

Husbands Bosworth Medical Centre



1, Marsh Drive
Husbands Bosworth
Leicestershire
LE17 6PU

Tel: 01858 880522
Fax: 01858 880111

www.husbandsbosworthsurgery.co.uk

WELCOME TO THE HUSBANDS BOSWORTH MEDICAL CENTRE

The Market Harborough and Bosworth Partnership is an unlimited partnership. The following GPs are partners:

Name/ GMC Registration Number	Male/ Female	Qualifications	Year of Clinical Registration	Interests
Dr Hamant Mistry 3303658	Male	BSc MB BS (London) FRCGP(2006) MRCP DRCOG FPCert	1990	Medicines Management Clinical Tutor
Dr Fiona M Bishop 3174559	Female	MB ChB (Leicester) MRCGP (1992) DRCOG FPCert	1988	GP Trainer Clinical Tutor Clinical Governance
Dr Thomas M Blake 3174621	Male	BSc MB ChB (Leicester) MRCGP (1993) DRCOG DFFP DPD	1988	Dermatology Clinical Tutor
Dr Jon M Crowley 3263097	Male	MB ChB (Birmingham) MRCGP (1996) MRCP DRCOG DFFP	1987	GP Trainer Substance Misuse
Dr Hugh J Delargy 3476787	Male	MB ChB (Sheffield) MRCGP (1995) MRCP DRCOG	1991	Rheumatology & Musculoskeletal Medicine.
Dr Philip D Healey 4098799	Male	BA (Oxford) MB BS (London) MRCGP (2000) DCH DRCOG DCCH DFFP	1995	Diabetes Substance Misuse
Dr Mark T Yates 4335834	Male	BM BS (Nottingham) MRCGP (2001) DRCOG DFFP	1996	Ophthalmology GP Trainer Clinical Tutor
Dr Rahul Tosar 6054178	Male	MB BS (London) MRCGP DFSRH	2002	GP Trainer Clinical Tutor

The following GPs are assistants to the practice:

Dr Stacey Harrison 6158687	Female	MB ChB (Leeds), MRCGP, DFSRH, DPD	2007	Dermatology
Dr Ruth Eardley 2913944	Female	MB ChB (Leicester)	1985	Clinical Tutor
Dr Joanne N Cook 4316044	Female	MB ChB (Leeds) MRCGP DFFP PG Dip ENT	1996	Ear Nose and Throat
Dr David Findlay 7013620	Male	MB ChB (Leicester)	2008	
Dr Claire Cavanagh 3248593	Female	MB ChB (Leicester)	2006	
Dr Jamie Brindle 7074848	Male	MB ChB (Warwick)	2010	
Dr Serena Bove 4606864	Female	MB ChB (Birmingham)	1999	
Dr Selina Thakrar 7149326	Female	MB ChB (Leicester)	2011	

From time to time we also employ locum doctors, who are fully qualified GPs and are registered on the Leicestershire and Lincolnshire Performer's List.

Management Team

Practice Manager	Responsible for the overall management of the Medical Centre – financial and legal matters, strategy, liaison with the Clinical Commissioning Group and other agencies.
Dispensary Manager	Responsible for the management of the dispensary, staff training, patient liaison.

Introduction

Welcome to the Market Harborough and Bosworth Partnership Publication Scheme. We hope you find this a useful guide to the services offered by the Medical Centre team, our associated healthcare providers, and how to access them.

We aim to:

- Provide services that are equally accessible to all sections of the community regardless of their race, ethnicity, cultural background, religion, belief, disability, gender, sexual orientation or age
- Value and promote the unique contributions our staff can make through their diverse experiences, knowledge and skills
- Build a workforce which is a reflection of the communities where our services are provided
- Promote Equality and Diversity throughout the organisation
- Deliver the best possible healthcare to our patients within the resources available

We strive to provide a first class service for our patients and aim to achieve and maintain high quality care through the implementation of evidence-based medicine and following up-to-date guidance that is issued by the National Institute for Health and Care Excellence (NICE).

