

Spinney Hill Medical Centre

www.spinneyhillmc.co.uk

A guide to our services

Main Site Address: 143 St Saviours Road, Leicester, LE53HX
Main Site Telephone: 0116 482 7140
Opening hours: Mon, Tue, Wed, Thu, Fri - 8am until 6.30pm

Branch Site Address: 132 Doncaster Road, Leicester, LE46JJ
Branch Site Telephone: 0116 482 7142
Opening hours: Mon, Tue, Wed, Fri - 8am until 6.30pm
Thu - 8am until 1.00pm

This practice is within NHS Leicester
City area

NHS

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Welcome

Spinney Hill Medical Centre serves people in the City of Leicester operating from two sites. The practice area covers Highfields, Spinney Hill, Belgrave, Charnwood and Rushey Mead.

We aim to provide the highest quality of services available to improve the health and longevity of our patients and to treat them with respect and dignity.

Our team includes GPs, Practice Nurses, Health Care Assistants, Practice Manager and Receptionists.

We offer a full range of general practice services and run special clinics for children, pregnant women, diabetes, asthma, high blood pressure, heart diseases and minor surgery.

Spinney Hill Medical Centre is a NHS Training Practice and as such is involved in teaching and education of future doctors. Your consent will be sought when a trainee is present during a consultation or when you see a qualified doctor undertaking general practice training. You have a right to decline to be involved in teaching and education of future doctors.

This leaflet is for both existing and new patients outlining our services, how to access them and other information.

If you live within our practice area and would like to register with us, please complete one of our registration forms.

You will be registered with the practice and can see a specific doctor or any of the practice's doctors.

You can also access information about this practice online by visiting:

www.spinneyhillmc.co.uk

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Patient Charter

Surgery Responsibility

We will respect and treat all of our patients as individuals regardless of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition and involve them in all aspects of their health care.

Our practice team will endeavour to be courteous, respectful and friendly.

We will respect patient's right of confidentiality and access to medical records within the current legal framework.

We will try to answer your telephone calls to the surgery promptly and efficiently although there might be delays at peak times.

Appointments with doctors, practice nurses, health care assistants and midwives can be made via out reception staff. We will endeavour to book you with a doctor of your choice subject to availability of appointments.

For urgent medical need you will be offered a consultation on the same day. Routine medical appointments can be booked up to four weeks in advance. We will make every effort to see you promptly. Medical emergencies will receive immediate attention.

You should not have to wait more than 30 minutes in the waiting area without receiving an explanation for the delay.

If you have undergone tests or x-rays, we will inform you how to get results of investigations.

The practice aims to offer a full range of health promotion services. Specific advice can be obtained from the doctor or practice nurse.

Home visits will be arranged as appropriate for those too ill or infirm to attend surgery. Calls for medical emergencies will be dealt with immediately.

Complaints: we are constantly trying to improve our service. Our practice manager will be happy to discuss any suggestions or complaints that might arise.

A repeat prescribing service is available, please discuss with the doctor if you would like arrangements to be made. Repeat prescriptions will be processed within 48 hours or two working days.

Patients rights

Patients have under the National Patient's Charter the following rights:

- To be registered with a family doctor
- To be able to change doctor quickly and easily
- Receive emergency care at any time that it might be required.
- To be referred to a consultant acceptable to you for a second opinion if you AND your doctor feel this is appropriate.
- Have appropriate drugs and medicines prescribed
- Have access to your health records, subject to limitations of the law.
- Know that those working for the NHS are under legal duty to keep the contents of their records confidential
- Choose whether or not to take part in medical research, and training of medical students and doctors.
- Be given detailed information about local family doctor services through the Health Commission's local authority.
- Receive a copy of the practice leaflet on request, setting out the services provided.
- Receive a full and prompt reply to any complaint made about NHS services.

Patient Responsibilities

If unable to keep an appointment please advise our reception staff at the earliest opportunity so that another patient can be offered that time.

Please ask for home visits only if really necessary and wherever possible please make the request before 11.00am Home visits should be medically Justifiable and not requested for social convenience.

