

Welcome to the Johnson Medical Practice

Hilltop Surgery
22 Maidenwell Avenue
Leicester
LE5 1BJ
Tel: 0116 2769555
Fax:0116 2769589

Melbourne Street Surgery
56 Melbourne Street
Leicester
LE2 0AS
Tel: 0116 2536299
Fax: 0116 2629298

www.johnsonmedicalpractice.co.uk

SURGERY OPENING TIME

MONDAY ***8.00am -8.00pm***

TUESDAY ***8.00am -6.30pm***

WEDNESDAY ***8.00am -6.30pm***

THURSDAY ***8.00am -6.30pm***

FRIDAY ***8.00am -6.30pm***

Please note these times apply at both sites.

We are open for extended hours on every Monday evenings from 6.30pm to 8.00pm. You are able to book these appointments in advance and a mixture of GP, Nurse and HCA appointments are available.

For urgent medical attention outside of normal surgery hours contact: telephone number 111.

Welcome to The Johnson Medical Practice

Thank you for registering with us. This booklet outlines most of the services that we offer and explains how to get the best from them.

We strive to make all of our services sensitive to the needs of everyone irrespective of gender, age, disability, ethnicity, religion or sexuality.

This leaflet tells you about the practice and the services we offer. We hope that it will help you get the best from the services on offer.

The current partnership has two practices, Melbourne Street Surgery and Hilltop Surgery, but would like patients to consider them as one practice with two sites. We aim to continue to provide the same personal care for our patients registered within our practice area, at both our surgery premises.

PRACTICE STATEMENT

Our aim is to:

- ***Treat you with courtesy and respect.***
- ***To offer advice and interventions to preserve and improve the health of our patients.***
- ***Provide a service for both routine and emergency care of your health problems.***
- ***To involve you in a shared decision-making relating to your illness, your treatment and any referral that is necessary.***

We would like you to:

Keep us informed about where you live and how to be contacted if details change. Keep your booked appointments. Use the Out-of-Hours emergency services appropriately for genuine emergencies only. Only ask for a home visit when you (or the patient you are responsible for) are unable to attend the surgery due to illness. Share your concerns if you are unclear or uncertain about any treatments offered to you.

THE DOCTORS

Dr Khalid Waraich (Male)

MB, ChB, PG, Dip, MSK

Dr Krishna Pabbaraju (Male)

MBBS, MRCP, MRCGP

Dr Shobha Kerenalli (female)

MBBS, MRCP

Dr Chandrakant Kumar (Male)

