



Beaumont Leys Health Centre

Patient Information Leaflet

Beaumont Leys Health Centre
1 Little Wood Close
Leicester
LE4 0UZ

T: 0116 235 0435
www.beaumontleyshealthcentre.co.uk

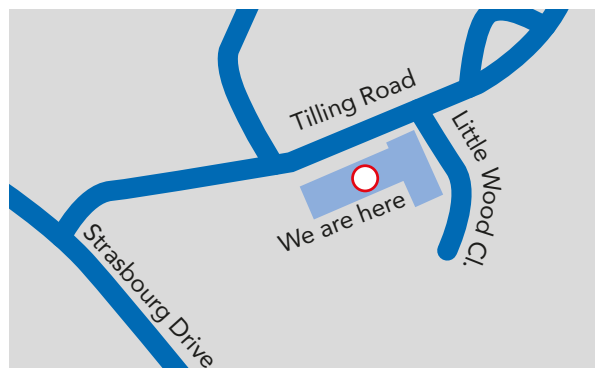
Welcome to Beaumont Leys Health Centre

Our friendly and professional healthcare team is pleased to be able to provide NHS general practice services to patients who register with this practice. The service is operated by Spirit Healthcare on behalf of Leicester City Clinical Commissioning Group (CCG).

We provide a wide range of services for you from this practice, including:

- Advice and treatment for general health problems
- Minor illness and chronic disease management
- Minor surgery
- A range of vaccinations and immunisations including flu jabs, childhood immunisations
- Women's & men's health services
- Cervical cytology screening (smears)
- Family Planning Advice, including contraceptives
- Maternity services for antenatal and post natal care
- Some sexual health services (see www.leicestersexualhealth.nhs.uk/getting-tested-and-clinics/clinics/by-location)
- Dressings and suture removal
- Health promotion and disease prevention advice, including alcohol, diet and exercise advice, and information about stopping smoking
- Travel vaccinations

Where we are



We are open at the following times:

Monday	8am to 7.30pm
Tuesday	8am to 6.30pm
Wednesday	8am to 6.30pm
Thursday	8am to 6.30pm
Friday	8am to 6.30pm
Saturday	8am to 10am (for pre-booked appointments only)

If the practice is closed and you need medical help, please call the NHS Helpline on 111.

Registering with the practice

Anyone living within the surgery catchment area can register. For details of the exact boundaries, please refer to our practice website. Patients who wish to register should complete a registration form. When you register with the practice we will offer you a basic medical screening appointment and ask you to provide us with some information about you so that we can offer you the best care.

Booking an appointment

As a registered patient, booking an appointment is easy. Simply telephone 0116 235 0435 or ask at reception. Alternatively visit the practice website to book appointments online. (You will need to register to use this service, please ask at Reception for details)

So we can make sure you see the right person, please mention at the time of booking your appointment

- If you prefer to see a specific doctor or nurse
- If you need an interpreting service
- If you require a smear or routine contraception
- If you think you may require an intimate examination

We offer consultation in a variety of formats including:

- Face to Face
- Telephone
- Home Visits (only when medically required)

Cancelling appointments

If you can't make an appointment, please contact us as soon as possible, so we can offer the appointment slot to someone else.

If you arrive late for your appointment, there may be times when we cannot accommodate you, and you may be asked to re-book.

You can cancel your appointment by sending a text to 07936 512087, please provide your name, date of birth, appointment date and time. This mobile number is a cancellation service only.

If you repeatedly fail to cancel your appointments, you may be removed from our patient list.

Getting test results

If you have had a test at the practice, you can obtain the results by telephoning us. Please note that urine, blood and swab test results are normally returned to us within a week. Smear test results usually take up to six weeks. Please call after 11.00 a.m. for results to avoid our busiest period.

Ordering repeat prescriptions

For safety reasons, we can't accept requests for repeat prescriptions over the telephone. So, to request a repeat you need to do this either in person, online or by post. Simply tick the medication you require from the list on your latest prescription repeat slip, or click the boxes online. Please allow 2 working days from us receiving the request before you collect it. This is so our medical team can review your medical records and issue your correct prescription.

