

Forest House

—❖❖ *Surgery* ❖❖—



25 Leicester Road, Shepshed, Leicestershire LE12 9DF

Tel: 01509 508412

www.foresthousesurgeryshepshed.co.uk

Welcome To Forest House Surgery

Our surgery is based in a Graded II listed building that has been converted and extended to provide an attractive environment from which to offer a high standard of healthcare.

Practice Opening Times

Monday to Friday 8.30am - 6.30pm

Telephone Lines

Appointments and general enquiries:

01509 508412 Monday to Friday 8.30am - 5.30pm

Emergencies:

01509 502415 open Monday to Friday 8.30am - 6.30pm

Please do not try to contact us via email as we are not able to guarantee a response.

All calls are recorded in and out of the surgery for training and monitoring purposes.

The General Practitioner Partners

Dr Kamlesh N Badiani

MB ChB (Leicester 1982)

Dr Annapurna Rao

MBBS (2001) MRCGP (2009)

Dr Joanne Watson

MRCGP (2004) DRCOG (2002) DRCOG (1996)

Dr Kuljit Johal

MBBS (2010)

The Practice Staff

Salaried GPs

We currently employ three salaried GPs; two male and one female.

Physician Associate

Healthcare professionals with a generalist medical education who work alongside doctors as part of a multidisciplinary team.

Practice Pharmacists

Prescribing and telephone appointments including chronic disease management, repeat prescription management and structured medication reviews.

Pharmacy Technician

Pharmacy technicians work alongside clinical pharmacists and other members of the PCN multi-disciplinary team.

Social Link Worker Prescribers

Social prescribing link workers connect people to community-based support, including activities and services that meet practical, social, and emotional needs that affect their health and wellbeing. This includes connecting people to statutory services for example housing, financial and welfare advice.

Forest House Surgery

Practice Manager

Our practice manager is responsible for the day-to-day running of our practice. She will be pleased to discuss any non-medical queries with you by appointment.

Receptionists, Secretaries and Administrators

The practice employs a team of receptionists, secretaries and administrators who will deal with your requests and enquiries as efficiently as possible.

Practice Nurses

Our practice nurses carry out a wide range of nursing services by appointment including immunisations, cervical screening, travel advice, contraception, dressings, blood tests and blood pressure checks. In addition, they also carry out chronic disease checks and reviews for diabetes, asthma, COPD and heart disease. They are supported by our health care assistants.

Leicestershire Partnership Trust Visiting Staff

The following staff are employed by LPT and visit the surgery at various times in the week or month.

• Midwife • Heart Failure Nurse • Mental Health Facilitator

GP Registrars

Our practice is a training/teaching practice. Our registrars are fully qualified doctors and have a great deal of hospital experience. Registrars are attached to the practice for between four months and one year and usually become General Practitioners after completing their training. They are, at all times, encouraged to seek advice when required from the practice Partners.

When booking an appointment you may be asked if you would consult with one of our registrars who are excellent doctors.

Surgery Times

Mornings	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Badiani	8.30 - 11.00	8.30 - 11.00	8.30 - 11.00	8.30 - 13.00	8.30 - 11.00
Dr Rao	9.00 - 11.30			9.00 - 11.40	9.00 - 13.00
Dr Watson	8.30 - 11.00	8.30 - 13.00	9.00 - 11.30	9.00 - 11.30	9.00 - 11.30
Dr Johal	8.30 - 13.00	8.30 - 11.00			8.30 - 11.00
Dr Panchal	8.30 - 12.00	8.30 - 12.30		8.30 - 11.20	8.30 - 11.20
Dr Beaumont		8.30 - 11.20	8.30 - 11.10	8.30 - 12.50	8.30 - 12.50
Dr Ladd			8.30 - 13.00	8.30 - 12.40	8.30 - 12.40

Between 12.00 and 14.00 doctors are home visiting, dealing with patient workflows and in meetings.

