

SURGERY INFORMATION

Manor Park Medical Practice



Parker Drive

122 Parker Drive Leicester LE4 0JF

Tel. 0116 235 3148 Fax. 0116 235 4816

Manor Medical

577 Melton Road Thurmaston Leicester LE4 8EA

Tel. 0116 269 6765 Fax. 0116 269 6980

www.manorparkmedicalpractice.co.uk

WELCOME TO THE PRACTICE

THE PARTNERS

Dr Durai Raj Jawahar (Male) Executive Partner
MBBS Reg Sept 1972 Madras

Dr Periathambi Selvakumar (Male)
MBBS MS FRCS Reg 1985 Madras
Special Interest/Skills: Minor surgery

Dr Rajan Donald Reuben (Male)
BSc, MBBS MRCP (UK) Reg Dec 1992 Punjab
Special Interest/Skills: Rheumatology

Dr Amit Sinha (Male)
MBBS Reg 2001 Madras

Dr Tejpal Atwal (Male)
MChB JCPTGP MRCP Reg 1993 Leeds

Dr Dipak Dayah (Male)
MChB Reg 1995 Dundee

THE PRACTICE TEAM

Mrs Becky Powell - Practice Manager - based at Parker Drive Medical Centre
Mrs Linda Nolan - Practice Manager - based at Manor Medical Centre

Receptionists

Parker Drive

Cheryl Hastings - Admin
Claire Sadler - Admin
Liz Price
Karon Pyatt
Gulzar Jamal

Manor Medical

Mandy Leavis - Secretary
Lorraine Jesson
Liz Parsons
Gita Rana
Amy Shuttlewood
Denise Stimpson

Nurses

Our nurses can be called to either surgery, so you could be seen by:
Hayley Green RN Dip HE adult nursing
Melissa Wolfe RN Dip Nursing/Mental Health

Data Clerks

Susan Wilson
Laura Knapp
Della Thwaites
Lee Knapp

Healthcare Assistants

Pamela Nolan
Jill Burditt
Lisa Robinson - Phlebotomist
Amy Shuttlewood - Phlebotomist

STAFF ATTACHED TO THE PRACTICE

District Nurses Health Visitors Midwives (Birstall Team)

Practice Therapists - They are available by GP referral to deal with common mental health illnesses such as depression, anxiety and stress.

OPENING HOURS PARKER DRIVE

Parker Drive, 122 Parker Drive, Leicester. LE4 OJF
Tel: 0116 2353148

| | |
|-----------|--|
| Mon - Fri | 8.00am - 6.30pm |
| Thurs | 8.00am - 1.00pm (1.00pm - 6.30pm - Manor Medical open for access) |
| Sat | Alternate weeks 8.00am - 1.00pm |

SURGERY HOURS - Consultations by appointment only

| | | |
|-----------|---|-----------------|
| Mon - Fri | 9.00am – 12.00 noon | 3.30pm – 6.00pm |
| Thurs | 9.00am – 12.00 noon | |
| Sat | Urgent pre-bookable appointments available alternate weeks 8.00am – 1.00pm | |

OPENING HOURS MANOR MEDICAL

Manor Medical, 577 Melton Road, Thurmaston, Leicester. LE4 8EA
Tel: 0116 2696765

| | |
|-----------|---------------------------------|
| Mon - Fri | 8.00am - 6.30pm |
| Sat | Alternate Weeks 8.00am – 1.00pm |

SURGERY HOURS - Consultations by appointment only

| | | |
|-----------|---|-----------------|
| Mon - Fri | 9.00am – 12.00 noon | 3.30pm – 6.00pm |
| Sat | Urgent pre-bookable appointments available alternate weeks 8.00am – 1.00pm | |

We are committed to giving the best possible service to our patients and ask that you:

- Arrange appointments for as far in advance as is appropriate.
- Please help other patients by not requesting an urgent appointment for a problem that can wait a day or so.
- If you cannot keep your appointment please let us know as soon as possible as it can always be used by someone else. Repeated failure to keep appointments without cancelling them may result in removal from our list.
- Arrive promptly for your appointment.
- Please report to reception on arrival or use the automated check in screen.
- Every effort is made to try to get you seen by your doctor of choice, however, if there are no available appointments you will be given an appointment with another DOCTOR.
- To assist the practice in keeping to our appointment times, please book one appointment for one health issue you may have. This will enable the clinician to deal thoroughly with your problems.