Please remember that an appointment is for one person only.

Please advise us promptly of any change in your personal details such as a change of name, address, phone number etc. in order that we may keep our records up to date.

It is important that you understand the information given to you - please ask if you do not.

We would ask that you treat members of our practice team with courtesy and respect. If there are any difficulties please ask for the Practice Manager who will endeavour to help you.

We have a zero tolerance policy - Patients being violent or abusive to doctors or staff may be removed from our practice list.

Our Team

GP Partners

Dr Surinder Singh Sian - BMSc, MBChB, DFFP, (T) GP

Dr Amit Raj - BSc (Hons), MBBS, MRCGP, DRCOG, DPD, PgCME

Dr (Mrs) Anamika Sagar Joshi - MBChB, MRCGP, DFSRH

Dr Ricky Amin - BSc (Hons), MBBS, MRCGP, DRCOG, DFSRH, PgCME

Dr Anish Shah - MBBS, MD, MRCP, MRCGP

Dr Rakesh Choudhary - MBBS, DCH, DRCOG, MRCGP

Dr Raaj Thakor - BSc(Hons) MBBS(Lond) DRCOG DFSRH MRCGP

Dr Amit Sinha

Practice Manager

Anisah Raidhan

Business Manager / IT Lead

Pritesh Pancholi

Practice Nurses

R Patel - RGN

H Shah - RGN

Health Care Assistants

N Khalifa - NVQ Level 3 Health & Social Care

T Mashru - NVQ Level 3 Health & Social Care

S Vohra - NVQ Level 3 Health & Social Care

A Hajat - NVQ Level 3 Health & Social Care

A Sujandin - NVQ Level 3 Health & Social Care

Team Leaders

H Mahal - 143 St Saviours Road

A Sujandin - 132 Doncaster Road

Services we offer

In addition to general medical services we also offer the following:

- Asthma and Chronic Obstructive Pulmonary Disease checks
- Blood testing (phlebotomy)
- Cervical smears
- Chlamydia screening
- Diabetes checks
- Family planning
- Flu vaccinations
- Helicobacter Pylori testing
- Heart (cardiovascular) checks
- Infant, childhood and teenage vaccinations
- Insulin initiation service
- Intrauterine device (coil) service
- Maternity medical service
- Minor surgery
- NHS health checks (40-74 years old)
- Routine health checks
- Suspected DVT testing
- Smoking cessation
- Travel advice and holiday vaccination
- Weight management

How to contact the surgery

Main Surgery		Branch Surgery	
Phone:	0116 482 7140	Phone:	0116 482 7142
Post:	143 St Saviours Road Leicester LE53HX	Post:	132 Doncaster Road Leicester LE46JJ

Surgery Opening Times

DAY	OPENING TIMES
Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm

Extended Access

Monday to Friday: 6.30pm to 8.00pm (Pre-booked Appointments only)
Saturday: 8.00am to 5.00pm (Pre-booked Appointments only)

Booking an Appointment

You can book your appointment by calling the number given or by visiting the surgery.

There are also a limited number of doctors appointments available to book online through our website. You will have to register to use this service. Please ask at reception for more information.

Appointments can be booked with a doctor, nurse or health care assistant up to 4 weeks in advance.

You have a choice of booking a face to face or telephone appointments please let the receptionist know when booking.

Urgent medical cases will be seen on the day.

If you are unable to use the stairs, please inform the receptionist when booking your appointment so that suitable arrangements can be made to see you.

You may bring along someone to accompany you during an examination or a consulting room to discuss any matters. A trained chaperone is also available for examinations.

Staff at the practice speak English and many can converse in Gujarati, Hindi, Urdu. If you would like an interpreter to be present then please let the receptionist know so that arrangements can be made. Alternatively a telephone translation service is available during your consultation.

Remember that test results can only be given to a patient unless you have told us beforehand a named individual with whom we can discuss.