Facilities at the Medical Centre

We aim to provide a clean and welcoming Medical Centre. Patient information is available in the waiting area. Keep an eye on our noticeboards for details of health-related topics and events.

We request, as a courtesy to other patients, that you switch off your mobile telephone when entering the Medical Centre.

Smoking is not allowed anywhere on the Medical Centre premises.

For Mums and Tots

The baby changing facility is available in a room, off the waiting area. If you need a room to breast feed your baby, please ask reception.

For the Disabled

The Medical Centre has suitable access for disabled patients. All patient areas have wheelchair access, and all consulting/treatment rooms are located on the ground floor.

For the Hearing Impaired

A British Sign Language interpreter can be booked in advance for hard of hearing patients who use British Sign Language.

Patients who come into the Practice will be offered access to the Practice's hearing loop if this is required.

For the Visually Impaired

Reception can provide assistance to check in and provide guidance to the relevant consulting room.

The practice information leaflet can be printed in a larger font on request.

Information leaflets can be provided in Braille on request.

Car Parking

There are a limited number of car parking spaces at the Medical Centre, and we would encourage patients to consider alternative modes of transport. There are bus stops on either side of Welford Road.

Opening Hours

Monday to Friday	8.00am – 6.00pm Our telephone system is available from 8.00am to 6.30pm
Monday evenings	6.30pm – 8.30pm for pre-booked appointments only based at Market Harborough Medical Centre

Contacting the Practice

To contact us, ring 01858 880522.

How to register

If you live in our practice area (please refer to the map on the back of the booklet):

Collect a GMS1 Registration Form from the surgery (or download it from the practice website), complete and return it to reception, or you can provide your NHS Medical Card.

Collect a New Patient Questionnaire from the surgery (or download it from the practice website), complete and return it to reception.

Provide proof of your current address and ID – recent utility bill, driver's licence, passport.

If you do not live in our practice area you may still be able to register with us.

From January 2015, GP Practices in England are free to register new patients who live outside their practice boundary area. This means that patients can register with practices in more convenient locations, for example closer to where you work or closer to your children's schools.

Collect a GMS1 Registration Form from the surgery (or download it from the practice website), complete and return it to reception, or you can provide your NHS Medical Card.

We will decide, following a review of your completed registration form, whether to accept you as a regular patient or accept you without home visiting duties (if it is clinically appropriate and practical for you to be registered away from home). In view of the greater distance to your home, we are under no obligation to offer you a home visit. If you are not well enough to go to the practice yourself, please contact us in the first instance for a telephone consultation with your GP. NHS England (the body responsible for buying GP services) ensures that there is access to a service either near your home or at home (if required). When you register with a practice away from home you will be given information about what you should do in those circumstances. However, if you are too ill to attend the practice in person, or the practice is unable to help you over the phone, call NHS 111. The NHS 111 service will be able to tell you about access to local services or, where necessary, arrange a home visit.

Right of patients to express a preference of practitioner

Each patient has a named and accountable GP with whom they are registered. Our advice is that, in the first instance, you should see this GP in order to ensure continuity of care. However, you can express a preference for a particular practitioner when you make appointments. We will endeavour to meet such a preference where this is possible and reasonable.

The named accountable GP is responsible for the co-ordination of all appropriate services and ensuring that they are delivered where required (based on GP's clinical judgement) to each of their patients.

With regards to patients aged over 75, the named accountable GP is responsible for working with relevant associated health and social care professionals to deliver a multi-disciplinary care package that meets the needs of the patient. In addition, the GP will ensure that those patients who have not had an examination in the previous twelve months can have access to an annual health check.

Temporary Patients

Residents staying in the Husbands Bosworth area for only a short time can register with the Medical Practice on a temporary basis for an initial 14 days, and be seen in the same way as other patients. You will need to complete a registration form, which is available from reception.

Overseas Visitors

Visitors from overseas can be seen at the Husbands Bosworth Surgery. Please note, however, that the treatment on the NHS is only available for emergencies. Treatment for an existing medical problem can be provided privately, which means that there will be a charge for any consultations and treatment. A receipt will be issued, as the visitor may wish to claim reimbursement from their travel insurance.

