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| --- |
| **THURLASTON** |
| **ELMESTHORPE****A46** |
|  **STONEY****STANTON****Hinckley** |
| **SAPCOTE** |
| **SHARNFORD****M69** |

**A5**

**We have suitable facilities for patients with disabilities.**

**Confidentiality and Privacy**

Patients will be treated confidentially and with courtesy. We will have respect for your privacy, dignity, religious and cultural beliefs and expect the same in return.

**Please respect the fact that the surgery is not a drop-in centre. Please telephone first to check for service availability.**

**The Old School Surgery**

Hinckley Road Stoney Stanton, Leicestershire LE9 4LJ

Appointments .............. 01455 271 442

Fax .............................. 01455 274 526

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**NHS West Leicestershire Clinical Commissioning Group**

The Old School Surgery is a GP partnership & also a member of:-

West Leicestershire Clinical Commissioning Group, 55 Woodgate, Loughborough, Leicestershire, LE11 2TZ

Tel 01509 56 7700

Last updated March 2018 – Version 2.1

The Old School Surgery

[www.theoldschoolsurgery.com](http://www.theoldschoolsurgery.com)

Phone: 01455 271 442

Fax 01455 274 526



|  |  |
| --- | --- |
| Dr Steven Kitchin | MBChB Sheffield 1996 MRCGP DRCOG DFRSH PgDL |
| Dr Louise Kirk | MBChB Birmingham 1995 MRCGP DRCOG DFFP |
| Dr Mohamed Rehman | MBChB Bristol 2003 MRCGP |
| Dr Kay Rothwell | B.M.B.S. Nott 1985 B.Med.Sci DRCOG MRCGP |
| Dr Deborah Webb | MBChB Leics & Warwick 2004, DRCOG (MRCGP 2010) |
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**SURGERY OPENING TIMES –** 8.00am-6.00pm,

**SURGERY APPOINTMENT TIMES**

Monday - Friday 8.00am-11.30am, 3.30pm-5.30pm

Tuesday & Thursday 7.30am – 8.00am appointments available

**DISPENSARY OPENING TIMES**

Monday-Friday 8am-12.30pm and 2pm-6pm

If you require **URGENT** Medical assistance between 6.00pm and 6.30pm on Monday to Friday please telephone LCR Out of Hours Service on 0845 045 0411.

From 6.30pm onwards, Weekends and Bank Holidays if you require **URGENT** Medical assistance which cannot wait until the surgery re-opens, please telephone NHS 111 which is a free telephone number from both landlines and mobiles.

If you have a **LIFE THREATENING MEDICAL EMERGENCY**

please dial **999**.

**Registering as a patient**

When you register please make an appointment for all members in the family over 5 years to see the Practice Nurse. This appointment allows us to gather any important medical information or medication details while we are awaiting your records. All patients are allocated a named accountable GP, if you wish to know who your accountable GP is please contact the surgery.

This practice operates a NHS Zero Tolerance Policy and so reserves the right to remove patients from the list if they are violent or abusive to any members of the surgery team.

**Change of Personal Details -** It is always important that we are able to contact you in an emergency. If you change your address or telephone number please notify the surgery. A change of address may mean that you are outside our practice area. The receptionist can advise.

**SEEING A DOCTOR**

**How to make an appointment,** our aim is to offer you an appointment with the doctor of your choice. Please telephone the surgery on 01455 271 442 to make an appointment.

**Same Day Appointment (Urgent),** these are appointments that you feel require urgent medical attention on that day.

**Pre-bookable Appointments**, if you require an appointment with a doctor or nurse you may call the surgery to book your appointment.

**Internet Appointments**, to help patients who work and find it difficult to ring in during opening times, there is a pre-bookable internet slot available

**Telephone Appointments,** you can book a telephone appointment slot where the doctor will call you back, providing you feel the matter is suitable for discussing over the telephone. Doctors take telephone calls for routine enquiries these calls are taken at the end of morning surgery and therefore must be kept brief.

**Emergency Telephone Triage (afternoons only),** this is an appointment that requires **urgent** medical attention on the day. The doctor will call you back, providing you feel the matter is suitable for discussing over the telephone, if the doctor feels you should be seen an appointment will be made for you.

10 minutes is allocated for each routine appointment. Please be punctual, and contact us if you cannot attend, to enable your appointment to be offered to someone else. Please remember ‘one appointment, one problem’. You can ask for a longer appointment if you have more than one problem.

