







East Park Medical Centre

The Main Surgery
264–266 East Park Road
Leicester
LE5 5FD

 +44(0) 116 2736330
 +44(0) 116 2738653

The Branch Surgery
41 – 43 Doncaster Road
Leicester
LE4 6JL

 +44(0) 116 2689400
 +44(0) 116 2666114

www.eastparkmedicalcentre.co.uk

PRACTICE LEAFLET

Introduction

Welcome to East Park Medical Centre your Practice Team at work for you and your family for better health.

We aim to provide a first rate service to all our patients and clients. You will find information in this guide about the Practice and how you can get help and assistance. Your views are welcome – remember the Practice - is here to serve you and your family.

We are here for you and your family

Our Practice is committed to providing a high quality and professional service to meet the various needs of our patients by highly trained, dedicated and committed doctors, staff, practice nurses and attached Community nurses. Our current Patients profile is spread across Evington, Spinneyhill, Highfields, Stoneygate, Belgrave and Rushey Mead.

The Practice has adopted the following values and principles to inform of its work:

- **Respect for individuals:** *Recognition of the worth and dignity of any person irrespective of who they are or what they do. This applies equally to service delivery and to communication within the Practice and the National Health Service.*
- **Opposing Discrimination:** *All people have equal rights to services of the Practice, which should be delivered in an anti-discriminatory way. Discrimination against individuals or groups because of race, religion, language, colour, age, status, gender, sexual orientation, disability or frailty is not acceptable.*
- **Ensuring Honesty, Openness and Integrity:** *People should say what they mean. This applies to work with the service user, clients, partners and the relationships within the National Health Service. It should lead to collaboration and co-operation.*

How to register as a patient

To register as an NHS patient with us, you will need to complete a registration form (GMS1 form) which is available on our website or at the practice. As we have practice partners, you will have the right to express a preference who to receive services from. Once the form has been completed and returned to us, NHS England will transfer your medical records, if you were previously registered elsewhere. You will also be sent a letter of confirmation of your registration with us. We would only refuse registration if: we have no capacity to take on new patients, we may not be accepting patients that do not live within its practice boundary and in particular circumstances, it may not be appropriate for you to register with a practice that is a long way from where you live.

However, we will not refuse your right to register due to race, gender, social class, age, religion, sexual orientation, appearance, disability or a medical condition. We also encourage our newly registered patients to complete a new patient registration form and a health check for all new patients over the age of 5 years with our Practice Nurse. Once your registration is complete, you will be able to order any repeat medication and book to see a GP of your choice.

If you become ill while you are away from home or you are not registered with a GP practice, you can contact your nearest practice to ask for treatment. This is known as immediate necessary treatment where you can receive treatment on an emergency basis for 14 days.

A temporary registration allows you to be on the practice's list for up to 3 months. It is useful if you could bring the following information when you attend your appointment:

- Details of an ongoing medical problems and/or medical problems you have suffered in the past
- Details of any medicines that you are currently taking (e.g. repeat medication list)
- Details of any allergies and contact details of your registered practice

The Practice Team

Partners:

Dr. R. P. Pandya *MBBS, MRCS, LRCP, DRCOG, DFFP, MRCGP*
Special interest in Breast Cancer, Minor surgery & Diabetes

Dr. S. K. Shah *MBBS, MRCPI*

Practice Manager:

Meena Patel

Associates:

Dr. S. Basra *MBBS*

Dr. G. Beeharry Panray *MBChB, BSc, MRCGP, PG Dip MSK*

Dr. H. Morjaria *MBBS*

Dr. J. Broachwalla *BSc, MBBS, DFSRM, MRCGP, DPD, DOccMed*

Dr. S. Shah *MBBS, DFFP, MRCPCH*

Dr. D. Modi *MBChB, DRCOG*

Dr. R. Gupta *MBBS*

Practice Nurses:

Usha Anand *SCM, SRN*

Delwinda Sehmi *SRN*

Zubeda Mojoo *SRN*

Healthcare Assistant:

Dina Kara (*NVQ Level 3*)

Administrative staff:

Kaushika Chauhan (Medical Secretary)

Shilpa Ramaiya (Clerical Administrator)

Payal Bhojani (Clerical Administrator)

Shila Gandechea (Receptionist)

Niranjana Pathak (Receptionist)

Hansa Vyas (Receptionist)

Suman Erram (Receptionist)

Meena Zala (Receptionist)

Mamta Vyas (Receptionist)

We are a training practice, training foundation year doctors and medical students. The foundation year doctors are required to attend the practice on a 4 month rotation to learn from GPs. We hope you can encourage their learning by accepting their assessments.

