



**Dr Tincello, Dr Than, Dr Kotecha,
Dr Pancholi and Dr Bharkhada**

**150 Wycombe Road
Leicester, LE5 0PR
Tel: 0116 2766605**

**Emergencies (when surgery is closed)
111**

www.humberstonemedicalcentre.co.uk

Welcome to Humberstone Medical Centre

Humberstone Medical Centre welcomes you to the Practice. It is our aim to provide you with high quality medical services in a caring environment.

Meet the Team

GP Partners

Dr Aileen Tincello M.B., Ch.B., D.R.C.O.G., DPD
Edinburgh 1988
Tuesday, Thursday and Friday
Clinical Interest : Dermatology (Hospital Practitioner at Leicester Royal Infirmary)

Dr Tun Than M.B., M.R.C.P., M.R.C.G.P
Coventry 2008
Monday, Tuesday, Wednesday and Thursday
Clinical Interest: Diabetes

Dr Jessica Kotecha MRCGP, M.B., Ch.B
Monday, Tuesday, Wednesday and Thursday

Dr Rajiv Pancholi
Monday, Tuesday, Wednesday and Thursday

Dr Viren Bharkhada - MRCGP, M.B
Tuesday, Wednesday and Friday

Salaried GP'S

Dr Anna Szulc - MRCGP, M.B
Wednesday, Thursday and Friday

GP Registrars

The Practice also has 3 Registrars who are undertaking their GP training under the supervision of Drs Than, Kotecha & Bharkhada. They are all qualified Doctors who are training to be a General Practitioners. They are supervised by one of the surgery doctors and are able to see all patients.

Courtesy

Our staff try, at all times, to be courteous to our patients. We ask in return that the courtesy is reciprocated by our patients. With the ever increasing workload for the NHS there are times when things get quite fraught; we ask for your patience and understanding.

Complaints, Compliments and Suggestions

We genuinely endeavour to provide the highest possible standard of service. If you have any suggestions or comments please put them in writing and place in the Suggestion Box on the reception desk. All comments are welcome.

Please discuss your complaint with the Reception Manager or put your complaint in writing and address it to the Practice Manager.

Additional Information

NHS Direct can be contacted by telephone on 111, or you can contact them online at www.nhs.co.uk.

Useful Telephone Numbers

Age Concern.....	2220555
Asian Counselling Services.....	2629636
Childline.....	0800 1111
Chiropody Service (podiatry).....	2958295
District Nurses.....	0300 300 777
Health Visitors.....	2958282
Insight.....	2854322
Laura Centre.....	2544341
Leicester Hospitals.....	0300 303 1573
National Drugs Helpline.....	0800 776600
NHS Smoking Helpline.....	0800 1690169
NSPCC.....	0800 8005000
Parentline.....	0808 8002222
Patient Registration Screening Services.....	2957880
Red Cross.....	2710359
Refuge.....	0870 5995443
Relate.....	2549696
Samaritans.....	2700007
	(0845 7909090)
Social Services.....	2531191

Rights and Responsibilities of Patients

Patients will be treated with respect for their dignity, privacy, religious and cultural beliefs. If you no longer need an appointment that you have made, or are unable to keep one, you must inform the surgery immediately, so that it can be offered to another patient. The Practice has implemented the NHS policy of “**Zero tolerance of aggression**”, and patients who are verbally or physically aggressive will be removed from the Practice. We do not feel that any member of staff at this Medical Practice should be subjected to any type of abusive behaviour.

Patient Confidentiality

Confidentiality is an absolute right and patients can be assured of confidentiality at all times. Patients will have access to their medical records, subject to any limitations in the law. The practice keeps up-to-date health records to give you the best possible care. This information may be used for management and audit purposes. However it is usually only available to, and used by, those involved in your care.

Data Protection

The practice is registered under the Data Protection Act 1998. When you register, you will be asked for information about yourself so that you can receive the appropriate care and treatment. This information is kept with details of your health and treatment provided, so that the practice can ensure that the care you receive is appropriate and consistent with your medical history. The practice may pass information to other organisations and strict conditions must be complied with before information is released.

