

DE MONTFORT SURGERY

Practice Leaflet



Our mission is to provide responsive care of the highest quality tailored to the specific needs of our patients

STUDENT HEALTH CENTRE
100 Mill Lane
Leicester
LE2 7HX

Tel: 0116 222 7272
Fax: 0116 2954090
Email: DeMontfortSurgery@leics.nhs.uk
Web www.demontfortsurgery.co.uk

THE TEAM

Welcome to De Montfort Surgery. There are five GP principals at the practice working in a non-limited partnership:

Dr Jan Wake MBChB, DFFP, DFRSH (Female)
Dr John Heaton MBChB (Male)
Dr Anthony Nguyen MBChB, DFFP (Male)
Dr Neil Basu MBChB, MRCGP, DRCOG (Male)
Dr Andrea Wilkinson BSc, MBChB, MRCOG, MRCGP (Female)

We also have six salaried GP working at the practice:

Dr Asma Ahmad MBBS, MRCGP, DRCOG, DFRSH (Female)
Dr Jude Casson MBChB (Female)
Dr Tamar Morton Jones MBChB, BSc, MRCGP (F) Dr Sulaxni Nainani MBBS, MS(ENT), MRCGP, DFRSH, PgDip(ENT) (Female)
Dr Susan McLoughlin MBChB, BSc (Female)
Vacant position- currently being covered by Dr Muhammed Mussa BSc MBChB MRCGP (Male) until we recruit a new permanent doctor in early 2015.

All of the GP's provide personal maternity care, contraceptive advice and child health care as well as offering counselling for abortion requests.

NURSING STAFF

Sharon Moon	Nursing Sister
Sarah Allen	Nursing Sister
Wendy Haynes	Nursing Sister
Vanessa Wood	Health Care Assistant

All our nurses have an interest in family planning and sexual health issues. They deal with minor illnesses and all chronic diseases in the appointment surgeries and may ask you to attend for an asthma check etc.

ADMINISTRATIVE STAFF

Mrs Jane Smart	Practice Manager
Mrs Claire Deare	Business Manager
Jade Kenney	Reception Team Leader
Sandip Peshawaria	IT Clerk
Vicky Andrews	Administrator
Ann Key	Administrator
Jessica Bayliss	Secretary/Administrator
Herschel Chauhan	Administrator
Nita Pattni	Administrator
Belinda Botting	Administrator
Diana Chapman	Administrator
Charlie Smart	Administrator
Lisa Mawby	Administrator
Homa Naghdali	Scanning clerk/phlebotomist

ALLIED STAFF

Midwife	Twice weekly antenatal clinic
Health Visitor	Weekly
Physiotherapists	Sports Injuries twice weekly
Open Minds high intensity	Weekly
Open Minds low intensity	Weekly
Chiropractor	Weekly

Location

The practice operates from modern, purpose-built premises on Mill Lane. We have disabled access. Please contact us to book a Disabled Parking space. There is no non-disabled parking onsite.

Surgery Opening Times

Our practice doors are open 8:00am until 5:00pm (Tuesday, Thursday and Friday)
8:00 am until 8:45pm (Monday and Wednesday)

You can telephone us between 8 am and 6:30 pm Tuesday, Thursday and Friday, and between 8 am and 8: 30 pm on Wednesdays and Fridays/

Please note that our on call doctor service finishes at 6:0 pm Monday to Friday, after this time if you have a medical emergency please telephone 111

How to register as a patient

If you live within our boundaries please call in to complete the registration forms. Alternatively these can be downloaded from our website. You do need to bring the forms into reception to start the registration process. If you have a medical card or NHS numbers please bring these along with you. You will need to complete the registration details including middle names and your previous GP's details including address. Once these forms are completed you will be a registered patient with the practice. Medical treatment is available from the date of registration. Please contact reception for further information.

SMS Messaging

We encourage patients to provide a mobile telephone number. If you consent to receive text messages from the practice, we can provide you with appointment reminders and contact you, e.g. if there is a problem with a prescription.