PCN Staff:

We also have staff attached to our practice through our Primary Care Network as follows:

Physiotherapists:- Rupinder Bhangoo & Felicity Panchal

Social Prescriber:- Rupinder Gahir

Physician Associate:- Mohamed Mohamed

Pharmacy Technicians:- Gaurav Mandharkar & Dilsat Gabal

Clinical Pharmacists:-

Vishal Ramji, Sheetal Naik, Pooja Narandas, Hafizah Lorgat & Maharshi Pandya

Health Visitors:

Our Health Visitors are available to help with health matters relating to under-fives, e.g. feeding difficulties, weight, vaccination, hearing problems, general development assessments and liaising with schools etc. They can also advise on health matters with the elderly. To contact them please ask at reception.

District Nurses:

We have District Nurses attached to our practice who are able to help with the following:

1. Dressing, removal of sutures and injections.
2. Advice and care of the acutely, chronically sick and terminally ill.
3. Advice on incontinence and supplying pads and other aids, if necessary, they will pay home visits to provide the above services.

Referrals to district nurses as usually done by the GPs, for dressings you can self-refer.

Community Midwives:

Midwives work with the Doctors to provide care for expectant mothers, mothers and babies after delivery for the first fortnight. Antenatal clinics are held every week at the surgeries. To book in with a midwife for the first time, please complete a maternity medical service form at reception.

Surgery Times:

	Premises Opens	Emergency Appointments begin	Routine Appointments
Monday	8:00am-9:00pm	9:00am or 3:30pm	8:00am- 6:30pm
Tuesday	8:00am- 6:30pm	9:00am or 3:30pm	8:00am- 6:30pm
Wednesday	8:00am- 6:30pm	9:00am or 3:30pm	8:00am- 6:30pm
Thursday	8:00am- 6:30pm Doncaster Road closes at 1:00pm	9:00am	8:00am- 6:30pm
Friday	8:00am- 6:30pm	9:00am or 3:30pm	8:00am- 6:30pm
Saturday	Closed	Closed	Closed
Sunday	Closed	Closed	Closed

Every Thursday afternoon the branch surgery is closed from 1pm, telephone calls are then diverted to the main site.

Disabled Access

Both our Surgeries have adequate access for disabled people with automatic front doors, wheelchairs, and disabled toilet facilities are also available. A lift is also in place on both our premises. The Receptionist staff will be more than pleased to assist you should require any assistance.

Special Clinics

Main Surgery 264 East Park Road

Cervical Cytology (Smear Clinics)	Mon 03:30pm - 05:30pm
Ante-natal Clinic	Tue 09:00am - 11:30am
Child Immunisations (Vaccinations)	Mon 09:00am - 11:00am
Immunisation Clinic 14yrs+	Fri. 03:30pm – 05:30pm
Travel Vaccination Clinic	As & when necessary
Heart Disease & Diabetes	Mon 09:30am - 12:00pm Fri 09:30am – 12:00pm
Minor Surgery	As & when necessary

Branch Surgery 41 Doncaster Road

Heart Disease & Diabetes	Weds 09:30am – 12:00pm
Travel Vaccinations	As & when necessary
Cervical Cytology (Smear Clinic)	Thu 09:30am – 12:00pm
Ante-natal Clinic	Thu 09:30am - 12:00pm
Child Immunisation (Vaccination), Child Health Clinic & Immunisation Clinic 14yrs+	Fri. 09:30am - 11:00am

Appointments

Our policy on appointments is offered as follows:

1. **In an emergency** – same day with any GP
2. **On an urgent matter** – same day with any GP
3. **Routine problem** – within 2 working days with any GP, or the earliest available appointment with your choice of GP. We also offer appointments to be booked up to 2 weeks in advance.
4. **Telephone Consultations** – are available on request.

