

North West Leicestershire– Clinical Commissioning Group

North West Leicestershire Clinical Commissioning Group

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Loughborough
Leicestershire
LE11 2TZ
Tel: 01509 567700

enquiries@westleicestershireccg.nhs.uk

NHS England

NHS England are responsible for this area

NHS England (Leicestershire and Lincolnshire area team)

Fosse House
6 Smith Way
Grove Park
Endersby
Leicestershire
LE19 1SX

Patient Advice & Liaison Service

PALS FREEPOST - RRHS - EUHR - LCZA, LCR PCT

Lakeside House
4 Smith Way
Grove Park
Endersby
Leicestershire
LE19 1SS
Tel: 0116 295 7500

www.pals@lcrpct.nhs.uk

Broom Leys Practice Leaflet



Broom Leys Surgery

Broom Leys Road

Coalville

LE67 4DE

Website: www.broomleyssurgery.co.uk
Email: broomleyssurgery.patients@nhs.net
NHS Choices Website: www.nhs.uk

NHS

Tel: 01530 832095

Fax: 01530 832616

Contents

Page 2 - Contents and Useful Contacts
Page 3 - Welcome, GP and Management Details
Page 4 - Nursing Staff Details
Page 5 - Health Visitors , Midwifery and NHS 111 Information
Page 6 - Reception Team, Prescriptions and Appointments
Page 7 - Opening Hours, Home Visits and Out of Hours
Page 8 - Services Available
Page 11 - Suggestions, Comments and Complaints; Patient Participation Group and test Results
Page 12 - New Patients, Change of Details and Practice Policies
Page 13 - Ambulance Booking, Online Services and Disabled Access
Page 14 - Your Information and how it is used and Confidentiality
Page 17 - Health Records and Further Information
Page 18 - The PCT and Patient Advice and Liaison Service

Useful Contacts

• Wells Pharmacy Broom Leys	01530 814161
• Wells Pharmacy Long Lane	01530 834588
• Masons Chemist Hugglescote	01530 811657
• Masons Chemist Coalville	01530 812182
• Listers Chemist Ibstock	01530 260994
• Coalville Health Centre	01530 468590
• Coalville Community Hospital	01530 467400
• District Nurses	0300 300 7777
• Out of Hours	0845 045 0411
• NHS Direct	111
• Leicester Royal Infirmary	0300 303 1573
• Leicester General Hospital	0300 303 1573
• Glenfield Hospital	0300 303 1573
• Community Midwives Office	0116 258 4834

Health Records

The Data Protection Act 1998, which came into force on 1st March 2000, allows you to find out what information about you is held on the computer and in certain manual records. This is known as 'right of subject access', and it applies to your health records.

If you want to see them you should make a written request to the NHS organisations where you are being, or have been treated. This includes Broom Leys Surgery if you are being treated as a patient by us. You are entitled to receive a copy but should note that a charge will usually be made.

We currently charge £10 for a print out of your records that are held on our computer system, these go back to about 1998 in most cases, but depend on where you were registered since then.

We charge £50 if you wish to receive photocopies of all our notes held on paper.

You should also be aware that in certain circumstances your right to see some details in our health records may be limited in your own interest or for other reasons.

Further Information

If you would like to know more about how we use your information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet please speak to the health professionals concerned with your care.

You can also contact other NHS organisations, such as hospital, clinic, GP surgery where you have received medical treatment.

Further Information that you need to know

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional.

Occasions when we must pass on information include:

- Notification of new births
- Where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV / AIDS)
- Where a formal court order has been issued

Our guiding principle is that we are holding your records in strict confidence

Who are our partner organisations?

The principle partner organisations, with whom information may be shared:

- Health Authorities
- NHS Hospital Trusts
- Primary Care Trusts
- Ambulance Services

Your information may also, (subject to strict arrangements describing how it will be used), be shared with:

- NHS Common Services Agencies such as Primary Care Agencies
- Social Services
- Educational Services
- Local Authorities
- Voluntary Sector Providers

Welcome to our Practice

Broom Leys Surgery is part of North west Leicestershire Clinical Commissioning Group . Our team of health professionals are working together in order to help look after your health needs. We aim to provide the best possible service.