Official Student Health Centre

Around half our patients are students at De Montfort University. We care for them and their families. Any student or member of staff may register if living within the practice boundary, which is inside the outer ring road, for further information please telephone the surgery on 0116 222 7272. For non-students the practice has a smaller inner city boundary and anyone living within this boundary may register, please see map on back page.

Non Students

We care for any patient living within our inner boundary and we welcome registrations from students and non-students alike. All patients receive the same high levels of service.

Services Available

- Childhood vaccinations
- Contraceptive services and sexual health screening (including intrauterine devices, contraceptive implants, STI screening, treatment and counselling, pregnancy testing)
- Minor surgery and joint injections
- All immunisations provided free of charge on the NHS (influenza, pneumonia, MMR, MenC for first year students, shingles, tetanus) to eligible patients
- Travel vaccination advice and information (NB some vaccines are not available for free on the NHS and are chargeable- please ask for a copy of our current charges)
- Investigations including blood samples and ECGs (heart tracings)
- Antenatal and postnatal care
- Treatment of chronic diseases (e.g. diabetes, heart conditions, asthma and many more)
- Physiotherapy and chiropractor services (GP referral provided)
- Extended hours appointments (Monday and Wednesday evenings)
- NHS Health checks (patients aged 40-74 years of age)

Website and Online Services

We have a comprehensive website that contains a wealth of useful information and is updated on a regular basis. You can book appointments and request repeat prescriptions online.

In the future you will be able to see a summary of your care record, once the national governance arrangements are in place. Please refer to our website for the current status of this service.

Our Appointments System

We run doctor and nurse surgeries in the morning and afternoon, and we offer evening appointments which can be pre-booked a week in advance on Monday and Wednesday evenings, with both male and female GPs.

Around half our appointments are pre-bookable one week in advance. The other half are reserved for **Immediate Access** and bookable on the same day.

We encourage patients to book appointments online- please call into reception to request a password. Please bring a form of ID so we can verify it is you we are issuing the password to.

At all times there is a doctor 'on call', who is responsible for home visits and dealing with emergencies. When we run out of routine appointments, you can still be seen by the on call doctor and be booked into an emergency slot, if your need is urgent for that day. Our on call doctor may telephone you to discuss your symptoms over the telephone- he/she will either provide you with telephone advice, and a prescription (if it is safe to do so and indicated for your condition), which you can collect from the surgery or your nominated pharmacy.

Late attendance

Please ensure that you arrive on time for your appointment, as it's not always possible to fit you into the surgery at another time. You may be asked to rebook your appointment.

Cancellations

Please cancel appointments as soon as you know you cannot attend, so we can offer these to other patients. Wasted appointments are a huge drain on the NHS.

Doctors and Nurses Running Late

In an ideal world, no nurse or doctor would ever run late and see you after your stated appointment time. In reality medicine does not always fit neatly into 10 minute slots, and we are committed to offering patients the time they need.

We feel a wait of up to 20 minutes is not unreasonable. If you have been waiting for more than 20 minutes to see a doctor or nurse, please ask at reception who will advise you how late they are running.

• Emergency and Urgent Home Visits

If you are too ill to come to the surgery, please ring the surgery on 0116 222 7272, preferably before 11.30am and the receptionist will take details. Non-emergency visits are usually done when the duty doctor has finished the morning surgery. If it is a medical emergency, please make that clear when you speak to the receptionist and leave a telephone number as the duty doctor may well ring you back for further information and directions.

Who to contact when we are closed

Between 6:30 pm and 8:00 am Monday-Friday and at weekends, please telephone **111**.

Repeat Prescriptions

Repeat prescription request can be made by the following ways:

Online – go to our website and click the link from the home page. NB You must be registered for online access, and issued with a password, please speak to a receptionist to enable this for

By post, fax or in person – the right hand side of your last repeat prescription has a list of all medications you take regularly. When you require a repeat prescription, tick the box for each item of medication you need and either send it by post **with a stamped, addressed envelope** or hand it in to reception. You can fax your request to us on **0116 295 4090**.