Forest House Surgery

Afternoons	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Badiani	14.30 - 17.00		14.00 - 16.30	14.00 - 16.30	13.30 - 16.00
Dr Rao	14.40 - 17.20			14.00 - 16.30	15.00 - 17.30
Dr Watson		15.00 - 17.30			
Dr Johal	15.30 - 18.10	14.30 - 17.10			14.30 - 17.10
Dr Panchal	13.50 - 18.00	13.50 - 18.00		13.00 - 18.30	13.00 - 18.30
Dr Beaumont	13.00 - 18.30	13.00 - 18.30		13.50 - 18.00	13.50 - 18.00
Dr Ladd			14.00 - 17.00	13.00 - 17.10	13.00 - 17.10

Appointments

Pre-bookable appointments with a Doctor can be made by using our automated telephone system on 01509 508412 (24 hours a day, 7 days a week) or by speaking to one of our receptionists during surgery hours. Appointments can be in advance, which will enable us to offer you an appointment at a time more suitable to your requirements. For a same day or nurse appointment please speak to a receptionist during surgery hours. You may be signposted to an appointment at a local pharmacy, here at the surgery or in the extended access telephone appointments.

If you have a Medical Emergency for which you require urgent attention or advice, telephone our Emergency Line on 01509 502415.

If you cannot keep an appointment, please inform us as soon as possible so that we can offer the appointment to other patients. You can also amend and cancel all appointments through our automated telephone system. If you persistently fail to attend appointments it can ultimately lead to removal from our practice list.

Making Appointments Online

Doctors' appointments can also be made by using the internet via a PC, laptop, tablet or using any mobile phone device. You can access this facility through the practice website www.foresthousesurgeryshephed.co.uk or download the 'Systmonline' App or NHS App from your mobile device's App store.

Using our online facilities means that our patients can also view and cancel their doctors and nurses' appointments, order repeat prescriptions and alter their contact details. Please ask one of our receptionists for details.

You can also contact us online for administration and non-urgent medical requests by going to <https://florey.accurx.com/p/C82064> and completing the on-line form, as this form is non-urgent you cannot book or cancel appointments in this way.

Emergencies

Please be aware we are not an emergency service, and you may be signposted by reception to an appropriate service. If you are confronted by a serious problem, such as severe chest pain or severe bleeding call an ambulance (**tel:999**) before calling the surgery.

Loughborough General Hospital Minor Accident Department only has x-ray facilities during 10.00am - 4.30pm Monday to Friday. (Please note these times are for GP referral x-rays only.) The Urgent Care Centre has x-ray facilities during these times and also Saturday and Sunday 1.00 - 5.00pm. If you require an x-ray outside these hours you should go to one of the major A&E departments which are located in the following hospitals:

Leicester Royal Infirmary0300 303 1573
Queens Medical Centre, Nottingham0115 924 9924
Derbyshire Royal Infirmary, Derby01332 265 500

Home Visits

Home visits can be arranged for patients who are classed as housebound. Patients are requested to telephone before 11.00am if a home visit is required for that day.

Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to home visits. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Out-of-Hours Service

The surgery is closed between the hours of 6.30pm and 8.30am Monday to Friday, and is not open at all over the Weekends and Bank/Public Holidays.

If you have a life threatening emergency when the Surgery is closed, please ring **999** or attend your nearest Accident and Emergency Department.

