

CHAPERONE POLICY

The consultation that takes place between the Doctor and patient is private and confidential. If you feel that you would like a chaperone to be present, please ask. You are very welcome to bring a friend or family member to the consultation. Alternatively, we have members of staff who are fully trained to chaperone.

CHANGE OF PERSONAL DETAILS

Any change of name, title, address or telephone number should be notified at Reception.

NURSE LEAD CLINICS

Anticoagulation Monitoring
Asthma/COPD Management including Spirometry
B12 Injections
Child Immunisation
Cervical Cytology
Chlamydia Screening
Coronary Heart Disease
Diabetes Management including Insulin starts
Dietary Advice
Ear Syringing
ECGs
Family Planning Services/Contraception Advice
Flu / Pneumococcal Vaccination Clinic
Helicobacter Pylori Testing
HRT and Menopause
Hypertension Monitoring including 24hr ambulatory monitoring
Medication reviews
NHS Health Checks
Ring Pessary Changes
Shingles Vaccination Clinic
Travel Health and Vaccinations
Wound Management
Zoladex Injections
GP Lead Clinics:
Implanon Fitting and removal
IUCD Fitting and removal
Minor Surgery

Phlebotomy— Blood tests for outpatients can be taken at the surgery (please bring your hospital form). All new blood test conditions must be authorised by a Doctor.

RESULTS OF MEDICAL TESTS

Patients are requested to ring in after 11.00am Monday to Friday to confirm that their result is available.

AMBULANCE TRANSPORT ORDERING

If you require ambulance transportation for your hospital appointment, please telephone: 0345 241 3012

NON NHS EXAMINATIONS

If you require an examination for insurance purposes i.e. HGV Licence or completion of a medical report, a fee will be charged. Please ask at Reception for details.

COMPLAINTS AND SUGGESTIONS

We aim to provide a high quality of service to all our patients and are very interested to hear how this can be improved. If you are unhappy with any aspect of our service please either speak to whoever you feel most comfortable with—your Doctor, Nurse, a Receptionist or Practice Manager, or complete our Friends and Family Test. If you would prefer to give your feedback in writing, please send it to the Practice Manager, Mrs Linda Smith. We have a Practice Complaints Procedure leaflet that is available from Reception, or you can download it from our practice website.

Or you can contact NHS England by e-mail: england.contactus@nhs.net ensure you state “For the attention of the complaints team” in the subject line.

CONFIDENTIALITY

We are legally bound by The Data Protection Act 2018 and therefore any information we hold about you, either in manual or computer records, will only be shared with other Healthcare Professionals who are involved in your care & with your consent. We do not divulge any information about you to any other person unless we have your written consent to do so.

ZERO TOLERANCE OF VIOLENT PATIENTS

The Practice operates a zero tolerance policy and will not accept violent, threatening or abusive behaviour. We expect you to show respect to members of staff and other patients at all times. Failure to comply will result in action being taken for the protection of both parties and could result in your name being removed from the Practice list.

USEFUL CONTACT DETAILS

For details of primary medical services available in the area:

West Leicestershire Clinical Commissioning Group,
55 Woodgate, Loughborough. LE11 2TZ.
www.westleicestershireccg.nhs.uk Tel: 01509 567700

NHS England—Midlands and East (Central Midlands),
Fosse House, 6 Smith Way, Grove Park, Enderby,
Leicestershire. LE19 1SX Tel: 0116 2060185

NHS Choices www.nhs.uk
Leicester Hospitals—LRI, Leicester General, Glenfield
Hospital Tel: 0300 303 1573

PRACTICE INFORMATION LEAFLET

THE ANSTEY SURGERY
21A THE NOOK
ANSTEY
LEICESTER
LE7 7AZ

TEL: 0116 236 2531

FAX: 0116 235 7867

www.theansteyssurgery.co.uk



Contracted to: NHS England - Midlands and East
(Central Midlands)



ANSTEY SURGERY OPENING TIMES

Monday — Friday: 08.00 — 18.30 phones
Monday — Friday: 08.00 — 18.00 doors

OUT OF HOURS

During the Out of Hours period patients should call NHS 111.
This service is for **URGENT** but not life threatening emergencies.

Anstey surgery is part of Part of West Leicestershire Clinical Commissioning Group (WLCCG) & Charnwood Community GP network.

WELCOME TO THE PRACTICE

This leaflet has been designed to keep you and your family up-to-date with all the information you require regarding the Practice. Please keep this leaflet in a safe place for easy reference.