We Care For Your Health

| OPENING HOURS | |
|---------------------------|-------------------------------|
| Mon, Tues, Wed, Fri | 9.00am - 1.00pm 2.00 - 7.00pm |
| Thursday | 9.00am -1.00pm |
| Saturday | 9.00am - 5.30pm |



FREE COLLECTION OF REPEAT PRESCRIPTIONS

(See Below For Further Details)

- NHS & PRIVATE PRESCRIPTIONS DISPENSED
- CONFIDENTIAL PREGNANCY TESTING
- NURSING & RESIDENTIAL HOMES SERVICES
- COMPUTERISED PATIENT MEDICATION RECORDS
- BLOOD PRESSURE TESTING
- AROMATHERAPY & HOMOEOPATHIC MEDICINES

575 Melton Road, Thurmaston
 Leicester LE4 8EA
 (We are next to Manor Medical Centre)
 Tel: 260 0876



FREE PRESCRIPTION COLLECTION SERVICE

TO REGISTER FOR THIS FREE SERVICE SIMPLY FILL IN THIS FORM AND FORWARD IT TO P.T. PATTANI CHEMIST

Patient's Name.....
 Address.....
 Tel..... Signature.....
 Doctor's Name.....
 Address

Dear Doctor,
 The Pharmacist at P.T. Pattani Chemist has undertaken to collect my repeat prescriptions from your surgery and have them ready for me to collect. (Alternatively, he may deliver them to me.) I am happy for him to do this until further notice. If you are agreeable I will remind your surgery when I request prescriptions in future.

Thank you.

BOOKING AN APPOINTMENT

All surgery times are by appointment and based on 10-minute consultations. Appointments may be made in person, by telephone or using our system Online Service up to two to three weeks in advance.

A telephone triage consultation service is offered every morning Monday -Friday for patients requesting to be seen on that particular day or for anyone wanting advice from the doctor/nurse. Please inform reception when making an appointment if you think you will require longer than a 10-minute appointment.

If you are unable to keep your appointment please cancel so that another patient may use it. If you need to be seen urgently the receptionist will advise you.

You will be registered with one doctor; however, you are free to see the doctor of your choice within the practice as long as you are prepared to wait if his appointments are full.

We would advise you to consult the same doctor whenever possible.

Please make one appointment for each person wishing to be seen.

If you are disabled (or accompanying a disabled person) with particular needs, please inform the receptionist when you make your appointment.

Please inform us if you are hard of hearing.

ONLINE SERVICES

Our practice is now enabled for online services. These include:

- Repeat prescriptions
- Appointment booking/cancellations
- Alteration of details
- Medical Record viewing (Summary Care Record and Detailed Coded Medical Record).

In order to make use of this facility, you must be registered as a patient with our practice. Only then can you register with this service. You can register with this service by attending the surgery only. The surgery will issue you with a registration letter. You must obtain this letter in person from our practice. You cannot create a registration account without one.

To obtain a user ID and password you will need one form of photo ID and one recent proof of address, for example a utility bill or bank statement.

TELEPHONE ADVICE

We offer a telephone triage service every morning Monday to Friday, whereby if you need to be seen that day or need advice by the doctor/nurse they will call you back and consult with you over the telephone. If it is found that your problem is urgent and you need to be seen, you will be offered an appointment on that day or given a mutually agreed appointment time.

NURSE SPECIALIST

A nurse specialist may be available to treat minor illnesses such as urine, ear and chest infections, sore throats and skin complaints as well as administering emergency contraception.

NHS 111 SERVICE

The new NHS 111 service is now available to all our patients. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones - just dial 111. This service will

- Replace the old out-of-hours phone number - you should dial 111 if you need medical advice when the surgery is closed.
- Replace NHS Direct - you should dial 111 if you need health information or advice
- Help you to access the correct local urgent health care service if you need urgent care, at any time.

You can call 111 when you need medical help fast but it's not a 999 emergency. When you call 111, a trained advisor will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hour doctor or a community nurse. NHS 111 uses Type Talk for people who are hard of hearing, and has interpreters available for callers who do not speak English. You can call 111 from anywhere in England.



Do you or a family member need care and want to stay in your own home?



This type of decision can be difficult for families. Contact a local care agency to discuss your needs today.

Beaumont Hall Care Home

a great place to live

01162 323 291

ideal carehomes
idealcarehomes.co.uk


Would talking help?
Why wait for an appointment on the NHS? There may be a qualified local counsellor that could see you today and help you get back to the real you more quickly. **Call a private counsellor for more details now!**

**MANDY MOORE
COUNSELLING AND PSYCHOTHERAPY SERVICE**

Treatment and support for people who are experiencing emotional and /or mental health problems.
To see if I can help you call: **07588 655886**
www.mandymoorecounselling.co.uk



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When to use it

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E 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 us at the surgery or your local pharmacist in the usual way. If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to call 999.

PATIENT RIGHT TO CONSENT OR WITHDRAWAL OF CONSENT

In certain circumstances the practice may require your consent for certain treatments/procedures. You have the right to withdraw this at any time.

NAMED ACCOUNTABLE GP

We have allocated a named accountable GP for all patients registered at the surgery in accordance with NHS General Medical Service's guidance.

The 'named accountable GP' has the lead responsibility for ensuring the coordination of your care. This does not mean that you will only be able to see that particular doctor when attending the surgery, you are still free to see any doctor of your choice.

