

# **Ashby Health Centre**

# **A guide to our services**

**Telephone: (01530) 414131**

**Fax: (01530) 560732**

**Opening hours: Monday, Tuesday, Thursday and Friday  
7.30am until 6pm**

**Tuesday or Wednesday 7.30am until 8pm (late surgery)**

**Evenings and weekends (0845) 0450411**

**[www.ashbyhealthcentre.org.uk](http://www.ashbyhealthcentre.org.uk)**

**This practice is within the Leicestershire County and Rutland Primary Care  
Trust area**

## Welcome

Ashby Health Centre serves the whole of Ashby as well as its closest villages. Our team includes eight GPs, two specialist nurse practitioners, three sisters, three health care assistants as well as our practice manager and reception and admin staff.

We offer a full general practice service and run specialist clinics for children and pregnant women, heart disease, diabetes, asthma sufferers, travel advice, smoking cessation and for patients needing minor surgery. Contact Leicestershire County and Rutland Primary Care Trust on **(01509) 567700** for services we do not provide. At Ashby Health Centre, we aim to treat all our patients promptly, courteously and in complete confidence.

Ashby Health Centre is a 'training practice'. This means hospital doctors wanting to enter general practice spend a few months with us in order to gain the experience they need to become family doctors. In addition we regularly have medical students who spend 6 weeks with us as part of their training to become a doctor.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

## Registering with us

If you live in our practice area (see next page) and would like to register with us, please book an appointment with our registrations clerk.

The appointment will take 15-20 minutes per person and you are requested to bring with you:

- Your medical card if you have it
- Proof of any medication you are taking (for example bring in the packaging)
- If you are registering children under 6 then we will need details of any immunisations and vaccinations they have had. (This can be found in the red book from the Health Visitors)

## Practice Area

The current area covers the following:

- Ashby
- Packington
- Smisby
- Boundary (as far as the Water Tower)
- Donisthorpe
- and Moira (including Via Devana and Donisthorpe Lane but not under the bridge ie Shortheath)

The following areas are not eligible to join our practice:

- Oakthorpe
- Measham
- Shortheath
- Blackfordby
- Normanton-le-Heath.
- Lount
- Coleorton
- Newbold
- Worthington
- Ravenstone

However there are exceptions to the above. Where a relative moves into the same house as an existing patient they will be accepted.

If an existing patient moves to a new home which is in one of the areas above (except Ravenstone, Measham or Shortheath) it will be at the discretion of the individual doctor whether they can remain a patient. Unfortunately existing patients moving to Ravenstone, Measham or Shortheath will no longer be able to remain our patients under any circumstances.

## Clinics and Services

We run a range of clinics. For an appointment or further details, please call **(01530) 414131**.

### Antenatal

Ante Natal Clinics:	Wednesday	1.30pm until 4.00pm
	Thursday	10.00am until 12.30pm

This clinic is run by the midwives for ladies throughout their pregnancy here at the practice.

If you are unable to see the midwife then the doctors will undertake your checks for you.

### Post Natal Care

You will be invited for a check with the doctor six weeks after the birth of your baby. Also your baby will have an 8 week check with the doctor.

### Vaccination Clinic

**Tuesday 2pm-4.15pm**

Childhood immunisations are carried out on Tuesday afternoons. The health authority sends all new babies and children up to school age invites for vaccinations as they become due.

### Minor surgery

The doctors perform minor surgery such as lesion removal (things like warts and moles) and there is also a liquid nitrogen clinic to remove warts and verrucae. (The liquid nitrogen clinic is not available for children under 11.) Please discuss this with your doctor who will then arrange for you to be given an appointment.

### Long Term Conditions Clinic (for patients with Heart Disease, who have had Strokes, Diabetics or those with Respiratory problems)

These run most afternoons from 1.30pm until 4.30pm.

We invite patients suffering from heart disease or diabetes or who have had strokes or mini-strokes or have respiratory disease (Asthma or COPD) or a combination of these conditions to attend once a year for an annual check. The check takes approximately 15 minutes (or half an hour for diabetes) and offers advice and general health check-ups. If you suffer from two or more of the above conditions, for example both diabetes and heart disease, then please make a double appointment.