Our Doctors

Sole Practitioner

Dr Stuart Scrivens (m)

MBChB (Reg: Leicester 1997)

Salaried GPs

Dr Mrinmayee Srivastava (f)

MBChB, MBBS

Dr Kate Clorley (f)

BSc, MBChB, MRCGP

Dr Pannagashree Pakka (f)

MBChB

Dr Vimal Patel (m)

MBChB

Associate GPs

Dr Suboohi Rahman (f)

MBBS, MRCGP, DFSRH

Dr Srinivas Malladi

MBBS, MRCHP, NTR 2002

Management Team

Practice Manager

Pauline Beall

Clinical Manager

Karen Smith

Patient Services Manager

Alison Hall

Our Nurses & Health Care Assistants

Nursing Team

As well as dealing with minor illness, dressings and minor wounds, the nurses run most of the preventative care program. This includes asthma clinics, blood pressure checks, cervical smears, blood tests, diabetic and heart disease checks and vaccinations. The nursing team also give advice concerning diet, travel and general health matters.

Nurses

Karen Smith

Advanced Nurse Practitioner

Danielle Davey

Practice Nurse

Claire Guyon

Practice Nurse

Health Care Assistants

Karen Thorpe

HCA

Karen Tyler

HCA

District Nursing Team

District Nurses

The District Nurses provide nursing care to the terminally ill, housebound, elderly and disabled individuals and their families.

The District Nurses can be contact on: **0300 300 7777**

Further Information that you need to know

- Conduct health research and development
- Pay your GP, dentist and hospital for the care they provide
- Audit NHS accounts and services
- Prepare statistics on NHS performance
- Investigate complaints, legal crimes or untoward incidents

Some of this information will be held centrally, but where this is used for statistical purposes stringent measures are taken to ensure that individual patients cannot be identified. Anonymous statistical information may also be passed to organisations with a legitimate interest, including universities, community safety units and research institutions. Where it is not possible to use anonymised information, personally identifiable information may also be passed to organisations with a legitimate interest, including universities, community safety units and research institutions. Where it is not possible to use anonymised information, personally identifiable information may be used for essential NHS purposes. These may include research and auditing services. **This will only be done with your consent**, unless the law requires otherwise.

Confidentiality

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

You may be receiving care from other organisations as well as the NHS (like Social Services). We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when your health or safety of others is at risk or where the law requires information to be passed on.



Anyone who receives information from us is also under a legal duty to keep it confidential

Further Information that you need to know

Why we collect information about you

Your Doctor and other health professionals caring for you keep records about your health and any treatment and care you receive from the National Health Service. These help ensure that you receive the best possible care from us. They may be written down (manual records) or held on a computer. The records may include:

- Basic details about you, such as address and next of kin
- Contacts we have had with you, such as clinic visits
- Notes and Reports about the treatment and care you receive
- Results of investigations, such as X-Rays and laboratory tests
- Relevant information from other health care providers

How your records are used to help you

Your records are used to guide professionals in the care you receive to ensure that:

- Your Doctor, Nurse or any other health care professionals involved in your care have accurate and up to date information to assess your health and decide what care if any that you may need
- Full information is available if you see another Doctor, or are referred to a specialist or NHS department outside your GP Practice. This is a good basis for assessing the type of quality of care you have received
- Your concerns can be properly investigated if you need to complain



How your records are used to help the NHS

Your information may also be used to help us:

- Assess the needs of the general population
- Make sure our services can meet patient needs in the highest standard
- Teach and train health care professionals

Health Visitors

Health Visitors are trained nurses with further qualifications in Midwifery and health visiting. The health visitors provide a full range of children's services including child health surveillance and well baby clinics. The health visitors are based at Whitwick Road Surgery and can be contacted on **01530 468602**. Please leave a message on their answering machine if they are not



Midwife

Antenatal clinics are held on a Thursday afternoon by a member of the midwifery team. They can be contacted by telephone on **0116 258 4831**. As well as antenatal clinics they undertake regular visits to expectant mothers new mothers and their babies. Initial 'New Booking' appointments are held on a Wednesday afternoon, please make an initial appointment between the 8th and 10th week of your pregnancy.