Change of Personal Details

Please help us to keep your records up to date by informing us as soon as possible of changes in your name, address or telephone number – forms are available from reception.

How to make an appointment

Urgent (Same Day)	Please contact us as soon as possible after 8.00am. Appointments, subject to demand, may be available with a GP. In some instances, you may be offered a telephone consultation with a GP instead of attending the Practice in person. We also offer a minor injuries service, based at the St Luke's Treatment Centre in
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	<p>Market Harborough, Monday to Friday (8.30am to 5.00pm). This is a Nurse-led (supported by an onsite GP), walk-in service, where you do not need to make a prior appointment. Examples of conditions that may be appropriate for this service are sprains and strains, minor burns and scalds, minor head injuries, insect and animal bites, minor eye injuries, minor injuries to the back and shoulder. Dependent on the demand for the service, you may have to wait before you are seen.</p> <p>Our reception staff will be able to provide you with more information about the above options and which one may be more suitable for you.</p>
Routine (Non Urgent)	<p>Phone – ring 01858 880522</p> <p>Patient Access – enables appointments to be made via the internet. In order to have access to this, you will need to register. Call in person to reception with a form of photo identification (passport, driver’s licence).</p> <p>In person – call in at reception</p>

Canceling an appointment

If you are unable to make an appointment, please contact us to cancel it.

Home Visits

If you are too ill or housebound and are unable to attend the Medical Centre for an appointment please contact us before 10.00am to request a home visit. Our reception staff will ask you to provide brief details of the reason for the home visit, and this will be passed onto the GP who may contact you by phone prior to seeing you.

When the Medical Centre is closed

From 6.30pm (weekdays) until 8.00am the following morning (and all weekends), and all Bank Holidays, the East Leicestershire and Rutland Clinical Commissioning Group are responsible for commissioning the provision of out of hours care.

NHS 111

Dial 111 to contact the NHS 111 service and speak to a highly trained advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Community Pharmacy

Visit your local community pharmacist for guidance and advice with a range of common conditions and minor injuries, such as aches and pains.

Urgent Care Centres

If you require urgent care, you can be seen at the Nurse-led service, based at the St Luke’s Treatment Centre, which is available seven days a week, 365 days of the year (Monday to Friday, 5.00pm to 9.00pm, weekends and Bank Holidays 9.00am to 7.00pm). No appointment is necessary, although, you may need to wait for some time to be seen.

Access the Oadby and Wigston Urgent Care Centre:

18, The Parade, Oadby, Leicester, LE2 5BJ

The service is open seven days a week (8.00am to 8.00pm), 365 days of the year. No appointment is necessary, although you may need to wait for some time to be seen.

Access the Corby Urgent Care Centre:

Cottingham Road, Corby, NN17 2UR

The service is open seven days a week, (8.00am to 8.00pm), 365 days of the year. No appointment is necessary, although you may need to wait for some time to be seen.

GP Out of Hours service

Ring 111.

Once a patient has been assessed they will be given advice on self-care, referred to a Primary Care Centre to be seen or visited at home. Home visits are only given to patients who have a clinical reason to be seen at home.

999

In the event of a medical emergency, requiring immediate assistance, ring 999 and request an ambulance.

To find out information about services that are available close to where you live visit the NHS Choices website: www.nhs.uk.

How to order a repeat prescription

Repeat prescriptions can be requested on-line. To do so, you will need to come into the practice in order to receive your individual Access ID.

Alternatively, please complete the counterfoil and hand it in to the dispensary, post through the letter box, post or fax (01858 880111) it to us. Please remember to sign and date the form.

We are unable to take requests for repeat prescriptions over the phone.

Prescriptions can be collected from reception or sent to you in the post (please provide a Stamped Addressed Envelope).

If you prefer your nominated pharmacy to collect the prescription on your behalf, please see reception.

We aim to have repeat prescriptions processed within two working days, so please ensure that your request is made in a timely manner.

We dispense medication to patients from our dispensary within the surgery. Repeat prescriptions can also be collected from the dispensary.

We offer a home delivery service, where appropriate.

