

VICTORIA PARK HEALTH CENTRE

203 VICTORIA PARK ROAD
LEICESTER
LE2 1XD

TELEPHONE: 0116 215 1105
FACSIMILE: 0116 215 1100

Surgery Telephone Number 0116 215 1105
Out-Of-Hours Telephone Number 0116 215 1105
Surgery Facsimile 0116 215 1100
NHS 111 111
Website www.victoriaparkhealthcentre.co.uk

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OPENING HOURS

Term & Vacation Time

Monday – Friday 8.30am – 6.00pm

We may be closed:-

Every Tuesday 11:00 – 12:00

One Wednesday afternoon each Month
for staff training and development

When we are closed:

For medical advice & emergencies

18:30 – 08:00

Monday – Friday, Weekends & Bank Holidays

Please Call 111

This service is free from UK landlines or mobiles

For emergencies

08:00 – 18:30 Monday – Friday

Please call 0116 215 1105

Please read this booklet and keep it in a safe place for future reference. Large print or audio versions of this booklet are available on request.

DOCTORS

Dr Pratima Khunti (*Female*) MB ChB DRCOG MRCGP

Dr Khunti trained in Dundee and registered in 1985. Her interests include: General Medicine, Diabetes, Asthma, Paediatrics, Child Health, Gynaecology, Sexual Health and Family Planning.

Dr Linda Browne (*Female*) MB ChB DFSRH DOcc Med

Dr Browne trained in Leicester and registered in 1990. Her interests include: General Medicine, Paediatrics, Asthma, Gynaecology, Family Planning and Minor Surgery.

Dr Aruna Garcea (*Female*) MB ChB BSc MRCOG MRCGP DFSRH

Dr Garcea trained in Manchester and registered in 1997. Her interests include: General Medicine, Gynaecology, Obstetrics, Sexual Health, Family Planning, Mental Health, Asthma, Diabetes & Care of the Elderly.

Dr Julie Andrews (*Female*) MB ChB (only available during term time)

Dr Andrews trained in Leicester and registered in 1993. Her interests include: General Medicine, Paediatrics, Ophthalmology and Dermatology.

Dr Sarbjit Raja (*Female*) MB ChB DFSRH

Dr Raja trained in Leicester and registered in 1997. Her interests include: General Medicine, Paediatrics, Mental Health, Dermatology and Family Planning.

Dr Uma Mahalingappa (*Female*) MB BS nMRCGP DRCOG DFSRH

Dr Mahalingappa trained in India and registered in 2000. Her interests include: General Medicine, Women's & Sexual Health and Child Health.

Dr Aliya Hussain (*Female*) MB BS MRCGP

Dr Hussain trained in Leicester and registered in 2008. Her interests include: General Medicine, Women's Health, Child Health and Dermatology.

Dr Jaylata Shah (*Female*) MBChB BSc DRCOG MRCGP

Trained at University of Birmingham and registered in 2006. Interests include: General Medicine, Dermatology, Women's Health and Child Health.

Dr. Andrews , Dr Raja, Dr Mahalingappa, Dr Hussain & Dr Shah are all Salaried GP's. ***Each doctor provides personal maternity care and contraceptive advice. All offer counselling for terminations of pregnancy with the exception of Dr Mahalingappa.***

NURSING STAFF

Sister Lorraine Farmer

Sister Louise Barratt BSc (Hons) RGN FPCert

Trained at Charles Frears School of Nursing, Leicester. Qualified in 1986

Sister Debbie Taylor BA RGN RM

Trained at Charles Frears School of Nursing, Leicester. Qualified 1985

Healthcare Assistant – Dipika Chauhan

Appointments can be made in person, by telephone, or if you are registered for our 'on-line' service you can also book on-line.

Travel Advice & Vaccinations	Louise, Debbie, Lorraine
Asthma Reviews	Louise, Lorraine
Sexual Health	Louise or Debbie
Smear Tests or Swabs	Debbie, Louise, Lorraine
Contraception	Louise or Debbie
Pregnancy Tests	Health Care Assistant (HCA)
Flu & Pneumonia Vaccination	Louise, Debbie
Ear Syringing	Louise, Debbie, Lorraine
Blood or Urine Tests	Health Care Assistant (HCA)
H Pylori Breath Tests	Health Care Assistant (HCA)
Blood Pressure check	Health Care Assistant (HCA)
ECG or 24 hour BP checks	Health Care Assistant (HCA)
Dressings	Louise, Debbie, Lorraine
Smoking Cessation	Debbie or Louise

Concerns related to drug abuse, alcohol consumption, diet, weight and other day to day anxieties are also issues on which the nurses are able to give guidance.