6.30pm - 8.00am Monday to Friday and over the Weekends and Bank/Public holidays

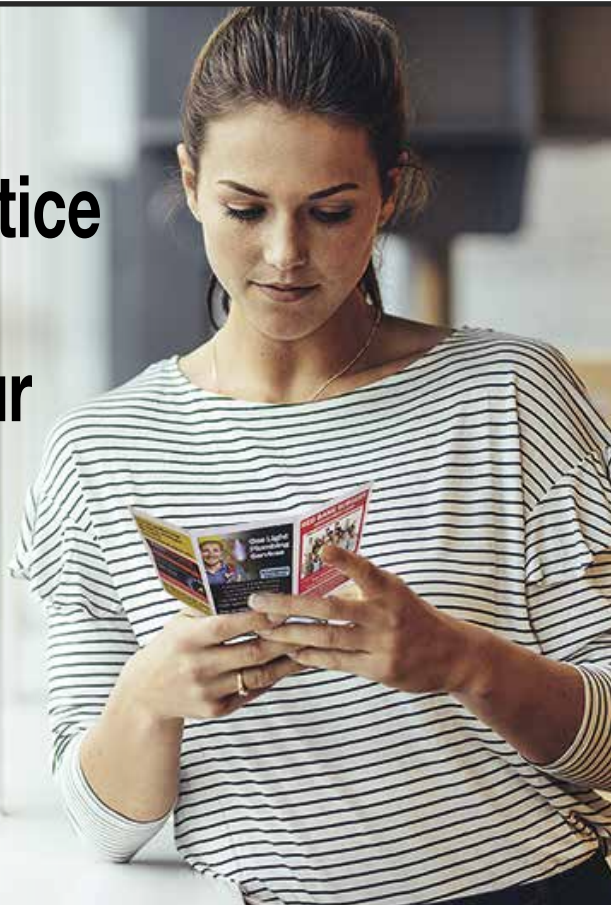
During the above periods, if you require urgent medical assistance which cannot wait until the surgery re-opens, please dial **111** and you will be directed to the appropriate medical support. Your call to this number is free from both landlines and mobiles.

8.00am - 8.30am Monday to Friday

During these time if you require urgent medical assistance which cannot wait until the surgery re-opens, please dial **0845 045 0411**. Please note a charge will be made for this call.

TYPE OF ASSISTANCE	NUMBER TO USE
LIFE THREATENING EMERGENCY ANYTIME DURING THE DAY OR NIGHT	Telephone Number 999
Urgent Medical Assistance	111
6.30pm to 8.00am Monday to Friday	
Urgent Medical Assistance	0845 045 0411
8.00am to 8.30am Monday to Friday	
Urgent Medical Assistance	111
Anytime Weekends and Bank Holidays	

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publications
promote your
business for
you!**



**To place an eye-catching
advertising feature in our
indispensable Appointment Cards
simply email us now at
marketingadmin@opg.co.uk**

The Urgent Care Centre, Loughborough Hospital, Hospital Way, Loughborough LE11 5JY
Tel: **01509 568800** offers a 24 hour service with facilities to diagnose and treat emergency problems.

The out of hours services are provided by:

NHS Leicester, Leicestershire and Rutland (LLR) Integrated Care Board (ICB)
Room G30, Pen Lloyd Building, County Hall, Glenfield, Leicester LE3 8TB

Tel: 0116 295 7572

Email: llricb-llr.enquiries@nhs.net

<https://leicesterleicestershireandrutland.icb.nhs.uk>

Registration

To register remotely with our practice please go to <https://gp-registration.nhs.uk/c82064/gpregistration/landing> download a pack from our website at www.foresthousesurgeryshepshed.co.uk, or ask one of our receptionists for a registration pack. The pack contains all of the necessary forms that must be completed as part of the registration process. The completed forms should be handed to our registration clerk along with a form of identification (photographic where possible). All patients are allocated a named GP, however patients are able to book appointments with any of our doctors subject to availability. Whilst we will endeavour to comply with specific requests, it may not always be possible and, if this is the case, an explanation will be offered.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctors' discretion and are normally for patients on long-term treatment. Prescription requests can be made as follows:

- Online via the NHS app or Systmonline (ask at reception for details).
- Post the request through one of our three letter boxes.

We are unable to take orders or issue prescriptions at weekends, public holidays or out of normal surgery hours.

We do not take prescription requests over the telephone.

In most cases the length of time from requesting a prescription at the surgery to it being issued and sent to your preferred pharmacy is 48 hours (excluding weekends and bank holidays). Your pharmacy will then need time to process your prescription (please ask at your pharmacy for further details).

Where possible please order electronically as this is the preferred way for patient safety, if you cannot do this, please give exact drug names and strengths when ordering.

Electronic Prescription Service

Forest House Surgery can now send your prescription to your chosen pharmacy electronically. We recommend that you register for this facility with the pharmacy most convenient for your needs.

Need a website but don't know where to start?

Reach a wider audience - convert visitors into customers.

From just £27.50 + VAT per month with no up-front payment and no extra costs we can provide you with your own business generating website.



email payasyougo@opg.co.uk



Blood and Transplant

Right now more than
7000 people
are waiting for an
organ transplant.



