

Disabled Access

We have good access, disabled parking, disabled toilets and a lift to the first floor. We operate a PEEP's system (Personal Emergency Egress Procedure). Please ask the surgery for a personal PEEP's form so that we can appropriately cater for you.

Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB)

Room G30, Pen Lloyd Building, County Hall
Glenfield
Leicester
LE3 8TB
Telephone: 0116 295 7572

Email: llricb-llr.enquiries@nhs.net

NHS England

NHS England are responsible for this area:
NHS England (Leicestershire and Lincolnshire area team),
Fosse House,
6 Smith Way,
Grove Park,
Enderby,
Leicestershire
LE19 1SX

Patient Advice and Liaison Service

PALS FREEPOST-RRHS-EUHR-LCZA, LCR PCT.
Lakeside House, 4 Smith Way, Grove Park, Enderby, Leics.
LE19 1SS.
Telephone: 0116 2957500.
Website: www.pals@lcrpct.nhs.uk

**PRACTICE INFORMATION**

Hugglescote Surgery
151 Grange Road
Hugglescote
Leicestershire
LE67 2BS

Tel: 01530 832109

Email: hugglescote.surgery@nhs.net
Website: www.hugglescotesurgery.co.uk

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Useful Contacts

- Masons Chemist Hugglescote 01530 811657
- Masons Chemist Coalville 01530 812182
- Listers Chemist Ibstock 01530 260994
- Coalville Health Centre 01530 468590
- Coalville Community Hospital 01530 467400
- District Nurses 0300 300 7777
- NHS Direct 111
- Out of Hours 0845 045 0411
- Leicester Royal Infirmary 0300 3031573
- Leicester General Hospital 0300 3031573
- Glenfield Hospital 0300 3031573
- Community Midwife Office 0116 2584834
- Family Planning 0300 1240102

New Patients

To register please attend the practice and collect a 'New Patient Registration form'. We can register you as a patient if you live within our catchment Area. You can check our boundary area on our website. For anyone 16 or over, you will

Change of Details

Please inform us as soon as possible of any changes to your details, such as name, address and contact numbers. You can access a "Change of Details" form from reception or our website. Please note you may need to provide proof of your change of details.

Test Results

For test results please call the practice after 2pm. Please allow 5 days for test results. Also, please note that our receptionists may not always be able to give out test results over the phone. For X-ray or ultrasound results, please arrange an appointment or telephone consultation with a GP.

Ambulance Bookings

To book an ambulance for all hospitals please contact Ambuline directly on: **0345 266 9662**

Alternatively you can contact the Marlene Reid Centre on: **01530 510515**

Online Services

www.hugglescotesurgery.co.uk

You can now order your repeat prescription online. If you would like access to online services please ask for a form at reception. You will need identification to register and for confidentiality reasons we can only register the individual face to face.

Suggestions, Comments and Complaints

We want to provide our patients with an excellent service. We may not always succeed, but you can help us improve. We welcome your ideas and comments. If you are not happy with any aspect of the care you have received from this practice, we would like you to tell us about it, so if you want to make a comment, suggestion or complaint, please ask to speak to **Melissa Coleman, Operations Manager/Complaints Lead** or an appropriate member of staff. If you wish to make your comment without giving your name, you may do so in writing. If you are not sure if this is the best way to put your views, you may contact your local Patient Advice and Liaison Service who can help you. For more information please see our 'complaints leaflet'.

Protection and Use of Your Information - Your Records are Safe with Us

We ask for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information. It also may be needed if we see you again. We only use or pass information about you to people who have a genuine need for it. Whenever we can we shall remove details that identify you as an individual. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. If at any time you would like to know more about how we use your information you can speak to our Operations Manager or a member of our GP team.

Welcome to our practice

Hugglescote Surgery is part of Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB). Our team of health professionals are all working together in order to help you look after your health needs. We aim to provide the best

Clinical Partners

Dr Tariq Gauhar (M)

MB BS MSc Surg. Sci. London 1986.
FRCS (Eng) FRCS (Edin) DFFP MRCP.

Dr Dominic Greenyer (M)

MB BS 2007

Dr Hannah Noble (F)

MB BS London 2005.
B,SC DRCOG

Keleigh Atkin

Business Partner

Dr M Patel (M)

MB ChB 2013

Associate GPs

Dr L Reynolds (F)

MB ChB 2012

Dr H Kay (F)

MRCGP 2016

Dr A Pattni (M)

BMBS 2016
MRCGP 2021

Dr A Pike (M)

MRCGP 2022

Dr M Saney (M)

Nursing Team

As well as dealing with minor illness, dressings and minor wounds, the nurses run most of the preventative care program. This includes asthma clinics, blood pressure checks, cervical smears, blood tests, diabetic and heart disease checks and vaccinations. The nursing team also give advice concerning diet, travel and general health matters.

Nursing Team

Sarah Dennis

Nurse Manager

Sarah Ward

Practice Nurse

Lauren Barker

Practice Nurse

Nicola Wharmby.

Assistant Practitioner

Nikki Wildsmith

Health Care Assistant

Elizabeth Woodward

Health Care Assistant

Stacey Scale

Phlebotomist

District Nurses

The District Nurses provide nursing care to the terminally ill, housebound, elderly and disabled individuals and their families.

