you are unsure of what to do, telephone the surgery, where you will be given appropriate advice.*

*The following services are available to patients out of hours (i.e. after 6.30p.m.)*

*The telephone number to ring when the surgery is closed is 111.*

*999 (in a genuine medical emergency) - available 24/7*

## **Accidents and Casualties- There Are Major Casualty Centres At:**

All Leicester Hospitals -	0300 3031573
Queen's Medical Centre-	01159 249924
Burton Queen's Hospital -	01283 566333

The out of hours service is now based at Loughborough hospital on Epinal Way Loughborough - Telephone- 01509611600 or 111

## **Chaperones**

If there is need for and examination of an intimate nature by the doctor, you may wish a chaperone to be present. You may ask for one of our staff to act as a chaperone or, alternatively, you can return for the examination at a mutually convenient time and bring a relative or friend with you.

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## *Our Agreement With You:*

### **The Practice will:**

- Provide a personal, friendly and confidential service.
- Treat patients with courtesy and respect whatever their culture, beliefs, sexual orientation or illness.

Endeavour to see patients within 20 minutes of their appointment time and inform patients if there is any significant delay

## **Any Comments??**

Comments on any aspects of how we run our service (good or bad) are always welcome.

## *Policy on violence and aggression*

In line with the NHS Zero Tolerance guidelines on abuse of patients and staff this Practice will not tolerate any incidents of physical or verbal abuse to Practice Staff or other patients.

The Practice has the right, under the 8 Day Rule, to remove a patient from the Practice List for using threatening and/or abusive behaviour to either Practice Staff or other patients whilst on the premises. We also reserve the right, in exceptional circumstances, to notify the Police to come and escort patients from the premises.

Occasionally in the heat of the moment an ill patient may lose control of their temper. We are aware that

both patients and relatives may be under stress and we do take this into consideration and try to help where possible.

## *Your Agreement With Us*

### **We expect you to:**

- Treat the staff courteously.
- Use the surgery appointment system - except in emergencies.
- If you need to cancel your appointment, please do so as early as possible so that your appointment can be offered to another patient.
- Request home visits only when you are too ill come to the surgery.
- Bear in mind that from time to time, medical emergencies may disrupt surgeries, we would be grateful for your understanding and patience if this arises.

### **You have the right to:**

- Have a new patient health check when you register with our Practice.
- Be offered a health check once a year at the surgery or at home if you are housebound.
- Receive information regarding the services provided by the Practice.
- Patients aged between 16 and under 75 who have not been seen by a Doctor or nurse within 3 years will be offered routine screening.
- Patients aged 75 and over who have not had a consultation within 12 months will offered routine screening.

## *Policy on Confidentiality*

In order to maintain patient confidentiality the following decisions have been made:

To release as little information as possible to anyone making enquiries about patients registered here. This may mean families as well as outside organisations. Written permission may need to be obtained from the patient.

*If the patient is 15 years old or over, results will not be given out to anyone except the patient. Written consent will be required before results can be given to anyone else.*

In order to maintain confidentiality and prevent problems occurring we take the following precautions -

Results of tests will be given to the patient only.

In accordance with the Data Protection Act 1998 and guidance from Clinical Governance, we keep your records as up to date and as accurate as possible.

## **Stop Press**

### **Medical Certificates**

Medical Certificates are given at the discretion of the doctor for bona fide medical conditions. Legally, we are unable to back-date these unless we have seen you for that condition in the recent past. **Please do not ask for medical certificates over the phone – we are unable to issue them.** You will need to come in for an appointment with the Doctor for this.

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## Podiatry

The Podiatry Service run a clinic at the Health Centre. If you have an appointment with them **YOU DO NOT NEED TO COME TO OUR RECEPTION – please take a seat and wait to be called.**

### Use systmone Online

You can now book your appointment, request a repeat prescription and change your personal details online, if you have access to the internet. Please ask at reception for details.

### “Live long and prosper...”

We do now have a healthy life style clinic for both men and women.

We invite you to attend for a check with the Practice Nurse. (This may include blood tests if appropriate).