If you have heart disease, stroke or diabetes then a blood test is required 2 weeks before the clinic appointment and instructions for this will be given to you when you book. You will be given the results in the clinic so there is no need to phone or come to see the doctor for the results.

If you have a respiratory condition please bring your inhaler to the clinic with you.

Please be aware that we will invite you to this clinic by letter and we are required by the government to call you three times each year if you do not respond to our letters.

### **Stopping smoking**

Run by our Health Care Assistant team, this clinic gives advice and support to patients trying to give up smoking. If you wish to give up smoking you are welcome to attend this 6 week course. The first session will last about half an hour and at this session you will be set a quit date for the following week. After this the following five sessions will last for about 15 minutes. You will be supported with nicotine therapy during the course. If you wish to attend this clinic please ring and leave your name and number with a receptionist and one of the Health Care Assistants will get back to you.

### **Smear tests**

These are generally undertaken by one of the nurses. Ladies between the ages of 25 and 49 will routinely be called by the health authority (not the surgery) every 3 years. Ladies between 50 and 64 will be called every 5 years. Ladies aged 65 and over will only be called if they have not been screened since the age of 50 or if they have had recent abnormal tests.

### **Contraception Advice**

Contraception Advice is provided by all the doctors; and the nurses in the treatment room. Alternatively the following services are available:

Family Planning Clinic at Coalville Community Hospital - 01530 467442

By Appointment	Tuesday	6.15pm until 8pm
Drop – in	Thursday	6.15pm until 8pm

Teen Health Stop at Ashby & District Hospital - 01530 566 900

Drop - in (term-time only)	Monday	12.30pm until 3.30pm
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We offer, in addition to all our other contraceptive facilities, the 3 year implant (Implanon).

### **Travel Advice and Immunisation Clinic**

Our travel clinic provides advice and vaccinations (where required) for those travelling abroad.

In order to obtain travel advice and immunisations all travellers should:

1. Be informed about the areas you are travelling to. Log on to [www.fitfortravel.scot.nhs.uk](http://www.fitfortravel.scot.nhs.uk) to look at recommended vaccinations/side effects etc. Please make a decision on which vaccinations you would like to receive before coming for your Travel Clinic appointment.
2. Collect from the health centre or download from our website a Pre-Travel Health & Vaccination Assessment form.

## Ashby Health Centre - A Guide to our Services

3. Return the completed forms to the Health Centre. **This must be done with as much notice as possible, preferably at least 8 weeks prior to departure.**
4. Ring to arrange an appointment at least 3 days after submitting the form (this will allow the treatment room nurses to assess the form and decide how long an appointment will be needed). This is the responsibility of the patient.

The clinic will endeavour to see everybody but there are limited spaces and in addition it takes time to give a course of vaccinations and then after the course has been given they take a few days to become fully effective.

Please note that there will be additional charges if you need any of the following:

- Rabies
- Yellow fever
- Malaria
- and a few other illnesses which will be notified at your appointment.

If you are travelling at very short notice and we can't fit you in there are a number of commercial travel clinics who may be able to help:

### **Handsworth Wood Medical Centre**

110-112 Church Lane  
Handsworth Wood  
West Midlands  
B20 2ES  
tel: 0121 523 2522

### **Droitwich Travel Clinic**

8 Kings Lane  
Broom  
Alcester  
Warwickshire  
B50 4HD  
tel: 01789 773813  
email: alex@greive.co.uk

### **British Airways Travel Clinics**

101 Cheapside  
London  
EC2V 6DT  
tel: 020 7606 9584

### **MASTA Ltd**

52 Margaret Street  
London  
W1W 8SQ  
tel: 0870 606 2782

### **Nottingham**

Regent Street  
Nottingham  
NG1 5BQ  
tel: 0800 583 3331  
tel: 0115 947 5498

Please note:

We have no links with any of these clinics. This list is provided for patients' information and does not represent any kind of endorsement of the service they provide.