Test Results

When your doctor or nurse arranges or takes a blood test or other investigation, please contact the Practice two weeks later for your results. Please ring reception in the afternoon (Monday to Friday). Our reception staff will advise you of any feedback from the doctor or nurse.

Chaperone

All patients are entitled to have a chaperone present for any consultation, examination or procedure with a healthcare professional where they feel that one is required. The chaperone can be a friend or a relative. On occasions, you may prefer to have a formal chaperone present, for example a trained member of staff (usually a nurse or health care assistant).

Wherever possible we would ask that you make this request when you book your appointment so that arrangements can be made in advance. Where this is not possible, we will endeavour to provide a formal chaperone at the time of request.

The healthcare professional may also request a chaperone to be present for certain consultations, and this will be in accordance with our chaperone policy.

If you would like to see a copy of our chaperone policy or have any questions or comments please contact a any member of our staff.

Giving Consent for Treatment

Your valid consent is required before any physical examination is undertaken or treatment is given. If you have not given consent, you can accept or refuse treatment that is offered to you.

It is important to be involved in decisions about your treatment and to be given information to help you choose the right treatment. When making treatment choices, you can discuss the options with your healthcare professional.

The more you know about your condition and treatments, the easier it will be to make your views known and to get the right care. Your personal needs and circumstances may make a big difference to which treatment is best for you, so it's important to explain these to your healthcare professional.

A copy of our consent policy is available from reception.

NHS Patient Services

The Medical Centre and community healthcare teams aim to provide an extensive, high quality service to patients. We offer:

Disease Management Clinics (Nurse-led)

- Asthma
- Chronic Obstructive Pulmonary Disease
- Coronary heart disease
- Diabetes
- Hypertension (high blood pressure)
- Thyroid

- Stroke
- Mental Health
- Learning Disabilities

Patients with any of the above conditions require regular monitoring and review with specialist nurses.

Health Promotion and Screening Clinics

Child Health Surveillance

The GP checks your child's health at six weeks. The Health Visitor will see your child at key stages in your child's development up to the age of 5.

Diabetes Clinic

Run by experienced Diabetes Specialist Nurses, the aim of this clinic is to provide a high standard of diabetes care which is easily accessed and patient centred. The Nurses encourage good self-management and the reduction of long term complications amongst Type 1 and Type 2 diabetic patients.

Direct Access Echocardiogram Clinic

The surgery offers an echocardiogram clinic on a monthly basis based in Market Harborough. This enables patients to be seen locally rather than having to travel to Leicester or Kettering. Appointments last for approximately forty minutes, and the echocardiogram is carried out by a qualified technician. The patient's GP receives the test result within 1-2 days. Patients are referred by their GP.

Family Planning Clinic

A nurse-led clinic which offers confidential family planning advice (emergency contraception and intra-uterine devices can also be provided by certain GPs). All women of child bearing age can be seen confidentially. Evening drop in clinics are held at the St Luke's Treatment Centre.

Minor Surgery Clinic

Provided by the majority of our GPs at pre-arranged times at the Market Harborough Medical Centre. This includes the removal of 'lumps and bumps', freezing and cautery of warts and verrucae, injections of joints and soft tissue injuries and hormone implants.

Non-Obstetric Ultrasound Service

Patients can be referred to the St Luke's Treatment Centre in Market Harborough to have their ultrasound scan.

NHS Health Check Clinic

NHS Health Checks are offered to patients aged between 40 and 74, who do not have certain pre-existing conditions, every five years. The check is to assess the risk of developing heart disease, stroke, kidney disease or diabetes. These checks are by invitation only.

Phlebotomy Clinic

We offer a phlebotomy clinic to enable our patients to have blood tests at the Practice rather than having to go to the Hospital. This is an appointment based service.

Substance Misuse Clinic

Patients who are dependent on drugs can be referred by their GP to the substance misuse clinic.

Immunisation Clinics

Child Vaccination Clinics

These are held on the first and third Thursday afternoon of each month for routine childhood vaccinations.

Flu Vaccination Clinics

These are available annually from late September to the end of December for those over 65, and the 'at risk' patients.