You can save up to nine lives when you die as an organ donor and transform many more by also donating tissue.

Add your name to the NHS Organ Donor Register, and let your family know what you've decided.



Visit organdonation.nhs.uk
Use the NHS App or
call 0300 123 23 23

@nhsorgandonor



Yes I donate
ORGAN DONATION

Online Services

Our patients can now use the internet to:

- Book and cancel appointments with a GP
- Request repeat prescriptions for any medication they are taking regularly
- Look at their detailed coded medical record

Please contact reception for login details.

Services Available

We provide the following services:

- Antenatal Clinics
Midwife led clinic. Please make your appointment with the midwife following a confirmed pregnancy test. Pregnancy tests are available at the local chemist.
- Anticoagulation Therapy - INR
- Asthma/Respiratory Appointments - Nurse led
- Blood Pressure Appointments - Health Care Assistant led
- Cervical Screening Services
- Child Health Surveillance Services
- Childhood Immunisations
By appointment from Bridge Park Plaza. These are available on Wednesday mornings only. If you are unable to keep an appointment, please let us know and attend the next clinic convenient to you.
- Contraceptive Services/Family Planning
Including Coils and Implanon (contraceptive implants) fitted and removed by our female GPs. All forms of contraception, including emergency contraception, are offered by all our GPs. Routine contraception checks and discussions and coil checks are offered by our family planning trained nurses.
- Coronary Heart Disease Appointments - Nurse led
- Counselling - Available through a GP referral or self referral
- Social Prescribing Service - Available through a GP referral
- Diabetes Appointments - Nurse led
- Flu, Pneumococcal and Shingles Vaccination Programmes. We run flu clinics in September, October and November. Details will be displayed in the surgery.
- Minor Surgery
- Travel Vaccinations/Advice Appointments - Nurse led
- Vasectomies - Available through a GP referral

Non NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment. Please telephone the surgery to enquire as there will be a fee charged for these services.

Cervical Screening

NHS Shared Business Services have a computerised recall system for cervical screening. Women aged 24 years and 6 months to 49 years should receive an invitation every three years. Women aged 49 years to 64 years should receive an invitation every five years.

IF IT IS LONGER THAN THESE TIMES SINCE YOUR LAST CERVICAL SCREENING OR IF YOU HAVE NEVER HAD CERVICAL SCREENING CARRIED OUT DO NOT WAIT FOR A REMINDER, MAKE AN APPOINTMENT STRAIGHT AWAY. Do not delay making your appointment when you receive your reminder.

Health Check Consultations

A consultation is available to:

- Any registered patient aged between 16 and 75 years, who has not been seen by a GP within the last three years.
- Any registered patient over 75 years who has not been seen by a GP within the last 12 months.

The consultation can take place in the patient's own home if, for medical reasons, they are unable to attend the practice premises.

Travel Immunisation/Vaccination

Please make an appointment at least 6-8 weeks prior to your holiday to ensure adequate cover for vaccinations which are covered for free on the NHS. You may be advised to book with a private service if additional vaccinations are needed.

Flu Vaccination

An influenza vaccination is particularly recommended for patients over 65 years old and patients under 65 with heart, lung or kidney disease, diabetes, immunosuppression, pregnant ladies, carers (who are registered carers with the practice) and those who are residents of nursing and care homes. Please contact the reception staff in August for details of the vaccination dates and to make an appointment. If, for medical reasons, you are housebound, a home visit can be arranged.

Comments and Suggestions

We accept and consider comments and suggestions from our patients in respect of the service we offer. Please present your views in writing at reception or use our suggestion box.

Disabled Facilities

We offer reserved car parking spaces for the disabled and wheelchair access to our building. A disabled patients' WC is provided and there is a door chime at the front entrance to alert staff to patients requiring help with entering the building. There is also a hearing loop on our reception for the hard of hearing. We do have available two wheelchairs for assisting individuals from their vehicle to access the surgery.

Complaints Procedure

We always try to provide the best service possible, but there may be times when you feel that this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to Customer Service - LLR ICB or POHWER.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, write to our **Practice Manager**. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so we will endeavour to acknowledge your letter within three working days and an offer to discuss the matter in person will be given. We will keep you informed of potential timescales and a full response will follow as soon as reasonably practicable.