PRACTICE STAFF

Dr Nigel W Osborne (m) MBChB, DCH, DRCOG, MRCP, FP cert (Reg: 1983 Leicester) GMC:2610272

Dr David C Andrew (m) MBChB, MRCP, FP cert (Reg: 1986 Manchester) GMC: 3168484

Dr Helen J Hughes (f) MBChB, DRCOG, MRCP, DFRH, LoC IUT, LoC SDI (Reg: 1988 Leicester) GMC:3356900

Dr Elizabeth S Morrison (f) MBChB, MRCP, LoC SDI (Reg: 2002 Leicester) GMC: 6030166

Dr Nicola S Walker (f) MBChB, MRCP, DCH, DRCOG,PGCME, (Reg: 2002 Leicester) GMC: 6052849

Dr Guenevere T Alagesan (f) MBChB, DRCOG, MRCP, DFRH (Reg: 2002 Leicester) GMC: 6052667

Practice Manager: Linda Smith

Assistant Practice Manager: Carol Rideout

Practice Nurses: Diane Walinski RGN, Nurse Prescriber.

Diane Payne RGN
Nichola Kirk RGN
Susanna Hopkin
Julie Wright
Wendy Bassom
Jane Cockram
Maggie Ford
Rachel Hackfath
Kelly Hall
Helen Hutchinson
Tracey Nethercot

Health Care Assistant:

Phlebotomist:

Receptionists:

ATTACHED HEALTHCARE TEAM

Health Visiting Team (SPA) 0300 300 7777

Midwife 0116 258 4834

Offers ante-natal and post-natal care along with the Practice Doctors

District Nursing Team - Single Point of Access (SPA) 0300 300 7777

Counselling Services

Lets Talk Wellbeing 0115 876 0157

QuitReady—Smoking Cessation 0345 646 66 66

DISABLED ACCESS

The surgery is purpose ground floor built. We provide 2 disabled parking bays, ramped wheelchair access, automatic entrance doors and WC facilities are available at the surgery. There is also a wheelchair at the surgery for patients to use during their visit.

PRACTICE AREA

New patients are normally accepted if they live in the following villages: Anstey, Cropston, Newtown Linford, Swithland, Rothley (Swithland & Westfield Lane only) & Thurcaston.

NEW PATIENTS

Our Doctors work as a team so patients may see any Doctor of their choice although patients are registered with a Named Accountable GP. It is preferable for patients to continue a course of treatment with the same Doctor. New patients should collect a Registration pack from Reception. Alternatively you can download the forms from our website—return the completed forms to reception.

All registered patients will be assigned a Named Accountable GP who is responsible for the patients overall care. Patients aged 75 years and over will be assigned a Named Accountable GP and notified separately. If you would like to know the name of your accountable GP, please ask at reception.

TEMPORARY RESIDENTS

We can treat friends or relatives who are staying with you—please tell the Receptionist when making the appointment.

APPOINTMENTS

Appointments can be made by telephone, calling at the surgery during opening hours or via the Internet (you will need to register for this, please ask at Reception for more details). Extended Access appointments are available, please ask Reception for more details.

Patient Responsibilities:

- Ask for a double appointment if you have a problem which is likely to take a long time
 - One patient per appointment only
 - **Cancel any appointments you cannot attend**
- It is preferred that children under the age of 16 years are accompanied by a parent for consent purposes.

The practice operates a SMS Text messaging reminder service.

TELEPHONE CONSULTATIONS

The Practice offers a telephone consultation service with the Doctor. If you feel that your problem could be dealt with in this way, please inform the Receptionist who will take the necessary details.

HOME VISITS

In case of an emergency (Life threatening or critical) dial 999 and request an ambulance.

A home visit can be requested between 08.30 and 10.00am. These are for patients who are too ill to attend the surgery. Please be ready to give the Receptionist your name, address, age and telephone number and brief details regarding your problem. The doctors will ring you back for more information about your condition prior to any visit.

Lack of transport, bad weather or looking after children is not a reason for home visits.

OUT OF HOURS

If urgent advice is required outside Practice opening hours please telephone the NHS 111 service.

LOUGHBOROUGH URGENT CARE CENTRE

The Urgent Care centre is located at Loughborough Hospital, Hospital Way, Loughborough. LE11 5JY. Tel: 01509 568800. It is open 24 hours a day, 7 days a week.

REPEAT PRESCRIPTIONS

Repeat prescriptions are produced by arrangement with your Doctor. These are usually available in 48 hours. Requests can be left at Reception, posted with a stamped addressed envelope for return by post, or via the Internet using SystemOnline (you need to register for this, please ask at Reception). Alternatively arrangements for ordering, collection and delivery can be made with the local pharmacist.

To avoid errors prescriptions cannot be ordered by telephone.

MEDICAL STUDENTS

The Practice is involved in teaching students from the local medical school who wish to pursue careers in medicine.

INTERPRETER SERVICES

If you require an Interpreter to accompany you for the duration of your appointment with a Doctor or any other Healthcare Professional, please mention it to a member of staff who will make the necessary arrangements. Services include:

- Telephone interpreting
- Face to face interpreting
- Sign Language (Makaton)
- Written translations (including Braille and easy read)

Please help us by giving reasonable notice so we can endeavour to book an Interpreter for your appointment.