

# HEATH LANE SURGERY

Heath Lane, Earl Shilton, Leics LE9 7PB



**Telephone:** 01455 844431

**Fax:** 01455 442297

**Out of Hours:** NHS 111

**Opening Hours:** Weekdays 8.00 a.m. – 6.30 p.m.

**Surgery Hours:** Appointments available from 8.30 a.m. Monday to Friday with telephone lines open from 8.00 a.m. Please book an appointment via reception or use our online facility

**Practice Catchment Area:**

Earl Shilton, Barwell, Elmesthorpe, Thurlaston, Kirkby Mallory, Stapleton, Peckleton and a small area of Hinckley.

We are a member of the Hinckley & Bosworth Medical Alliance Ltd which is part of the West Leicestershire Clinical Commissioning Group.

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

**Please read and retain this booklet. We hope that it provides useful information about Heath Lane Surgery and how you can get the best from the services we provide.**

## **PRACTICE STAFF:**

### **DOCTORS**

<b>Dr Colin Moncrieff (m)</b>	MBBCh, DA, MRCP, DRCOG, Glasgow 1981
<b>Dr Maxine Cleaver (f)</b>	MBBS, Newcastle 1998
<b>Dr William Priestman (m)</b>	MBChB, MRCP, MRCP, Leicester, 1998
<b>Dr Richard Lawrence (m)</b>	MBChB, MRCP, Leicester 2011
<b>Dr Sarah Holt (f)</b>	MBChB, MRCP, Leicester 2006
<b>Dr Leigh Martin (f)</b>	MBChB, JCPTGP, DFFP, DRCOG, Leicester 1998
<b>Dr Angharad Hewins (f)</b>	MBChB, DRCOG, Birmingham 2010

### **NURSE PRACTITIONER**

Alison Crowe RGN, Non-Medical Prescribing  
Consultation Examination & Minor Illness: Degree Level  
Anticoagulation Management: Masters level & ENB 124 (Coronary Care Course)

Our Nurse Practitioner runs urgent clinics for adults and children dealing with a wide range of acute conditions. You may request or be offered an appointment with our Nurse Practitioner. When necessary the Nurse Practitioner can issue a prescription in the same way as a doctor.

### **PRACTICE NURSES**

Jane Pearce RGN, DN Cert., FP Cert., CHD Dip, Diabetes Dip, Women's Health Dip.  
Nicola Gibbons RGN, RM, FP Cert., CHD Dip, COPD/Asthma Dip  
Janet Cameron RGN, RM, BA (Hons), PGD Midwifery Studies, Diabetes Dip, COPD Dip.  
Laura Cameron RGN  
Rebecca Harris RGN

Practice Nurses are qualified registered nurses. They can advise with health issues such as family planning, healthy living, travel advice and vaccinations etc. Our Practice Nurses have also had specific training to care for patients with a range of long term conditions including heart disease, diabetes, asthma and COPD.

### **HEALTH CARE ASSISTANTS**

Health Care Assistants support Practice Nurses with their daily work and carry out tasks such as new patient checks/blood pressure checks, ECGs, Urine analysis etc.

Lorraine O'Keefe  
Jayne Randall

### **PRACTICE MANAGEMENT**

Ann Walsh is our Practice Manager and is responsible for the administration of the practice.

Jeanette Poole is the Assistant Practice Manager.

The Practice Manager and her assistant are involved in managing all business aspects of the practice such as making sure the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises, equipment, maintenance and information technology. They support the GPs and other health professionals with delivering patient services, helping to develop extended services to enhance patient care.

## **RECEPTIONISTS / ADMINISTRATION TEAM**

Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries/making appointments. They can provide basic information on services and results and may ask questions to help direct you to the right person depending on your health issue or query. They also perform other important tasks such as issuing repeat prescriptions and dealing with prescription enquiries.






Our Administration Team are responsible for processing referrals for out-patient appointments, ensuring that correspondence from hospitals are scanned into patients' records, sending letters to invite patients to make appointments for health checks, providing insurance and medical reports plus many other duties which ensure that both patient and practice information is processed correctly. If you have a query with regard to a referral your GP has made you will need to speak to the Administration Team.