Home Visits

Visits are undertaken for those too ill or infirm to attend the surgery. You will need to speak to a doctor to arrange this. If your condition is urgent please let us know. Call before 10.30AM as this allows doctors to plan their rounds and avoid unnecessary delays. Visit request after 11.00AM should be for emergencies only.

Evenings and Weekends

When surgery is closed urgent medical advice can be sought by dialling **111**. (**This number is free**) You can also visit the Merlyn Vaz Walk in centre between 8.00am and 8.00pm.

The Hub

If you are registered with a GP practice in Leicester City, you can now benefit from an appointment with a GP in the **evenings** and **weekends** at three new healthcare hubs in the city

Call **0116 366 0560** for an appointment

Opening Times: Weekday: 18.30 to 22.00, Weekends: 09.00 to 22.00

HUB Locations:

- Westcotes Medical Practice, Fosse Rd, Leicester, LE3-0LP
- Belgrave Health Centre, 52 Brandon St, Leicester, LE4-6AW
- Saffron Surgery, 612 Saffron Lane, Leicester, LE2-6TD
- Merlyn Vaz Health Centre, 1 Spinney Hill Road, LE5 3GH

Repeat Prescriptions

- You can also register to order your repeat medication online via SystemOnline.
- Please ask reception for more information.
- Requests are not taken over the phone to reduce the risk of errors. Please allow 48 hours (2 working days) to process your request. Any uncollected prescriptions will be destroyed 2 weeks after your request.

Electronic Prescription Service

If you are interested in Electronic Prescription Service, please speak to your preferred pharmacist for advice and get yourself nominated with them.

Other NHS Services

As well as our practice there are other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor illnesses such as coughs, colds, sore throat, sickness and diarrhoea yourself.

Your local Pharmacist

Your pharmacist will be able to give you free health advice at any time. You don't need to make an appointment!

Walk In Centre

Merlyn Vaz Walk in centre is open from 8.00AM to 8.00PM seven days a week for treatment of minor injuries and illnesses. You don't need to make an appointment. The centre is located at 1 Spinney Hill Road, Leicester, LE53GH

The Hub

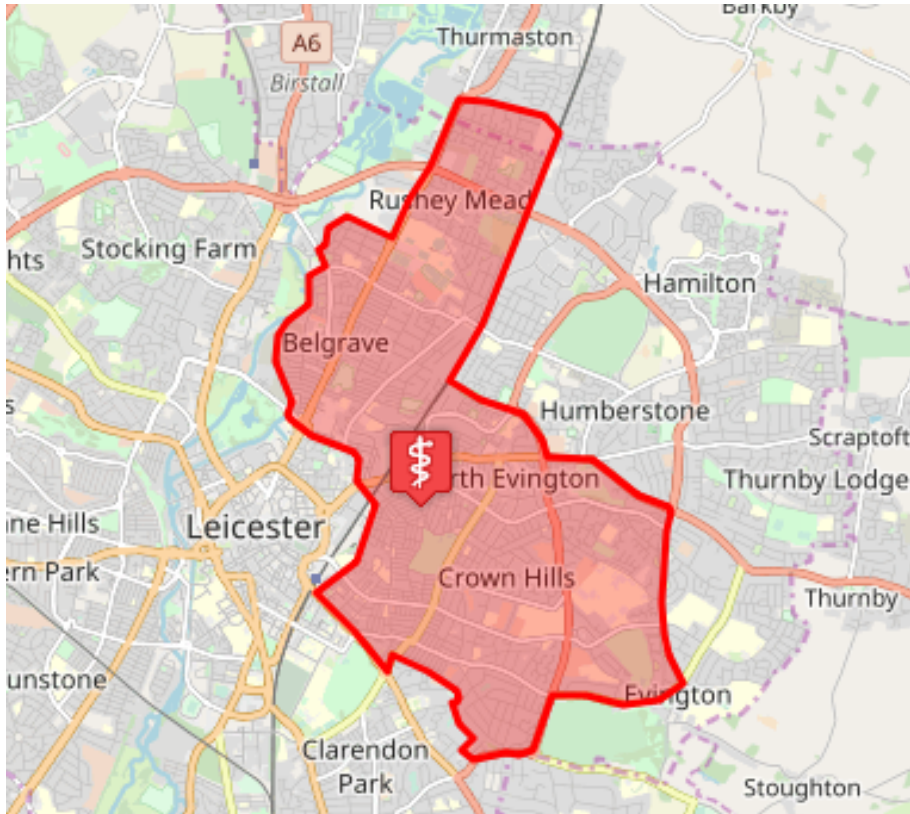
When the surgery is closed, please call **0116 366 0560** for an appointment with a GP.
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Accident and Emergency / 999