For appointments please ring:

0116 2689400 for Doncaster Road Branch Surgery;

0116 2736330 for East Park Road Main Surgery.

Please note, if you would like an appointment with a healthcare professional of your choice, we will try our best to offer the next available routine appointment with that healthcare professional. However, there may be times when this may not be possible and therefore we will offer an appointment with an alternative healthcare professional. During the cases of emergencies, we will offer an appointment with any GP.

Please note that due to the recent COVID-19 pandemic we book telephone consultations and patients are called in face to face at the doctors request.

Telephone Consultations (Call-back service)

If you would like to speak to a healthcare professional over the telephone, you can do so simply by contacting the practice and requesting for a telephone consultation.

Cancellations

We also do encourage patients to attend their appointments, if it is no longer required or you are unable to attend then please contact the practice to cancel so we are able to offer the appointment to someone else who requires it or re-arrange.

Please note if you are between 16-75 years of age and have not attended the surgery in the last 3 years, please contact the surgery to book in for an annual review. This also applies to those over the age of 75 years who have not been reviewed within the last 12 months.

Home Visits

Home Visits are normally only available if your illness makes it impossible to attend the Surgery or for house bound patients, and when the doctor accepts a request having obtained sufficient information of the medical condition. The doctor may give advice over the telephone if they think a visit is not necessary. Any patient requesting a home visit should call as early in the day as is possible, following which you will be called back by a GP, who will then arrange a home visit appointment if there is a clinical need.

We do encourage to see patients at the practice where possible, if you cannot wait for long we can make alternative arrangements to be seen during a lesser waiting time.

Results

All abnormal blood results and hospital letters requesting further action will be notified by the Practice by telephone or a letter.

Repeat Prescriptions

Repeat prescriptions will be ready for collection within two working days; 48hours' notice will normally be expected for non-urgent medicines. Always bring *all* medicines, if you need to sort them out, in case you may be mixing up undesirable combinations. From time to time the doctor will review 'Repeat Prescriptions'. Repeat prescriptions can be collected between 08:00am and 6:30pm.

To request your repeat medication simply tick the boxes on your repeat slip for the medications required and then you can either drop it off in the repeat prescription box at the surgery or post it to us. You can also request your repeat prescriptions through our online service.

Please note, we no longer allow pharmacies to request for medications on the patients' behalf unless the patient has a severe mental illness, is housebound, lives alone with significant reduced mobility and does not have a carer, end of life or are currently taking a blister pack from pharmacies.

Online Services

You can also use our online services to book appointments and make repeat prescription requests. In order to use this service please click [here](#) or ask at reception for a consent form which needs to be completed and returned to the surgery, where you will be provided with login details.

Sick Notes (MED3)

On the first day of illness, you must inform your employer.

If you are still not capable to work after the third day, a self-certification form will need to be filled and given to your employer. This will cover the first week of absence from work, it includes bank holidays and weekends. The self certification form can be obtained from your employer or the DSS website <http://www.hmrc.gov.uk/forms/sc2.pdf> or simply click [here](#).

If you feel there is a need to be off work for more than one week, you must book a routine appointment to see the doctor, who will assess this further. Sick notes will not be back dated unless advised by the doctor or by the hospital doctor who has advised you to stay off work but may have failed to give you a MED3 certificate.

Named accountable GP

All of our registered patients have been allocated a named accountable GP. Newly registered patients will be informed of their named accountable GP during the registration process. The purpose of a named GP is to take responsibility for the co-ordination of all appropriate services and ensure they are delivered where required (based on the named GP's clinical judgement) to each of their patients. The named GP will deal with all correspondence received from hospitals and other organisations regarding your care, and will review any repeat medication you have. Having a "named GP" does not mean that this is the only doctor or clinician at the practice who will provide you with care. If you need to be seen urgently this may be with any of the doctors working that day.