**Other health care services**

Primary care services not available at our practice are provided by Leicestershire County and Rutland Primary Care Trust (PCT). Telephone **(01509) 567700**

# Prescriptions

## Repeat prescriptions

If you take medication on a long-term basis, you can ask for a repeat prescription by:

- faxing your medication request to the surgery (01530) 560732
- dropping in the repeat prescription in person to the surgery
- via the website ([www.ashbyhealthcentre.org.uk](http://www.ashbyhealthcentre.org.uk))

We **DO NOT** accept repeat prescription requests via the telephone.

Your prescription will be available for you to pick up in two working days or we can arrange for Boots (Ashby branch), Dean & Smedley (Ashby branch), Ashby Pharmacy or Tesco (Ashby branch) to collect your prescription.

Patients who are housebound and live in Ashby can arrange with the chemist to deliver these prescriptions - a small charge may be incurred.

**Please Note** - Repeat prescription requests are designed to assist patients on regular long-standing medications only. All requests for repeat prescriptions will be seen and verified by the doctor and therefore, only requests from patients entitled to receive repeat prescriptions will be accepted. If you are in any doubt as to whether this applies to you, please check with the Surgery before forwarding your details.

**Holidays** - In order to prevent over-prescribing of any medication, our system keeps track of when and how much medication is prescribed for each patient. It will not therefore routinely allow early printing of prescriptions. However we do understand that there are some occasions, for example if you are going on holiday, when you may need your prescription early. If this is the case please let us know when putting in your request. This will allow us to override the system if the circumstances justify it.

## Urgent Prescriptions Policy

Here at the Health Centre we do understand that sometimes you are unable to give us the 2 days notice we ask for repeat prescriptions and we have always tried to accommodate patients who have run out of their medication by producing repeat prescriptions immediately. However this caused a great deal of inconvenience because a receptionist had to go and wait outside a Doctor's room until they have finished a consultation in order to get the prescription signed. This removes one of our receptionists meaning we have fewer people dealing with other patient queries and phone calls. When this happens several times a day it has a big impact on the service we give.

Therefore, we have introduced a new policy to try and reduce this impact. With immediate effect, if you have run out of medication and come down to ask for a repeat prescription, we will produce another prescription for you and have it signed by 5pm on

the same day for you to collect from the Health Centre. We will no longer produce prescriptions immediately where you have forgotten to order your medication on time for whatever reason. We hope that you can understand the reasons for this policy and that it will benefit all our patients.

### **Repeat Dispensing**

If you are stable on long-term repeat medication you may wish to go onto our Repeat Dispensing scheme. This allows you to collect a batch of prescriptions from the doctor which last up to 6 months. These are taken to either Ashby Pharmacy, Boots (Ashby), Dean and Smedley (Ashby) or Tesco Pharmacy (Ashby) who will then dispense your medication directly to you on a regular basis. There is no need to send repeat prescription requests to the Health Centre. You can use this to collect your medication from a chemist in Ashby or any other chemist who has signed up to this scheme. This means you could get your medication from a chemist local to your work if you prefer.

To find out more please ask at reception and then you will need to come in to see your doctor to be issued with the prescriptions.

## Appointments

Ring our main switchboard number on **(01530) 414131** to book an appointment. Some of our appointments are book on the day and some may be booked in advance.

<b>Morning Surgery</b>	<b>Afternoon Surgery</b>
7.30am until 11am Mon, Tues, Weds, Thurs, Fri	3pm until 5.40pm Mon, Tues, Thurs, Fri
	3pm until 8pm on a Tuesday or Wednesday

Sometimes appointments may be available during the middle of the day as well.

Nurses based in our practice treat patients for a wide range of common conditions. A number of appointments with a member of the nursing team in the Treatment Room can be pre booked each day.