If you would like to know which doctor you have been allocated to please speak to reception or doctor/nurse at your next visit to the practice or if you are calling us for another purpose. Please do not make a special journey, or call the surgery just for this. If you would like to change your 'named accountable GP' we shall do all we can to accommodate this.

NHS URGENT CARE/WALK-IN CENTRES

These offer fast and convenient access to a range of NHS services, including health information, advice and treatment for a range of minor illnesses (cough, colds, infections) and minor injuries (sprains, sprains, cuts).

These centres should only be used when the surgery is CLOSED, patients who need to be seen within normal surgery hours are encouraged to always contact the surgery first.

Your local Urgent Care Centre provides care 24 hours a day every day and can be found at:

Leicester Royal Infirmary, Infirmary Square, Leicester LE1 5WW.

Loughborough Urgent Care Centre, Loughborough Hospital, Hospital Way, LE11 5JY.

Tel: 01509 611 600

Oadby Urgent Care Centre, 18 The Parade, Oadby, leicester LE2 5BJ.

Tel: 0116 271 1360 open weekdays 8.00am-9.00pm weekends/Bank Hols 8.00am-8.00pm.

Walk in Centres: Merlyn Vaz Health Centre, Spinney Hill Road, Leicester LE5 3GH.

Tel: 0116 2429450 open 8.00am-8.00pm 365 days a year.

CARE AT YOUR LOCAL PHARMACY SCHEME

Our practice is participating in the 'Care at your local pharmacy' scheme. This offers you the chance to see your pharmacist and, if necessary, receive medicines under the NHS for certain problems. You can drop into any of the participating pharmacists (contact the receptionist at the surgery for details of the participating pharmacists) or, if more convenient, call in advance for an appointment.

They can see adults and children suffering from the following:

Sore throat, cough, cold or nasal congestion, back pain, sprain or strain, high temperature, headache or earache, vaginal thrush, tummy upset, indigestion or heartburn, diarrhoea, constipation, head lice, chickenpox and hayfever.

Attract more business by placing your advert here. Simply call 0800 0234 196.

Stay in touch with our website: www.manorparkmedicalpractice.co.uk

HOME VISITS

These are for patients who are housebound or too ill to go out.

Please phone before 10.30am, giving the full name, address and telephone number of the patient and some details of their condition so that the doctor can assess the priority/urgency of the visits. The doctor is likely to ring you back to assess the situation further and to see if a home visit is required.

Visits are usually done after morning surgery and, depending on priority, there may be a delay before being seen. If you feel the patient is too ill to wait, please inform the receptionist.

Please remember several patients can be seen in surgery in the time it takes to do a home visit. The doctor also works more efficiently in the surgery, and has easy access to nursing help, emergency drugs, hospital communications and equipment that cannot be brought to your home.

REPEAT PRESCRIPTIONS

If you are on long-term medication, you will be given a computerised prescription reordering slip. This allows you to reorder repeat medication without seeing the doctor every time. After a specified number of repeats (usually three or six months), you will be required to see the doctor or the nurse for review to ensure that all is well before further prescriptions are issued. We are sorry for any inconvenience caused by this but we feel this policy is essential FOR good medical practice.

The repeat prescription slip should be handed in to the surgery. Please allow two complete working days before collection and make allowances for weekends and holidays. Alternatively, you can post this to us, ticking off the items you require and sending a stamped, self-addressed envelope, and we will post your repeat prescription back to you or you can sign up for the 'system online' repeat prescription ordering service.

If you are going on holiday and ordering earlier than you should be, please make a note of this on the bottom of the prescription.

We do not take telephone requests for repeat prescriptions as this can lead to mistakes.

PLEASE DO NOT ASK THE DOCTOR DURING A CONSULTATION OR ON A HOME VISIT FOR A REPEAT PRESCRIPTION.

Some of the local pharmacies operate a prescription collection service and will collect your prescriptions for you. This will enable you to collect your medication directly from the pharmacy without having to collect the prescription at the surgery.

Please contact reception who will advise you of the participating pharmacies.

ELECTRONIC PRESCRIPTION SERVICE (EPS)

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

What does this mean for you?

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Is this service right for you?

Yes, if you have a stable condition and you:

- don't want to go to your GP practice every time to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- don't get prescriptions very often.
- pick up your medicines from different places.

How can you use EPS?

You need to choose a pharmacy for your GP practice to electronically send your prescription to. This is called nomination.

Ask any pharmacy that offers EPS to add your nomination for you. You don't need a computer to do this.

Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

ENQUIRIES AND RESULTS OF TESTS

You will be advised by the person taking the test how long you can expect to wait before the results are returned to the practice.

All results are checked by the doctor and we usually only contact patients if the result is abnormal or the doctor requires you to be reviewed.

It is your responsibility to contact the surgery following any test usually after two weeks unless we have contacted you beforehand either by text, letter or telephone.