Collection by a pharmacy

Please ensure that you state the name and address of the pharmacy that you wish your prescription to be sent to. We are enabled for **Electronic Prescribing**, which means that you do not need to complete a paper request- please speak to your preferred pharmacy if you would like to opt into this service, as they will ask you to complete a nomination form which will then activate the service.

If a prescription is requested in the morning it will be ready for collection in the afternoon 2 working days later, after 14:00. If a prescription is requested in the afternoon, it will be ready 3 working days later, after 14:00.

Prescriptions and Exemption

If you are a student then you may qualify for free prescriptions, dental treatment and optical care. This exemption is means tested. To apply you need to fill in an HC1 form available at the surgery reception desk in the afternoons or from Student Welfare or most chemists and post offices.

Some other patients (e.g. pregnant women, older people) qualify for free prescriptions, please speak to a member of reception.

Medication Reviews

Patients on repeat medication will be asked to see a doctor or nurse at least once a year. Many medications can have side effects, and we have a responsibility to review the medication, or combination of medications, you are prescribed are suiting you. This may require you to attend for a blood test. If your medication review is overdue, we will only issue an emergency supply to tide you over until you speak to one of the doctors- many medication reviews can be completed over the telephone.

Medicines Waste

Each year millions of pounds of the NHS budget is wasted by people ordering medication they do not need. Please only order the medications on your repeat prescription that you actually need. This is particularly important if your medication is ordered on your behalf by your preferred pharmacy, so please do take a few minutes to check regularly that they order only what you need.

Antibiotic Resistance

Antibiotic resistance is one of the biggest threats we all face we are committed to new local guidelines to reduce the amount of unnecessary antibiotics we prescribe. Many bacteria that cause life-threatening health conditions (e.g. C-Difficile) are evolving so that antibiotics have no effectiveness. If we do not all commit to using these precious drugs wisely, there will be **no cures** for some infections. If you are unwell, please see/speak to a GP or nurse. They will review your symptoms and only prescribe antibiotics if indicated as per the latest guidelines. This means we do not routinely prescribe antibiotics for coughs and colds. When you are prescribed antibiotics, you **must complete the full course**.

Preferred Practitioners

We recognise that most patients prefer to consult with one doctor with whom they have built up a relationship of particular trust. We welcome this as the ideal way to practice family medicine. All patients have a 'Usual GP' nominated in their records, and you can update our reception team if you have a particular preference that is not already updated. However, if you need to be seen urgently we may not be able to offer you your preferred practitioner.

All patients who are aged 75 and over, or who have a Personalised Care Plan (for the purpose of avoiding unnecessary emergency hospital attendances) have a named accountable GP (who is their Usual GP).

Intimate Examinations

Sometimes it is necessary for the doctor or nurse to perform an internal examination. In accordance with current guidelines you may be asked if you would feel more comfortable with a chaperone present for such an examination. In the event the doctor or nurse forgets to ask you, please do not hesitate or be embarrassed to ask for a chaperone if you would like one. We understand the reasons for such requests and will always provide a chaperone for those patients who want them. Occasionally this might mean a small delay, or re-booking an appointment at a time on of our trained chaperones is available, although usually this should not be required.

Patients may express a preference to see a male or female GP, and we will make every effort to respect and accommodate this.

Friends & Family Test FFT

We participate in the NHS Friends and Family test. This is a short, two-question survey which asks if you would recommend the practice to a friend/relative seeking similar care or treatment, and what you reasons for that are. Results are published on our website and in the future will be featured on the NHS Choices website. You can opt out of having any comments you make published. You can complete the FFT online, via a link from the home page of our website, or you can complete a postcard and leave it in the box in reception.

This test replaces local surveys we have completed in the past.

Patient Participation Group (PPG)

The practice runs an active PPG and we are always keen to welcome new members into the group. We meet every two months, and details of upcoming meetings and minutes of previous meetings are published on our website. We are particularly seeking additional representation from students to ensure our PPG is as representative as possible of our patient population.