PRACTICE PERSONNEL

<i>Executive Manager</i>	Samantha Rogers
<i>Nurse Team</i>	Lorraine Farmer, Louise Barratt, Debbie Taylor, Dipika Chauhan (HCA).
<i>Reception</i>	Maria Desjardins (Reception Manager), Karen Fairlie, Barbara Williams, , Mike Williams, Victoria Love, Lauren Brady, Balbir Gill, Courtney Harding
<i>Administration</i>	Rachel Mansfield, Hilary Bracey, Desna McIntosh, Tara Staruch, Ellie Sharman, Thomas Smart (IT)

ATTACHED STAFF

This health centre has several attached staff providing services in the building:

Community Midwives, Community Nurses, Health Visitors, Practice Therapists, Alcohol Worker and Smoking Cessation.

THE PRACTICE

Victoria Park Health Centre currently provides primary medical care mainly to the students and staff of the University of Leicester. The practice is fully conversant with the spectrum of health care needs within this academic community and the surrounding city population. We specialise in all problems affecting young people, including asthma, diabetes, epilepsy, inflammatory bowel disease, psychological ill health, sexual health, travel medicine and sports injuries. We recognise that mature and international students have specific health care needs. Many staff and their families are registered with us and our expertise extends to the medical problems affecting these groups.

Patients may see any doctor they choose, but if there is a long-term problem it is advisable to see the same doctor at each visit so that we can provide continuity of care.

YOUR CONTACT INFORMATION

When you complete a form to register with this health centre it is important that we have your full address and telephone number (landline and mobile) so that we can contact you easily.

It is vitally important that if you change your address you let us know so that we can keep your medical records up to date. You should also inform any other healthcare

worker, for example hospital consultants, to avoid misdirection of appointment letters.

Your contact details are important to us because if any correspondence or phone calls cannot get to you it can cause delays or cancellations of hospital appointments, test results or appointments at the health centre.

International students should let us know when you are due to leave England and return to your home country.

APPOINTMENTS

Health centre opening hours are as follows:

Term time & Vacation:

Monday – Friday From 8.30am – 6.00pm

If you find we are closed during normal opening hours

The health centre may close Tuesdays 11:00 -12:00 and on one Wednesday afternoon each month for staff training and development. See the Home Visits and Emergencies section for information on emergency contacts.

There are appointments available at various times during mornings, lunchtimes and afternoons. We try hard to run to schedule but some problems require more time and occasionally you will have a short wait. Appointments can be booked from 08:30 either at the desk, over the telephone or on-line (on-line booking details available from reception).

Same Day appointments are available with your usual doctor. It is helpful if patients can give receptionists an idea of why they need to be seen so that an appropriate appointment slot can be booked with an appropriate Dr or nurse.

Appointments can be booked from 08:30 either at the desk, over the telephone or on-line (on-line booking details available from reception).

Please be aware that ALL doctor appointments are 10 minutes long, if this isn't long enough, please ask for a 'double appointment'. The doctor may ask you to make another appointment if you attend with more than one problem and the time you have booked isn't long enough.

Telephone consultations can be requested by contacting reception. You will need to give reception a telephone number you can be contacted on and you will be booked onto the appointment screen. The GP will then call you back for a consultation.

MISSED OR LATE APPOINTMENTS

If you cannot keep an appointment, or will be late arriving, please let us know as soon as you can.

If you arrive 15 minutes late or more, the doctor/nurse will not see you.

HOME VISITS

Please limit your calls outside surgery hours to matters that really need a doctor's help URGENTLY. You can call NHS 111.

If you need a doctor to visit you, please contact reception before midday. Doctors normally visit after morning surgery. Visits are made entirely on medical need and having no transport is not a valid reason for requesting a visit.

OUT OF HOURS SERVICE & EMERGENCIES

For medical advice & emergencies 18:30 – 08:00 Monday – Friday, Weekends & Bank Holidays please call 111. This service is free to UK landlines or mobiles.

For emergencies Monday – Friday 08:00 – 18:30 please call 0116 215 1105

The out-of-hours service in Leicester is provided by Central Notts Clinical Services Ltd on behalf of the practice. The deputising doctor may offer telephone advice, ask you to visit a local 'out-of-hours' centre or, if medically indicated, visit you at home.