To obtain your results, please telephone the surgery between the hours of 12 noon and 3.00pm when staff will have more time to help and be able to advise you whether you need to make an appointment to be seen at the doctor's request.

PATIENT REGISTRATION AND CHANGE OF PERSONAL DETAILS

To register at the practice (providing our list is open to accept new patients) you must present your medical card as this contains all the information required to obtain your medical records from your previous doctor.

We can only register patients onto our list who have recently moved into our practice area (see map at the back of this booklet), family members and those who find themselves outside their current practice area and now included in ours (in this instance you will have received a letter from the Registration Department and should bring this with you when you register here).

All new patients who register with the practice will need to complete a short questionnaire which will ask various health-related questions. This is to enable us to identify any health issues you may have whilst we are waiting for your complete medical records to arrive from your previous doctor.

If you are already registered and change your name, address or telephone number you must let the practice know. This will avoid any problems or embarrassment when trying to contact you or arrange for medication or appointments. If you move outside the practice area please do not assume that we can continue to look after you. If you have any doubts please check with the doctor.

TEMPORARY RESIDENTS

If you fall ill away from home anywhere in the UK you may see any doctor by registering as a temporary resident. If anyone is staying with you and needs a doctor please call the reception for details of what to do.

SICK NOTES

The regulations on sick pay are as follows:

- On the first day that you are ill and incapable of work, you should inform your employer.
- If you are still incapable of work after the third day, you will need to obtain a self-certification form, available from your employer or DSS Office. A self-certified sick note covers your absence from work for the first seven days of your sickness (including bank holidays and weekends). If you think you may need to be off work for more than one week, please book a routine appointment at this time too, for about the day your self-certification will expire. If you recover and return to work, please telephone us as soon as you know this so we can offer your appointment to another patient.
- You are only entitled to an NHS Med 3 certificate (sick note) if the doctor concludes that you are sufficiently incapacitated by your symptoms: that will be a medical decision based on the facts. Sick notes will NOT be back-dated unless you have seen or spoken to a doctor in this practice who has advised you at an earlier date that one will be issued, or there is written evidence that a hospital doctor has advised you that you cannot work, but failed to issue you with an appropriate sick note at the time you were in hospital.

REFERRAL

The Choose and Book scheme allows you to choose your hospital or clinic and book an appointment with a specialist.

When we agree that you need to see a specialist, you will be able to choose from a selection of hospitals or clinics. You will also be able to choose the date and time of your appointment.

The benefits of Choose and Book are:

- You can choose from at least four hospitals/clinics.
- You can choose the date and time for your appointment.
- You experience greater convenience and certainty. (Under the old system, your hospital or clinic chose the date and time of your appointment. This may not have been convenient for you. With Choose and Book, the choice is yours.)
- There is less chance that information will get lost in the post because more correspondence takes place via computer systems.

ANTIBIOTICS

The doctors do not prescribe antibiotics for simple coughs and colds; if you are concerned about your symptoms you can have a telephone consultation with the doctor to reassure you that you do not have an infection as medical research has proven that antibiotics are ineffective in the treatment of viral illnesses.

Paracetamol and plenty of fluids should ease your symptoms until the virus leaves your body. You may also wish to take advantage of the minor ailment scheme as pharmacists will be able to recommend treatments to ease your symptoms.

MINOR SURGERY

Please discuss any requirement for minor surgery with the doctor.

OTHER SERVICES

Our practice nurses offer the following services:

Asthma, diabetes, heart disease, COPD clinics, NHS health checks, cervical smears, travel vaccinations, child immunisations, injections, dressings, blood taking, dietary advice, weight control advice, smoking advice, ear syringing, routine urine, blood pressures, blood tests for spot diagnosis of diabetes, 24hr BP monitoring and Spirometry assessments. The doctors give advice on family planning, child health and counselling.

FLU AND PNEUMOCOCCAL VACCINATION CLINICS

It is recommended everyone over the age of 65 or patients who suffer with a chronic disease is vaccinated against flu each year. You will also be offered a pneumococcal vaccination if you have not previously been vaccinated for this.

These clinics run in addition to normal surgery hours; please see reception for more details.

HEALTH VISITORS

There are health visitors attached to the practice, all of whom are trained registered general nurses with additional training in family health. There are also children's nurses and nursery nurses who complement the health visiting team.

In general, health visitors work with children from birth to five years old, and their families. They undertake a system of assessing the development of children known as the "Child Health Surveillance Programme" but are available to offer advice on any matters regarding family health. You can chat to a member of the health visiting team or have your baby weighed at separate clinics held at various venues.

Please contact your health visitor who will advise you of these clinics Tel: 0300 3000 007.

