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# **Hazelmere Medical Centre**

## **A Guide To Our Services**

**Telephone:**

**Appointments & Enquiries      0116 277 1666**

**Emergencies                              0116 247 7828**

**Out of Hours Emergencies      111**

**58 Lutterworth Road Blaby Leicester LE8 4DN**

**[www.hazemeremc.co.uk](http://www.hazemeremc.co.uk)**

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

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

Dr Saima Akram (female)  
MB BS (Pakistan 1998), MBBS MRCGP DFSRH

Dr Jiten Chauhan (male)  
MB BS (Nottingham, 2010) MRCGP

Dr Huw Casson (male)  
MB BS (Newcastle upon Tyne, 1995)

Dr Nishi Gupta (female)  
MB BS (Leeds, 2016) MRCGP

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

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**Practice Manager** Mrs Claire Boswell

**NURSING STAFF**

Practice Nurse Sister Gemma Warren

Practice Nurse Sister Karla Thompson

Specialist Health Care Assistant Ms Kerry Davie

Phlebotomist Mrs Bev Thorpe

**HEALTH VISITOR**

Telephone the Health Visitor Office 0116 284 9526

**COMMUNITY MIDWIFE**

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 – 18:30 Monday, Tuesday, Wednesday, Thursday & Friday

The telephone lines are open from 08:00 – 18:30 Monday, Tuesday, Wednesday, Thursday & Friday

### **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 is a ramp at the front 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 may be 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 be registered with an individual doctor, but you may still ask to be treated by a particular or any other 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**

For advice outside of surgery hours, 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**

Infirmary Square, Leicester, LE1 5WW

Tel: 0300 303 1573

### **George Eliot Hospital**

College Street, Nuneaton, CV10 7DJ

Tel: 024 7635 1351

### **Hospital of St Cross**

Barby Road, Rugby, CV22 5PX

Tel: 01788 572831

### **University Hospital Coventry**

Clifford Bridge Road, Coventry, CV2 2DX

Tel: 024 7696 4000

## **URGENT CARE CENTRES (MINOR INJURIES AND ILLNESS)**

### **Blaby District Urgent Care Centre @ Enderby Leisure Centre**

Weekdays 18.30 – 21:00. Weekends and Bank Holidays 09:00 – 19:00.

Revised October 2021

### **Oadby Urgent Care Centre**

18 The Parade, Oadby, Leicester LE2 5BJ

Weekdays 08:00 – 21:00. Weekends and Bank Holidays 08:00 – 20:00.

### **URGENT CARE SERVICES (MINOR INJURY) WITH X-RAY FACILITIES AVAILABLE**

#### **Market Harborough District Hospital**

Coventry Road, Market Harborough. LE16 9DD

Weekdays 08:30 – 17:00

#### **Rutland Memorial Hospital**

Overton Road, Oakham LE15 6NT

### **URGENT CARE CENTRE (MINOR INJURIES AND ILLNESS)**

#### **Market Harborough District Hospital**

Coventry Road, Market Harborough. LE16 9DD

Weekdays 17:00 – 21:00. Weekends and Bank Holidays 09:00 – 19:00

#### **Rutland Memorial Hospital**

Overton Road, Oakham LE15 6NT

Weekdays 17:00 – 21:00. Weekends and Bank Holidays 09:00 – 19:00

#### **Melton Mowbray Hospital**

Thorpe Road, Melton Mowbray LE13 1SJ

Weekdays 17:00 – 21:00. Weekends and Bank Holidays 09:00 – 19:00

**Full details of all local health services call NHS 111 or dial 999 for emergencies.**

### **SERVICES OFFERED**

- ✓ Ante-Natal
- ✓ Cervical Smears
- ✓ Counselling
- ✓ 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

Please note that this is by appointment only via the health visiting team.

### Childhood Immunisations

Friday 09.00 – 12.00 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](http://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.

## **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.  
(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**

Practice Nurses run clinics for Contraception, Chronic Disease Management, vaccinations, etc.

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.

Revised October 2021

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](http://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.

## **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. 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 at the Reception desk.

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.

Prescriptions can be sent electronically to a nominated pharmacy. Please ask at Reception or your Pharmacy for 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.

## **PATIENT PARTICIPATION GROUP**

The original Practice Group 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

The Patient Participation Group is now a virtual group. Comments and suggestions can be made via the website: [hazelmeremc.co.uk](http://hazelmeremc.co.uk) , they are then discussed in practice and patients informed via the Patient Group section of our website.

## **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.

Our Data Protection Officer role is fulfilled by the ELR GP Federation. If you have any questions or concerns, you can contact the Data Protection Office at [dpo@elrgpfed.com](mailto:dpo@elrgpfed.com)

## **COMPLAINTS PROCEDURE**

### **Changes to how you make a complaint about primary care from 1 July 2023**

You have the right to make a complaint about any aspect of NHS care, treatment or service, and this is written into the [NHS Constitution on GOV.UK](#).

From 1 July 2023 new changes have been introduced to the way members of the public make a complaint about primary care services to the commissioner.

By primary care services we mean GP services.

There are two ways you can make a complaint:

- You can complain to the healthcare provider: GP Surgery
- You can complain to Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB): this is the organisation that paid for the service or care you received.

After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact LLR ICB instead of NHS England.

You can do this by:

Telephone: 0116 295 7572

Email: [llricb-llr.enquiries@nhs.net](mailto:llricb-llr.enquiries@nhs.net)

Writing to us at:

Corporate Governance Team  
NHS Leicester, Leicestershire and Rutland Integrated Care Board (ICB)  
Room G30, Pen Lloyd Building  
County Hall, Glenfield  
Leicester, LE3 8TB

If you want to make a complaint directly to the provider of the primary care service, you still can – that does **not** change on the 1 July 2023.

Members of the public with ongoing complaints received on/after 1 July 2022 will receive a letter from NHS England informing them that the ICB is now handling their complaint with confirmation of their case handler.

Members of the public with any ongoing complaints received before 1 July 2022 will receive a letter from NHS England informing them that their complaint is being retained by NHS England with confirmation of their case handler.

If you have any queries, please contact 0116 295 7572.

## **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)

## **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 NHS 111 they will be given appropriate advice and details of local Dentists.

## PRACTICE AREA MAP