## **TRAINING PRACTICE**

We are an approved training practice for fully qualified doctors consolidating their training or wishing to become GPs. Therefore, you may be offered an appointment with one of our GP Trainees.

## **CARE QUALITY COMMISSION**

We were last inspected by the Care Quality Commission in January 2016. Below is a summary of the results:-

<b>Consent to care and treatment</b>		<b>Good</b>
<b>Care &amp; welfare of people who use services</b>		<b>Good</b>
<b>Safeguarding people who use services from abuse</b>		<b>Good</b>
<b>Requirements relating to workers</b>		<b>Good</b>
<b>Assessing and monitoring the quality of service provision</b>		<b>Good</b>

Please see the practice website [www.heathlanesurgery.co.uk](http://www.heathlanesurgery.co.uk) or our notice boards if you would like to read the full report.

## **HINCKLEY TIMES (9.3.2016)**

### **GP Surgery Rated Good**

"A GP surgery in Earl Shilton has been rated good in all areas by official watchdogs. Heath Lane Surgery was praised by inspectors from the Care Quality Commission (CQC) following an inspection on 13.1.2016. It was singled out for its "innovative" facilities for kidney dialysis which allows patients to undergo treatment without the need to attend hospital. Inspectors praised its well trained staff who treat patients with "compassion, dignity and respect". A report said the service had a "clear leadership structure" and management "proactively sought feedback from staff and patients on how to improve".

## **OUR MISSION STATEMENT**

- Provide a service which puts patient welfare at the heart of all we do
- Work within the framework of NHS primary care services to provide professional medical, nursing and other health services which meet the identified needs of patients
- Try to provide these services locally
- Promote best practice through utilising specialist expertise within the practice team and externally whilst encouraging the continuous professional development of all members of the practice team
- Nurture a culture which is innovative, forward looking and adaptable

## **PROMOTING GOOD HEALTH**

This practice aims to promote positive and preventative health care, providing a number of clinics and special services in addition to surgeries. Please help us to promote good health and prevent disease by making use of all the services available.

## **PATIENT PARTICIPATION GROUP**

Heath Lane Surgery Patient Participation Group represents all patients registered with the surgery and you are very welcome to become a member of the group. The group helps the practice by looking at the services we provide and giving us feedback from a patient's perspective as to how to improve or it affects them. If you would like to find out more about the role and purpose of the group and what is entailed by becoming involved in its activities please see the notice board in the main waiting room for further information.

## **REGISTERING AS A PATIENT**



If you live within our practice area you are welcome to register with Heath Lane Surgery. Our reception team will be happy to guide you through the procedure.

You will need to complete a registration form (GMS1) and a health questionnaire which you will receive with this registration pack and which are also downloadable from our website. The health questionnaire provides us with useful information whilst we wait to receive your medical records from your previous surgery.

On registering with us you may request for one of our nursing team to provide a health check which will help us to decide how best we can help you from the start. Alternatively, you may be invited by the practice to book an appointment for a health check so that we can ensure you are receiving appropriate treatment from us for any long term conditions you may have.

**TEMPORARY REGISTRATION:** If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the local GP practice for 14 days. After this time you will need to register as a temporary or permanent patient. You can be registered as a temporary patient for up to 3 months which will allow you to be on the local practice list and still remain a patient of your permanent GP. After 3 months you will have to re-register as a temporary patient or permanently register with that practice. To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment.

## **MOVING HOUSE OR CHANGING YOUR CONTACT DETAILS**



If you move or change your telephone number(s) please let us know so that we can update your records. You will need to find another doctor if you move outside our practice area.