CHILDHOOD IMMUNISATION CLINICS

It is very important that all babies and children are fully immunised. Illnesses such as diphtheria, tetanus and polio are now thankfully rare because of current immunisation policies, but if contracted can be crippling or even fatal. Whooping cough causes a distressing illness with prolonged coughing and vomiting which can last for months. It can lead to permanent lung damage and occasionally brain damage. Small babies are particularly at risk and so it is important that they are immunised as soon as possible. Hib causes a type of meningitis which particularly affects babies and toddlers. Meningitis C is another form of meningitis. Measles is an unpleasant illness which can cause pneumonia and permanent lung damage. Mumps is a common cause of meningitis and can also cause permanent deafness. Rubella (German measles) can cause major deformities in babies if it is passed on to mothers in early pregnancy. If you have any worries or questions about any aspect of your child's immunisations, please feel free to discuss them with your doctor, the practice nurses or health visitors.

You will be notified by card from the Immunisation Department or by a letter from the practice of when your child is due for immunisation.

These clinics are held at the surgery as follows:

Parker Drive - Tuesdays 1.30pm - 2.30pm

Manor Medical Centre - Thursdays 9.00am - 11.00am

Please note: If any of these clinics are unsuitable for you to attend for immunisation, contact reception and we can arrange an alternative appointment within surgery hours.

CLINICS

We provide the following clinics at both surgeries. To attend one of these clinics please phone reception and ask for an appointment.

Heart Disease Prevention, Asthma, Diabetes, COPD and NHS Health checks.

NON-NHS EXAMINATIONS

Medical examinations for special purposes eg. elderly drivers, pre-employment, fitness to travel, HGV/PSV, sports fitness etc, are not undertaken during surgery times. As special appointments must be made, a fee will be charged.

ACCESS FOR THE DISABLED

Access for disabled patients is available at the front entrance to the surgeries; specially designed toilet facilities are also available. At Manor Medical Centre we have a lift for access to the first floor. Access is also available here for patients with prams, pushchairs and buggies, although we do request prams etc be left in the lobby area to avoid congestion in the waiting room. Some doctors have consulting rooms upstairs but a room is available downstairs for your consultation if required. If you have difficulty climbing the stairs, please inform the receptionist who will arrange for the doctor to see you in a consulting room downstairs. If you require any further specific help, please ask at reception.

CHILDREN

We appreciate that children are naturally noisy and restless. However, for the sake of sick and elderly people, we would ask you to minimise noise by, for example, reading to them or bringing a suitable toy.

CHAPERONES

Chaperones are available during intimate or personal examination. Please ask at reception.

REGISTER AS A CARER

It is important to let us know if you are a CARER for one of our patients.

Sometimes when people are looking after someone they can get tired or frustrated and would like to know that there is someone outside the family who might understand and can help them. If we know that you are a main carer, we can offer you that help.

Not only can we take greater care of you, but we also need to know who is supporting our patients. The information you give us will be added to the notes of the person you are caring for, so we can contact you quickly in an emergency or if we have any other concerns. Also if you have concerns we know we can talk to you, as the main carer, with their permission.

To notify us that you are supporting one of our patients, please speak to one of the receptionists.

ZERO TOLERANCE

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the NHS.

The doctors, nurses and staff in this practice have the right to do their work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right. At no time will any such behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

INFORMATION ABOUT YOU/CONFIDENTIALITY

The practice is now fully computerised and abides by the terms of the Data Protection Act 1998. Your medical records, both computerised and written, are held within the terms of the Act. Members of the primary health care team at the surgery will have access to your health records in order to maintain them and manage your health care. The hospitals, Primary Care Trusts and Primary Care Contractor Services (formerly Leicestershire Health) will be allowed access to your records for specific requests only. 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 ie your personal details are not disclosed.

Periodically, for audit purposes, PCT staff or outside agencies such as specialist nurses in chronic disease management may need to have access to your medical records if they are supporting us with projects/clinics. All of these persons will act within the terms of the Act. Anonymised patients' data may be used for research that is in the best interest of patients and the NHS as a whole.

To maintain our computerised medical records it may also be necessary to allow our computer software supplier and support team to have access to the system. Again all of these persons will act within the terms of the Act.

If you do have any comments or objections regarding the above, please let reception know.

SUMMARY CARE RECORD (SCR)

A Summary Care Record is an electronic record that's stored at a central location. As the name suggests, the record will not contain detailed information about your medical history, but will only contain important health information, such as:

whether you're taking any prescription medication

whether you have any allergies

whether you've previously had a bad reaction to any medication

Access to your Summary Care Record will be strictly controlled. The only people who can see the information will be healthcare staff directly involved in your care who have a special smartcard and access number (like a chip-and-pin credit card).

Healthcare staff will ask your permission every time they need to look at your Summary Care Record. If they cannot ask you, e.g. because you're unconscious, healthcare staff may look at your record without asking you. If they have to do this, they will make a note on your record.

You have a choice. If you are happy for your information to be uploaded then you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to practice staff at reception who will provide you with an opt out form.