MBChB, DRCUG

Advance Nurse Practitioner: Chipo and Tejal

Practice Nurse: Zoe and Saleha

Health Care Assistants: Rukshanda, Meghna, Aasyah, Chan & Manisha

Operational Manager: Mrs Rucksana Patel

REGISTERING WITH THE PRACTICE

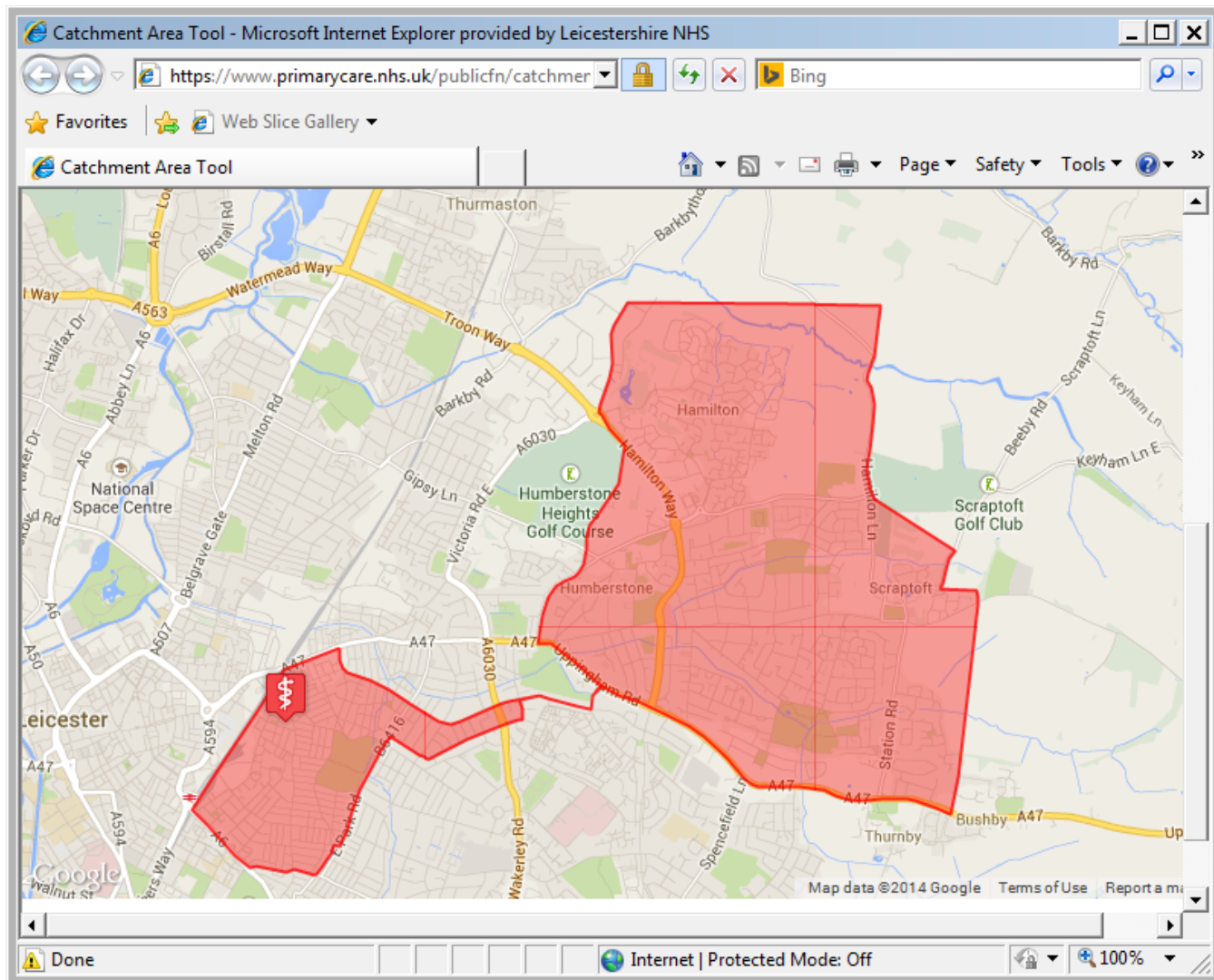
We welcome new patients to our practice. New patients are normally accepted if they live in the in the Central and Eastern areas of Leicester. Our surgery at 56 Melbourne Street in the Highfields area covers London Road to Uppingham Road and our Hilltop surgery in Hamilton covers Uppingham Road to North Hamilton. The area covered by the practice is shown on the map below.

If you have a NHS medical card, please bring it with you when you register. You will be asked to complete a form which includes a health questionnaire.

Please bring with you proof of identification and residence, for example a council tax bill. Once you are registered with the practice you will be able to see any GP, Nurse and Healthcare Assistant.

Once forms are completed you will be invited by letter or a phone call to attend for a new patient check. This is available from the Health Care Assistants who will assess your general health and alert us to any problems.

Please also note that if you are an existing patient and move home you may be asked to register with another practice if you are no longer living within our boundary.



APPOINTMENT STRUCTURE

The practice offers a mix of pre-booked appointments with the Doctor of your choice and provides on-the-day cover for the increased number of patient wanting to be seen each day.

Appointments can be booked in person at the practice, by telephone or online. You can book, check and cancel appointments online.

- ***Pre-booked appointments*** - can be booked for routine issues with the Doctor of your choice for up to two weeks in advance, it may not always be possible to see the GP of your choice in busy or holiday periods and may cause delay in when you are seen. These appointments are best for predictable 'follow ups' and are a valuable resource; please cancel them if you no longer need the appointment.

- ***Urgent Appointments*** – if you need to see a GP urgently we can offer "Sit and wait" appointments on the day. These appointments are to discuss clinical urgent problems and are not for requesting private letters, medications, sick notes etc.