**Home Visits,** if you wish to request a home visit please phone before 11am. This will help the doctor plan a route and avoid unnecessary delays. Visits are for those who are housebound or too ill to go out. The doctor may call before visiting.

**USEFUL TELEPHONE NUMBERS**

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| --- | --- | --- |
| AGE CONCERN |  | 01455 619 519 |
| ALZHEIMER’S ASSOCIATION |  | 01162 316 921 |
| TURNING POINT (alcohol advice) |  | 0330 303 6000 |
| BENNION CENTRE |  | 0116 252 2750 |
| BRADGATE UNIT |  | 0116 252 2650 |
| SPIRE HOSPITAL |  | 0116 272 0888 |
| VASL CARERS HEALTH & WELLBEING |  | 01858 468 543 |
| CRUSE BEREAVEMENT CARE |  | 08088 081 677 |
| GEORGE ELIOT HOSPITAL |  | 024 7635 1351 |
| GLENFIELD GENERAL HOSPITAL |  | 0300 303 1573 |
| HINCKLEY HOSPITAL |  | 01455 441 800 |
| HYNCA LODGE |  | 01455 443 600 |
| LEICESTER GENERAL HOSPITAL |  | 0300 303 1573 |
| LEICESTER ROYAL INFIRMARY |  | 0300 303 1573 |
| NUFFIELD HOSPITAL |  | 0116 276 9401 |
| ORCHARD RESOURCE CENTRE |  | 01455 443 950 |
| QUITREADY (smoking advice) |  | 0345 616 6666 |
| CHAT HEALTH Parent line (text for confidential advice) |  | 075 206 153 82 |

**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.

**Please note if you really DO NOT wish for your information to be shared with any other parties please inform the surgery and we can add an exception code to your record.**

**Telephone Consultations**

Telephone 01455 271 445, leave your contact number and a doctor will ring you back.

**Telephone Advice or queries**

If you have a query or wish to speak to a Dr or Nurse phone 01455 271 445, if it is not convenient for you to be put through the receptionist will take a message and pass this onto the Dr or Nurse to return your call. Please ring after 2pm for test results. Please do not ring 01455 271 442 as the receptionist can only deal with appointments on that number.

**Local Walk in Centre**

Oadby and Wigston Walk-in-Medical Centre

18 The Parade, Oadby Leicester LE2 5BJ

Tel 0116 2711 360

**Prescriptions**

If agreed by a doctor you may obtain your repeat prescription by handing in, posting your computer slip. Alternatively if you have access to a fax machine the number is 01455 274 526. You may also request a PIN number from the surgery, this enables you to order your prescription online from our surgery website (you will need to provide photo identification and proof of address)

**www.theoldschoolsurgery.com**

All patients on Repeat Medication must have their medication reviewed at least annually. Please note the review date on your repeat slip. Please allow 2 working days (more at bank holidays) for repeats to be processed.

We dispense medicines for patients living in Sharnford, Elmsthorpe and Thurlaston**.** A delivery service is available every Monday and Thursday. Please ensure your prescription is with us no later than Thursday midday for a Monday delivery and Tuesday midday for a Thursday delivery if you require this service.

All other patients must use a community pharmacist.

**DispensarY**

When the dispensary is closed the nearest chemist is Lloyds Pharmacy, Long Street Stoney Stanton.

**SERVICES AVAILABLE**

**Ante-Natal Clinic**

Fridays 9am – 3pm

If you think you are pregnant please contact the surgery, you will be asked to complete a maternity form and then the Midwife will contact you to book your first appointment.

**Post-Natal Clinics**

Tuesdays and Wednesdays by appointment from 3pm

**Baby Clinics and Child Development** – **Living Rock Church**

Every 2nd and 4th Tuesday 1pm-3pm

**Child Development Checks**

By appointment

**Immunisation of Children**

Tuesday mornings by appointment – Please bring appointment card with you

**Teenage Vaccination Clinic**

**Third Friday in each month 3.30pm-5.30pm by appointment .Confidential drop in clinic.**

**Blood Tests**

Mornings excluding Wednesdays from 8.30 or 9am pre-bookable by appointment.

**Asthma Clinic**

To attend this clinic please make an appointment with the nurse. Remember to bring your inhaler(s) with you.

**Diabetic Clinic**

If you are diabetic please make an appointment with our Diabetic Nurse.