## **MAKING AN APPOINTMENT**



- All surgery times are by appointment
- You can book an appointment via the website (online registration required), in person at reception or by telephone
- Some appointments can be booked in advance, others are available “on the day” by telephoning or going online after 8.00 a.m. on the day that you wish to see a doctor or Nurse Practitioner
- The receptionist will check your contact details so that we can ensure your records are up-to-date. She will also ask you for a brief description as to why you are requesting an appointment. *This will assist our receptionists in ensuring that you are seen by the most appropriate member of the practice team.*
- You may request, or be offered, a telephone conversation which may result in a face-to-face appointment if the doctor thinks it is necessary.
- If you wish to see a particular doctor please inform the receptionist who will advise you of their availability.
- Please let us know if you require any additional assistance to access our services – we are willing to help.
- On arriving for your appointment please use the check-in screen situated on the left hand side of the reception desk.
- When the doctor/nurse is ready to see you the tv screen at the front of the waiting area will indicate your name, the doctor or nurse you are seeing and the room number.

**We try very hard to keep to appointment times but our patients’ needs are unpredictable and sometimes delays are possible.**

### **SMS Text Appointment Reminders:**

We will send you SMS text reminders of your appointments. Please complete the form for this which is available in reception and always ensure that we have your up-to-date mobile telephone number.

## **DUTY DOCTOR SYSTEM**

We want to deliver a high quality, responsive, safe and caring service for all our patients and in order to provide this we need your help. The practice operates a Duty Doctor system for patients who need to see a doctor urgently. You will be asked by the receptionist for a brief description of your condition and your details will be added to the Duty Doctor’s screen. The Duty Doctor will then decide on the appropriate course of management/treatment and may contact you to discuss this further.

Please note: If you have a problem which has been troubling you for a little while and you do not think poses an immediate risk to your health then consider carefully whether an urgent surgery appointment is appropriate for you.

## **REQUESTING TO SPEAK TO A DOCTOR ON THE TELEPHONE**



- If you need to see or speak to a doctor on the telephone your request will be added to the doctor’s screen by the receptionists together with a brief description of your problem. *This assists the doctor to prioritise their list of calls; alternatively the receptionist may be able to direct you to another member of the practice team who can assist you other than the doctor.*
- The doctor may telephone you during, after their surgery or when they have been out on their visits; no specific time frame can be given. If you are not available when the doctor telephones you and, after 2 attempts, they will record that they were unable to contact you and may or may not telephone you again later that day.

**Note: We will telephone you using our private line and, therefore, no number will be displayed. If you are expecting us to contact you back please do not ignore this call.**

## **REQUESTING HOME VISITS**

A home visit will be carried out for patients who are housebound or too ill to come to the surgery. If you need a home visit please



telephone **before 11.00 a.m.** if possible. The receptionist will ask you for a brief description of the problem so that the doctor can plan his/her visit schedule. Please remember that it is easier to conduct a full examination in the surgery.

## **IF YOUR CHILD IS UNWELL**

We will always see sick children as soon as possible if brought to the surgery; this may well be quicker than a home visit. If you are in doubt about bringing your child out please telephone and ask to speak to a doctor.



## **TELEPHONE ADVICE WHEN THE SURGERY IS OPEN**

If you need advice from the doctor or nurse by telephone please contact us. Please ensure you provide a current telephone number on which you will be available.

## **WHEN THE SURGERY IS CLOSED**

For urgent advice and treatment when the surgery is closed, telephone 111. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year.



**During surgery opening hours please contact us first rather than NHS 111.**

## **PRESCRIPTIONS AND TEST RESULTS**

### **REPEAT PRESCRIPTIONS:**

Please try to use the re-order slip on the right hand side of the prescription although you may find it more convenient to register with the practice to use the online service; ask at reception for details about this or pick up a form from the waiting room. Please allow up to 48 hours from request to collection excluding weekends. If you supply a stamped addressed envelope we will post your prescription back to you.



**Please do not telephone for repeat prescription requests.**

### **TEST RESULTS:**

Results arrive from the hospital at midday and need to be checked by the doctors so please telephone after 2.00 p.m. Receptionists can advise you if your test result has been received and can pass on any comments the doctor has made.