- ***Double appointments*** - Please remember an appointment slot is 10 minutes. If you have more than one issue or feel you need longer please book a double appointment.

- ***Telephone Consultation*** - The practice also offers a telephone clinic. Patients wishing to talk to a Doctor can leave a contact number and the Doctors will call you back after 11.30am.

- ***Home visits*** – Any request for home visits should be made by ringing the surgery before 12.00 midday.

The GP will visit you between 13:00 and 16:00 or at a time that has been agreed with you. If you have an emergency reason for requesting a home visit after this time your request will be passed to the on-call Doctor who will decide if the visit is warranted or will be able to give you advice on your condition.

Please give the patient's name, address and telephone number.

You will also be asked to state the nature of the problem as this helps the doctors decide on the degree of urgency and to plan their visits.

Please note: home visits are reserved for the elderly and the housebound and those deemed by the doctor to be too ill to attend the surgery. Each home visit takes 5 times as long as a surgery consultation, therefore home visits will be at the discretion of the doctors. We cannot, however, provide home visits due to lack of transport or child-minding facilities.

- ***Cancellation Of Appointments*** - Both our surgeries have a high number of patients who make appointments and do not attend, on average 70 appointments are wasted each week because patients do not turn up for booked appointments. If you are unable to get an appointment it may be that it was taken by someone who has failed to attend. If you have made an appointment and no longer need it, please help us and other patients by letting us know, as it can be given to someone else.

- ***Late For Appointments*** - You may be asked to rebook if more than 10 minutes late. Please remember to make separate appointments for each person to be seen. Or you may request or be offered a telephone consultation with either a Doctor or Nurse.

- When you arrive let the receptionist know you are here by booking in either with the receptionist or by using the self-check in facility. The Doctor or Nurse will call you in using the call board in reception at Hilltop surgery and via the tannoy system at Melbourne Street.

CLINICS AND SERVICES

We provide an extensive service to our patients including the following:

- ***The Minor Illness Advanced Nurse Practitioner-led Clinic***: - At the Johnson Medical Practice we have an advanced Nurse Practitioner clinic Monday to Friday am & pm. The clinic is designed to help the patients at the Practice to access medical advice and treatment quickly and easily for a range of illnesses.

The Minor Illness Clinics are run by our specially trained Nurse Practitioners who are able to offer advice and prescription treatment where appropriate, so that you are seen quickly.

However, these Clinics are NOT suitable for:

- ***Pregnant Ladies***
- ***Conditions under ongoing GP review***

- **Referral Requests**
- **Conditions that have been present for more than 7 days**
- **Repeat prescription requests**
- **Babies**
- **Obtaining sick notes**

Kindly note - if you think that you have a water infection, please bring an early morning water sample with you to your appointment.

Thank you

You can attend if you are suffering from any of the following conditions:

Allergic skin Reaction	Allergies	Bruising
Chest Infections	Constipation	Cough
Cystitis	Ear problems & Earache	Eczema
Fever	Hay fever	Headache
High	Ingrown toenails	Insect bites & Stings
Rashes	Skin problems	Tonsillitis
Temperature		

Your local Pharmacist/Chemist are trained to manage certain self-limiting conditions.

Consider seeing your pharmacist initially for conditions such as:

Athlete's foot	Blocked nose	Haemorrhoids	Sore throat
Cold		Heartburn	
Threadworm			
Cold sores		Indigestion	Thrush
Conjunctivitis		Mouth Ulcers	Tummy upset
Diarrhoea		Pregnancy testing	Warts
Emergency contraception		Scabies	Verruca

(See the Nurse Practitioner if you condition does not improve or the Pharmacist advises a medical consultation)