Please be aware that if you chose to opt out of SCR, this does not opt you out of the care.data or the Enhanced Data Sharing Model (eDSM), you must request that separately.

MEDICAL INTEROPERABILITY GATEWAY (MIG)

Whilst the 'Summary Care Record' (SCR) system makes a very small portion of your medical record available across the whole NHS (and can be viewed by a range of staff in an emergency), the MIG shares a much fuller view of your records but only with local NHS providers – and only when you give explicit consent to a doctor or nurse at the point of care. This local scheme is administered by our local I.T. Service Commissioners who have produced a poster and factsheet to inform you of these processes. If you should like to opt-out of the MIG entirely please let us know and we will add a code to your notes that will prevent any data uploads.

HOW WE USE YOUR HEALTH RECORDS

Risk Stratification - What is risk stratification?

There are two kinds of risk stratification:

1. The first kind is a process for identifying some patients within a Practice who might benefit from extra assessment or support with self-care because of the nature of their health problems. The process is a mixture of analysis of information by computer followed by review of the results by a clinical team at the Practice.

The analysis can, for example, help predict the risk of an unplanned hospital Admission so that preventative measures can be taken as early as possible to try and avoid it. In the end, it is the clinical team of the GP Practice that will decide how your care is best managed.

2. The second kind is a process for identifying patterns of ill health and needs across our local population. This will be done by pulling together all the information in an anonymised file (where your identity has been removed) to look at patterns and trends of illness across Leicester, Leicestershire and Rutland as a whole. This will help our Public Health Department and those in the NHS who are responsible for planning and arranging health services across Leicester, Leicestershire and Rutland (known as commissioners) better understand the current and possible future health needs of the local population. This will help them make provision for the most appropriate health services for the people of this area. This group of staff will not be able to identify you as an individual under any circumstances.

In both cases secure NHS systems and processes will protect your health information and patient confidentiality at all times.

What information about me will be analysed?

The minimum amount of information about you will be used. The information included is:

- Age
- Gender
- GP Practice and Hospital attendances and admissions
- Medications prescribed

Medical conditions (in code form) and other things that may affect your health such as height, weight for example.

How will my information be kept secure and confidential?

Information from your GP record will be sent via a secure computer connection to a special location called a 'safe haven' at NHS Arden and Greater East Midlands Commissioning Support Unit (NHS Arden & GEM CSU) in Leicester This safe haven carries special accreditation from the NHS. It is designed to protect the confidentiality of your information. There are strict controls in place. It enables information to be used in a way that does not identify you. The GP Practice remains in control your information at all times.

Before any analysis starts, any information that could identify you will be removed and replaced by a number. The analysis is done by computer. The results are returned to the GP Practice. Only your GP Practice can see the results in a way that identifies you.

What will my GP Practice do with the analysis?

The results can help the clinical team decide on some aspects of your future care. For example, if the clinical team at the Practice think that you might benefit from a review of your care, they can arrange this. You may then be invited in for an appointment to discuss your health and treatment. If the Practice thinks you might benefit from referral to a new service, this will be discussed with you firstly.

What should I do if I have further questions about risk stratification?

Please ask the Practice staff if you can speak to someone in more detail.

What if I want to opt out?

If you feel satisfied that you understand what risk stratification is but you do not wish to be included, you can choose to opt-out. In this case, please inform the Receptionist who can ensure that your information is not included.

ENHANCED DATA SHARING MODEL (eDSM) Patient Information

If you are a registered patient you will have an electronic medical record held on our secure clinical system, which is called SystemOne. A facility is now available whereby your record can be shared between clinicians and others, in different care settings, who are involved with your care. There are strict rules about sharing and you will be asked by each provider of care to consent to "sharing in" and "sharing out". If you consent your care record held by your GP practice or medical service will be shared with other medical services involved in your care such as district nursing, health visiting, physiotherapy, podiatry, Out of Hours (OOH) providers in our area, and Dr S.M Arolker & Partners. You will get asked about "sharing in" and "sharing out" just once per provider. You have a choice to say yes or no and can change your mind at a later day too.

Please be aware that if you chose to opt out of eDSM, this does not opt you out of the care.data or the Summary Care Record (SCR), you must request that separately.

To opt out of any of the above schemes - please speak to practice staff at reception who will provide you with an opt out form.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

ACCESS TO MEDICAL RECORDS

If you would like to see your records, please ask at reception for an application form explaining the process and the fee charged.

MANOR PARK MEDICAL PRACTICE

Our practice is a GMS Practice that offers general medical services to patients. The address for the PCT is:

NHS Leicester City

Fosse House, 6 Smith Way, Grove Park, Leicester. LE19 1SX

Tel: 0116 295 7500 Fax: 0116 295 7599

Any constructive suggestions and comments on how we can improve our services will be most welcome. If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate an in-house practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

FRIENDS AND FAMILY TEST

The NHS Friends and Family Test (FFT) is an important opportunity for you to provide feedback on the services that provide your care and treatment. Your feedback will help NHS England to improve services for everyone. Please take the time to complete one of our postcards within the surgery and post in the box provided or complete the short survey on the practice website. We shall publish the results on a monthly basis.