NHS 111

This is a confidential 24 hour advice and health information service staffed by professional advisors. You can call NHS 111 free from your landline or mobile at any time for advice on what to do if you or a family member feels ill.



when it's less urgent than 999

Administration / Reception Team

Sue Glover
Secretary

Kimberley Smith-Berry
Medicine Management Lead

Emma Skinner
Medicine Management

Becki Sharpe
Communication Lead

Our patient services team are here to help and assist you face to face and by telephone. Our Receptionists are: **Kimberley** (reception lead), **Michelle, Sally, Emma, Becki, Janet, Liz, and Sarah**

Administration / Reception Team

Repeat prescriptions requests can be:

- Requested online
- Ordered through the Pharmacy
- Posted to us
- Faxed to us

For normal repeat prescription requests, please allow 48 hours for collection (please do not count Saturday and Sunday). Please be aware items requested that are not on your repeat prescription list may take up to 72 hours. For your safety, **we are unable to take medication request by telephone**. Your prescription can be collected from reception or once ready. Alternatively, if you provide us with a pharmacy nomination we can send your prescription electronically to your chosen pharmacy for you to collect. For more information please see our leaflets 'EPS Guide' and 'Prescription Guide'.

Appointments

For information on our appointments system, please see the 'Appointments Leaflet'.

Ambulance Bookings

Patient Transport Service provides non-emergency transport to patients who have a medical condition that would prevent travel by other means. To book your ambulance please call:

0345 241 3012

Online Services

You can now order your repeat prescription or book appointments online. If you would like access to the online services please either ask at reception or download the form from our website:

www.broomleysurgery.co.uk. You will need to bring photo identification with you when you register and for confidentiality reasons we can only register the individual face to face. If you are over 16 you will need to attend the surgery in person to register for this service.



Disabled Access

We have disabled car park access for blue badge holders, we also have disabled toilet facilities which has an emergency alarm installed, should you require extra help, and wheel chair access to the surgery.



New Patients

To register with our practice, please attend the surgery and collect a New Patient Pack, or you can download it straight from our website. We can register you as a patient if you live within our catchment area. If you are unsure, you can check this via our website by entering your postcode.

Please note: we may ask you for **TWO** forms of identification alongside your completed registration forms. These **MUST** include:

- Passport of Driving License (Photo ID)
- Utility bill or bank statement (proof of address)

Practice Policies

Broom Leys operates a '**Zero Tolerance**' policy. Any patients who are violent, threaten violence, or are verbally abusive will be removed from the surgery.



The practice also has a 'Did Not Attend' policy. If a patient fails to attend a pre-booked appointment a warning letter will be sent. If this happens THREE times, a meeting date will be set to discuss possible removal from the practice, which would result in you needing to register at a new surgery.

Change of Details

Please inform us as soon as possible of any changes to your details such as:

- Name
- Address
- Contact numbers

You can download a 'change of address' and 'change of name' form from our website or pop into reception.

Updating contact numbers can be done over the telephone.

Please note: You may need to provide us with proof of your change of details such as Marriage Certificate or Deed Poll.

Opening Times

Monday: 08:00 - 18:30
Tuesday: 08:00 - 18:30
Wednesday: 08:00 - 18:30
Thursday: 08:00 - 18:30
Friday: 08:00 - 18:30

Between 12:45 - 13:30 the surgery will be shut for lunch.

Please Note: From 18:00 - 18:30 our telephone lines are available for emergencies only - please follow the recorded instructions

Home Visits

If you are too ill to come to the surgery or are housebound, you can request a home visit through the reception team before 10:30am. The doctors will however, expect, where possible, the patient come to the surgery. They usually do not visit children at home, but are very happy to fit them in their surgeries as an emergency where necessary. The receptionist will ask you questions so that they can pass information to the Doctor or Nurse. The Doctor or Nurse may also telephone you first to discuss your needs. The Doctor or Nurse will decide if a visit is the best way to help you.

Out of Hours

If you need a Doctor and the surgery is closed, please call:

111

If you need information or advice you can contact NHS Direct on:

111 or www.nhsdirect.uk



Services Available

Asthma - Have regular check ups to help with inhaler techniques, learn how to manage your condition and keep yourself fit.

COPD - Have your annual review and spirometry test.

Diabetic Clinic - As well as having your HbA1c checked every 3 - 6 months , please book an annual appointment for a check up. You may require a blood test and foot check prior to your review, please check with reception when booking your appointment.

