

Appointments:

Appointments can be booked in advance - please contact the surgery to make an appointment. A normal appointment time is 10 minutes for one problem. If you require more time than this please ask the receptionist to allocate a longer appointment for you to allow the clinician enough time to address all your needs.

If you arrive more than 10 minutes late you will be asked to re-book.

Home Visits:

Home visits will be triaged by the Doctor to assess suitability. To help the doctors please come to the surgery if you possibly can, where better facilities are available and the regular practice team can see you. Home visits are currently done by specific home visiting teams and not the regular GPs. At the surgery you will be seen quicker than waiting for a visit. Please telephone for a visit request BEFORE 10am or we may not be able to oblige with your request.

PLEASE NOTE: IF YOU LIVE OUT OF OUR CATCHMENT AREA THE DOCTORS WILL NOT BE ABLE TO PROVIDE HOME VISITS

We cover:

Ratby, Kirby Muxloe, Groby, Leicester Forest East, Lubbethorpe, Glenfield, Markfield, Thornton, Anstey, Botcheston and Desford.



Suggestions, Comments & Complaints:

We strive for high quality care. If you have any suggestions or are unhappy about any aspect of our service, write them down and drop them in our suggestion box in the reception.

If you wish to make a formal complaint against us, we operate the NHS complaints procedure: any letters of complaint should be addressed to Laurrice Matthew-Liburd, assistant practice manager at Ratby Medical Centre. Practice complaints leaflets are available via reception.

THIS PRACTICE SUPPORTS THE GOVERNMENTS NHS ZERO TOLERANCE ZONE CAMPAIGN

Action will be taken where a patient is threatening, intimidating, violent or abusive to a GP, staff member or other persons present on the Practice premises. The patient will be removed from the practice list.



**1A Desford Lane
Ratby
Leicester
LE6 OLE**

**Open Monday - Friday
8am - 6.30pm**

Tel: (0116) 2394960

www.ratbysurgery.nhs.uk

Meet Our Team:

GP Partners:

Dr James Ogle Male

Specialist interest: Chronic Kidney and Cardiovascular disease.

Dr Reema Parwaiz Female

Special Interest: Children's and Women's Health

Dr Zan Parwaiz Male

Special Interest: Elderly medicine and Mental health

Dr. Paul Parwaiz: Male

Special Interest: Joint Injections and Vaccination lead

Salaried GP's

Dr Punam Kalirai Female

Special Interest: Medical education and Dermatology

Dr Maryam Jawad Female

Special Interest: Elderly medicine and Dementia

Practice Nurses

Sarah Mazuryk

Becky Phillpot

First Contact Physiotherapist:

Jane Hunt

Pharmacist Team:

Prescribing - Deepa Rayarel

Prescribing - Dev Valand

Non-prescribing - Racheal Lea

Pharmacy Technician - Shannon Yeo

Midwife:

Alison Gillis

Social Prescribers:

Lucy Moore

Indie Dean

Health and Wellbeing

Coach:

Nicola Gilbert

Practice Manager

Saeeda Parwaiz

Assistant Practice Manager

Laurrice Matthew-Liburd

Strategy Manager

Sheila Adocok

Patient Services Team:

Head - Viv Cannon

Janet Lewis

Tamzin Harris

Nicky McLoughlin

Amanda Roberts

Prescriptions:

If you are on repeat medication, please use the reordering slip attached to your repeat prescription. Requests for medication can be submitted:

- Online
- By hand to the reception
- By Post (Include a SAE if you want us to post it back to you)
- Dropped off either in our outside post-box or in our repeat script post box by reception

PLEASE ALLOW 3 WORKING DAYS FOR
PRESCRIPTION REQUESTS



Urgent Same Day Appointments:

The practice has a number of urgent appointments for same day urgent issues. The reception team are trained to identify what medical issues would be suitable for these appointments and will ask you the reason for your call so they can ensure you see the right healthcare professional in a suitable timeframe.

What to do when the surgery is closed:

If you require medical help over weekends and bank holidays between 6.30pm-8.00am weekdays and 24 hours at weekends ring 111 for telephone advice who can give you advice over the phone, or arrange a face to face appointment at a local urgent care facility which could be either a walk in centre of an urgent care centre

CCTV and Call Recording:

The practice operates a CCTV system for the security of its patients and staff. Calls are recorded for the benefit of both patients and staff. Further information can be obtained from the Practice Manager

Additional Services:

The practice offers the following services:

- Family planning
- Immunisations
- Joint Injections
- Cervical smear testing - women aged 25 – 65.
- Well-Man and Well-Women clinics
- Chronic disease management - We help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.