Pneumococcal Vaccination Clinics

These are available throughout the year for those over 65 and the 'at risk' patients as a one off immunisation.

Shingles

These are available throughout the year for those patients in their seventies who are eligible. Please contact reception for further details of this rolling initiative.

Travel Clinic

A nurse-led clinic offering travel vaccinations and health advice. Please ensure that you book at least six weeks before your travel. A travel questionnaire (available on the Practice website or from reception) should be completed before your appointment. There are certain vaccinations (such as Yellow Fever, Malaria, Rabies) that are not available on the NHS and a charge will be made for these, with payment on the day by cash or cheque.

Pregnancy Care

The Practice offers care from pre-conception through to the end of your post-natal period.

If you think you may be pregnant please make an appointment to see your GP. If your pregnancy is confirmed you will be referred to a community midwife who runs ante-natal clinics in Market Harborough. You will also be under the care of a Hospital Consultant who will see you once or twice routinely, or if there are any specific problems.

After the birth of the baby the surgery offers baby checks at six weeks where you can discuss issues and arrange immunisations with either the GP or Health Visitor. There will also be a post-natal check for mum with the GP. This is an opportunity to discuss your future contraception and any other health issues as a new mum.

Non-NHS Patient Services

A number of medical examinations, reports, insurance forms and certificates are not available on the NHS but may be provided by the GPs privately for a fee. These can be requested via reception, who will inform you of the relevant charge. Payment for these services will require to be made in advance.

While the GPs endeavour to complete these within a fortnight, clinical work must take priority. Please be aware of these timescales when making a request.

Attached Community Staff

The Practice is supported by external staff to provide a range of healthcare services for our patients:

District Nurses

District Nurses provide nursing care for temporarily or permanently housebound patients.

Health Visitors

Health Visitors offer a wide range of help, advice and support for parents with young children. They hold advice clinics once a month on Wednesday mornings.

Macmillan Nurses

Macmillan Nurses offer advice and support for patients with serious and often terminal illness and their families.

Midwives

The community midwives work closely with the GPs to offer regular monitoring, help and advice throughout pregnancy and during the first few weeks after birth. They run ante-natal clinics at the Market Harborough District Hospital.

Physiotherapy

Community Physiotherapists offer assessment, advice and treatment for adult patients at Market Harborough District Hospital. Patients are referred by their GP.

Podiatry

Community Podiatrists offer assessment, advice and treatment for adult patients. Patients are referred by their GP.

Psychiatric Nurses

Community Psychiatric Nurses specialise in helping patients with mental illness problems. Patients are able to refer themselves directly by calling 0116 2255118.

School Nurses

School Nurses specialise in the health and wellbeing of the school age population. They offer health advice and deal with child protection. They are based at the St Luke's Treatment Centre in Market Harborough.

Carers

Carers are people of all ages looking after relatives or friends who, because of disability, illness or old age cannot manage at home without help. They may or may not live in the same household as the carer. Please, do let us know if you are the main carer for a relative or friend.

We are aware that the life of a carer is restricted by the need to take responsibility for the person they care for and we recognise that this can place a great deal of pressure on them and that they may need support.

The Carers' Health and Wellbeing Service Leicestershire is a free, confidential service for carers throughout Leicestershire. It is run by a local charity, Voluntary Action South Leicestershire, based in Market Harborough. An adviser will discuss your own unique caring situation with you and provide practical information and advice to assist you in accessing the various services available to carers in Leicestershire.

If you are a parent/grandparent who knows that their child or children provide extra care for them due to physical or mental ill health this service is also available to you to consult. The adviser will discuss your situation with you and provide information on resources and support available to your young carer within the Market Harborough District.

If you feel you could benefit from these services please speak with reception who will provide you with a self-referral leaflet. Alternatively you may contact directly: Carers' Health and Wellbeing Service, VASL, Torch House, Torch Way, Northampton Road, Market Harborough, Leicestershire, LE16 9HL . Telephone: 01858 433232 Email: admin@vasl.org.uk Visit: www.carerswellbeing.org.

GP and Student Training

We are a designated training practice for doctors training to become GPs under the Vocational Training Scheme (GP Registrars).