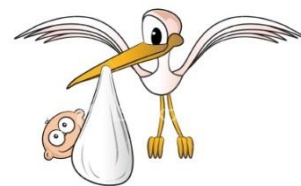
**Please note: Enquiries about tests ordered by the hospital should be directed to the hospital and not the practice.**



## **SERVICES WE PROVIDE**

### **ANTENATAL CLINIC:**

At this practice antenatal care is with the community midwife. Clinics are on Mondays and Thursdays.



### **POSTNATAL CHECK CLINICS:**

Are booked via reception with Janet or Nicola, Practice Nurses.

### **BLOOD TESTS:**

Blood tests are available at the surgery from 8.00 a.m. – 11.00 a.m. on Tuesdays Wednesdays and Fridays and from 8.00 a.m. – 10.30 a.m. on Thursdays by appointment. Non-urgent blood tests may be booked up to 3 weeks in advance.



### **ASTHMA CLINIC:**

To attend this clinic please make an appointment with the nurse and bring your inhalers with you.



### **LET'S TALK – WELLBEING:**

We have Common Mental Health Therapists attached to the practice. You can self-refer to this service; ask your GP or at reception for details.



### **BLOOD PRESSURE:**

We have a blood pressure machine in the second waiting area for you to use at your convenience. Please record your result and hand this in at reception.



### **PHYSIOTHERAPY:**

A physiotherapy clinic is available for both NHS and private referrals.



### **DIABETIC CLINIC:**

If you are diabetic please make an appointment with the nurse for a check at least annually, bringing a urine sample with you.



### **HEALTH CHECKS:**

Health checks are encouraged for all our patients. If you are over 16 and would like a health check and advice on your health please make an appointment with the nurse. Please bring a urine sample when attending for your appointment.



### **LONG TERM CONDITIONS: (Hypertension, Heart Disease, Kidney Disease, Thyroid Medication)**

You will be invited for an annual blood test and health check if you have any long term conditions. Please bring with you any home blood pressure readings and a urine sample.

### **COPD:**

Please come for your annual review where we can update your self-management plan and ensure that you are having the best treatment to keep you well and reduce the risk of hospital admission.

### **CONTRACEPTION ADVICE**

We offer a range of services including:-

- Fitting/removal of contraception implant
- Fitting of contraceptive coils

## **IMMUNISATION OF CHILDREN:**

Clinics are held on Thursdays from 10.00 – 12.00 onwards. Appointments are sent out by the Health Authority; please bring your invitation letter with you. If you are unable to attend the clinic due to illness a further appointment will be sent.

**Please note that any child attending without a parent will require a letter of consent from the parent stating who is bringing the child to the clinic.**



## **IMMUNISATION FOR FOREIGN TRAVEL:**

Please make an appointment with the nurse **at least 8 weeks before travelling**. Please complete a pre-travel questionnaire (available from the practice website) and bring this along to your appointment.



## **FLU VACCINATIONS:**

Special 'flu clinics are available on selected Saturday mornings at the beginning of every 'flu season.

Flu vaccinations and pneumococcal are offered to:

- All patients aged over 65 years
- All patients in long term condition "at risk" groups
- All immunocompromised patients

Please contact the surgery to clarify your eligibility and book your appointment for a seasonal 'flu vaccination clinic each Autumn.



## **MINOR SURGERY:**

Our specially equipped treatment room allows us to do a range of minor operations under anaesthetic. Please ask at reception for details.



## **COMMUNITY (DISTRICT) NURSES:**

These nurses care mainly for people at home and are closely involved with the practices. Messages for the community nurses may be left by telephoning them on 0300 300 7777.



## **HEALTH VISITORS:**

A Health Visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Health Visitors provide families with children under 5 years old with support and advice around the general aspects of mental, physical and social wellbeing.



## **SICKNESS CERTIFICATES**

You do not require a doctor's sickness certificate for any illness lasting 7 days or less. Your employer may, however, require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website.

