

North West Leicester - Clinical Commissioning Group

North West Leicestershire Clinical Commissioning Group
55 Woodgate
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
Enderby
Leicestershire
LE19 1SX

Patient Advice & Liaison Service

PALS FREEPOST - RRHS - EUHR - LCZA, LCR PCT
Lakeside House
4 Smith Way
Grove Park
Enderby
Leicestershire
LE19 1SS
Tel: 0116 295 7500

Www.pals@lcrpct.nhs.uk

NHS

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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

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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 260 994
- 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
- Glenfield Hospital 0300 303 1573
- Leicester General Hospital 0300 303 1573
- Community Midwife 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 computer and in certain manual records. This is known as 'right of subject access'. 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 for 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 your 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 the NHS organisation - such as the hospital, clinic, GP surgery - where you are being treated

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission had 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 is 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 agreements describing how it will be used, be shared with:

- NHS Common Services Agencies such as Primary Care Agencies
- Social Services
- Education 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 you 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 Scrivastava (f)

MBChB, MBBS

Dr Kate Clorley (f)

BSc, MBChB, MRCGP

Dr Pannagashree Pakka

MBBS, MRCGP

Dr Vimal Patel

BSc, MBChB, MRCGP

Associate GPs

Dr Suboohi Rahman (f)

MBBS, MRCGP, DFRS

Management Team

Practice Manager

Pauline Beall

Clinical Manager

Karen Smith

Patient Services Manager

Alison Hall

Our Nurses and 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 also give advice concerning diet, travel and general health matters.

Nursing and Health Care Assistant Team

Karen Smith

Advanced Nurse Practitioner

Danielle Davey

Practice Nurse

Clare Guyon

Practice Nurse

Karen Thorpe

Health Care Assistant

District Nursing Team

District Nurses

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

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

- 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 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 information to be passed on to improve public health.

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 and 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 future
- Review the care we provide to ensure it is of 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 answer machine if they are not available.



Midwife

Antenatal clinics are held on Thursday afternoons by a member of the midwifery team. They can be contacted by telephone on **0116 258 4834**. As well as antenatal clinics they undertake regular visits to expectant mothers, new mothers and their babies. Initial 'New Booking' appointments are held on Wednesday afternoons. Please make an initial appointment between the 8th and 10th week of 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.



Administration / Reception Team

Sue Glover

Secretary

Amanda Johnstone

Secretary

Kimberley Smith-Berry

Medicine Management Lead

Emma Skinner

Medicine Management & Patient Services Team

Becki Sharpe

Website, Communication Lead & Patient Services Team

Repeat Prescriptions

Our Receptionists are here to help and assist you face to face and by telephone.

Our Receptionists are:

Michelle, Sally, Emma, Janet, Liz and Sarah

Repeat prescription requests can be:

- Requested online
- Ordered through the pharmacy

For normal repeat prescription requests, please allow 48 hours for collection (please do not count Saturday or Sunday). Please be aware items requested that are not on your repeat prescription list may up to 72 hours. For your safety, **we are unable to take medication requests by telephone**. Your prescription can be collected from reception 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

www.broomleysurgery.co.uk

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



Disabled Access

We have disabled car park access for blue badge holders, we also have disabled toilet facilities which has an emergency alarm installed, if 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. 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 require **TWO** forms of identification alongside your completed registration forms. These **MUST** include:

- Passport or Driving Licence (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 re-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 access a 'change of address / name' form by downloading it from our website or collecting one from 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 Hours

Monday: 8:00 - 18:30

Tuesday 8:00 - 18:30

Wednesday 8:00 - 18:30

Thursday 8:00 - 18:30

Friday 8:00 - 18:30

Between 12.45pm - 1.30pm the surgery will be shut for lunch.

Please Note: From 18:00pm - 18:30pm 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 Receptionist before 10:30am. The Doctors will however expect, where possible, the patient to 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 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.

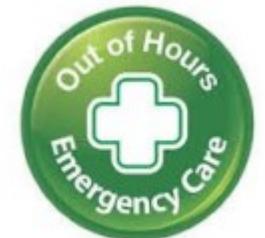
Out of Hours

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

111

If you need information or advice you can contact NHS Direct **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 months, please book an annual appointment for a check up. You may also require a blood test and foot check prior to your review, please check with Reception when booking your appointment.

Healthy Heart Clinic (CHD) - 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 to book your appointment in advance for your 'pill check'.

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 your ideas and comments. If you are not happy with any aspect of the care you have received from this 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 about our Patient Participation Group or see our PPG leaflet. 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 Clinic - 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 to 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.

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 3 days later for the outcome of your questionnaire, you then be informed of any vaccinations/ advice you may need and an appointment will be made for you if necessary.

Substance Misuse Clinic - These are held 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 attend 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.