The group's purpose is to:

- Facilitate the continuous improvement of services for patients by working in partnership with healthcare staff at the practice
- Increase the knowledge and understanding of PPG members about the impact of changes within the NHS, particularly those that impact the practice
- Meet every other month
- To take on any particular activities mutually agreed

All survey and FFT results and action plans are discussed and agreed with the PPG before being implemented.

Zero Tolerance to Violence and Abuse Towards Staff

The practice operates a zero tolerance policy. The staff are here to help and should not have to face violence or abuse (physical or verbal). Any incident will be reported to the police, and the person involved may be removed from the practice list.

Teaching of Medical Students

We teach undergraduate medical students. On occasions the doctors will have other health care professionals including medical students with them. You will be informed of this when you book an appointment, This may occasionally include a request to video a consultation. We hope that in the interests of providing doctors of the highest calibre to look after you and your family in the future you will consent to helping with these teaching activities. Videos are held for the minimum lengths of time and used for teaching purposes only before being permanently erased. If you feel that you need to declines a medical student or video consultation please tell us, and your wishes will be respected.

Certification of Illness (DMU Students)

Occasionally the university may require you to produce a medical certificate if your illness has been severe enough to interfere with your university performance. It is worth reading the **Rules and Regulations of the University** to understand exactly what you need and when. The doctors have been requested by the university to issue statements of fact. The university will not accept retrospective notes. It is often worth thinking “what would I think if I received this note?” and to what extent has your work genuinely suffered due to this illness. If you do not submit a **Mitigating Circumstances Form** then it is again worth remembering that this will only make the difference between pass and fail and not between higher grades. If you are not sure about certification then discuss it with your department, read the leaflets produced by the university or discuss it with the Students Union. We should like to stress that we are an independent GP practice and that you are one of our patients. Confidentiality is paramount so no information will be released to the university without your consent.

Staff Training

Occasionally the surgery will be closed for staff training purposes. If you require urgent medical attention and you find the surgery closed, please ring 222 7272 to contact the doctor on call. We apologise for any inconvenience caused.

Change of Address

Please NOTIFY us if you change your address. If you do not do this then the Health Authority may recall your records and you will no longer be registered with the practice.

Telephone Numbers

If you change your telephone number please inform us as soon as possible so we can contact you if necessary.

NHS England

Responsible body for overseeing the Personal Medical Services contract we hold to perform NHS primary care services is NHS England. If you wish to contact them their details are:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 2233
Email: england.contactus@nhs.net

Complaints, comments and suggestions

Any comments or suggestions regarding our practice are most welcome. We operate the standard NHS complaints procedures. Full details are available on our website. If you are dissatisfied with any aspect of the care or service received, please ask to speak to our practice manager in the first instance. We are committed to resolving issues promptly and to your satisfaction.

Confidentiality is paramount.

WE AIM TO

- PROVIDE high quality medical care
- TREAT you with confidentiality, courtesy and respect
- KEEP you informed of the services we offer and any appropriate information that affects your health and treatment
- RUN surgeries and clinics on time. We try hard to run to time but some problems require more time than others and so occasionally you may have to wait a short time
- PROVIDE a home visit if ill health prevents you from attending the surgery
- DEAL with repeat prescriptions according to our practice standard

HELP US TO HELP YOU

- READ the practice leaflet/search the practice website. Both contain lots of useful information about the surgery, the services available and some minor illness advice.
- ONLY request a visit outside of surgery hours if it is an emergency
- REMEMBER to request repeat prescriptions in good time
- INFORM us of a change of address as soon as possible
- ASK if you are unsure about any advice or treatment you are given
- INFORM us if you are unable to attend a booked appointment
- PLEASE NOTE that there are no facilities for car parking at this surgery so please allow adequate time for parking
- REMEMBER many minor ailments can be treated by a pharmacist or with self care at home

PLEASE REMEMBER DELAYS CAN HAPPEN DUE TO EMERGENCIES, WE APOLOGISE IF YOU ARE KEPT WAITING.