If it is a non-urgent problem such as a lost crown or broken tooth you should contact Health Watch on 0116 257 4999 who will signpost you to an NHS Dentist.

If you ring NHS 111 you will be given the above advice.

**PATIENT PARTICIPATION GROUP**

The practice has formed a patient participation group. 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 act as a representative group that can be called upon to influence our local provision of health and social care.

New members are always welcome.

The patient participation group has its own notice board in the waiting room.

**COMMENTS & SUGGESTIONS**

Any comments and suggestions are welcome and can be left in the Suggestion Box in the entrance lobby (Red Box). 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)

Further details of primary medical services in the area may be obtained from Health Watch:-

Health Watch Leicestershire

9 Newarke Street

Leicestershire

LE1 5SN

[www.healthwatchleicestershire.co.uk](http://www.healthwatchleicestershire.co.uk)

Telephone: 0116 257 4999

**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.**

**SERVICES AVAILABLE cont**

**Family Planning**

The Surgery offers all the current methods of contraception including hormone implants and IUD’s. The Doctor or nurse will advise you of suitable methods and when your contraception needs to be reviewed.

**Immunisation- Foreign Travel**

Ring surgery to make an appointment with the nurse at least 6 weeks before travelling. Please have precise travel details, **and complete a questionnaire before your appointment.**

**Minor Surgery**

Clinics run weekly by appointment after initial assessment by your Dr.

**Well Person/Heart and Hypertension Clinics.**

These clinics provide services including: cervical smears, blood pressure, urine and weight. Appointments are with the nurse.

**Carers Clinics**

These offer carers a medical appointment with our Practice Nurse. If you are still performing a caring role for a friend or relative please book an appointment at reception.

**Patient Online Services (www.theoldschoolsurgery.com)**

You can book appointments, renew prescriptions and view your record online. Should you wish to have access to online services please contact the surgery for more information.

**Members of our Health Care Team**

**Practice Management**

Karen Smith is our Practice Manager and is responsible for the administration of the practice. If you have any suggestions or complaints please write to her or your Dr. Our aim is to give the highest possible standard of service. If you are unhappy with the service provided by the practice, please discuss this with the Practice Manager who will deal with it promptly.

**Practice Nurses**

|  |  |  |
| --- | --- | --- |
| Lesley Thorne |  | RGN Family Planning Certificate CHD Diploma |
| Bev Bradley |  | RGN |
| Julia Wills |  | Health Care Assistant |
| Jane Dalby |  | Phlebotomist |

Our nurses will help you with a range of services including: minor injuries,and removal of stitches.

They can also advise on asthma, diabetes, travel immunisation, diets, alcohol control, stopping smoking and health checks.

**Community Nurses** – provide nursing care for the housebound and convalescent patients.

Messages for the Community Nurses may be left on **0300 300 7777**

**Community Midwives** – work with the doctors to provide care for women during pregnancy and after delivery. They also care for the baby for up to the first 4 weeks of its life.

**Health Visitors** – visit all families with children under 5. They are expert in child care and development. They can be contacted direct on:-

0116 215 3207

They can provide information, advice and support throughout childhood, especially at times of stress.

**The Macmillan Nurses** - visits and cares for patients with cancer, in their home. They also provide advice and support to their families.

**Other members of our Practice team.**

Assistant Practice Manager, Finance Manager, Practice Secretary, Administration staff, Senior Receptionist, Receptionists and Dispensers.

The Old School Surgery is NOT a Training Practice

**COMPLAINTS PROCEDURE**

We operate an in-house complaint procedure. The aim of the practice is to give an efficient and caring service although problems can arise through misunderstandings and matters beyond our control. Should you wish to complain about the service or treatment you have received in this practice you can write or speak to the Practice Manager.

We shall try to acknowledge receipt of your complaint within 3 working days and aim to have looked into your complaint within 10 working days. Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so.

We hope that if you have a problem, you will discuss it with the practice but if you feel you cannot raise the complaint with us you can approach the Complaints Team, NHS England.

**NHS England Complaints Team can be contacted on:**

**0300 311 22 33**

**Monday to Friday 8.00am – 6.00pm, excluding bank holidays**

**Postal Enquires only to: NHS England**

PO Box 16738

 Redditch

 B97 9PT

**Email:** england.contactus@nhs.net

**Please state:** For the attention of the Complaints Manager in the subject line.