- **Clinical Pharmacist (practice based):** - The practice now employs clinical pharmacist who can undertake medication reviews, monitor patients with long term conditions, help resolve medication queries.
- **Asthma and Chronic Obstructive Airways Disease (COPD) Clinics:** -Our practice pharmacist and nurses run these and patients with asthma are invited to attend. The Clinicians will help supervise your asthma and advice you on your treatment technique. Appointment can be arranged at any time during normal surgery hours.
- **Anticoagulation Clinic:** -This warfarin Management clinic is run by the GPs, practice nurse and HCAs.
- **Blood Testing (Phlebotomy)**
- **Cervical Smears:**-Smear tests are conducted by our Practice nurse, and the Cytology Department in Leicester will send you a reminder when you are next due -normally 3 yearly for women aged 25-49 and 5 yearly for those over 50-64, over 65 - only women who haven't been screened since age 50 or those who have recently had abnormal tests. When making an appointment, please specify that it is for a smear test.
- **CVD Health Checks:** -is a health check-up for adults in England aged 40-74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.
- **Chlamydia Screenings**
- **Counselling/Psychological Health**
- **Contraception Clinic:** -The Practice Nurse will provide contraception, advice and regular monitoring.
- **Diabetes & Coronary Heart Disease (CHD) Clinics:-** A Diabetic clinic is held for those patients whose condition has stabilised and

who are not required to attend the hospital outpatient clinic. This clinic is run by a GP and a Practice Nurse and is assisted by the Health Care Assistants.

All the CHD patients will be invited to arrange an appointment with a practice nurse. Diabetic patients and CHD patients will be referred by their doctors to this clinic for an annual screening check.

- *Dietary Advice*
- *Ear Syringing*
- *Family Planning*
- *Flu Vaccination Clinic: - Available every autumn to our senior patients and anyone with chronic conditions.*
- *Heart Health Check/Coronary Vascular Disease*
- *Hypertension Clinic: -Any patient on blood pressure medication should book in with HCAs for checks and reviews.*
- *Infant, Childhood and Teenage Vaccinations:- Routine immunisations for children are organised through the County Immunisation Department. An appointment letter will be sent to you through the post. We hold imms clinic at Hilltop Surgery and the Melbourne Street surgery. Please be advised that the Practice Facilitates this service but are not the responsible operators – please read your appointment letter for further Information. Cancellations should however be made direct with practice.*

If you have any questions about immunisations please speak to the receptionist or practice nurse.

- *Minor Injuries*
- *Minor Surgery- the practice is able offer surgery for some conditions. Please ask at reception to book an appointment with one of our doctors.*

- ***New Patient Health Checks***
- ***Retinal Eye Screening Clinic (at certain times of the year)***
- ***NHS STOP Smoking service:- Any Doctor at our practice can provide advice and support. You can also be referred to the STOP Smoking Service for advice and monitoring.***
- ***Travel Advice and Holiday Vaccinations:- Practice nurse runs regular travel clinics if you require vaccinations for foreign travel. Please book at least 6-8 weeks before you intended to travel as some vaccines take a while to become effective.***
- ***Weight Management***

NEW PATIENT MEDICALS

We advise all new patients to make an appointment with our practice nurse team for a mini-medical at the time of registration. You may be referred to a specific clinic or doctor, as appropriate. The practice has a particular emphasis on preventative health care, and the new patient medical will help us to understand your current medical situation and to make any necessary plans for your future treatment if appropriate.

Named GP

All patients at the Practice has a named GP who has overall responsibility for the care and support that the practice will give. This does not prevent you from seeing any GP in the practice as you currently do.

CHILD HEALTH SURVEILLANCE

The doctors in the practice are qualified to check and assess the development of pre-school children at regular recommended intervals. These examinations are shared with the Health Visitors.

INSURANCE AND OTHER MEDICAL EXAMINATIONS

These are carried out by the doctors outside normal appointment times. Please tell the receptionist exactly what you need so that the

correct time is allowed. It may be possible to have an extended normal appointment for some medicals such as for commercial drivers, but you must ask the receptionist so that the necessary time is allocated. If you book into a routine appointment for medical, without letting us know, you will not be seen and we will ask you to rearrange the appointment for a suitable time. There are some medicals that your own doctor is not allowed to carry out, but you will be informed, if this is the case. Medical paper work must be made available before each appointment.

NON-NHS WORK

Work not covered by the NHS (e.g private certificates, private insurance forms, holiday cancellation forms and some travel vaccinations) are charged in accordance with recommended guidelines. These charges are displayed in the waiting rooms at the surgery, or details can be obtained from the Reception staff. You will be required to make the advance payment for the work to be carried out.