Access to patient information

You have a right to access information held in your medical records. If you think this might be needed, please contact the practice manager.

Medical Records

Your medical records are confidential/ It would be helpful to have access to your records for other purposes, such as research or audit. We will always ask your permission first. Most of the information we hold about our patients is in electronic format. This helps us to

be more efficient. As required by law, the practice is registered under the Data Protection Act. Your confidentiality is further protected by the NHS Care Records Guarantee.

Summary Care Records

Your Summary Care Record is used in the event you need care in an emergency. It is available to authorised healthcare staff providing you with care anywhere in England. They will ask your permission before they look at it. This means if you have an accident or become acutely unwell, health care staff treating you will have immediate access to important information about your health.

The data drawn from your GP record is:

- Current medications
- Known drug allergies
- Known bad reactions to medication

You can visit www.nhscarerecords.nhs.uk for further information.

National guidance has stipulated that patients will have a Summary Care Record unless they opt out. To do this, you can complete an opt out form available from reception, or from our website (*What do we do with your medical records*). You do need to complete this form and sign it and hand the original to our reception team, who will update your record with your sharing preferences.

Self-treatment of common illnesses and complaints

NHS 111

NHS Choices www.nhs.uk

The surgery has a wide range of booklets and leaflets on many topics e.g. sexual health, contraception, depression, drug and alcohol problems. These can be requested at the main reception desk in the afternoons. If you have a particular concern then you may see a nursing sister for advice.

The information below is intended for general use. If you have any queries or worries about a current illness then you can always get further advice by making an appointment, coming to the drop-in session, seeing nursing sister or by telephoning if you are unable to come to the surgery.

Contraceptive Emergencies

If you have unprotected intercourse then you may be at risk from getting pregnant. Condoms have a nasty habit of breaking. It is possible to try and prevent pregnancy after such an accident with the post coital pill. Emergency contraception (1 pill then 1 more 12 hours later) can be taken **up to 72 hours later**. After 72 hours it may still be possible to help by using other methods. There can be no substitute for having reliable and ongoing contraception cover if you are at risk of getting pregnant. **If you require emergency contraception then come to the surgery and either see one of the doctors or one of our nurses.** We will also be happy to discuss other methods of contraception with you or ask you to make an appointment at one of the many weekly Well Woman Clinics. **DON'T LEAVE IT UNTIL AN EMERGENCY, COME AND DISCUSS YOUR CONTRACEPTIVE NEEDS BEFORE ANY ACCIDENTS OCCUR.**

Should you fear that you are pregnant you can have a **FREE PREGNANCY TEST** at the surgery by asking to see one of the nursing sisters. To do a pregnancy test we need to test a specimen of the first urine you pass in the morning. Occasionally it can be too soon after your last period to get a true positive result but the doctor or nurse will be able to advise you. We offer both full antenatal care and counselling for termination (abortion) requests.

Cystitis

This presents with a burning sensation when you urinate with a constant feeling of needing to go. The first treatment is to increase fluid intake to try and 'flush the system through'. Many people find lemon barley water or cranberry juice or tea very effective. The chemist has a variety of treatments for cystitis which are useful. If the cystitis lasts more than a day, it is accompanied by fever or pain in the back, if there is blood in the urine or if you are pregnant – come to see a doctor.

Thrush

This is caused by a yeast infection and causes an itchy, red rash often with a white/creamy coloured vaginal discharge. It is often encouraged by tight fitting clothes, a recent course of antibiotics or sexual intercourse. Some attacks are self-limiting but most need to be treated. Some people find that using live natural yoghurt is very soothing and effective. There are some excellent creams and pessaries available from the chemist. If the infection is persistent or if you are unsure that it is thrush, then make an appointment to see one of the doctors. Thrush may be passed on by sexual contact.

You should see the doctor if you have discharge or odd rashes, wart like lumps or small blisters on the genitals.