CARE QUALITY COMMISSION (CQC)

CQC are the independent health and adult social care regulator.

Their job is to make sure health and social care services provide people with safe, effective, compassionate, high-quality care and they encourage them to improve.

They do this by monitoring, inspecting and regulating services to make sure they meet fundamental standards of quality and safety and they publish what they find, including performance ratings to help people choose care.

Our practice is inspected by the Care Quality Commission (CQC) to ensure we are meeting essential standards of quality and safety.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in the way you wish and wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at the most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the date of the incident that caused the problem.

Complaints should be addressed to Mrs R Powell – Practice Manager, Manor Park Medical Practice, 122 Parker Drive, Leicester LE4 0JF. Alternatively, you may ask for an appointment with Mrs R Powell the Practice Manager in order to discuss your concerns. She will explain the complaints procedure to you and make sure that your concerns are dealt with promptly. It will be a great help if you are specific as possible about your complaint.

WHAT SHALL WE DO

We shall acknowledge receipt of your complaint within 3 working days and agree a reasonable timescale for undertaking an investigation into your complaint. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate and a written response to your complaint to include how the complaint was considered and what conclusions were made and if any further action required.
- Identify what we can do to make sure this problem does not happen again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness or disability) of providing this.

COMPLAINING TO OTHER AUTHORITIES

We hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following:

For Advocacy Service for Leicester/Leicestershire:

POhWER IMCA (Leicester, Leicestershire and Rutland complaints advocacy service).

This service is free, impartial and independent service for people wishing to complain, or have

already complained, about services provided by the NHS.

You can contact POhWER IMCA on 0300 456 2370.

For NHS England:

CCC, NHS England, PO Box 16738, Redditch, BG7 9PT

Telephone; 0300 3112233 email; england.contactus@nhs.net

HEALTHWATCH

The Healthwatch Helpline will help you find services to resolve any health and social care issues.

This includes help finding a GP, dentist or optician.

Contact the Healthwatch Helpline: 0116 251 8313

Email: information@healthwatchleicester.co.uk

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or write to them at: The Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP.

PRACTICE CHARTER

Our practice aims to provide appropriate and accessible primary healthcare services to meet the individual and cultural healthcare needs of our practice population.

Patients will be treated with courtesy and understanding where confidentiality will be maintained at all times.

We aim to:

- Enable you to see a doctor the same day if the problem is medically urgent.
- Provide a home visit if ILL HEALTH prevents you from attending the surgery.
- Process your repeat prescription requests within two working days and ask you to see a doctor/nurse every three months for a check-up if receiving regular medication.
- Run surgeries and clinics on time.
- Keep you informed of the services we offer and any appropriate information that affects your health and treatment.

Help us to help you:

- To provide an efficient and effective service by treating us with courtesy and understanding.
- Only request a visit out of surgery hours if it is a REAL EMERGENCY.
- Arrange appointments for as far in advance as is appropriate.
- Please help other patients by not requesting an urgent appointment for a problem that can wait a day or so.
- If you cannot keep your appointment please let us know as soon as possible as it can always be used by someone else. Repeated failure to keep appointments without cancelling them may result in removal from our list.
- Arrive promptly for your appointment.
- To assist the practice in keeping to our appointment times, please book one appointment for one health issue you may have. This will enable the clinician to deal thoroughly with your problems.
- Respond to letters immediately upon receipt.
- Inform us of any changes to your name/address/telephone number.

PATIENT PARTICIPATION GROUP (PPG)

The Practice runs a Patient Group and welcome's any new members. We would like to hear your views on what works, what doesn't and what improvements you would like to see at the Practice.

We try to involve as many registered patients in the group as possible, on a voluntary basis, (However the practice does have a right to refuse an individual if it considers it is in the best interest of the individual or the Practice) so that we can shape and develop the services that we deliver to you, to make sure we offer you the services that would expect and require. Your contribution would be valued and appreciated in helping us to help you, so we can give you the best quality health care. If you feel we do things well, we would like to know, so we can continue the good work!

What is involved?

Suggestions and Ideas

We would like to hear your views and ideas on what you would like to see from the practice, so we can identify areas for improvement and influence the development of the local health services.

Meetings

Members of the group meet at the practice every two months, to discuss the focus of any changes to be made and the outcomes.

Reporting Back

We publish on our website a report of the Patient group activity and subsequent achievements, patient survey results, newsletters and minutes of Patient Group Meetings.

What to do next?

If you are interested in joining, please ask at reception for an application form and return to the Practice.