COMMUNITY MIDWIVES

We have a team of midwives from the Leicester General hospital who visit the practice to ensure your pregnancy goes as smoothly as possible. The midwives will ensure all the tests, checks and the monitoring of your pregnancy are carried out at the prescribed intervals. They will also help you choose where you want to give birth, what to do after the birth and advise you on claims and grants available. Once it has been confirmed that you are pregnant, please inform the reception and they will ensure that the midwife puts you on their list. The midwife will then contact you to arrange a first booking either at the surgery or at your home, depending on your needs.

HEALTH VISITORS

A health visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing.

Health Visitors for the Melbourne street practice is based at Highfields Sure Start, 20 Barnard Close, Leicester, LE2 0UZ, Tel: 0116 2946200.

Health Visitor for the Hamilton Practice is based at Hamilton Children Centre, 75 Maidenwell Avenue, Hamilton, Leicester, LE5 1TG, Tel: 0116 2946134.

Please ask reception staff for information if you would like to speak to a Health Visitor.

COUNSELLORS

Two counsellors attend both surgeries on a weekly basis and see patients referred by the doctors with anxiety, stress, depression, relationship problems, bereavement and other issue.

ON LINE FACILITIES

The practice has its own website www.johnsonmedicalpractice.co.uk which gives information in relation to the services available at the practice, and also has a facility whereby patients can book and cancel appointments online and make applications for repeat prescriptions, view their medical record and change their personal details.

In order to utilise the interactive facilities of the website, patients must first register their intentions, in person only, at the practice in order to obtain the appropriate passwords and Personal identification Numbers. Please note that in order to protect patient confidentiality each family member will require their own unique identification code and password, although parents will have to register for any children under 16 years of age, proof of identity will be required. Further details are available from reception during normal opening hours.

REPEAT PRESCRIPTIONS

The practice operates a computerised repeat prescription system. If you are taking regular medication your doctors will authorise a repeat prescription, listing the details of your treatment. To obtain your prescription please ensure you let the receptionist have your prescription sheet 48 hours before you need your prescription (excluding weekends). Alternatively, you may wish to consider using the Practice's online Repeat Prescription service -see "On Line

Facilities" above. If you are expecting to collect you medication directly from one of the local chemists then please allow 3 days (excluding weekends) for this to be processed.

Please note that, in line with our current guidance, Johnson Medical Practice provides repeat prescriptions for 28 day supplies only, and you will need to re-order in good time to meet this limitation.

ETP (Electronic Transfer of Prescriptions) : - ETP is a new NHS service that allows your GP to send your prescription(s) directly to a pharmacy of your choice. 1. Nominate the pharmacy you want to receive your electronic prescription(s) from. 2. When your GP creates your prescription, they will send it electronically to your nominated pharmacy. 3. The Pharmacy you have nominated will dispense your medication in the usual way and you can collect it from them at a time that is convenient for you.

TEMPORARY RESIDENTS

If you are staying in the area (for up to 3 months) with someone who is registered with the practice and require access to health care we will ask you to register as a temporary patient.

RESULTS

On average please allow five working days for your test results to come back from the hospital unless you have been told otherwise. Please note x-ray results can take 3-4 weeks. Results are available after 11.00am daily.

REFERRALS: CHOOSE AND BOOK

If you are referred to a consultant you will be offered a choice of hospital.

IF YOUR FIRST LANGUAGE IS NOT ENGLISH

The practice has access to Language Line, which is a telephone service that aids us or we may be able to book a translator via the Ujala Service.

Please indicate to the Receptionist if you need assistance.

CHAPERONE POLICY

The consultation between Doctor and patient is private & confidential. If you feel you would like a chaperone to be present, please ask. You are welcome to bring a friend or family member or alternatively, we have members of staff who are fully trained.

ARE YOU A CARER?

If you are a carer please let us know, we would like to support you.

As a carer you are entitled to have your needs assessed by the Adult Care Services. Please ask at reception for a form or download a copy from our website.

MEDICAL ADVICE WHEN SURGERY IS CLOSED

FOR ALL MEDICAL ASSISTANCE WHEN THE PRACTICE IS CLOSED PLEASE TELEPHONE 111 WHO WILL DIRECT YOU TO THE MOST APPORPRIATE SERVICE.