- Tell us if you are in a telephone box. We will ring you back.
- Say immediately if your call is an emergency.
- Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.
- Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Remember that the results of tests can only be given to the patient.
- You can ask for the doctor to call you back for a **telephone consultation**. He or she will ring you during the morning on the telephone number you have given. These are available with your registered doctor and are for non-urgent problems.
- You can telephone at 11.30 - 11.45 am or 4.30 – 4.45pm to speak to one of our nurses for advice.

### **You can help us by:**

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment before 11am
- Ringing for the results of tests after 11am.

## Home visits

If you feel a home visit is necessary please ring between 8.30am and 11am, if possible, so that the doctor will be able to see you on his rounds and not have to make a special journey.

All home visit requests after this time will be dealt with by the on-call duty doctor.

The team is dedicated to providing the best possible standard of care at home but seeing a patient at home rather than at the surgery has a lot of disadvantages. Facilities at home can never be as good as at the surgery and travelling takes up a lot of time which we would rather spend with the patient. (Our doctors typically see four patients in the practice in the time it takes to do a single home visit.)

**FOR THESE REASONS ALL HOME VISITS ARE AT THE ABSOLUTE DISCRETION OF THE DOCTOR AND ARE MADE ONLY WHEN THE DOCTOR DECIDES THE PATIENT IS TOO ILL TO COME TO THE SURGERY.**

## Web booking

We now offer web booking for GP appointments. This is a good way to beat the telephone queues if you have access to the internet. In order to use this facility you have to come and register with the practice. Only straightforward appointments with the GP are bookable via the Web.

## Evening and weekends

Leicestershire County and Rutland Primary Care Trust is responsible for out of hours medical cover. When the surgery is closed please **call (0845) 0450411** for advice.

### Loughborough NHS Walk-in Centre

You can also see an experienced nurse for treatment of minor injuries and illnesses, seven days a week, 24 hours a day at Loughborough Walk-in centre, Pinfold Gate, Loughborough, LE11 1BE. You do not need an appointment.

### Swadlincote NHS Walk-in Centre

You can also see an experienced nurse for treatment of minor injuries and illnesses at Swadlincote Walk-in centre, Civic Way, Swadlincote, DE11 0AE. It is open Mondays to Fridays from 6.30pm to 10pm. (It is also open on Saturday, Sunday and bank holidays from 9am to 10.30pm)

### NHS Direct

NHS Direct offers free expert health information and advice 24-hours a day on **0845 4647** or at their website, **[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)** which also offers an enquiry service. For deaf people and those heard of hearing, a telephone service is available on **0845 606 4647**. If English is not your preferred language, you can choose to use a confidential translation service.

### Accident and emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, 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.

## Our team

### The partners

#### **Dr Geoffrey Foulds**

MBChB (Birmingham 1975) MRCP  
DCH DRCOG

#### **Dr Harshad Tailor**

MBChB (Dundee 1989) MMedSci  
(Occ.Med) MRCP DRCOG Cert.Aviation  
Med.AFOM

#### **Dr John Addison**

MBChB (Sheffield 1989)

#### **Dr Nil Sanganee**

MB ChB (Honours) (Birmingham 2000)  
DRCOG DFFP MRCP (2004)  
Diploma in Family Planning (2004)  
PGCert. Medical Education (2006)

#### **Dr Pradeep Krishna**

MBBS (Madras, India 2002)

### Our other doctors

#### **Dr Susan Cullis**

BSc (Ord. Med Science)  
MBChB MRCP DRCOG  
Cert. Medical Education and Family Planning Cert

#### **Dr Rami Karthikeyan**

MBBS (India, 1998)  
DMRD (India,2000)  
MRCPCH (London, 2005)  
MRCP (London, 2009)

#### **Dr Hanna Robbins**

MBChB (Leicester, 1999)  
MRCP (2006) DRCOG (2008)  
DFSRH (2009) LOC SDI (2010)  
LOCIUT (2010)

## **Our Specialist Nurse practitioners**

Sister **Jean Fletcher** BSc (advanced clinical practice)

Sister **Sheila Lambden** RN BSc

Jean and Sheila are our nurse practitioners and work alongside the doctors in the practice to provide a medical service including holding surgeries. They are able to prescribe a range of medicines.

