

Market Harborough Medical Centre

St Luke's Branch Surgery/ Minor Injuries Unit

Dear Patient,

We are pleased to announce that our St Luke's Branch Surgery will be opening on **Tuesday 7th March 2017** at the newly built St Luke's Treatment Centre, 33, Leicester Road, Market Harborough, LE16 7BN. The Treatment Centre is next to St Luke's Hospital.

The Minor Injuries Unit, currently working from the Market Harborough and District (Cottage) Hospital, will also be moving to the Treatment Centre, and will be seeing patients there as from **Tuesday 7th March**.

The Branch Surgery and the Minor Injuries Unit will be based on the ground floor.

The Branch Surgery will comprise six consulting/treatment rooms, reception and waiting area and two non-clinical rooms.

The Minor Injuries Unit will consist of two treatment rooms.

Why is the Practice opening a branch surgery

As patients will appreciate, we are operating at full capacity at the Medical Centre on Coventry Road. By securing some additional space at St Luke's, we hope to ease this pressure and offer our patients a better service.

Which services will work from the branch surgery

The Nurse-led Minor Illness service will be based at St Luke's, together with one GP who will work with and support them. In time, some of the other nurse-led clinics may also move there.

The Minor Illness Nurses can see patients with conditions (this is not an exhaustive list) such as sore throat, cough, cold symptoms, flu, high temperature, earache, headache, eye symptoms, hay fever, rashes, spots, vomiting, diarrhoea, constipation, morning after pill/contraception.

The presence of a GP on site means that this service will now cater for all the patients possibly needing to be seen after the end of surgery appointments.

Why is the Minor Injuries Unit moving to St Luke's?

The Market Harborough and District (Cottage) Hospital will be closing on Tuesday 6th March 2017, and will no longer provide any services, so the Minor Injuries Unit has to have a new home.

The Minor Injuries Nurses can see patients with conditions (this is not an exhaustive list) such as sprains/sports injuries, limb fractures, cuts and grazes, animal and insect bites, whiplash injuries and dislocations, burns and scalds, foreign bodies in eyes, minor head injuries.

Which GPs will be seeing patients at the Branch Surgery?

The GPs will rotate, on average working a day every two weeks, seeing some of their own patients, alongside supporting the Nurses.

However, the vast majority of patients will continue to see their GP at the Market Harborough Medical Centre.

What are the opening hours at the St Luke's Treatment Centre

Minor illness	Monday to Friday (8.30am to 5.30pm)
Minor injuries	Monday to Friday (8.30am to 5.00pm) The out of hours service (5.00pm to 9.00pm, Monday to Fridays and 9.00am to 7.00pm, Saturdays and Sundays) will continue to be provided by Vocare.
GP	Monday to Friday (8.30am to 5.30pm)

How can I be seen

Minor illness	Ring 01858 464242 to make an appointment
Minor injuries	As this is a walk-in service, go to the reception desk at the Treatment Centre. If you have any queries, ring 01858 464242.

Will the clinician have access to my clinical records

Yes, the same access as they have at Market Harborough Medical Centre.

Is car parking available

Car parking is available. There is no charge.

In view of the likely, high demand, there is no guarantee that all patients will be able to find a space, so we would encourage alternative modes of transport if possible (cycling, walking, or by bus – there are bus stops nearby on both sides of the Leicester Road).

Is there a dispensary or pharmacy in the St Luke's Treatment Centre

No.

Patients who may wish to collect their prescription from the Dispensary at Market Harborough Medical Centre can do so after they have been seen.

Is the Treatment Centre accessible for all patients, including those with a disability

Yes.

Are mobility scooters allowed in the Treatment Centre

No. There is a designated area near the front entrance, where mobility scooters can be parked. If this is likely to be a cause for concern, please make our staff aware when you book an appointment.

If I have any queries or questions, whom can I contact

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