## **CHAPERONES**

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone may be a family member or friend although on occasions you may prefer for a formal chaperone to be present i.e. a trained member of staff. You may request for a chaperone to be present at the time of booking your appointment or the member of staff you are seeing may ask you if you would like a chaperone to be called into the consultation.



## **CONFIDENTIALITY**

The practice complies with data protection and access to medical records legislation. Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

We aim to treat all patients with courtesy and respect and recognise the commitment for confidentiality to patients of all ages including those under 16 years. Information held may be used for management and audit purposes. However, it will only be made available to those involved in your care. If you would like to see your records please ask at reception for an application form explaining the process and the fee charged. If you require access to a relative's records you will be asked to provide written consent by the patient; a form for this is obtainable from reception.

## **SURGERY FEES**

Please be aware that not all the services we provide are covered by the NHS. As with any profession, your GP is entitled to charge you for these services. Please ask at reception regarding our fees for which you may be asked for payment prior to any work being commenced.

- Please note that the services of the first doctor to see you following a road traffic accident are not covered by the NHS and, therefore, the standard payment will be requested for this which can be claimed back via the car insurance company.

## **SUGGESTIONS / COMPLAINTS**

We are always pleased to receive any feedback and suggestions as to how we may improve the service we offer our patients. If you wish to make a suggestion please address this to the Practice Manager and post in the Suggestion Box situated by the reception desk.

We will always try to give you the best service possible but if there is a time when you feel this has not happened we offer an in-house procedure to deal with your concerns which will give us the opportunity of investigating any problems which may have arisen. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. However, if your problem cannot be sorted out in this way and you wish to make a complaint please contact our Practice Manager **as soon as possible** either in person, by telephone, letter or by completing the complaint form available from reception. The Practice Manager will take full details of your complaint and decide how best to undertake any investigation. Please note that we have to respect our duty of confidentiality to patients and a patient's written consent will be necessary if a complaint is not made by the patient directly.

## **FRIENDS & FAMILY TEST**

Patients who have had contact with the practice have the opportunity to provide feedback via the national Friends & Family Test by answering the question "How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment". If you would like to leave feedback you can do so by completing the form which is available in the foyer or online on the website.

# RIGHT & RESPONSIBILITIES OF PATIENTS

Please help us to provide a good service by:-

- Informing us promptly of a change to your address or telephone number so that we can ensure that any correspondence/communication will reach you. A change of address may mean you are outside of our catchment area. If you are in doubt please ask.
- Only request an urgent consultation if your illness requires urgent treatment.
- Please let us know if you are unable to attend for an appointment so that we may offer this to someone else and help keep our waiting times down.

## MISSED APPOINTMENTS POLICY

A significant number of appointments per month are missed when the patient does not attend (DNA) for a booked appointment and does not contact the surgery in advance to cancel/change the appointment. The effects of these missed appointments are:

- An increase in the waiting time for appointments.
- Frustration for both staff and other patients
- A waste of resources

**Therefore, we would be grateful if you would make every effort to cancel an appointment you no longer require or are unable to attend.**

## ZERO TOLERANCE

NHS staff have a right to go about their duties without fear or intimidation. We take seriously any threatening, abusive or violent behaviour against another individual. If a patient is violent or abusive we may exercise our right to have them removed from our list of patients.

## PATIENTS AGED 75 YEARS AND OLDER

Patients aged 75 and over will have a named GP who will have overall responsibility for their care. Please ask if you are unsure who your named GP is.

## ASSISTANCE IN ACCESSING THE BUILDING

Please note that you can telephone the practice on arriving outside if you require any assistance in accessing the building or its services. Staff will be trained in the appropriate way to help with wheelchairs, partially or non-sighted patients or those with other special needs.

## FOR DETAILS OF PRIMARY MEDICAL SERVICES AVAILABLE IN THE AREA:

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

email: [info@healthwatchleics.co.uk](mailto:info@healthwatchleics.co.uk)

or NHS Choices: [www.nhs.uk](http://www.nhs.uk)

### **HOW TO FIND US**

The surgery is located on Heath Lane, near to the mini roundabout junction with Wood Street.