## **Our nursing team**

Our highly qualified nurses deal with a range of conditions and health concerns.

They are experts in many areas of disease management such as diabetes and asthma.

**Clare Dexter** RGN

**Diane Summers** and **Helen Forgery** make up the nursing team. They provide care for patients with chronic conditions such as asthma, diabetes and hypertension.

## **Health Care Assistants**

**Mary Whitehead** (HCA level 2), **Helen Davis** (HCA level 2) and **Chris Robinson** (HCA level 2 ) are important members of the practice team who work under the supervision of a qualified nurse.

They can take blood, do ECGs, check blood pressure, spirometry tests, urine tests and much more.

## **Practice Manager**

**Sue Barker** and Assistant Practice Manager **Pamela Dixon** will be able to help you with any administrative problems you may have with the way our practice is run.

**Claire Mansfield**, IT Manager is responsible for ensuring that our computer systems are up and running, maintaining the Web site and for helping ensure the accuracy of our patient data.

## **Medical Secretaries**

Our secretaries are available each morning until 12 noon

**Sue Parker** - Secretary to Dr Taylor and Dr Foulds

**Susan Corner** - Secretary to Dr Addison and Dr Sanganee

**Anne Jones** - Secretary to Dr Krishna, Dr Cullis, Dr Karthikeyan and Dr Robbins

## **Registrations clerk**

**Sarah Stephenson** is our registrations clerk. She registers new patients and de-registers patients who leave the practice.

## Reception staff

Our reception staff are here to help you:

Lyn Dunne	Chris Ellam
Jayne Robinson	Karen Nicholson
Kay Holliday	Sue Hull
Carolyn Ramsell	Barbara Spencer
Christine Bailey	Kate Landenberger
Paula Bradbury	Gabby Hausmann

They answer the phone, book appointments, deal with enquiries, book ambulances and prepare repeat prescriptions. Their job is very demanding so please be patient.

## Other information

### Complaints

Ashby Health Centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whoever you feel most comfortable – your GP, our practice manager or our reception staff will be happy to help. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Practice Manager at Ashby Health Centre. The PCT also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints. To speak to a PALS officer, ring (01509) 564444 .

### Registrar doctors

We regularly have up to three registrar doctors working at the practice. Registrars are fully qualified doctors who have decided they would like to become GPs. They undertake between eight months to a year of 'on-the-job' training with us here and are supervised by the Partners.

### Students

We are a training practice and regularly have a student here for a 6 week placement. These are young people training to become doctors. You will be informed if there is a student sitting in with the doctor you wish to see and asked if you are prepared to have the student in your consultation. Please do not be afraid to say no.

### Patients with particular needs

Our surgery is accessible to patients using a wheelchair and we have a toilet for disabled patients. We also have parking spaces which are reserved for patients displaying a disabled sticker.

### **Abusive or violent behaviour**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

### **Your rights**

You have the right to:

- ❖ Ask for a health check if you are between 16 and 75 and have not seen your GP in the last 3 years
- ❖ Ask for a health check if you are over 75 and have not seen your GP in the last 12 months, and this can be in your own home if you are housebound
- ❖ You have the right to see your own notes if you wish to. Please see below for more details about this.
- ❖ You have the right to express a preference for a particular practitioner and the practice shall endeavour to comply with any reasonable request. Please ask at reception for more details.

In return we expect you to treat us with civility and courtesy at all times and to cancel any appointments if you feel you no longer need them.

# Data Protection

## Your Personal Health Information

To give you the care you need, we keep information about your visits to surgery staff involved in your care or treatment. These could be visits to a GP or practice nurse, or a visit by a health visitor. We keep information about your health and lifestyle and any illnesses, tests, prescriptions and other treatments that you have had. When this information contains things that can identify you, such as your name, address, postcode or date of birth, it's called your personal health information. Your personal health information is stored securely on paper or on computer, or both.