Disabled Facilities

There is full disabled access to the surgery and all its facilities including:

- Hearing loop
- Examination couch
- Disabled toilets
- Dedicated disabled parking

If you require any assistance at any time, please ask the reception staff who will be happy to help you.

Management Team

Dr (Chem) Mohammed Islam : Practice Manager
Dani Hadley : Assistant Practice Manager
Sophie Easter: Operations Manager

Practice Nurses

Samantha Maye R.G.N. Advanced Nurse Prescriber,
Specialist Asthma and COPD Nurse
Samantha Coleman Nurse Associate
Daphne Devaney Nurse Associate
Elle Payne Nurse Associate

Health Care Assistants

Sharon Collis NVQ3

Clinical Pharmacist

Navdeep Kanwar
Humza Ibrahim

Phlebotomist

Debi Collins

Administrators

Julie Safwana
Debbie Stella
Shereen Tanayah
Mim Harvi
Debi Nina

Practice Opening Hours

Monday	8.00am — 6.30pm
Tuesday	8.00am — 8.00pm
Wednesday	8.00am — 6.30pm
Thursday	8.00am — 6.30pm
Friday	8.00am — 6.30pm

We have one evening clinic per week in which we are open until 8.30pm. The days can vary each week but tend to be every Tuesday and either a Monday, Wednesday or Thursday.

Consulting Times

	Morning	Afternoon	Evening
Monday	8.00-13.00	2.00-6.00	-
Tuesday	8.00-13.00	2.00-6.00	6.30-8.30
Wednesday	8.00-13.00	2.00-6.00	-
Thursday	8.00-13.00	2.00-6.00	-
Friday	8.00-13.00	2.00-6.00	-

Surgery times vary for each doctor and nurse.

How Our Appointment System Works

Appointments can be booked up to 1 month in advance if booking an evening appointments and 2 weeks or 48 hours in advance for daytime appointments and telephone appointments. In addition to this we have a number of appointments available for on day requests.

Due to the demand for appointments the Practice offers a telephone triage, this will be in place every day and will be offered so that patients can talk to a doctor who will then offer appointments as necessary.

Patients who arrive at reception to book a same day appointment will be placed on the telephone triage.

It would be greatly appreciated if patients could contact the surgery to cancel any appointments if they are not able to attend.

Blood Tests and ECG's

Blood tests and ECG's are carried out in the practice in weekly clinics.

Cervical Smears

These are routinely offered to women aged 25-64 years and can be booked with the Practice Nurse once you have received an invitation for the Cervical Screening Services. You will be notified of your results by post.

Breast Screening

Mammograms are offered every three years to all our female patients aged 50-65 years.

Patients in this age group will be contacted automatically and will be given an appointment at a screening centre. You will be notified of your results by post.

Family Planning

A wide range of family planning services are offered by appointment with any Doctor in the Practice or with either of our Practice Nurses. Emergency contraception is also available if required - please ask to see the doctor as soon as possible after unprotected intercourse (up to a maximum of 72 hours).

Free emergency contraception is available from local pharmacies to patients under the age of 25 .

Maternity Medical Services

All the doctors in the Practice provide full antenatal and postnatal care. We share this care with the midwifery team and with the local Maternity Units at either the Leicester General Hospital or Leicester Royal Infirmary. As soon as you know you are pregnant, please ask at reception for a "first antenatal booking" with the Practice Midwife.

Anti-Coagulation Clinics

Run twice weekly by our Practice Nurses to monitor patients taking anticoagulant medicine.

Minor Surgery

A number of minor operation procedures are undertaken by our doctors.

Contraceptive Implants

An implant fitting and removal service is available here at the surgery. If interested please book an appointment first with one of our Practice Nurses to discuss your contraceptive needs.

Specialised Clinics (to check your eligibility for any of these clinics please speak to a receptionist).

The Practice operates a number of specialised clinics:

Diabetes

Run by our Practice Nurses.

Weekly clinic, offers guidance regarding management of diabetes, prevention of complications and all related issues.

Cardiovascular

Operated weekly by our Practice Nurses.

Offers advice on matters relating to the prevention and management of heart disease.

NHS Health Checks

These are recommended for all patients aged 40 - 74 and are carried out by our Health Care Assistants

All people aged over 75 may request an annual health check.

