

WELCOME TO THE MARKET HARBOROUGH MEDICAL CENTRE

The Market Harborough Medical Centre is an unlimited partnership. The following GPs are partners of the practice:

Name	Male/ Female	Qualifications	Year of Qualification	Interests
Dr Fiona M Bishop	Female	MBChB (Leicester) DRCOG FPCert	1987	GP Trainer GP Appraiser Clinical Tutor Clinical Governance
Dr Thomas M Blake	Male	BSc MBChB (Leicester) DRCOG DFFP DPD	1987	Dermatology Clinical Tutor
Dr Hamant K Mistry	Male	BSc MB BS (London) FRCGP (2006) DRCOG DCH FPCert	1989	Medicines Management Clinical Tutor
Dr Jon M Crowley	Male	MBChB (Birmingham) MRCP DRCOG DFFP	1987	GP Trainer Substance Misuse
Dr Hugh J Delargy	Male	MBChB (Sheffield) MRCP DRCOG	1990	Rheumatology & Musculoskeletal Medicine
Dr Philip D Healey	Male	BA (Oxford) MB BS (London) DCH DRCOG DCCH DFFP	1994	Diabetes Substance Misuse
Dr Mark T Yates	Male	BM BS (Nottingham) DRCOG DFFP	1996	Ophthalmology GP Trainer Clinical Tutor
Dr Rahul Tosar	Male	MB BS (London) DFSRH	2002	GP Trainer Clinical Tutor

The following GPs are assistants to the practice:

Dr Ruth Eardley	Female	MBChB (Leicester)	1984	Clinical Tutor
Dr Joanne N Cook	Female	BDS (Edinburgh) MBChB (Leeds) DFSRH PGDipENT	1996	Ear Nose and Throat Clinical Tutor
Dr Sonia Rai	Female	MB ChB (Leicester)	2006	
Dr Stacey Harrison	Female	MB ChB (Leeds) MRCGP (2012) DFSRH DPD	2007	Dermatology
Dr David Findlay	Male	MB ChB (Leicester)	2008	

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

Business and Finance Manager	Responsible for the overall management of the Medical Centre – financial and legal matters, strategy, liaison with the Clinical Commissioning Group and other agencies.
Practice Manager – Administration	Responsible for premises and maintenance, health and safety, liaison with external agencies, dispensary and administrative departments.
Practice Manager – Staffing	Responsible for reception and nursing departments, the minor injuries unit, human resources, training and development, patient liaison and general management duties.
Reception Supervisor	Assists the Practice Managers in managing the appointments system and reception departments.
Nurse Supervisors	Assist the GPs and Practice Managers in the staffing and management of nurses and their clinics
Minor Injuries Unit Manager	Assists the GPs and Practice Managers in the staffing and management of nurses and their minor injuries clinics

Introduction

Welcome to the Market Harborough Medical Centre Practice Booklet 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. This has been compiled in accordance with the Freedom of Information Act (2000) and the General Medical Services (GMS) contract.

This booklet will be updated regularly and may be supplemented by additional practice information leaflets.

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 and breast feeding areas are both located in the vicinity of the waiting area. Please ask reception for directions.

For the Disabled

The Medical Centre has suitable access for disabled patients. There are designated disabled parking spaces in front of the main entrance. Please ensure that the Blue Badge is displayed. We have automatic front doors. All patient areas have wheelchair access, and all consulting/treatment rooms are located on the ground floor. A suitable toilet for disabled patients is available close to the waiting area – please ask at reception for directions.

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. An onsite cycle rack is available, and there are bus stops on either side of the road. The Practice is a short walk from the Town Centre, where there are a number of bus stops.

Opening Hours

Monday to Friday	8.00am – 6.00pm, except for occasional Fridays when we are closed from 12.30pm to 2.00pm for staff training Our telephone system is available from 8.00am to 6.00pm (Monday to Thursday), 8.00am to 12.30pm and 1.30pm to 6.00pm (Friday)
Monday evenings	6.30pm – 8.30pm for pre-booked appointments only

Contacting the Practice

To contact us, ring 01858 464242.

Press 1 to make or cancel an appointment, general enquiries or test results

Press 2 for prescriptions or dispensary

Press 3 for medical reports or hospital referrals

Press 4 for any other service

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 the 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 Market Harborough 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 Medical Centre. 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

<p>Urgent (Same Day)</p>	<p>Please contact us as soon as possible after 8.00am.</p> <p>We have a minor illness service available each day, which is Nurse-led, supported by a GP. Examples of conditions that may be appropriate for this service are cough, sore throats, headache, diarrhoea, constipation, head lice, teething, fever, blocked nose, indigestion, dry skin, urinary infections, conjunctivitis, exacerbation of asthma, emergency contraception.</p> <p>We also offer a minor injuries service, based at the nearby Market Harborough District Hospital (known as the Cottage Hospital), Monday to Friday (8.30am to 5.00pm). This is a Nurse-led, 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>Appointments, subject to demand, may be available with your registered GP or other GPs in the Practice. In some instances, you may be offered a telephone consultation with a GP instead of attending the Practice in person.</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>
<p>Routine (Non Urgent)</p>	<p>Phone – ring 01858 464242</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</p>

	<p>photo identification (passport, driver's licence).</p> <p>In person – call in at reception</p>
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Cancelling an appointment

If you are unable to make an appointment, please contact us to cancel it. Alternatively, you can send a text message to 07826 699487.