Healthy Heart Clinic - Have regular checks and blood tests and learn how to keep your blood pressure and cholesterol under control.

Family Planning & Contraception - Come and discuss your needs with a Doctor or Nurse. Have regular checks with the Nurse if you are on the 'pill'. Please make sure you book your appointment in advance for your 'pill check' appointment.

Cervical Smears - These look for changes that could, if left long enough, turn into cancer. Have this test when you are called and it could save your life. These are offered to all women over the age of 25.

Adult Vaccinations - Flu and Pneumonia jabs are available for those at risk. Please ask if that applies to you.



Suggestions, Comments and Complaints

We want to provide our patients with an excellent service. We may not always succeed, but you can help us improve. We welcome ideas and comments. If you are not happy with any aspect of the care you have received from the practice, we would like you to tell us about it, please ask to speak to the Practice Manager: Pauline Beall or an appropriate member of staff. If you wish to make your comment without giving your name, you may do so in writing to the Practice Manager. If you are not sure if this is the best way to put your views, you may contact the local Patient Advice Liaison Service who can help you. For more information please see our Complaints leaflet.

Patient Participation Group



If you wish to put forward any ideas or suggestions that you may have please ask our reception team for more information or download our PPG leaflet from our website. We come together once every 2 months for a meeting to discuss any updates the surgery may have as

well as looking at and/or discussing any topics suggested by patients providing awareness in certain areas of the NHS as well as events happening within the local community. We aim to work in partnership with our patients to create an environment which is modern and inviting whilst keeping the traditional NHS values.

Test Results

For test results please call after 10:30am and 14:30pm when our phone lines are less busy. For x-ray or ultrasound results please arrange an appointment or telephone consultation with a GP.

Mental Health Clinics - These are held by Shirley Tench at the surgery for scheduled clinics.

Minor Illness or Injury Clinics - The local Minor Illness Clinic is operated by experienced and highly trained health professionals. They will treat a wide range of minor illnesses and injuries e.g.

- Cuts, Sprains, Minor Infections
- Skin Conditions
- General Health advice and information
- Minor Burns and Scalds

NHS Health Checks - A NHS Health Check is a free check-up of your overall health available to anyone aged 40 - 74. It can help indicate whether you're at risk of getting certain health problems e.g.

- Heart Disease
- Diabetes
- Kidney Disease
- Stroke

Please ask at Reception for more information.

Hearing Tests - If you require a hearing test please see one of our Receptionists to book an appointment here at the surgery.

Seasonal Vaccinations - When it comes to Flu Season, and you are eligible for a free NHS Flu Vaccination, please contact the surgery between September and March to book an appointment to have your Flu Vaccine.

We also offer the Nasal Flu Vaccine to children who are eligible, however please note: **if your child(ren) are of school age - they will receive their vaccination in school.** Please ask at reception for more information or visit NHS Choices.

If you are aged 65 and over you may also be eligible for the Pneumonia Vaccine.

Travel Clinic - Keep Healthy whilst abroad. Please complete a travel questionnaire (available from reception or our website). The Nurse will assess your questionnaire, please call the surgery 7-10 days later for the outcome of your questionnaire, you will then be informed of any vaccinations/advice you may require and an appointment will be made for you if necessary.

Substance Misuse Clinic - These are held at the surgery by Ryan Langley (Turning Point) at the surgery for scheduled clinics.

Minor Surgery - Have warts, minor lumps and bumps removed or frozen.

Childhood Vaccinations - Immunisation and Vaccination clinics are held on a Tuesday morning. Appointments for Childhood Immunisations are sent from Bridge Park Plaza. If you are unable to make the appointment you are allocated, please contact the surgery to let us know and make a further appointment if necessary.

We also offer Paediatric blood tests for those aged 0 - 18 years by one of our experienced and highly trained Health Care Assistants.

Weight Management - Receive dietary and exercise advice and have regular weight checks.

HGV/Private Medical Examinations - Can be booked with our GP's for those registered at the Practice. There will be a fee for this service. Please contact Reception for further information or book a telephone consultation with our Secretary.

Heart Failure Clinics - These are held by Angela Walne at the surgery for scheduled clinics.

Phlebotomy - Our fully trained Health Care Assistants can do any blood tests that you may require.