*Don't delay-get yourself a body MOT today!*

## Important Notice-Dental Problems

Doctors are NOT trained to deal with dental problems.

Dentists do NOT work at Minor Injury Units, Loughborough Walk-In Centre or the Accident and Emergency Departments.

If you have any problems with you teeth or gums (such as toothache, or an abcess in your mouth, especially if you have a swelling around the tooth) you must contact your dentist during normal opening hours.



*To access emergency dental advice outside of opening hours, please call NHS Direct on 0845 6031322.*

The following Shepshed Dentists are currently accepting NHS Patients – Charnwood Dental Centre (Tel. 01509 503 208) and PJ Bower (Tel. 01509 600 059) If you are having difficulty in obtaining NHS dental services in this area please call 01455 441971 or 01509 564444

## Your Choice-Using Choose and Book

The Practice books Hospital Appointments on your behalf, using the NHS Choose and Book system. This is an online booking system which enables the Practice or the patient to book their appointment. If the Practice books an appointment on your behalf, we will always try to book the closest hospital, with the shortest waiting list.

## Your Chance to Get Involved

- To offer more services so that patients do NOT have to go into the local community hospitals for tests that can be done in-house. To run targeted health campaigns in the Practice.
- To form partnerships with local Voluntary Groups.
- To continue to encourage the involvement of you, the patient, in how the Practice continues to develop - to meet the ever-changing needs of the local population. (If you wish to get involved with how your Practice is run, please contact us on 01509 601 201
- Be involved with the PPG-join the committee and make a difference.

## Useful Information

- Your local pharmacy will be able to give you free health advice and you don't need an appointment. Stop smoking clinics are also held at your local pharmacy and they offer free advice and support to help you quit. Many pharmacies operate extended hours on a rota basis. For details of your local pharmacies please contact NHS Direct on 0845 4647.
- Please note that there is a charge for letters/reports/medical questionnaires etc, that are completed by the GP. A list of charges is available.

## Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health and treatment so that you can receive the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records you will in the first instance have to write to the Practice Manager who will then be able to organise this. There will be a charge for this service.

# Field Street Surgery-Practice Newsletter

## Complaints

Field Street Surgery aims to give a friendly and professional service to all our patients, however if you have any concerns about any aspect of our service please let us know. You can speak to the GP or to the Practice Manager or any of our reception staff who will be happy to help. In the majority of cases concerns can be resolved quite easily. However if you feel we have not dealt with the issues raised as you would have wished the CCG offers a Patient Advice and Liaison Service (PALS) which can often help to resolve problems or issues.

You can write to:-

### Complaints Dept

Fosse House  
6 Smith Way  
Grove Park  
Enderby  
Leicester LE19 1SS  
Tel: 0116 2950830/0831/0832  
Fax: 0116 2950843  
Email: [complaints@lcrchs.nhs.uk](mailto:complaints@lcrchs.nhs.uk)

The name and address of our local Primary  
**Care Trust (CCG) is:**

Leicester County and Rutland CCG  
Lakeside House  
4 Smithy Way  
Grove Park, Enderby, Leicester LE19 1SS

### Complaining on behalf of someone else...

As a surgery, we maintain rules of confidentiality, therefore if you want to make a complaint on behalf of somebody else; we need to have the permission of the person concerned, such as a signed note. If you are concerned about a member of staff at the practice, you can contact the Care Quality Commission on 0300 616161 or visit their website on <http://www.cqc.org.uk>. If you have any complaints we hope that you are able to raise the issue via the practice complaints procedure. However you can also contact the NHS Commissioning Board on: **0300 311 22 33**.

## PATIENT ADVISORY LIASON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. Your local PALS office can be contacted via: **08000323235**

## INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS care or treatment. Your local ICAS service can be found on:

Write to:

ICAS East Midlands  
Christopher Cargill House,  
21-23 Pelham Road,  
Nottingham,  
NG5 1AP  
Telephone: **08088023000**  
Fax: **01159 626930**

## OMBUDSMAN

As a last resort, if you are happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's complaints helpline on **0345 015 4033** or visit their website at <http://www.ombudsman.org.uk>.

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