In an **emergency**, advice can also be sought at a Walk In Centre:

Merlin Vaz Health Centre, 1 Spinney Hill Road, Leicester. LE5 3GH
Tel: 0116 242 9450

18 The Parade, Oadby, Leicester. LE2 5BJ (near 'The Old Library' Pub)
Tel: 0116 271 1360

REFERRALS

Your doctor may refer you to a hospital for further treatment. Our referral letters usually leave the health centre within a few days of your consultation. If you have any queries regarding your hospital appointment, you should ring and ask for the Appointments Clerk of the speciality and hospital to which you have been referred. They will be able to give you details of your appointment including waiting times.

Leicester Royal Infirmary, Leicester General Hospital & Glenfield Hospital are all part of The University Hospitals of Leicester (known as UHL). Details of the 'Hospital Hopper' bus service can be found at:-

www.leicestershospitals.nhs.uk/patients/getting-to-hospital/bus-travel/hospital-hopper-bus/

University Hospitals of Leicester Tel: 0300 303 1573

We also refer patients using the electronic Choose & Book referral system. If you were referred via this method, the surgery should be your first point of contact.

Patients are entitled to copies of GP referral letters relating to them. These must be requested at the time of consultation with the GP with regards to that particular problem.

COURTESY AND RESPECT

The health centre aims to provide a high quality service to all patients in the context of a significantly under-resourced National Health Service. We aim to treat our patients with respect and dignity and expect the same for our staff. Any discourtesy or rudeness will result in your immediate removal from our list.

WEBSITE

A current copy of this leaflet can be found on the health centre's web site along with links to our on-line services:

www.victoriaparkhealthcentre.co.uk

OUR PRACTICE QUALITY STANDARDS

We aim to provide you with the highest quality of health care services through the Primary Health Care Team at our health centre.

We Aim To:

- Treat you confidentially, with courtesy and respect
- Have respect for your privacy, dignity and religious and cultural beliefs
- Keep you informed of the services we offer and any appropriate information that effects your health and treatment
- Run surgeries and clinics on time. Delays can happen, for example because of emergencies. We are sorry if you are kept waiting.
- Offer you an urgent/emergency appointment with a doctor on the day you request it if you feel your condition warrants it
- Offer you a routine appointment with a doctor of your choice, normally within 3 working days, provided the doctor is not absent
- Provide a home visit if your illness means that it will be impossible for you to attend the surgery
- Have your repeat prescriptions ready for collection during the afternoon of the weekday after the request is handed in. There may be a delay if you have not attended for a review when requested by the doctor or nurse

How You Can Help Us

Please:

- Keep the appointment you have made, or cancel it well in advance to allow other people to be seen sooner
- Only ask for an urgent appointment for problems that cannot wait. This way doctors can deal with urgent problems as soon as possible
- Think ahead if you are taking regular medication and remember to request a repeat prescription in good time. If you need to see the doctor - do book in advance and avoid taking up an urgent appointment
- When the surgery is closed, only call the doctor in the case of a medical emergency
- Note that individual appointments are for one patient and one medical problem only. If you feel you may need a longer appointment, please tell reception staff
- Always listen to and follow the advice you are given by our doctors or nurses. If you are unsure about anything, please ask the doctor or nurse
- Treat our staff with the same courtesy and respect you would expect for yourself.

REPEAT PRESCRIPTIONS

If you need a regular supply of medication, your doctor will print a repeat prescription sheet for you. You can then indicate on the page which medicine(s) you need and either hand in the page to reception or send it with a stamped addressed envelope. Your prescription will be ready after 2.00pm if we receive the request before 11:00am, or the next working day (with the exception of Friday). Telephone requests for repeat prescriptions are not accepted.

The on-line/Digital TV service has a repeat prescription ordering facility. You will need to complete an additional registration process to use this service, please ask reception for more details.

The doctor may ask you to make an appointment to review your medication before a prescription is issued. Repeat prescriptions are not normally given for certain items, e.g. anti-depressants, sleeping tablets, the contraceptive pill, some asthma medication etc.

Electronic Prescribing - New for April 2014

If you collect repeat prescriptions you will not have to visit your GP practice just to pick up your paper prescription. Instead, your GP will send the prescription electronically to the place you choose, saving you time.

The prescription is an electronic message so there is no paper prescription to lose. You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

If the prescription needs to be cancelled the GP can electronically cancel and issue a new prescription without you having to return to the practice – saving you extra trips. You may not have to wait as long at the pharmacy as your repeat prescriptions can be made ready before you arrive.

You will need to nominate any national participating pharmacy. This can be done by going into the Pharmacy that you use the most, let them know you want them to be your nominated pharmacy and they will do the rest.