Useful Websites

Asthma www.lunguk.org

Diabetes www.diabetes.org.uk

Heart www.bhf.org.uk

Healthy Eating www.eatwell.gov.uk

Disabilities www.radar.org.uk

Carers www.carers.gov.uk

Elderly www.ageconcern.org.uk

Stop Smoking www.nhs.uk/gosmokefree

Learning Disabilities www.childdevelopmentinfo.com

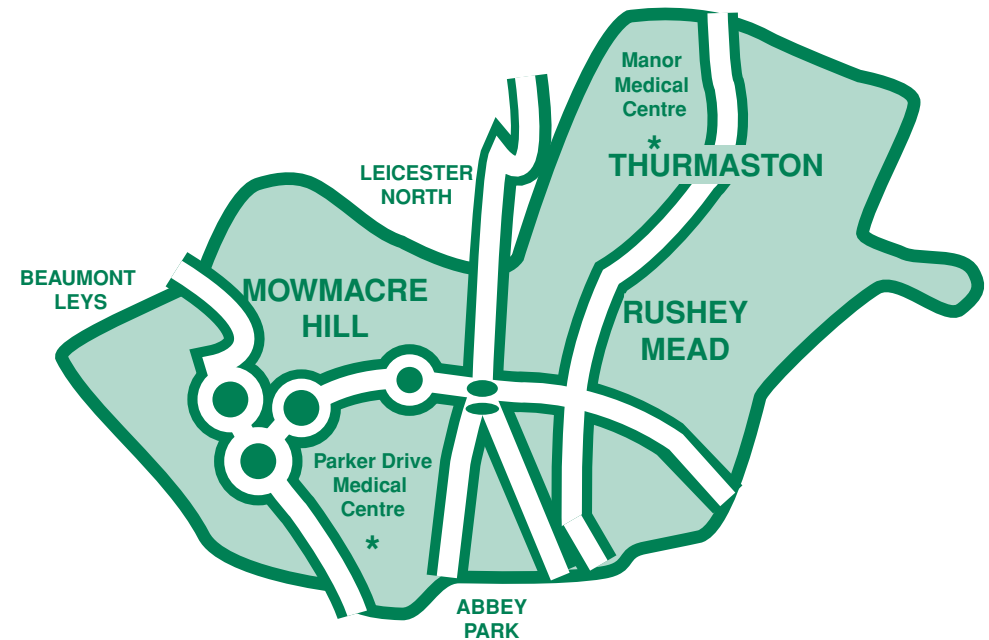
Premature Births www.bliss.org.uk

Benefits www.direct.gov.uk

Sittingbourne Housing Association www.accessplace.com

Domestic Violence www.refuge.org.uk

PRACTICE AREA



PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

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USEFUL TELEPHONE NUMBERS

SURGERIES

| | |
|--------------------------------------|---------------|
| Parker Drive..... | 0116 2353148 |
| Manor Medical | 0116 2696765 |
| Beaumont Leys Health Centre | 295 8700 |
| District Nurse (Belgrave Team) | 295 2200 |
| Health Visitor | 0300 3000 007 |
| Community Midwife..... | 258 4834 |
| Night Nurses | 295 8700 |
| Duty Social Workers..... | 255 1606 |
| Social Services County Hall..... | 232 3232 |
| Social Services (Greyfriars)..... | 253 1191 |
| Social Workers Beaumont Way | 299 5799 |
| (Meals On Wheels etc) | |
| Tilling Road - Beaumont Way..... | 299 5799 |

CHEMISTS

| | |
|--|----------|
| Parkem | 235 3530 |
| Home Farm (Brennans)..... | 235 9120 |
| Boots (Beaumont Leys)..... | 235 2500 |
| Pattani (Thurmaston)..... | 260 0876 |
| Sayfees (Thurmaston) | 269 4940 |
| POLICE STATIONS And Coroner's Office | 222 2222 |

HOSPITALS

| | |
|--------------------------------------|---------------|
| LRI/LGH/GGH..... | 0300 303 1573 |
| Glenfrith (Learning Disability)..... | 225 5200 |
| Bradgate..... | 225 2650 |
| Bennion | 225 2750 |
| Brandon..... | 225 6180 |
| Loros..... | 231 3771 |
| Spire Leicester | 272 0888 |
| Nuffield | 276 9401 |
| Appointments | 274 3753 |

OTHER SERVICES

| | |
|--|---------------|
| British Pregnancy Advisory Service (Birmingham)..... | 0845 730 4030 |
| Family Planning Clinic | 295 7800 |
| Alcohol Advice Centre | 222 9545 |
| Red Cross | 254 4547 |
| Age Concern..... | 222 0555 |
| Drug Advice Centre | 222 9545 |
| RELATE | 254 3011 |
| Resolution (Smoking) | 0845 045 2828 |
| Action Against Domestic Abuse (ADA) | 210 7773 |
| Family Mediation Service | 254 9696 |
| CRUSE | 254 5580 |
| Samaritans | 270 0007 |
| Leicestershire Counselling Centre | 255 8801 |