The District Nurses can be contacted on: **0300 300 7777.**

- **Travel Clinic** - Keep healthy whilst abroad. Please complete a travel questionnaire (available from reception or our website). The Nurse will assess your questionnaire and you will then be contacted and informed on any vaccinations/advice you may need and an appointment will be made for you if necessary.
- **Minor Surgery** - Have minor lumps and bumps removed or frozen.
- **Childhood Vaccinations** - Immunisation and Vaccination clinics are held at the practice. Appointments for Childhood immunisations are sent from Bridge Park Plaza. If you are unable to attend the appointment you are allocated, please contact the practice to let us know and make a further appointment if necessary.
- **Adult Vaccinations** - Flu and Pneumonia jabs are available for those at risk. Please ask if that applies to you.
- **Weight Management** - Receive dietary and exercise advice and have regular weight checks.
- **HGV/Private Medical Examinations** - Can be booked with our GP's for those registered at the practice. There will be a fee for this service. Please contact reception for further information or see our 'Private Medical Work Guide'.

Services Available

- **Well Person** - Come and have your blood pressure checked and discuss ways of staying healthy for longer. If you are 45 or over, have this check at least every 5 years.
- **Asthma** - Have regular check ups to help with inhaler techniques, learn how to manage your condition and keep yourself fit.
- **COPD** - Have your annual review
- **Diabetic Clinic** - As well as having your HBA1C checked every 3 months, please book an annual appointment for a check up. You may also be called for this by letter.
- **Healthy Heart Clinic (CHD)**- Have regular checks and blood tests and learn how to keep your blood pressure and cholesterol under control.
- **Epilepsy Clinic** - Epilepsy patients may need to attend an annual review or you may also be asked to complete a questionnaire for your review.
- **Contraception** - Come and discuss your needs with a Doctor or a Nurse. Have regular checks with the Nurse if you are on the 'pill'. Please make sure to make an appointment in advance for your 'Pill Check'
- **Cervical Smears** - Smear tests look for changes that could, if left long enough, turn into cancer. Have this test when you are called and it could save your life. These are offered to all women over the age of 25.

Health Visitors

Health Visitors are trained nurses with further qualifications in Midwifery and health visiting. The Health Visitors provide a full range of children's services including child health surveillance and well baby clinics. The Health Visitors are NOT based at the practice but can be contacted on **0300 300 3001**

Please leave a message on their answer machine if they are not available.

Midwife

Ante-natal clinics are held on Tuesday and Thursday by a member of the midwifery team. They can be contacted by telephone on **0116 258 4834**. As well as ante-natal clinics, they undertake regular visits to expectant mothers, new mothers and their babies. You will need to collect a pregnancy pack from Reception and return the required form before making your first appointment. We advise to book when you are between 8-10 weeks.

Admin Team

<u>Caron Thomas:</u>	Secretary
<u>Jo Hall-Rohan:</u>	Secretary
<u>Olivia Lewis:</u>	Administrator
<u>Kyra Schofield:</u>	Administrator
<u>Heidi Baugh:</u>	Administrator
<u>Courtney Greatorex:</u>	Administrator
<u>Jen Stevens:</u>	Administrator

<u>Amy Morris:</u>	Management Team Administrator
<u>Louise Dodson:</u>	Management Team Administrator

Patient Services Team

Our Patient Services Team are here to help and assist you face to face and by telephone. They are specially trained to triage patient symptoms to ensure you get the most appropriate help in the right way.

Our Patient Services Team:

Jo O	Niki	Leanne	Tracey	Olivia
Lucy G	Jo D	Ian	Lucy P	

Repeat Prescriptions

Repeat prescription requests can be

- Placed in the box located in the foyer area.
- Posted to the surgery.
- Requested on line

To receive a log in for our online services you will need to attend the practice and fill out the appropriate form. We also require 2 forms of ID to be able to this. You will need to request your own log in.

For normal repeat prescription requests, please allow 72 hours for collection (Please do not count Saturdays or Sundays). Please be aware items requested that are not on your repeat prescription list may take longer than 72 hours. For your safety, **WE ARE UNABLE TO TAKE MEDICATION REQUESTS BY TELEPHONE.** Your prescription can be collected from reception once ready. Alternatively if you provide us with a stamped, addressed envelope we can post it to you. Also please speak to your local pharmacy for details on their collection services. For more information, please see our 'Prescription Guide'.

Appointments

For Information on our Appointments system, please see the 'Appointments Leaflet'.

Opening Hours

Monday:	8:00-18:30
Tuesday:	8:00-18:30
Wednesday:	8:00-18:30
Thursday:	8:00-18:30
Friday:	8:00-18:30

Please note: From 5.30pm-6.30pm our Telephone lines are available for EMERGENCIES only

Home Visits

If you are too unwell to come to the practice or are housebound, you can request a home visit through reception before 10:30am. The Doctors will however expect, where possible, the patient to come to the practice. They usually do not visit children at home, but are very happy to fit them in to their clinics as an emergency where necessary. The receptionist will ask you questions so that they can pass information to the Doctor or Nurse. The Clinician may also telephone you first to discuss your needs. The Clinician will decide if a home visit is the most appropriate way to help you.

Out Of Hours

If you need a doctor and the practice is closed, please call:
111

If you need information or advice you can contact NHS direct
111
Or
www.nhsdirect.uk