PRESCRIPTION CHARGES

Once you are 19 you will not automatically be eligible for free prescriptions. You can apply for a low-income exemption certificate by filling in form HC1. This form is available at the health centre, Student Welfare, Post Offices or the Social Security. If you have frequent medications and are not entitled to free prescriptions you may want to consider buying a prepayment certificate. Ask at a pharmacy or Post Office for details.

CHARGES

All of the care and treatment you receive as an NHS patient is free of charge. However, some reports, vaccinations and tests fall outside of the scope of the NHS and will incur a charge. Enquire at reception.

BLOOD TESTS

The taking of blood samples for blood tests is done every morning, Monday to Friday. You will be referred to this session by one of our GPs or practice nurses and you will need to make an appointment at reception.

TEST RESULTS

If a test result is normal we do not contact you. If a test result is abnormal you will be contacted by letter to come for a further test or to see the doctor. Please do not ignore such letters.

If you want to ask about a blood test or other test result, please telephone the health centre between 3.00pm and 4.30pm and be sure to specify which tests you want to know the results of.

Please allow at least one full week from the day the test is taken before calling to see if the result is OK or if you need to see a doctor.

CHANGE OF ADDRESS

Please notify us whenever you change your address. If you do not do this, the Health Authority could recall your medical records and you would no longer be registered with the health centre. You should also notify any hospitals where you are receiving treatment, or to which you have been referred. If you do not you may miss your appointment or treatment.

MEDICAL RECORDS

If you wish to see your medical records please complete a request form available from reception. There will be a charge for any photocopies of records.

The practice is registered under the Data Protection Act for the keeping of computerised patient data and medical records. Patients are asked to note that information will be kept for a minimum of 5 years for audit and other purposes.

VACATION

The health centre remains open during the University vacations. If you are away from Leicester and need treatment from a GP you should ask to be treated as a **temporary resident**, otherwise your medical notes will be recalled by the Health Authority and you would no longer be registered with us.

STAFF TRAINING

The surgery may close 11:00 – 12:00 on a Tuesday and on one Wednesday afternoon per month for training purposes. If you require urgent medical attention and you find the surgery closed, please ring our out-of-hours number to contact the duty doctor. We apologise for any inconvenience this may cause.

COMMENTS/COMPLAINTS/ENQUIRIES

If you wish to offer any comments on the working of the practice, please contact our Executive Manager or use the suggestion box in the waiting area. We also have a formal practice complaint procedure, details of which are available at reception.

If you need to talk to someone about a non-clinical matter, please ask at reception. They will assist you or pass you on to the Executive Manager.

PRIMARY CARE TRUST

We are an active member of Leicester City Clinical Commissioning Group. Their contact details are:

Leicester City Clinical Commissioning Group (0116) **295-0750**

St Johns House

East Street

Leicester. LE1 6NB

COUNSELLING

If you are a student at the University and you wish to see a counsellor, telephone (0116) **223 1780** to make an appointment with the Student Counselling Service.

DENTIST

Unfortunately there is no University dentist so you will have to register with a dental practice locally. You are advised to register as soon as possible because of the expense of emergency dental care. If you are unsure how to contact a dentist, the best way is call NHS 111 or see the NHS Choices website www.nhs.uk

HOW WE USE INFORMATION THAT WE HOLD ABOUT YOU

Under data protection principles, sensitive personal data can be processed (processing means anything that might be done to, or with, data) if it is necessary for medical purposes and is undertaken by a health professional or a person who in the circumstances owes a duty of confidentiality which is equivalent to that which would arise if that person was a health professional.

“Health Professional” includes registered medical and dental practitioners, opticians, pharmaceutical chemists, nurses, midwives, health visitors, osteopaths, chiropractors, clinical psychologists, child psychotherapists and speech therapists employed by a health service body.

“Medical Purposes” includes preventative medicine, medical diagnosis, medical research, the provision of care and treatment and the management of healthcare services.

The Data Protection Act 1998 can be read at:

<http://www.legislation.gov.uk/ukpga/1998/29/contents>

ACCESS TO THE SURGERY

IN PERSON

Term time & Vacation: Monday –Friday From 8.30am – 6.00pm

THROUGH DIGITAL TV OR THE WEB – available 22 hours a day, everyday

You need additional registration to use the Web based & Virgin Media/SKY interactive button services. To do this, ask reception staff for the on-line information. Once registered you will be able to:-

- Book, View & Cancel appointments you have at the surgery
- Order Repeat Prescriptions
- Notify us of a change of address or telephone number
- View your medical records – By prior arrangement only

WEBSITE

A current copy of this leaflet can be found on the health centre’s web site along with links to our on-line services:

www.victoriaparkhealthcentre.co.uk