Summary Care Records

The NHS Summary Care Record has been introduced to provide an option of who you would like to share your health information with. The Summary Care Record contains basic information such as: allergies you may have, unexpected reactions to medications and any prescriptions you have received. The reason behind this is to allow the Accident and Emergency department and the Out of Hours services to help treat you in a safe and effective manner. They will only be able to access records with your authorisation. Each time you access an out of hours service you will be asked whether they are able to access your records unless it's an emergency e.g. if you're unconscious. You have the right to refuse access if you think it's unnecessary to see your records. Those under the age of 16, their parent(s)/guardian(s) will need to select the appropriate option. For further information please click [here](#) or request for a leaflet in reception.

If you are happy for a Summary Care Record to be set up you do not need to take further action. If you want to Opt out of the Summary Care Record please click [here](#), or request in reception, complete the form and return it to the surgery.

Electronic Data Sharing Model

The NHS usually shares the information from your records through fax, email, phone or post. This may sometimes cause a delay in the treatment you receive. East Park Medical Centre uses a **secure computer system** called Systmone which allows the share of full electronic records across a range of NHS care services. This patient record sharing system will allow patients to decide whether they would like their information to be shared from the surgery this is called **sharing out** or from the other services this is called **sharing in**. For further information please click [here](#) or ask for a leaflet in reception.

Please click here to download the consent form or ask for a copy at reception and return completed to the surgery.

Access to Medical Records

The Data Protection Act 1998 and General Data Protection Regulations 2018 specifies that individuals have the right to access information about themselves including medical records either in electronic or paper format. This is known as the "right of subject access". There are some exceptions to this ruling:

- Access may be refused if healthcare professionals believe the information in the records is likely to cause serious harm to the patient or another person;
- Details about third parties (information which may identify someone else, unless that person gives permission) might be removed from the records.
- If applying for access on behalf of someone else, written consent or a power of attorney is required.

The Data Protection Act

The General Data Protection Regulation came into effect on 25th May 2018. It replaces the Data Protection Act 1998 and other Data Protection regulations; it is designed to ensure there are greater obligations on how organisations handle personal data. It applies to organisations within the EU, as well as those outside the EU who offer services within the EU. We have a legal obligation under the General Data Protection Regulation to ensure that all information held and processed about you complies with the principles. Sometimes the law requires us to pass on information, for example, sudden death. We only ever pass on information about you if people have a genuine need for it and it is in your best interest that information is disclosed. Most data we disclose is anonymised i.e. your personal details are not disclosed.

If we do need to disclose information about you to other parties, for example, for medical research purposes, it is usually with your written consent. Anyone who receives information from us is also under a legal duty to keep it confidential.

Your records can be accessed by any health professional e.g. Accident and Emergency Department, Urgent Care Centre. Please ensure you give the appropriate consent for sharing records.

Patient Confidentiality

We respect your right to privacy and we keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please call our practice manager at our main Surgery.

NHS Zero Tolerance

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar respectful way. We support the NHS Zero Tolerance policy and any patient using threatening or violent behaviour against a member of staff or another patient will be reported to the police and removed from the patient list. Patients who use abusive and inappropriate language will receive a warning and any continuation of the inappropriate behaviour could result in removal from the patient list.

Compliments, Comments, Complaints & Suggestions

We aim to provide the best possible service to our patients and clients, however sometimes things may go wrong, and we welcome and appreciate your comments and suggestions to help us improve the quality of service we offer. Equally, if you have any complaints, we have an established practice-based complaints procedure, if you require a copy please contact the Practice Manager, who will ensure you get a copy and ensure any concerns you have are dealt with as soon as possible.