Prescriptions can be collected from the practice, or we can forward it to your nominated pharmacy. If you wish us to post your prescription back to you, please provide reception with a stamped addressed envelope.

From time to time we require you to see the doctor or the nurse for a medication review before a repeat prescription can be issued. This is to ensure that you get the medications that are most appropriate. To check for your medication review date please refer to the repeat slip.

We offer an Electronic Prescription service (EPS), which means we can send an electronic copy of your prescription to your nominated pharmacy. Please ask us for details.

Getting to know us

The practice team consists of General Practitioners (GPs), Nurses, Health Care Assistants (who will also take blood) and a number of reception and administration staff. All our clinical staff will be registered with a professional body and will have undertaken specific training for their role. A full list of our current staff is available from reception, via our practice website or at the NHS Choices website (www.nhs.uk).

Arranging home visits

We offer home visits when medically required for those people who are housebound or too ill to leave their home. If you are unwell and unable to come to the surgery, please call us, and the on-call doctor will make a decision about whether a home visit can be provided.

Accessing and using patient records

We take the security of your personal information very seriously and we will record all the information about you confidentially on our clinical system. We will only share information about you with your consent (for example when we make a referral to a hospital for you) unless it is required by law, or the information is anonymised. If you would like to know how to see a copy of the information we hold on your records please make a request in writing to the address on the front of this leaflet. Your Summary Care Record (SCR) is an electronic record of important patient information, created from your GP medical records. It can be seen and used by authorised healthcare staff when you are away from your GP surgery.

Private services

We are able to provide some non-NHS services for a fee – such as LGV licences or Taxi medicals, insurance examinations etc. Our charges for these services are available on request and displayed in reception.

Our commitment to you

We will always aim to offer you the best care, to respect you and treat you with dignity and respect your confidentiality. In return, we ask you to treat our staff with respect. Physical and verbal aggression towards medical and administrative staff working in the NHS environment unfortunately does occur, please don't let it happen here. Repeated aggression may result in removal from our practice list.

Need a translator?

If you would like assistance with an interpreting service, please speak to a member of our reception staff when booking an appointment.

Making the practice accessible

The surgery has suitable access for patients with mobility issues or disabilities. Should you require further assistance please speak to a member of staff

Would you recommend our care?

You can tell us about how we are doing by completing our friends and family test or feedback form. We are keen to hear from you about what is good and what could be improved. You can provide feedback via our clinical or reception teams, verbally or in writing.

What to do if you have a complaint

If you should be unhappy with the care you are receiving, we want you to raise your concerns as soon as possible, and to make this easy for you. There is a guidance poster at reception about how to make a complaint, or you can contact us at reception or write to us at the address on the front of this leaflet.

Joining our Patient Participation Group

We would like to know how we can improve our service to you and how you perceive our surgery and staff. To help us with this, we have a patient participation group (PPG) so that you can have your say. Details of the next meeting will be available from reception, and displayed in the practice. Please add that minutes of meetings will be made available on the practice website.

Comments and suggestions

We sincerely hope that our patients are happy with the care and advice they receive, and we welcome your views and comments. We hope that you will raise any concerns with our staff at the time they occur. Alternatively, please refer to the patient complaints guidance poster available at reception.

When the surgery is closed

We do not offer Out of Hours services. If you need urgent medical assistance when we are closed, please call 111. In an emergency please call 999.

If you are registered with any GP practice in Leicester City, you can now benefit from an appointment with a GP or an advanced nurse practitioner, during evenings, weekends and bank holidays at any of our healthcare hubs in the city. Appointments can be booked for the same day or up to 48 hours in advance. To book an appointment call 0116 366 0560 during opening hours (see www.leicestercityccg.nhs.uk/healthcare-hubs for details)

If you have a minor ailment you could visit your local pharmacy who will be able to provide you with some help or signpost you onto the next available service.

Non-English speakers and other formats

Please let us know if you require this information in another language, or an alternative format.

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30 East Street, Leicester,
Leicestershire, LE1 6NB.

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