Confidentiality of Patients' Records

We ask you for your information so that you can receive proper care and treatment. We keep this information, together with the details of your care, because it may be needed if we see you again.

We may use some of this information for other reasons: for example; to help us protect the health of the public generally and to see that the NHS runs efficiently. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information: for example, to notify a birth.

The NHS Central Register for England & Wales contains basic personal details of all patients registered with a general practitioner. The register does not contain clinical information.

Everyone working for the NHS has a legal duty to keep information about you confidential.

Accessing Your Health Records

You may request access to your medical records by completing a subject to access request form which is available from our reception or from our website at www.foresthousesurgeryshepshed.co.uk.

Freedom of Information

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.

Zero Tolerance

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

Practice Charter Standard

We will:

Treat you with respect and understanding

Offer you a health check on joining the practice

Enable you to see a doctor on the same day if it is medically urgent

Treat your problems and medical records with total confidentiality

Prescribe all appropriate drugs and medicines

Give you the choice about taking part in the teaching of medical students
Refer you for a second opinion if you and your doctor agree that this is appropriate
Endeavour to process your repeat prescriptions within two working days
Give you the opportunity to make comments, suggestions and complaints.

In return we expect you to:

Treat all staff with respect and courtesy at all times
Request home visits only when you are too ill to come to the surgery
Cancel your appointments if you are unable to keep them
Understand that, even the best planned systems, are disrupted occasionally by emergencies
Attend your health checks when requested by the clinical team

Chaperones

If you require a chaperone for any consultation, please make this clear to the reception staff at the time of booking your appointment. Arrangements can be made to ensure that a chaperone is present during the consultation. Our chaperones are fully trained.

Self Treatment of Common Illnesses and Accidents

Many common aches and pains can simply be treated at home without the need to consult a doctor. Please consult your pharmacist who has the knowledge to treat simple illnesses.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse, ie lifting too heavy weight etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or Paracetamol which will not only relive the pain but will help to relieve inflammation.

Sore Throats

Four out of every five sore throats are caused by viruses and therefore antibiotics are useless. If your throat is sore but you are otherwise okay, there is no need to see the doctor. Simply give children Paracetamol syrup and fluids (**aspirin should NOT be given to children under 16**).

For adults, gargling with soluble aspirin is the most effective remedy. Dissolve two aspirin in one inch of warm water in a glass. Take sips of the solution and gargle with each sip for as long as you can without swallowing.

If you are very hot and unwell and can see white spots on your tonsils you may have a true tonsillitis and you should consult a doctor or minor illness nurse.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

If the burn is larger than four or five inches in diameter or if the skin is broken, consult the practice nurse as soon as possible.

Colds

Even in this day and age, there is no cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or Paracetamol, (**aspirin should NOT be given to children under 16**). Do not bother to take antibiotics as these will have no effect.

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine. Consult your pharmacist.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken. Wherever possible, stop eating and drink more fluids.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up.

Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling.

Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Where possible, elevate the affected area. Further strain will inevitably lead to further swelling and a longer recovery period.

Nose Bleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the nasal bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or food for 24 hours. If symptoms persist, consult your doctor. It may be a sign of high blood pressure and should be checked.

Minor Cuts and Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst Paracetamol will also help.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Insect Bites and Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than plucked in order to avoid squeezing the contents of the venom sack into the wound.

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

Chicken Pox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn crusty and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease.

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

Immunisation can prevent this disease.

Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe, you should consult your doctor.

Immunisation can prevent this disease.

Notes

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd

Website: <http://www.opg.co.uk> Email: info@opg.co.uk

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Useful Telephone Numbers

NHS England (Central Midlands)	0116 206 0185
LLR ICB	0116 295 7572
Out of Hours	111
Urgent Care Centre	01509 568800
Loughborough Hospital	01509 611600
Leicester Royal Infirmary	0300 303 1573
Leicester General Hospital	0300 303 1573
Glenfield Hospital.....	0300 303 1573
Queens Medical Centre (Nottingham).....	0115 924 9924
Nottingham City Hospital	0115 969 1169

Practice Area Map