If you or someone else experiences severe chest pains, loss of blood or suspected broken bones, go to your nearest accident and emergency centre or call **999**. Located at the LRI Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Catchment Area

Below is the Catchment Area for registered patients at Spinney Hill Medical Centre



If you have recently changed address, please inform the surgery of your new address.

Other information

Complaints

The practice endeavours to offer a high standard of service to our patients. However, if you have any concerns about any aspects of our service, please let us know. Speak to whomever you are comfortable with - your GP, Practice Manager, or our reception staff will be happy to help you.

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, you can contact:

NHS England
PO Box 16738
Redditch
B97 9PT

By email:
england.contactus@nhs.net.

By telephone:
0300 311 22 33

Feedback

If you would like to give us feedback please complete the Patient Survey online:

www.spinneyhillmc.co.uk

Your comments about our service can be made by writing to us or completing a form available at the surgery.

Patients with particular needs

Each of our surgeries is accessible to patients using a wheelchair. A lift is available at our main surgery and arrangements can be made to see you downstairs at the branch surgery. Please ask the receptionist if help is required.

Friends and Family Test

FFT is a quick questionnaire which gives you the opportunity to provide feedback. You can help yourself to a form at reception front desk

Disability Access

If you have any special needs please let our staff know so that we can help and ensure you get the same support in the future.

Lowered Front Reception Desk

Lowered reception front desk to have easy access to the reception team.

Wheelchair Access

The front entrance of **Main Site** surgery has been specially designed to make it easier for wheel chair patients to visit.

Toilets for the disabled

On the ground floor, there is a specially equipped Disabled Toilet:

- Easy access door
- Lowered railings near the toilet seat.
- Railing near the wash basin
- Emergency cord near the toilet to get attention of staff if necessary

Patient lift (Main Site only)

On the ground floor there is a specially designed lift to take you to first floor.

Named Accountable GP

What does “Accountable” GP mean?

Every registered patient will have an “Accountable GP” allocated to them. This GP will take responsibility for the co-ordination of all appropriate services required and ensure they are delivered based on clinical judgement.

What are the named GPs responsibilities to 75s and over?

Working with relevant associated health and social care professionals to delivery a multi-disciplinary care package that meets the needs of the patient.

Ensuring the patient has access to a health check as set out in GMS Contract Regulations.

Do patients have to see the named GP when they book an appointment with the practice?

No. Patients can and should feel free to choose to see any GP or nurse in the practice in line with current arrangements. However, some practices may see this change as a way to encourage and promote a greater degree of continuity of care for patients.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please inform us when you need this service when booking an appointment.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health so that those treating you can give you the best possible advice and care. The information is available to only those involved in your care and you should never be asked for personal information we hold about you. If you would like to see your records please speak to our practice manager. Printed medical copies of your record are also available on request. You will need to complete a form and a fee is payable.

Zero Tolerance

We aim to treat our patients courteously and expect our patients to treat our staff in a similar 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. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Useful Telephone Numbers

Hospitals

University Hospital of Leicester (UHL)	0300 303 1573
Spire Leicester Hospital	2720888
Loros	2313771
Nuffield Hospital	2769401

Health Care Centre

Merlyn Vaz Health Care Centre	2429450
Charnwood Practice	2943100
St Peter's Health Centre	2957800

The Hub

0116 366 0560

My Pharmacy

Name.....Tel.....

Notes

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