Sprains and sports injuries

An excellent treatment for many sprains is PRICE, **P**ain relief, **R**est, **I**ce, **C**ompression and **E**levation. If you get a sprain then trying to use that part over the next 24-48 hours can lead to further swelling and inflammation – so rest it as much as you can. Ice in the first couple of days will also help minimise swelling and inflammation. Use crushed ice or a bag of frozen peas (can be reused but not eaten!) wrapped in a tea towel to prevent a cold burn and leave on the affected part for 15-20 minutes. Compression (pressure) will also keep down swelling. This is done with strapping or a bandage and often best done by the nurse or someone who knows what they are doing! Whilst you are resting it with the ice pack elevate it to help the swelling go down.

Acne

Wash greasy skin with a mild soap and squeeze out any 'blackheads' which is easier if the skin is hot e.g. just after a bath or shower. Use an alcohol based cleanser. Do not squeeze red and inflamed spots as this causes scarring. If there is a yellow head this may be pinched out gently into some cotton wool with antiseptic on. The chemists have a range of good creams containing benzoyl peroxide. Come to the doctors if the spots are spreading, if they are scarring or if they form cysts or hard swellings.

Cold sores

These are caused by a viral infection. It starts with a tingling on the lip followed by a red swelling then by yellowish blisters. Unfortunately these can be recurrent and passed on when active by personal contact. Cold sore treatments can now be bought at the chemists or on prescription. If the cold sores are recurrent avoid strong sunlight and start using the cream at the first sign of tingling or itching as this will help stop the attack. If you are unsure, the infection does not clear or it affects the genital area, then come and see a doctor.

“I'm tired all the time”

This is a very common complaint on campus and is mostly due to lifestyle and the pressures of university life. Think about your diet. You can improve it by having regular

fresh fruit and vegetables. Vitamin C is useful. Exercise plays an important part in your energy level.

If your body is used to sedentary lifestyle then it gets used to not providing much energy but if you exercise regularly then it provides a higher level of energy between exercise sessions. You should see the doctor if you are unduly short of breath, have become pale, have put on weight or if you think it may be due to depression.

Back pain

If the pain is bad, rest on a flat surface but try not to stay in bed too long or this may encourage more stiffness. See your doctor if the pain goes down one or both legs, or if you develop numbness or pins and needles especially if in the bottom. A serious sign is if the pain prevents you from passing urine or opening your bowels in which case seek urgent medical attention.

Diarrhoea

Diarrhoea causes loss of body fluids and so dehydration. The main treatment is fluid replacement with clear fluids e.g. water, dilute squash or blackcurrant. Avoid milk, fizzy drinks and alcohol. Diarrhoea is most often caused by a viral infection and your body is trying to get rid of it so try to avoid medications, which stop diarrhoea as these may prolong the episode or make things worse. See a doctor if you have a high temperature with the diarrhoea, have just returned from a developing country, if it persists for more than a week, or if there is blood in the diarrhoea.

Babies can become dehydrated much quicker than adults especially if they are also vomiting in which case contact the surgery for further advice.

Colds

Colds are due to a viral infection, which causes you to feel unwell, a runny nose and is often associated with a cough. Keep warm, use an extra pillow and don't smoke! Menthol sweets can be useful as are nose drops. There are many good cold relief medications available from the chemist. PARACETAMOL is very good at keeping a temperature under control. An ordinary cold will pass and does not need an antibiotic. See the doctor if you have severe pain in the sinuses (above the eyes or in the cheek bones), there is a high temperature for more than 3 days, if there is persistent green discharge from the nose for more than 1-2 weeks. If the cold seems to develop into a chest infection or bronchitis or sinusitis then an antibiotic may be required.

Scabies

This is an extremely itchy skin infestation, which often goes through a household. There are tell-tale itchy, small spots all over, often mostly on the arms with classic 'burrows' in between the fingers. Treatment can be found in any chemist and is usually in lotion form. Try and treat the entire household. You need to wash, apply the lotion from the neck down and get into clean clothes and clean sheets that night. The lotion is then washed off the next day. Don't worry if you get scabies – it happens to the best of us!

Practice Area

For students, the boundary is the outer ring road (A563).

The boundary for non-students indicated below.

