



## HAZELMERE MEDICAL CENTRE

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### April—July 2018

#### **\*\*NEW APPOINTMENT SYSTEM\*\***

##### **Same-day appointments**

(All our morning appointments are empty to be booked that day)

Quite simply this means that if you need to see a doctor you should **make an appointment on the day that you wish to be seen**. This could be for a routine matter or for an urgent problem. Doors and Telephone lines (**0116 277 1666**) open at 8.00 am. The nearer to 8.00am that you can call or attend, will help us to offer you an appointment with the doctor of your choice.

There are a finite number of appointments that we can offer, once these are gone you will be asked to call the next day or pre-book an appointment.

##### **Urgent appointments**

(Emergency for the day, will be seen as an extra)

Since most appointments are offered on a same-day basis, you can normally see a doctor reasonably quickly if you have an urgent problem. If all the appointments have been taken on any day and you are genuinely unwell and cannot wait until the next day, you will be offered an appointment but not a choice of doctor.

##### **Booking in advance**

(Book on Monday for the following Monday, Tuesday for the following Tuesday etc.)

We realise that some patients need to be able to plan for time off work or to make transport arrangements. A limited number of routine appointments may be booked up to a week in advance. These become available at 10.00am every day and we advise you to call around this time so that we can offer you a convenient appointment. Please note that we still offer pre-bookable early morning appointments on a Thursday, starting at 07.30am. By calling after 10.00am this means that the pressure on telephone lines for same day/urgent appointments is reduced. Please also call after 10.00am for appointments for the nurses, midwives, blood clinics etc.

So far the feedback from patients has been very positive. Please let us know if you have any comments/feedback whether it be negative or positive.

#### **EXTENSION TO MEDICAL CENTRE**

We have been granted planning permission by Blaby District Council to extend the medical centre.

We are hoping to get the works underway as soon as possible and will update as and when we have more information.

The extension will provide: Two new consultation rooms, new entrance porch and doors, improved patient toilet facilities and a training room for registrars and medical student educational sessions.

## **DEMENTIA FRIENDLY PRACTICE**

We are working towards being a more dementia friendly practice, please see our notice board for more information regarding groups, self help and advice. If you know of someone you have concerns about please let us know. All our staff are now trained Dementia Friends.



## **ACTIVE SIGNPOSTING**

Our receptionists have been trained in active signposting. This is a process whereby the receptionist has been trained in asking appropriate questions of the patient about the reason for the appointment. They have been asked by the doctor to ask these questions in order to signpost patients to the best clinician for their needs. This does not mean the patient has to accept an alternative to the GP but gives them an option. All information asked is done so in a professional manner and is kept confidential. Please do provide this information where possible.

## **HOSPITAL INVESTIGATIONS**

If you want to know results of a test/investigation the hospital arranged for you, or you want to clarify something told to you by the hospital, or chase a follow-up appointment, you need to speak to them directly, not the GP. Please do not call us with these queries. If you have any problems contacting the hospital for an answer please call the hospital Patient liaison line on 08081 788337

**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.**

## **URGENT CARE SERVICES**

Urgent Care Centres are a walk-in service providing care to patients requiring assessment for minor injuries and minor illness which do not require attendance at an Emergency Department.

The nearest Urgent Care Centre is:

Oadby Urgent Care Centre

18 The Parade, Oadby, Leicester LE2 5BJ

Opening Hours: Monday to Friday 8am to 9pm

Sat/Sun/Bank Holidays 8am to 8pm



Inspected and rated

Good