The surgery is closed between 18.30 and 08.00 during weekdays, and does not open at the weekends or on bank/public holidays.

TRAINING

We are approved by Leicester University Deanery as a training practice for doctors who wish to specialise in General Practice. This means that we regularly have additional doctors, called Registrar, working with us at certain time of the year.

As a consequence, occasionally, your permission may be asked for two doctors to be present at your consultation or for your consultation to be recorded on video. These recorded consultations are used in strict confidence for training purpose only and are erased after use. You are under no obligation to give your permission and your decision will not affect your treatment.

VIOLENT, DRUNKEN, ABUSIVE OR TREATENING BEHAVIOUR

Johnson Medical Practice will not tolerate acts of violence, drunkenness, abuse or threatening behaviour on its premises, whether directed at the staff or not. In all instances we will seek the intervention of the police and subsequent court action if appropriate. We adopt a "Zero Tolerance" policy in relation to acts of this nature and reserve the right to refuse further treatment of any individual for whom the above action becomes necessary, whether subsequently convicted in a court of law or not.

PATIENT CONFIDENTIALITY

Your personal medical details are recorded so that you can receive care and treatment both at the surgery and if you are referred elsewhere. The practice is registered under the Data Protection Act and we keep this information both on paper and on a computer database. We will not give this any of this information to any other person, including members of your family unless specifically requested by you. All staff treat the information held about you in the strictest confidence.

INFORMATION SHARING

Every time you come and see us, we record the details of your consultation or treatment with your GP or nurse on our computer system. Every time you go to an A&E department or hospital, we receive a discharge letter which we also put on our computer system. If you are being looked after by any of the community health services, they may provide us with information which we put on our computer system. This information is personal to you and we do everything we can to protect that information and your privacy. Our computer system is only accessible by our practice staff and is both smart card and password protected. We are careful who we talk to. We shred all the paper that leaves the surgery for recycling. But there are occasions when we do share the information we have:-

- ***Referrals***–If you have agreed with your GP or nurse that you need to be referred to a hospital or community service, the referral letter includes details about you and your illness.

• **Emergency Services**–We provide a small amount of information about you, your medication, allergies and any bad reactions to the national Summary Care Record programme, which can be accessed by other clinicians in emergency situations (e.g. A&E departments). This is especially useful if you happen to be unconscious or unable to communicate with them because of an illness.

• **Admission Prevention**–We send information about you and your visits at the surgery to be combined with similar information from local hospitals and receive a report back telling us which of our patients are most at risk of being admitted to hospital. This processing is done securely by a NHS organisation. We then use this information to focus our efforts and do whatever we can to prevent these patients being admitted to hospital. The information that we sent for processing is then destroyed.

• **Legal Requirements**–We can be required by law or a court order to provide certain information (such as the registration of births and deaths, to protect children or vulnerable adults, or where a serious crime has been committed).

• **Research**–We send anonymous information about our patient's illnesses on occasions to accredited research bodies to help improve patient care (e.g. cancer studies). We also provide anonymous information to support the surveillance of illness (e.g. regular flu returns help the NHS monitor the spread of flu across the country each year).

• **Planning Health Services**–We provide anonymous information to the Department of Health as required about the incidence of illnesses at the surgery. This information is used to make sure that future investment in the health service is targeted at areas of greatest need.

If you have any concerns or are not happy for your information to be shared (and want to ask us not to share it in certain circumstances), please let us know and we will make appropriate arrangements to ensure that your data is not shared.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of

information the practice intends to routinely make available. The Assistant Practice Manager will be able to provide you with a copy.

ACCESS TO YOUR MEDICAL RECORDS

Since the introduction of the Data Protection Act, patients have the right to apply for access to their health records, provided that a written application is made. However, the practice also has a duty to maintain the confidentiality of patient information. The patient's GP will decide if it is in the patient's interest before releasing any information.

If you wish to have access to your records or request copies of records you must apply in writing to the Assistant Practice Manager. You will be allowed to view your records in the presence of your doctor or The Assistant Practice Manager. Please ask for further details at the reception desk.

COMMENTS AND SUGGESTIONS

We welcome all comments and suggestions from all member of the community in relation to way in which we can improve or enhance the patient experience for the wider population.