Asthma and COPD

Weekly clinics are run by our Practice Nurses.

Offers advice on the management of asthma and COPD.

Flu Vaccinations

Seasonal clinics operated in autumn for the over 65's and those in at risk groups.

Aortic Aneurysm Screening

Annual clinics screening older men in conjunction with Leicester Royal Infirmary.

Retinal Eye Screening

Annual clinics for patients with diabetes, run by ophthalmologists from the Leicester Royal Infirmary.

Counselling

Appointments available each week - offers support for stress, depression and emotional problems.

Other Services

Health Visiting / Child Health Surveillance

The Practice Health visiting team offers specialist advice in child care and health education.

The Health Visiting Team can be contacted directly on 0116 2958295. Children's immunisations are carried out by our Practice Nurses.

Repeat Prescriptions

New patients on regular medication should make an appointment to speak to a member of our clinical team before they can order repeat prescriptions, this is to ensure your medications are accurate on to our computer system.

If you are unable to bring your request to the surgery in person, the prescription request can be sent in the post with a self addressed envelope for us to return it to you or you can register for NHS online service at <https://www.nhs.uk/nhs-services/online-services/>. Alternatively, many local chemists provide an ordering and delivery service, but you will need to arrange this with your local pharmacy.

All prescriptions take three working days to be processed so please order them in plenty of time so that you do not run out of your medication.

The Practice is pleased to offer an electronic prescribing service, this means that prescriptions go electronically to a nominated pharmacy of your choice—saving patients the hassle of having to come and collect prescriptions from the surgery. Please speak to your chosen pharmacy and they will set this service up for you.

Please note: while most medications can be sent electronically there are a few that cannot be sent this way and will still need to be printed as a prescription.

We do not take prescription requests over the telephone.

Test Results

Please telephone for test results after 10.00 am, as the early morning telephone lines are very busy.

Home Visits

Home visits are strictly only for patients who are medically housebound.

Request for home visit need to be before 11.00am, except in the case of a medical emergency.

Humberstone Patient Group

Meet at the practice to discuss and shape services within the Practice. New members are always welcome.

Choose and Book

When you and your GP agree that you need a hospital appointment with a specialist, Choose and Book shows your GP which hospitals or clinics are available for your treatment; you can then make a choice as to where you would like to be seen. Either your GP or a member of the practice team will give you an appointment request letter with your own password and reference number, you can then ring and book your own appointment for a date and time which is convenient for you.

Pharmacy First Scheme

As doctors appointments are at a premium our patients have the option of accessing the Pharmacy First Scheme at a local pharmacy. The scheme covers over 30 various ailments i.e., cough, cold, hay fever, etc. Please ask for details at reception. The patient is required to present at a participating chemist where a prescription can be dispensed if necessary. If you are entitled to have free prescriptions, this will still apply.

Out of Hours Service

Contacting a doctor out of hours when the surgery is closed.

For medical emergencies which cannot wait until the surgery is routinely open.

- If you need urgent medical assistance out of surgery hours, you are advised to call the out of hours number which **111**.
- Emergency home visits are only available for those patients who are medically housebound.

Contacting a Doctor by Telephone

Doctors have specific slots for telephone consultations and these may be booked in the same way as appointments. Telephone consultations are especially useful for patients with medication queries or if a patient needs to speak to a doctor about test results.

Contacting a Nurse by Telephone

If you need to speak to a nurse over the telephone please speak to one of our receptionists.

New Patient Registrations

We welcome all new patients to Humberstone Medical Centre. Patients will, in future be registered with the practice and not with an individual GP. The practice offers new patients over the age of forty an appointment for a Health Check with one of our Health Care Assistants.

When registering new patients the Practice does **not** discriminate on any grounds.

Chaperones / Interpreters

Patients are welcome to attend any appointment accompanied by a friend or relative if they find this helpful. Patients attending on their own may also ask for a chaperone to be provided during a consultation with the doctor or nurse. If required, an interpreter can be organized to accompany the patient to see the doctor if you are unable to provide your own.

Non-Discrimination Policy

We are committed to equal opportunities regardless of gender, creed, sexual orientation, age, colour or race. If you have a particular need or concern we would welcome you making us aware of it.