Patient Participation Group (PPG)

The aim of the PPG is to make stronger the relationship between patients and their practices, which is critical to the provision of modern, high-quality general practice. Working alongside the Practice staff it provides a representation for patients on what can be improved at the Practice, and what the patients can also improve. Group members are expected to attend meetings on a quarterly basis. This will allow a discussion to take place and help the surgery to provide the best service possible. Overall the main aim is to help patients get the best from their doctor and for doctors to get their best from patients. The PPG group members are:

Harish Patel
Dilip Chohan
Neeta Kachela

Yakub Patel
Jitendra Parekh
Kirit Mistry

To contact the members simply put your suggestions in writing and give them to reception who will kindly pass the information on; or you can email your suggestions directly to ppgatepmc@gmail.com

How You Can Help Us To Help You

- ✓ Please keep the appointment you have made, or cancel it well in advance to allow other people to be seen to sooner.
- ✓ Please reserve urgent appointments for problems that cannot wait. This way the doctors can deal with urgent problems as soon as possible.
- ✓ Please think ahead if you are taking regular medication; remember to request a repeat prescription in good time. If you need to see a doctor, do book an appointment in advance. This will avoid taking up urgent appointment.
- ✓ Please phone for essential home visits as early as possible so the doctors can plan their visits efficiently.
- ✓ During out of hours or when the surgery is closed, call the doctor out in cases of emergency only. An urgent matter does not necessarily mean an emergency.
- ✓ Individual appointments are for one individual patient only.
- ✓ If you feel you need a longer appointment, please advise the reception staff when you book the appointment.
- ✓ If you change your name and/or your address please inform the Practice as soon as possible.
- ✓ Please always listen to, and follow advice. If you are unsure about anything, please ask the doctor or nurse.
- ✓ Please try to keep all telephone conversation as brief as possible so that the telephone line can be available for other patients too.
- ✓ It often helps to see the nurse with minor injuries and routine Blood Pressure checks to save time, or before seeing a doctor. Sometimes the nurse can help to assess the emergency to help you see a doctor without unnecessary delay.
- ✓ Appointments with doctors are generally geared for 10 minutes; patients are therefore advised to keep to the main complaints rather than having a list of complaints.

Other local NHS services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

Remember

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out-of-date medicines back to the pharmacy

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS 111 for details.

Walk-in-Centres and Urgent Care Centres in Leicestershire

Loughborough Urgent Care Centre
Loughborough Hospital
Hospital Way
LE11 5JY

Out of hours

NHS 111 is available 24 hours, 7 days a week. Calls are free from landlines and mobile phones. A team of fully trained advisors will assess your symptoms and direct you to the appropriate service.

Call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to the Accident and Emergency department or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next

For less urgent health needs contact your GP or local pharmacist in the usual way.

For immediate, life-threatening emergencies such as experiencing severe chest pains, loss of blood or suspected broken bones go to your nearest Accident and Emergency department or call **999**. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Healthcare hubs