We also teach medical students, and nurses undertaking the nursing degree course.

We inform patients if your appointment is with a GP Registrar or student, or if they will be present during your consultation with your GP. If you would prefer for them not to be present, please let us know.

Occasionally, we video some consultations for training purposes. No intimate examinations are recorded and the camera can be switched off at any time. We will only do so with your prior consent and you may later decide to have the video consultation deleted. All encrypted devices and tapes are stored securely and confidentially in accordance with our guideline. They are only used for educational purposes.

Confidentiality and the use of Medical Records

GPs and the Medical Centre staff are bound by strict rules to protect and maintain the confidentiality of personal and clinical information about their patients. This means that we are unable to release any information about a patient without their consent. Please respect this code when enquiring about relatives. Should you wish to share your medical information with a third party, prior written consent will be required before this can be released.

Clinical information may be shared with other healthcare professionals in order to ensure co-ordination and continuity of care. This may include medical research but would be subject to data protection. All personnel who manage your care are bound by strict confidentiality procedures.

Your medical records are mainly held on the Practice's electronic healthcare record system, and we are registered under the Data Protection Act (1998) . Some information is still retained in paper records. All personal and clinical information about you is treated confidentially. Certain, anonymised data, is used for clinical audit.

Access to Medical Records

All patients are entitled to have access to their medical records or to have a copy (a charge is applied for this – details of the current fee are available at reception). Please make a request, in writing, to our Practice Manager.

Online access to your records

Patients can access their healthcare record on line. You will need to come into the Practice and see reception in order that you can be provided with log in details and you will need to create a password that is unique to you. This will ensure that only you are able to access your record, unless you choose to share your details with a family member or carer. It will be your responsibility to keep your login and password safe and secure.

You will then need to register, online, to access your records where you will be able to view a summary of your medical record, with details of any allergies, medications and a history of immunisations/vaccinations.

Comments, Suggestions and Complaints

We endeavour to provide the best possible service to all our patients and to always treat you with courtesy and respect. In return, we ask that you treat our services and staff with equal courtesy and respect.

We have adopted the NHS Zero Tolerance policy, which means that we will not accept verbal or physical abuse towards any member of the Practice team. Any patient behaving in this way will be removed from the Practice immediately in accordance with our policy..

We are keen to improve our services and welcome your views. Comments and suggestions can be made using our suggestion forms, which are available from reception. It is also possible to provide feedback via the Practice website.

Occasionally, you may be asked to complete a patient satisfaction survey questionnaire. These are used to help us improve our services, and your contribution in providing this feedback is greatly appreciated.

If you feel that our services have failed to meet your needs, please let us know. Informal concerns can be raised with the relevant Departmental Head. Formal complaints should be put in writing to the Practice Manager. Your complaint will be dealt with promptly, sensitively and confidentially using our Practice Based Complaints procedure, a copy of which is available from reception and on the Practice website.

Ways in which you can help us

If you cannot attend or no longer need to keep an appointment, please inform us as soon as you can. Non-attendance of appointments constitutes a significant waste of NHS resources and makes it more difficult for other patients to be seen.

Please arrive in time for your appointment.

Think ahead if you are taking regular medication and request a repeat prescription in good time.

If you change your name, address or contact details please inform the Practice as soon as possible.

Keep your children under control in the Practice for their safety and consideration of other patients.

Do not bring food or drink into the surgery in the interest of hygiene.

Patient Participation Group

Our active Patient Participation Group contributes to the improvement of services, and seeks to foster and improve communication between the Practice and the patients. Membership of the Group is open to all patients.

Bi-monthly meetings are held. If you would like to join the PPG, please see the noticeboard in the waiting area for details.

East Leicestershire and Rutland Clinical Commissioning Group

The Practice is currently part of East Leicestershire and Rutland Clinical Commissioning Group - www.eastleicestershireandrutlandccg.nhs.uk.

The Clinical Commissioning Group is responsible for commissioning (planning, buying and monitoring) the care and treatment that patients need in hospital and the community, as well as the medications that are prescribed by clinicians.

PRACTICE AREA