We sometimes share your personal health information with other organisations involved in your healthcare. We only share relevant information. For example, when your GP refers you to a specialist at the hospital we send relevant details about you in the referral letter and receive information back from them about you. We sometimes share information including your name, address and date of birth so that you can be invited for health screening.

We also need to use your personal health information for administrative tasks, but we only use relevant information. So that we can be paid for services we give you, we share information about you with relevant NHS organisations. These organisations help to check that public money is being spent properly. The surgery must allow these checks to be done and we need to share your information to be able to give you healthcare services. Whenever we do this we will make sure that as far as possible we don't share any information that could identify you.

Sometimes, we might use information about you and other patients to help improve our services or to check that they are up to standard. Whenever we do this we will make sure that as far as possible we don't share any information that could identify you.

The surgery is sometimes involved in health research and in teaching student nurses, doctors and other NHS staff. We will ask your permission before we do this.

Where you need a service that we give jointly with your local authority, we will ask your permission before giving them your information.

Sometimes the law requires us to pass on information to other organisations. For example, we have to report all births, deaths and certain diseases or crimes.

The law sets out how we can use your personal health information. The Data Protection Act gives you rights about how your personal information is used, including a right to see the information we hold about you. We are registered under the Data Protection Act 1988 for the information we hold about our patients and comply with it in every aspect. In addition, all NHS staff have a legal duty to keep information about you confidential.

If you have any questions about how we use your personal health information, please contact our Practice Manager.

## **Access to Health Records**

Patients are entitled to see and/or have copies of any information in their medical notes, or in their computerised records.

Application for access may be made by:-

- ◆ The patient.
- ◆ A person whom the patient has authorised in writing to apply for access.
- ◆ A person responsible for a child (under 18), provided the child consents or cannot understand the meaning of the application.
- ◆ A child (under 18), if he or she is competent to understand the nature of the application.
- ◆ A person appointed by a court to manage a patient's affairs, if the patient is mentally incapable.

If you would like to see your health record, please contact Sue Barker, the Practice Manager and she will arrange this for you at a mutually convenient time.

We must allow you access to your records within 40 days of our receiving the request (unless insufficient information is received to identify the person making the request or to locate the information, the 40 days will then begin on receipt of this information).

There may be a charge up to a maximum of £50 for viewing your records. We will let you know the amount when you make a request to see your records.

## Contacting us

**Ashby Health Centre**  
**North Street**  
**Ashby de la Zouch**  
**Leicestershire**  
**LE65 1FP**

Tel: **(01530) 414131**

Fax: **(01530) 560732**

Web: [www.ashbyhealthcentre.org.uk](http://www.ashbyhealthcentre.org.uk)

Opening hours: see above

### Evenings and weekends

□ For urgent advice and treatment when our practice is closed, call the out of hours service on

**(0845) 0450411.**

□ Loughborough NHS Walk-in Centre, Pinfold Gate, Loughborough, LE11 1BE – to see an experienced nurse for treatment of minor injuries and illnesses seven days a week, 7am until 10pm. You do not need an appointment.

□ Swadlincote NHS Walk-in Centre, Civic Way, Swadlincote, DE11 0AE - to see an experienced nurse for treatment of minor injuries and illnesses is open Mondays to Fridays from 6.30pm to 10pm. (It is also open on Saturday, Sunday and bank holidays from 9am to 10.30pm)

### Other local NHS services

□ Call NHS Direct on **0845 4647** – for free expert NHS health advice and information 24 hours a day (calls charged at local rates). Or log onto [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

□ In addition, the NHS Direct self-help guide '*Not feeling well?*' is available at the back of all new Thomson Local telephone directories, distributed in England from April 2004.

□ Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details call NHS Direct on **0845 4647.**

NHS Leicestershire County and Rutland is responsible for ensuring you get all the services you need. Their address and telephone number is below:

NHS Leicestershire County and Rutland, Lakeside House, 4 Smith Way, Grove Park, Enderby, Leicestershire, LE19 1SS

Telephone: 0116 295 7500

Fax: 0116 295 7599