There are Feedback forms and suggestion box at both surgeries. Please put your suggestions or comments into the box provided which is in the waiting room.

PATIENT PARTICIPATION GROUP

The practice has an active participation group. This is a group of patients who meet regularly with the Practice Manager and GP. They provide constructive feedback and suggestions to help improve the overall patient experience.

The practice welcomes input from the group. This has been formed to ensure that our plans for future services and facilities are discussed and considered by our patients and they are able to provide advice and feedback to us. This is a forum for those that wish to play a part in the development of local services, and welcomes new members at any time. The current Chair of the Group can be contacted by email on

jmppatientgroup@yahoo.co.uk or by leaving your details at reception.

COMPLAINTS

We make every effort to give the best service possible to everyone who attends the practice. However, we are aware that things can go wrong resulting in a patient feeling they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicably as possible. Please ask to see the Operational Manager or Practice Manager. We always treat complaints with the utmost seriousness and we undertake to review any negative patient experience and use it as an opportunity to reflect and learn.

We find that with mutual communication, explanation and reflection the majority of complaints can be resolved in a satisfactory manner. However if we are unable to resolve the complaint further guidance can be given.

You have the right to make a complaint about any aspect of NHS care, treatment or service, and this is written into the [NHS Constitution on GOV.UK](https://www.nhs.uk).

After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact LLR ICB instead of NHS England.

You can do this by:

Telephone: 0116 295 7572

Email: llricb-llr.enquiries@nhs.net

Writing to us at:

*Corporate Governance Team
NHS Leicester,
Leicestershire and Rutland Integrated Care Board (ICB)
Room G30, Pen Lloyd Building
County Hall, Glenfield
Leicester, LE3 8TB*

If you want to make a complaint directly to the provider of the primary care service, you still can – that does not change on the 1 July 2023.

ACCESS

Both surgeries are fully accessible and have facilities for, disabled patients.

HOW YOU CAN HELP US!

- Please telephone for essential home visits before 12.00 midday so that the doctors can plan visits effectively. Only ask for a home visit if you are unable to get to the surgery because of illness or disability.*
- Please be prepared to give brief details of your issues when making an appointment as this helps both the reception team and the doctors to prioritise calls appropriately and ensure that those with the greatest need are dealt with promptly.*
- If you cannot keep your appointment, please cancel in advance to allow others to be seen.*
- If you have a repeat prescription, please think ahead and remember to order your medication in good time. If the prescription is to be returned by post please allow a little longer and use a first class stamp –alternatively use our on line service at www.johnsonmedicalpractice.co.uk*
- If you change your address, name or telephone number please notify the reception staff as soon as possible.*
- If you have to telephone the surgery for results please ring **AFTER 11.00am***
- Please show the same courtesy expected from us, to us.*

OTHER FORMATS

This Patient Booklet is available in different formats and can be provided in large print and on compact disk. It can also be downloaded directly from the Practice's website:

www.johnsonmedicalpractice.co.uk

Please ask at reception.

USEFUL TELEPHONE NUMBERS:

<i>Alcohol Advice</i>	0116 2229545
<i>Carers (Clasp)</i>	0116 2510999
<i>Carers (Cross roads)</i>	0116 2706319
<i>Child Line (24 hours)</i>	0800 1111
<i>Coping with cancer</i>	0116 2230055
<i>Domestic Violence helpline</i>	0116 2240090
<i>Dementia Helpline</i>	0300 222 1122
<i>Drug line</i>	0116 2229555
<i>Gingerbread (Advice support for single parents)</i>	0800 0184318
<i>Health Visitors Hamilton</i>	0116 2946297
<i>Health Vistors Highfields</i>	0116 2946200
<i>Leicester Counselling Centre</i>	0116 2558801
<i>Pharmacy-Tesco</i>	0116 2067847
<i>Pharmacy -Hamilton</i>	0116 2769750
<i>Pharmacy CK & Sons</i>	0116 2627054
<i>Pharmacy 7-11 Chemist</i>	0116 2511333
<i>Post natal illness</i>	0207 386 0868
<i>Relate</i>	0116 2543011
<i>Samaritans (24 hours)</i>	08457 909090
<i>Social Services</i>	0116 2527004