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 illnesses, such as aches and pains.

Urgent Care Centres

If you have a minor injury, you can be seen at the Nurse-led service, based at the Market Harborough District Hospital, 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 Monday to Friday (8.00am to 9.00pm), Saturday and Sunday (8.00am to 8.00pm), 365 days of the year to see patients with a minor illness/injury. 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 to see patients with a minor illness/injury. No appointment is necessary, although you may need to wait for some time to be seen.

GP Out of Hours service

The Out of Hours GP service is provided on behalf of the Practice by Central Nottinghamshire Clinical Services.

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 place it in the repeat prescriptions box at reception, letter box outside the Practice, post or fax (01858 462929) 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 the patients who live in villages (except Great Bowden). If you live in one of these villages, you can take your prescription to the Dispensary, which is situated next to reception. Repeat prescriptions can also be collected from the Dispensary if you have given your consent.

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

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.

Chlamydia Screening

The screening is available for 15 to 24 year old patients.

It is very important to treat the infection. Although, initially, most people show no symptoms, as the infection spreads to other parts of the body it can cause more serious and permanent problems.

The test is simple and it's FREE:

- Pick up a sample pack and information leaflet from reception
- Fill in the form, pee in the pot, pop it in the basket adjacent to the nurses' rooms
- The result can be provided by text, phone, email or letter, whichever you prefer

For further information visit www.chlamydiaSCREENING.nhs.uk

This test is only for Chlamydia. If you think you may have any other Sexually Transmitted Diseases please make an appointment to see a Nurse or your GP.

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 Medical Centre offers an in-house echocardiogram clinic on a monthly basis. 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 Market Harborough District Hospital on Tuesdays (6.00pm to 7.30pm).

Minor Surgery Clinic

Provided by the majority of our GPs at pre-arranged times. 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.

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.

Smoking Cessation Clinic

Provided by North 51, offering help, advice and ongoing support to those wishing to stop smoking. Patients are referred by their GP.

Substance Misuse Clinic

Provided in conjunction with Swanswell for patients dependent on drugs. Patients are referred by their GP.

Immunisation Clinics

Child Vaccination Clinics

These are held every Wednesday and Thursday afternoons 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 at Market Harborough District Hospital. 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 and breast feeding clinics at the Market Harborough Young People's Centre, Coventry Road, Market Harborough.

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 at Market Harborough District Hospital. Patients can either be referred by their GP or they can self-refer (0116 225518 or by sending an email to podiatryappointments@leicspart.nhs.uk).

Psychiatric Nurses

Community Psychiatric Nurses specialise in helping patients with mental illness problems. Patients are referred by their GP.

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 Market Harborough District Hospital.

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 at the Settling Rooms 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, The Settling Rooms, St. Mary's Place, Springfield Street, Market Harborough, Leicestershire, LE16 7DR . Telephone: 01858 411380 Email: wellbeing@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.

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 Complaints Manager (Dan Markovic, Business and Finance 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.

Publication Scheme

Under the Freedom of Information Act (2000), all public authorities are required to have and operate a publication scheme approved by the Information Commissioner. This Publication Scheme provides a guide to the services and practitioners who practise together.

Members of the public have a right to know how public services are organised and run, how much they cost and how decisions are made. There is also a right for patients under the terms of the Data Protection Act (2003) to access their clinical record or any other information held about them and you may contact the Practice Manager to arrange to do this. However, the Data Protection Act (2003) also allows doctors to withhold certain information if they believe it is in the best interests of patients.

The Publication Scheme is a complete guide to the information routinely made available by the Practice. It is a description of the public information about the Practice and the General Practitioners who make up the Partnership. The document is reviewed on an annual basis or sooner where any significant changes are made. A copy of the Publication Scheme is available from reception.

East Leicestershire and Rutland Clinical Commissioning Group

The Practice is currently part of East Leicestershire and Rutland Clinical Commissioning Group, which is located at Unit 2-3 (Ground Floor), Bridge Business Park, 674, Melton Road, Thurmaston, Leicestershire, LE4 8BL. Contact – 0116 2955105. Website - 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.