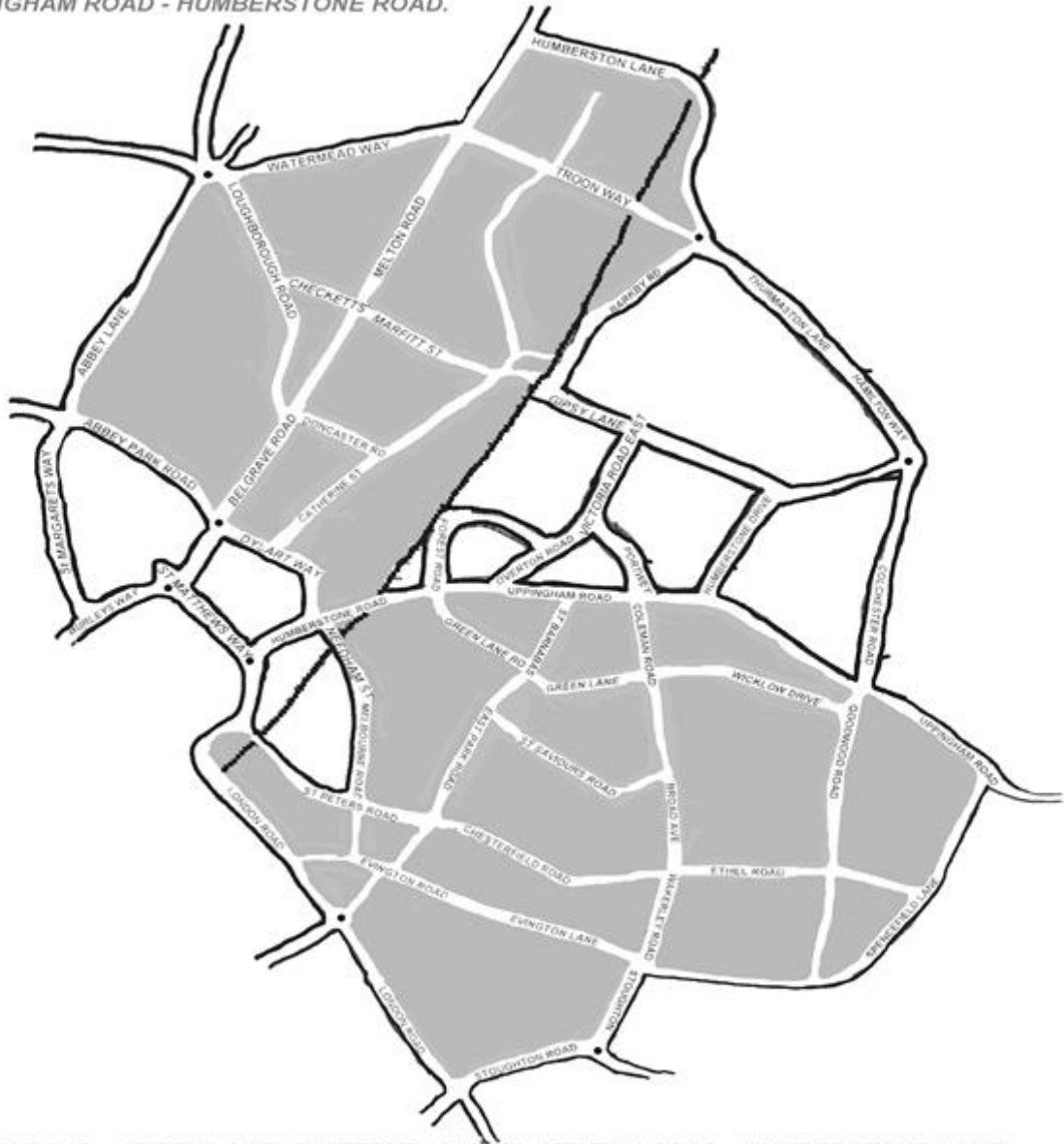
The Healthcare hubs provide a GP or nurse appointment during evenings, weekends and bank holidays to patients who are registered at any Leicester City practice. If you are unable to get an appointment with your GP or your surgery is closed, you can call the NHS 111 service for advise and they will assess your situation, if they feel you need to be seen they will book an appointment for you at one of the hubs. They offer the same services as your practice except for home visits and telephone consultations.

There are currently four healthcare hubs across the city as follows:

Healthcare Hub	Address
Merlyn Vaz Health and Social Care Centre	1 Spinney Hill Road, Leicester, LE5 3GH
Westcotes Health Centre	Fosse Road South, Leicester, LE3 0LP
Belgrave Health Centre	52 Brandon Street, Leicester, LE4 6AW
Saffron Health	509 Saffron Lane, Leicester, LE2 6UL

Area Covered By Our Practice

ABBEY PARK ROAD - ABBEY LANE - WATERMEAD WAY - MELTON ROAD - HUMBERSTONE LANE - BARKBY ROAD - CATHERINE STREET - (ALONG RAILWAY LINE) - DYSART WAY - NEEDHAM STREET - MELBOURNE ROAD - ST PETERS ROAD - SPARKENHOE STREET - LONDON ROAD - STOUGHTON ROAD - STOUGHTON DRIVE WAKERLEY ROAD - SPENCEFIELD LANE - GOODWOOD ROAD - WICKLOW DRIVE - COLEMAN ROAD - UPPINGHAM ROAD - HUMBERSTONE ROAD.



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Please visit our website www.eastparkmedicalcentre.co.uk and enter your postcode to see if your address is within our practice catchment area or visit www.nhs.uk to find your nearest surgery.

NHS Primary Care Services provided by NHS England

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

General Post (including complaints): NHS England, PO Box 16738, Redditch, B97 9PT

Our opening hours are: 9am to 3pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.